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ServiceNow CTA

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QUESTION NO: 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: C D

Explanation:

IntegrationHub ETL and Service Graph Connectors are purpose-built approaches for bringing data from external, third-party sources into the ServiceNow CMDB. IntegrationHub ETL provides an extract, transform, and load framework that enables an organization to ingest data from external databases, files, APIs, and other source systems. Its transform capabilities map source attributes and relationships to the CMDB data model, while CMDB-aware loading supports governed ingestion of configuration-item data. This makes it especially useful where an organization needs a tailored integration for a source that does not have a packaged connector.

Service Graph Connectors provide supported, prebuilt integrations for specific third-party products and cloud providers. A connector retrieves data using the vendor-specific integration logic and uses the Service Graph framework to map and load that data into the CMDB consistently. Connectors help preserve data quality and support normalized, maintainable CMDB ingestion patterns rather than requiring every integration to be built from scratch. Both methods align with ServiceNow's CMDB data-ingestion strategy and work with CMDB identification and reconciliation controls as data is loaded. See the IntegrationHub ETL documentation and the Service Graph Connectors documentation.

QUESTION NO: 2

A CTA is defining the architecture for a high-volume integration that creates and updates records in ServiceNow. The external system can experience temporary outages, and support teams must be able to trace a failed transaction across both systems. Which design practices should be included?

Choose 3 answers

A. Use a correlation identifier across the end-to-end transaction.

B. Retry all failed requests indefinitely.

C. Log and monitor integration failures centrally.

D. Classify transient errors before applying retry logic.

E. Suppress error details after the first failure.

ANSWER: A C D

Explanation:

Correlation identifiers provide a way to trace a transaction through ServiceNow and the external system. Centralized logging and monitoring provide the operational evidence needed to identify, investigate, and trend failures. Retry handling should distinguish transient failures, such as timeouts or temporary unavailability, from permanent failures such as invalid payloads or authorization errors.

Retries alone are not sufficient unless the integration is designed to handle repeated messages safely. Retrying every error indefinitely can increase load, obscure the original problem, and create duplicate processing.

QUESTION NO: 3

A company is preparing for a ServiceNow instance upgrade. Which tool shortens the time tovalidate 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:

Automated Testing Framework (ATF) is the ServiceNow capability designed to reduce the effort and elapsed time needed to validate important business processes after an upgrade. Teams can define repeatable automated tests for critical user journeys and platform behavior, then execute them consistently before and after the upgrade. This provides rapid regression validation of configured functionality, such as form interactions, catalog submissions, record operations, UI actions, and other supported workflows, without requiring a tester to manually repeat every test step.

For upgrade planning, an architect should identify high-value and high-risk processes, build and maintain ATF coverage for them, and run the relevant suites in a non-production environment after the target release is applied. Automated results provide an auditable record of execution and make it easier to identify regressions early enough to remediate them before production deployment. Because the same tests can be rerun whenever configuration changes or upgrade fixes are applied, ATF supports both initial upgrade assurance and ongoing release quality practices. ServiceNow documents ATF as a platform feature for creating and running automated tests, including tests used to validate instance changes and upgrades. See the ServiceNow Automated Test Framework documentation and the ATF best-practices guidance.

QUESTION NO: 4

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

Explanation:

The primary purpose of a go-live plan is **to facilitate a seamless and smooth transition process**. A go-live plan provides a coordinated, time-bound approach for moving a ServiceNow capability from implementation into production use. It defines the deployment sequence, responsible stakeholders, readiness checks, communications, user support arrangements, validation activities, and contingency or rollback actions. This planning reduces disruption to business operations and helps ensure that users, support teams, integrations, data, access controls, and operational processes are prepared when the new or changed service becomes available.

For a ServiceNow implementation, go-live readiness is more than deploying configuration: the organization must confirm that the solution has been tested, required approvals are in place, affected users know what is changing, and support personnel can address issues promptly. A clear execution plan also establishes decision points and ownership during the transition, allowing the team to manage risks consistently and verify that the release is operating as intended immediately after

deployment. These practices align with ServiceNow's implementation guidance on planning for deployment and organizational adoption. See ServiceNow Success: Implement and ServiceNow Success: Now Value.

QUESTION NO: 5

A CTA is defining release readiness criteria for a production deployment that includes a new catalog workflow and an external fulfillment integration. Which criteria should be required before go-live? Choose 3 answers

A. Complete end-to-end testing of the catalog and fulfillment process

B. Approve a back-out plan with decision authority and validation steps

C. Confirm operational support, monitoring, and user readiness

D. Use production as the first environment for integration testing

E. Rely on a developer demonstration as the sole release approval

ANSWER: A B C

Explanation:

Representative end-to-end testing must demonstrate that the catalog request, approvals, workflow actions, and external fulfillment behavior work together as intended. A back-out plan with clear decision authority and validation steps is required to manage unacceptable production risk. Operational readiness must also be confirmed, including support ownership, monitoring, error handling, and user communications or knowledge content appropriate to the release.

Production deployment should not be used as the first integration test, and a successful demonstration by a developer does not provide sufficient business acceptance, operational readiness, or controlled release assurance.

QUESTION NO: 6

What is the primary purpose of the Test Management 2.0 application in ServiceNow?

A. To streamline manual testing processes

B. To generate test cases automatically

C. To automate software testing processes

D. To replace human testers with AI

ANSWER: A

Explanation:

Test Management 2.0 is intended to streamline manual testing processes by giving testing teams a centralized, structured workspace for organizing and tracking test activity. Teams can define test plans, create reusable test cases, group cases into suites, assign testing work, and document the outcome of each execution. This creates traceability from planned validation through execution results, helping teams understand test progress, coverage, and the quality status of a release.

The application also supports recording failures and associating defects with test results, so that issues discovered during validation can be followed through resolution and retesting. Its reporting and dashboard capabilities enable stakeholders to monitor execution status and make informed release decisions based on recorded evidence rather than informal test updates. These capabilities make *To streamline manual testing processes* the best statement of the application's primary purpose. ServiceNow positions Test Management 2.0 as a solution for managing the manual testing lifecycle and test artifacts within the platform. See the official Test Management 2.0 documentation and the ServiceNow Test Management product page.