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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	Security Architecture: This section measures the abilities of Security Architects in designing and implementing secure IT architectures. It covers principles and practices for protecting IT systems from various threats and vulnerabilities.
Topic 2	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.
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	Current and To-Be Architecture: This section tests the knowledge of Enterprise Architects in understanding and comparing current IT architectures with future (to-be) architectures. It emphasizes the ability to analyze gaps and develop strategies for transformation.

Topic 5	• 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 6	• 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.

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ServiceNow CTA Questions - Latest CTA Dumps [2025]

The CramPDF is a leading platform that offers real, valid, and subject matter expert's verified CTA exam questions. These CTA exam practice questions are particularly designed for fast ServiceNow Certified Technical Architect (CTA) (CTA) exam preparation. The CramPDF CTA exam questions are designed and verified by experienced and qualified ServiceNow CTA Exam trainers. They work together and put all their expertise and experience to ensure the top standard of CramPDF CTA exam practice questions all the time.

ServiceNow Certified Technical Architect (CTA) Sample Questions (Q29-Q34):

NEW QUESTION # 29

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

- A. To automate software testing processes
- B. To generate test cases automatically
- **C. To streamline manual testing processes**
- D. To replace human testers with AI

Answer: C

Explanation:

The primary purpose of Test Management 2.0 is to streamline manual testing processes. It provides a structured framework for:

Planning and Designing Tests: Creating test plans, test cases, and test suites.

Executing Tests: Tracking test execution and recording results.

Managing Defects: Logging and tracking defects found during testing.

Reporting: Generating reports on test coverage, progress, and results.

Why not the other options?

B: To generate test cases automatically: While Test Management 2.0 can help with test case design, it doesn't automatically generate them.

C: To automate software testing processes: This is the role of the Automated Testing Framework (ATF). Test Management 2.0 can be used alongside ATF to manage automated tests.

D: To replace human testers with AI: While AI can assist with testing, Test Management 2.0 is primarily designed to support human testers, not replace them.

NEW QUESTION # 30

Which type of testing is best suited for scenarios requiring repeated execution of tasks over a long period of time?

- A. Ad hoc testing
- B. Manual testing
- **C. Automated testing**
- D. Usability testing

Answer: C

Explanation:

Automated testing is ideal for scenarios involving repetitive tasks over extended periods. Here's why:

Efficiency: Automated tests can execute tasks much faster than humans.

Consistency: Automated tests perform the same steps precisely every time, eliminating human error.

Endurance: Automated tests can run continuously for long durations without fatigue.

Regression Testing: Automated tests are excellent for regression testing, repeatedly checking that existing functionality hasn't been broken by new changes.

Why not the other options?

B: Usability testing: Focuses on user experience and requires human observation.

C: Ad hoc testing: Informal, unplanned testing without specific test cases.

D: Manual testing: Performed by humans, which can be time-consuming and prone to errors for repetitive tasks.

NEW QUESTION # 31

What benefits does the Common Service Data Model (CSDM) provide to organizations using ServiceNow products?

- A. Automated deployment, maintenance efficiency, and comprehensive monitoring
- B. Rationalization, outage reduction, and business processes alignment
- C. Improved security, increased storage capacity, and faster processing speed
- **D. Customization, consistent analysis, and data governance**

Answer: D

Explanation:

The CSDM offers several key benefits, and the best fit among the options is D. Customization, consistent analysis, and data governance. Here's why:

* Customization: CSDM provides a framework, but it allows for customization to fit specific organizational needs. You can extend the data model with new CI classes and attributes while maintaining a consistent structure.

* Consistent Analysis: CSDM enables consistent reporting and analysis across the organization by providing a standardized structure for CMDB data. This makes it easier to gain insights into services, applications, and their supporting infrastructure.

* Data Governance: CSDM promotes data governance by establishing clear definitions, relationships, and ownership for data within the CMDB. This helps ensure data quality and consistency.

Why not the other options?

* A: While CSDM can indirectly contribute to rationalization and business process alignment, these are not its primary benefits.

Outage reduction is more related to incident and problem management.

* B: Improved security, storage capacity, and processing speed are not direct benefits of CSDM. These are more related to the underlying ServiceNow platform infrastructure.

* C: Automated deployment and maintenance efficiency are not core benefits of CSDM. While CSDM can support these areas, they are not its main focus.

NEW QUESTION # 32

What benefits does effective testing provide?

Choose 3 answers

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

Answer: A,D,E

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 # 33

What does a ServiceNow governance framework typically define?

Choose 3 answers

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

Answer: A,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 # 34

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