

ServiceNow

Exam Questions CTA

ServiceNowCertified Technical Architect (CTA)



NEW QUESTION 1

As an implementation progresses, which elements does a ServiceNow capability map typically indicate?
Choose 3 answers

- A. Deployed products
- B. Maturity of deployment
- C. Integration points with external systems
- D. Licensed unused products
- E. Business unit organizational structure

Answer: ABC

Explanation:

A ServiceNow capability map evolves as an implementation progresses. It typically indicates:

A: Deployed products: The map shows which ServiceNow products or modules have been deployed and are actively used within the organization.

B: Maturity of deployment: It may visually represent the maturity level of each deployed product, indicating how fully it is being utilized and integrated.

C: Integration points with external systems: The map highlights how ServiceNow integrates with other systems and applications within the organization's IT landscape.

Why not the other options?

D: Licensed unused products: While this information might be useful, it's not typically shown on a capability map, which focuses on active deployments.

E: Business unit organizational structure: This is not directly related to the ServiceNow implementation or its capabilities.

[Reference: ServiceNow implementation best practices, Capability mapping, =====]

NEW QUESTION 2

A new project request requires quick implementation but involves portfolio realignment. As an IT leader, who should you consult to prioritize this demand?

- A. Demand Board
- B. Executive Steering Board
- C. Program Steering Committee
- D. Technical Governance Board

Answer: B

NEW QUESTION 3

What are the advantages of a 5-stack instance structure that consists of development, quality assurance, user acceptance testing, staging, and production?
Choose 3 answers

- A. Staging instance for troubleshooting
- B. Lower maintenance effort
- C. Deployment testing
- D. Increased parallel activity
- E. Single Dev track

Answer: ACD

NEW QUESTION 4

What is the primary purpose of analyzing an organization's existing architecture as a CTA?

- A. To evaluate existing system performance
- B. To identify issues and gaps in the system
- C. To recommend a product roadmap
- D. To evaluate existing testing practices

Answer: B

NEW QUESTION 5

A CTA is advising a large organization with multiple ServiceNow instances across different departments. The client wants to streamline their application deployment process and ensure consistency across instances. Which recommendation should the CTA prioritize regarding the Application Repository?

- A. Use it for a Citizen Development program
- B. Employ it for real-time collaborative coding
- C. Use it to centralize and distribute custom apps
- D. Use it as a backup for all global application packages

Answer: C

NEW QUESTION 6

What are the types of splits in a multi-development environment stack?

- A. Scoped-app and global configuration splits
- B. Product-based and release-based splits
- C. Geographic and functional splits
- D. Timeline and project-based splits

Answer: B

NEW QUESTION 7

What is a core principle for data import in ServiceNow?

- A. Import data first and validate later
- B. Use authoritative sources
- C. Use ServiceNow as a data proxy
- D. Schedule imports monthly

Answer: B

Explanation:

A core principle for data import in ServiceNow is to use authoritative sources. This means:

Trusted Data: Import data from sources that are known to be accurate, reliable, and up-to-date.

Data Integrity: Using authoritative sources ensures the integrity and quality of the data being imported into ServiceNow.

Reduced Errors: Relying on trusted sources minimizes the risk of importing incorrect or inconsistent data.

Why not the other options?

* A. Import data first and validate later: This can lead to data quality issues and require significant cleanup efforts.

* C. Use ServiceNow as a data proxy: ServiceNow is not designed to be a primary data store for external systems.

* D. Schedule imports monthly: The frequency of imports depends on the specific data and its volatility.

[Reference: ServiceNow data import best practices, =====]

NEW QUESTION 8

What action does the Identification and Reconciliation module perform to reduce duplicates in the CMDB?

- A. Merges duplicate records automatically
- B. Uses identification rules to uniquely identify CIs
- C. Validates data sources to ensure accuracy
- D. Assigns unique identifiers to each CI

Answer: B

Explanation:

The Identification and Reconciliation (I & R) module uses identification rules to uniquely identify CIs. These rules help the system determine if a CI discovered or imported from a data source already exists in the CMDB or if it's a new CI.

Here's how it works:

Identification Rules: These rules define criteria for matching CIs based on their attributes (e.g., serial number, MAC address, hostname).

Matching and Reconciliation: When new data comes in, the I & R engine applies the rules to find potential matches. If a match is found, the system can either update the existing CI with new information or flag it as a potential duplicate for review.

Why not the other options?

A: While the I & R engine can facilitate merging duplicates, it doesn't automatically merge them without human review and approval.

C: Data source validation is important, but it's not the primary function of the I & R engine in duplicate reduction.

D: Assigning unique identifiers is a function of the CMDB itself, not specifically the I & R engine.

[Reference: ServiceNow Identification and Reconciliation documentation, =====]

NEW QUESTION 9

A system administrator needs to ensure that sensitive customer data in fields is only accessible to specific roles within a ServiceNow instance. Which feature should be utilized?

- A. PII Encryption
- B. Column Level Encryption (CLE)
- C. Cloud Encryption
- D. Full Disk Encryption (FDE)

Answer: B

NEW QUESTION 10

Why is IP address access control considered part of the network layer despite being implemented in the application layer?

- A. It performs data tokenization and substitution for security.
- B. It uses encryption to protect data at rest in the ServiceNow instance.
- C. It restricts access to the instance based on IP address ranges.
- D. It manages user authentication to the ServiceNow platform.

Answer: C

NEW QUESTION 10

What is the primary purpose of having a go-live plan?

- A. To facilitate a seamless and smooth transition process.
- B. To record root causes for problems arising out of the transition.
- C. To establish a backup system for data recovery.
- D. To conduct a comprehensive review of all project documents.

Answer: A

NEW QUESTION 15

Which strategy is recommended for effective communication during the go-live phase?

- A. Focus communications only on immediate supervisors.
- B. Provide minimal updates to avoid overloading the team.
- C. Postpone any form of communication until all issues are resolved.
- D. Describe released functionality and provide knowledge base articles.

Answer: D

Explanation:

Effective communication during a go-live is crucial for keeping stakeholders informed and managing expectations. The best strategy is to describe released functionality and provide knowledge base articles. Here's why:

Clarity and Transparency: Clearly communicate what new features or changes are being released, so users understand what to expect.

Knowledge Base Articles: Provide detailed documentation and knowledge base articles to help users learn about the new functionality and how to use it.

Proactive Communication: Don't wait for issues to arise before communicating. Keep users informed about the progress of the go-live and any potential impacts.

Targeted Communication: Tailor communication to different audiences (e.g., end-users, IT staff, management).

Why not the other options?

A: Focus communications only on immediate supervisors: This limits information flow and can lead to confusion and frustration among other stakeholders.

B: Provide minimal updates to avoid overloading the team: Under-communication can create anxiety and uncertainty. It's better to provide regular, concise updates.

C: Postpone any form of communication until all issues are resolved: This is unrealistic and can damage trust. Communicate openly about challenges and progress towards resolution.

[Reference: ITIL 4 framework, Service transition best practices, =====]

NEW QUESTION 18

When should security be set up in the ServiceNow application build process?

- A. Only when issues are encountered during operations
- B. After configuring all the application workspaces
- C. After configuring all required integrations
- D. Before configuring interfaces or business logic

Answer: D

NEW QUESTION 20

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