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Actually, most people do not like learning the boring knowledge. It is hard to understand if our brain rejects taking the initiative. Now, our company has researched the CTA study materials, a kind of high efficient learning tool. Firstly, we have deleted all irrelevant knowledge, which decreases your learning pressure. Then, the difficult questions of the CTA Study Materials will have vivid explanations. So you will have a better understanding after you carefully see the explanations.

ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	Testing Leading Practices: This section tests the knowledge of Quality Assurance Engineers in applying best practices for testing IT systems. It covers methodologies and techniques for ensuring that systems meet quality and functionality standards before deployment.
Topic 2	Platform Data and Integrations: This part measures the skills of Integration Specialists in managing data across platforms and integrating different systems. It covers techniques for ensuring seamless data exchange and synchronization.

Topic 3	• CMDB and CSDM: This section of the exam measures the skills of IT Service Managers and covers the management of Configuration Management Databases (CMDB) and Configuration Service Data Management (CSDM). It emphasizes how these tools are used to track and manage IT assets and services effectively.
Topic 4	• Release and Instance Strategy: This domain assesses the abilities of Release Managers in planning and executing software releases and managing instances effectively. It emphasizes strategies for minimizing downtime and ensuring smooth deployment processes.
Topic 5	• Go-Live Preparation: This part assesses the skills of Project Coordinators in preparing for the go-live phase of IT projects. It emphasizes strategies for ensuring smooth transitions and minimizing disruptions during system launches.

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CTA - ServiceNow Certified Technical Architect (CTA) Accurate Exam Prep

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ServiceNow Certified Technical Architect (CTA) Sample Questions (Q13-Q18):

NEW QUESTION # 13

What benefits does effective testing provide?

Choose 3 answers

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

Answer: A,B,D

Explanation:

Effective testing provides several key benefits:

B: Conforms to specifications as defined in stories: Testing ensures that the developed software meets the requirements and acceptance criteria outlined in user stories or other requirement documents.

D: Validates new functionality without introducing regressions: Testing verifies that new features or changes work as expected and do not negatively impact existing functionality (regressions).

E: Identifies defects early in the development process: The earlier defects are found, the cheaper and easier they are to fix. Testing helps identify issues early in the development lifecycle.

Why not the other options?

A: Ensures compliance with industry standards: While testing can help with compliance, it's not the primary goal. Compliance often involves specific audits and assessments.

C: Enhances overall system performance: Performance testing is a specific type of testing that focuses on system performance, but it's not a general benefit of all testing.

NEW QUESTION # 14

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

- A. Geographic and functional splits

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

Answer: D

Explanation:

In a multi-development environment stack in ServiceNow, the types of splits commonly refer to how development efforts are organized and managed across different environments.

* Product-based splits:

* Development efforts are divided based on specific products or modules. For instance, one team may work on ITSM while another works on ITOM.

* Release-based splits:

* Development is split by different release versions. Teams may work on different versions of the same product for testing, updates, or new features.

These splits help manage concurrent development efforts efficiently, especially in environments with multiple teams and priorities.

NEW QUESTION # 15

What does a ServiceNow governance framework typically define?

Choose 3 answers

- A. How work gets done on the platform
- **B. Who is involved in decision-making**
- **C. How decisions are made**
- D. Recurring schedules for governance meetings
- **E. What decisions need to be made**

Answer: B,C,E

Explanation:

A ServiceNow governance framework provides structure and guidance for managing the platform and its applications. It typically defines:

A: How decisions are made: The framework outlines the processes for making decisions related to the platform, such as changes to configurations, new application development, and platform upgrades. This might include approval processes, escalation procedures, and communication protocols.

B: What decisions need to be made: The framework identifies the types of decisions that require governance oversight. This might include decisions about platform strategy, architecture, security, data management, and integration with other systems.

C: Who is involved in decision-making: The framework establishes roles and responsibilities for different stakeholders in the governance process. This might include defining a governance board, steering committees, and individual roles with specific decision-making authority.

Why not the other options?

D: While recurring schedules for governance meetings are important, they are not a defining element of the governance framework itself. The framework focuses on the overall structure and processes for decision-making.

E: How work gets done on the platform is more related to process definitions and workflows within specific applications, not the overarching governance framework.

NEW QUESTION # 16

How does a phased implementation diagram differ from a ServiceNow capability map?

- A. It provides an overall picture of all products in use.
- B. It tracks products migrated across phases.
- **C. It shows products implemented in each phase.**
- D. It maps end-user requirements to products.

Answer: C

Explanation:

A phased implementation diagram focuses specifically on showing which products are implemented in each phase of a ServiceNow rollout. It provides a visual representation of the implementation timeline and the planned deployment of different ServiceNow

products or modules over time.

How it differs from a capability map:

Capability Map: A capability map provides a broader view of the ServiceNow platform and its capabilities. It maps business processes or functions to the ServiceNow products that support them. It's not specifically tied to implementation phases.

Why not the other options?

A: It provides an overall picture of all products in use: This is more aligned with a capability map.

B: It maps end-user requirements to products: While this might be considered during implementation planning, it's not the primary purpose of a phased implementation diagram.

D: It tracks products migrated across phases: While migrations might be part of the implementation, the diagram focuses on showing what's implemented in each phase, not the migration process itself.

NEW QUESTION # 17

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

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

Answer: A

Explanation:

In this scenario, the Executive Steering Board is the most appropriate group to consult. Here's why:

Portfolio Realignment: This implies significant changes to the overall IT portfolio, which falls under the purview of the Executive Steering Board. They have the authority to make strategic decisions about the IT portfolio and prioritize initiatives based on business goals and overall impact.

Why not the other options?

A: Demand Board: The Demand Board typically focuses on evaluating and prioritizing individual demands or requests, but they may not have the authority to make decisions about portfolio realignment.

C: Program Steering Committee: This committee focuses on the governance and oversight of specific programs, not on overall portfolio strategy.

D: Technical Governance Board: This board focuses on technical standards, architecture, and security, not on strategic portfolio decisions.

NEW QUESTION # 18

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