



ServiceNow

Exam Questions CTA

ServiceNow Certified Technical Architect (CTA)

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NEW QUESTION 1

Which methods can be used to populate the CMDB with data from third-party sources? Choose 2 answers

- A. Identification and Reconciliation Engine (IRE)
- B. Discovery
- C. IntegrationHub ETL
- D. Service Graph Connectors
- E. Service Mapping

Answer: CD

NEW QUESTION 2

What components constitute the application layer security within ServiceNow? Choose 3 answers

- A. Multi-Factor Authentication (MFA)
- B. Platform Encryption (PE)
- C. Access Control Lists (ACLs)
- D. Full Disk Encryption (FDE)
- E. IP address access control

Answer: ACE

Explanation:

Application layer security in ServiceNow focuses on protecting data and functionality within the ServiceNow application itself. The following components contribute to this:

A: Multi-Factor Authentication (MFA): MFA adds an extra layer of security by requiring users to provide multiple forms of authentication (e.g., password, security token, biometric verification) to access the application.

C: Access Control Lists (ACLs): ACLs define which users or roles have permission to access, modify, or delete specific data and functionality within the application.

E: IP address access control: While technically a network layer control, IP address access control is often implemented and managed within the ServiceNow application. It restricts access to the instance based on IP address ranges.

Why not the other options?

B: Platform Encryption (PE): This is a broader encryption solution that protects data at rest across the platform, not specifically at the application layer.

D: Full Disk Encryption (FDE): This encrypts the entire hard drive of the server where the ServiceNow instance is hosted, providing protection at the infrastructure level, not the application layer.

[Reference: ServiceNow Security documentation, Application Security best practices, =====]

NEW QUESTION 3

What are key considerations for data integrations in ServiceNow? Choose 3 answers

- A. Duplicating data across all systems
- B. Accessing and using only authorized data
- C. Fetching only clean and accurate data
- D. Maximizing data transfer volume
- E. Maintaining a single source of truth

Answer: BCE

NEW QUESTION 4

What should be included in the go-live planning to handle and manage potential risks?

- A. A list of key performance metrics to track the performance.
- B. A back-out plan and mitigation plan for unforeseen circumstances.
- C. A detailed communication plan for all stakeholders.
- D. A schedule for user training and support sessions.

Answer: B

NEW QUESTION 5

What are valid methods for bulk data export from ServiceNow? Choose 3 answers

- A. Using an external ODBC connector to query tables
- B. Using SMS push notifications for data extraction
- C. Using printed reports for data extraction
- D. Utilizing export sets with MID Server scheduling
- E. Extracting data using HTTP-based web services

Answer: ADE

NEW QUESTION 6

What are common group types used in ServiceNow for managing foundational data? Choose 3 answers

- A. Assignment groups
- B. Workflow groups
- C. Security groups
- D. Financial groups

E. Process groups

Answer: ABC

NEW QUESTION 7

How are new classes of Configuration Items (CIs) and relationships created in the ServiceNow CMDB?

- A. Importing data from external sources
- B. Using predefined templates
- C. Using IntegrationHub ETL
- D. Extending other classes

Answer: D

Explanation:

The most common and recommended way to create new CI classes in ServiceNow is by extending existing classes. This leverages the existing data structure and relationships within the CMDB.

Here's why this approach is preferred:

Inheritance: Extending a class allows the new class to inherit attributes and relationships from the parent class, ensuring consistency and reducing redundancy.

Data Model Integrity: It helps maintain the integrity of the CMDB data model by building upon the established CSDM framework.

Customization: Extending classes provides flexibility to add specific attributes and relationships that are unique to the new CI class.

Why not the other options?

A: While importing data can populate the CMDB, it's not the primary method for creating new CI classes and their relationships.

B: ServiceNow does not offer predefined templates for creating new CI classes.

C: IntegrationHub ETL is a powerful tool for data integration, but it's primarily used for data transformation and loading, not for creating new CI classes.

[Reference: ServiceNow CMDB documentation, ServiceNow Developer training materials, , ,]

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

Which encryption solution would ensure that customer credit card numbers were encrypted before being stored in the cloud and would allow for easy administration of encryption keys?

- A. Edge Encryption
- B. Server-side Encryption
- C. Client-side Encryption
- D. Database Encryption

Answer: C

NEW QUESTION 10

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. P11 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 12

What are the recommended error handling strategies for ServiceNow integrations? Choose 3 answers

- A. Ignore minor errors to reduce system load
- B. Establish a process to review and monitor errors
- C. Classify errors into specific categories
- D. Create email notifications for all integration errors
- E. Log all errors to a centralized location

Answer: BCE

NEW QUESTION 15

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 19

What is the primary factor in determining the number of MID Servers required for a standard ServiceNow deployment?

- A. The number of network routers in use
- B. The number of targets and interaction frequency
- C. The number of concurrent users on the instance
- D. The geographical spread of the organization

Answer: B

NEW QUESTION 20

In Identity Provider (IdP) initiated SSO, what is the primary protocol used for communication between the IdP and the enterprise application?

- A. JSON Web Token (JWT) authentication
- B. OAuth 2.0 authorization framework
- C. OpenID Connect (OIDC) protocol
- D. Security Assertion Markup Language (SAML)

Answer: D

NEW QUESTION 23

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 25

What are included in the domains of technical architecture in ServiceNow? Choose 3 answers

- A. Risk Management
- B. Security Management
- C. Environment Management
- D. Data Management

E. App Dev Management

Answer: BCD

NEW QUESTION 27

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 31

A company is preparing for a ServiceNow instance upgrade. Which tool shortens the time to validate critical processes post-upgrade?

- A. Test Management 2.0
- B. Automated Testing Framework (ATF)
- C. Manual testing scripts
- D. System health dashboard

Answer: B

Explanation:

The Automated Testing Framework (ATF) is the best tool for quickly validating critical processes after a ServiceNow instance upgrade. Here's why:
Automated Execution: ATF allows you to create automated tests that can be run quickly and repeatedly after the upgrade. This significantly reduces the time required for testing compared to manual methods.

Comprehensive Coverage: You can create automated tests for various processes, workflows, UI actions, and business rules, ensuring comprehensive validation of critical functionality.

Regression Testing: ATF is particularly valuable for regression testing, ensuring that the upgrade hasn't introduced any unexpected issues or broken existing functionality.

Why not the other options?

* A. Test Management 2.0: While Test Management 2.0 provides a framework for managing tests, it doesn't inherently shorten the testing time itself. It can be used with ATF to organize and track automated tests.

* C. Manual testing scripts: Manual testing is time-consuming and prone to errors, especially for repetitive tasks involved in upgrade validation.

* D. System health dashboard: This dashboard provides an overview of system performance and health, but it doesn't directly validate specific processes or workflows.

[Reference: ServiceNow Automated Test Framework (ATF) documentation, =====]

NEW QUESTION 36

What benefits does effective testing provide? Choose 3 answers

- A. Ensures compliance with industry standards
- B. Conforms to specifications as defined in stories
- C. Enhances overall system performance
- D. Validates new functionality without introducing regressions
- E. Identifies defects early in the development process

Answer: BDE

NEW QUESTION 40

What type of testing is characterized by an unplanned approach where the tester's understanding and insight are the most important factors?

- A. Usability testing
- B. Performance testing
- C. Ad hoc testing
- D. Load testing

Answer: C

NEW QUESTION 41

What does the ServiceNow Security Center's daily compliance score indicate in ServiceNow?

- A. The number of security incidents created in the last 24 hours.
- B. The number of phishing emails resolved in the last 24 hours.
- C. The security compliance percentage of the ServiceNow instance.
- D. Percentage of vulnerabilities remediated in the last 24 hours.

Answer: C

NEW QUESTION 44

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