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Question 1

Question Type: MultipleChoice

Which are valid hardware model lifecycle phases?

Choose 3 answers

Options:

A- End of Subscription

B- General Availability

C- Upgrade

D- End of Life

E- Pre-release

F- Beta

Answer:

B, D, E

Explanation:

According to the ServiceNow Hardware Asset Management documentation, hardware model lifecycle phases are the stages that a hardware model goes through from its introduction to the market to its retirement. The valid hardware model lifecycle phases are:

* Pre-release: The hardware model is not yet available for purchase, but it is planned to be released in the future.

* General Availability: The hardware model is available for purchase and supported by the manufacturer.

* End of Life: The hardware model is no longer available for purchase or supported by the manufacturer.

* Disposal: The hardware model is disposed of or recycled.

Question 2

Question Type: MultipleChoice

What prevents two asset managers from transferring the same asset at the same time?

Options:

A- A stockroom rule

B- A business rule

C- A stock rule

D- A transfer rule

Answer:

B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, a business rule is a server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried. Business rules can be used to enforce data consistency and integrity, such as preventing duplicate transfers of the same asset. The other options are not valid terms in ServiceNow Hardware Asset Management.

Question 3

Question Type: MultipleChoice

What is the focus of asset management?

Options:

A- Financial tracking of the organization's network

B- Financial tracking of an organization's property

C- Building of the organization's property

D- Building the elements that create the organization's network

Answer:

B

Explanation:

According to the ServiceNow Hardware Asset Management documentation, asset management is the practice of managing the lifecycle and optimization of physical assets to meet the needs and goals of an organization. Asset management involves the balancing of costs, opportunities and risks against the desired performance of assets to achieve an organization's objectives. The other options are not the focus of asset management.

Question 4

Question Type: MultipleChoice

What are the five valid phases of the Now Create methodology?

Options:

A- Create, recap, execute, deliver, review

B- Initiate, plan, execute, review, close

C- Review, prepare, create, validate, recap

D- Initiate, plan, execute, deliver, close

Answer:

D

Explanation:

According to the Now Create ebook, the Now Create methodology consists of five phases: initiate, plan, execute, deliver, and close. Each phase has a specific purpose, outcome, and set of tasks that guide the project team to successful delivery. The other options are not valid phases of the Now Create methodology.

Question 5

Question Type: MultipleChoice

Delegated Developers are granted access only to what in which they are working?

Options:

A- Interfaces

B- APIs

C- Instances

D- Scopes

Answer:

D

Explanation:

Delegated Developers are granted access only to scopes in which they are working1.A scope is a set of application files and data that are isolated from other applications on the same instance2.

Scopes allow developers to create and modify applications without affecting the functionality or security of other applications or the platform2.

Delegated Developers can be assigned developer permissions for specific scopes by an application administrator or a system administrator1.These permissions determine what types of files and data they can access and modify within the scope1.

Delegated Developers can also request cross-scope access to access resources from another scope, which must be approved or denied by the owner of the target scope1.

Delegated Developers do not have access to interfaces, APIs, or instances, unless they are explicitly granted by an administrator or a cross-scope request1.Reference:

1:Delegated Development - Product Documentation: San Diego - ServiceNow

2:Application Scoping - Product Documentation: San Diego - ServiceNow

Question 6

Question Type: MultipleChoice

What three areas of data quality does the CMDB Health Dashboard focus on? (Choose three.)

Options:

A- Correctness

B- Completeness

C- Configuration

D- Conciseness

E- Conformity

F- Compliance

Answer:

A, B, F

Explanation:

The CMDB Health Dashboard is a tool that monitors and reports the health of the Configuration Management Database (CMDB) data based on four key performance indicators (KPIs): completeness, compliance, correctness, and relationship accuracy12.

Completeness measures the percentage of configuration items (CIs) that have the required and recommended attributes populated12.

Compliance measures the percentage of CIs that adhere to predefined regulatory requirements, internal governance, and certificates12.

Correctness measures the percentage of CIs that pass the predefined data integrity rules, such as identification rules, orphan CI rules, and stale CI rules12.

Relationship accuracy measures the percentage of CIs that have the expected relationships with other CIs12.

The CMDB Health Dashboard focuses on the first three areas of data quality: completeness, compliance, and correctness12.These areas are also reflected in the overall CMDB health score, which is calculated as the weighted average of the three KPIs12.

The other options, configuration, conciseness, and conformity, are not the areas of data quality that the CMDB Health Dashboard focuses on12.

Configuration is the process of defining and managing the characteristics of CIs, such as their attributes, relationships, dependencies, and status3.

Conciseness is the quality of being clear and brief, without unnecessary words or details4.

Conformity is the quality of being consistent with a set of rules, standards, or expectations5.

Question 7

Question Type: MultipleChoice

What is the preferred method of parsing in the Transform/Compose step of an event rule?

Options:

A- Python

B- Regex

C- sed/awk

D- JavaScript

Answer:

B

Explanation:

Once a catalog item has been requested, the mechanism that determines the approvals and tasks that are triggered in the application is theflow12.

A flow is a graphical representation of a business process that consists of one or more actions, such as approvals, tasks, notifications, scripts, etc., that are executed based on certain conditions and triggers12.

A flow can be associated with a catalog item to define the fulfillment process for that item, such as who needs to approve it, what tasks need to be performed, and what notifications need to be sent12.

A flow can be created and managed using the Flow Designer, a low-code development tool that allows users to design and test flows without writing any code12.

A flow can be activated or deactivated, versioned, and published to make it available for use12.

A flow can be monitored and debugged using the Flow Execution Details and the Flow Logs12.Reference:

Flow Designer

Service Catalog Request Fulfillment

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