

**100%** Money Back  
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**Vendor:**ServiceNow

**Exam Code:**PR000370

**Exam Name:**ServiceNow Certified System  
Administrator

**Version:**Demo

**QUESTION 1**

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Correct Answer: A

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**QUESTION 2**

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Maintain Categories
- B. Maintain Items
- C. Content Items
- D. Items

Correct Answer: B

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**QUESTION 3**

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Correct Answer: C

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**QUESTION 4**

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows

- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

Correct Answer: A

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**QUESTION 5**

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Correct Answer: A

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**QUESTION 6**

Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

Correct Answer: A

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**QUESTION 7**

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Correct Answer: AD

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**QUESTION 8**

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Correct Answer: C

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#### **QUESTION 9**

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

Correct Answer: ACDE

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#### **QUESTION 10**

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

Correct Answer: ABD

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#### **QUESTION 11**

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

Correct Answer: D

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#### **QUESTION 12**

Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

Correct Answer: B