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## ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• Data Strategies: This domain evaluates the expertise of Data Analysts in developing effective data management strategies. It focuses on how to align data practices with business objectives and ensure data quality and integrity.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• Technical Governance: This domain evaluates the expertise of IT Governance Specialists in establishing and enforcing technical policies and standards. It focuses on ensuring that IT operations align with organizational goals and regulatory requirements.</li></ul>

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## ITdumpsfree ServiceNow CTA Real Questions Come In Three Different Formats

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## ServiceNow Certified Technical Architect (CTA) Sample Questions (Q37-Q42):

### NEW QUESTION # 37

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

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

**Answer: B**

Explanation:

The primary factor in determining the number of MID Servers needed is the number of targets and interaction frequency.

Targets: The number of devices, applications, or external systems that ServiceNow needs to interact with (e.g., for discovery, orchestration, integrations).

Interaction Frequency: How often ServiceNow needs to communicate with these targets (e.g., continuous monitoring, scheduled data imports).

Why not the other options?

A: The number of network routers in use: While network infrastructure is important, it's not the primary factor for MID Server sizing.

C: The number of concurrent users on the instance: User activity impacts application server load, not directly the number of MID Servers needed.

D: The geographical spread of the organization: Geographic spread can influence MID Server placement, but the primary factor is the number of targets and interaction frequency.

### NEW QUESTION # 38

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. Database Encryption
- C. Client-side Encryption
- D. Server-side Encryption

**Answer: C**

Explanation:

Client-side Encryption is the best solution to encrypt customer credit card numbers before they are stored in the cloud and provide easy key management. Here's why:

Encryption Before Storage: Data is encrypted on the client-side (e.g., user's browser or device) before being sent to the cloud, ensuring that even if the cloud storage is compromised, the sensitive data remains protected.

Key Management: The encryption keys are managed by the client or a trusted key management system, providing greater control and flexibility.

Reduced Risk: Client-side encryption minimizes the risk of sensitive data being exposed in the cloud environment.

Why not the other options?

A: Edge Encryption: This is a broader term that can refer to various encryption techniques applied at the edge of the network.

B: Server-side Encryption: Data is encrypted on the server-side, which means the cloud provider has access to the encryption keys.

D: Database Encryption: This encrypts the entire database, but it doesn't provide the same level of control and key management as client-side encryption.

### NEW QUESTION # 39

Under technical governance policies, what does environmental management in ServiceNow primarily define?

- A. Application customization

- B. Data ownership
- C. User access policies
- D. **Instance structure**

**Answer: D**

Explanation:

In the context of ServiceNow technical governance, environmental management primarily focuses on defining the instance structure. This includes:

Instance Segmentation: Determining how many instances are needed (e.g., separate instances for development, test, and production) and how they relate to each other.

Instance Upgrades: Establishing policies and procedures for managing instance upgrades, including scheduling, testing, and communication.

Instance Maintenance: Defining guidelines for ongoing maintenance activities, such as patching, backups, and performance monitoring.

Why not the other options?

B: Data ownership: Data ownership is typically addressed within data governance policies, not specifically environmental management.

C: User access policies: User access policies are part of security governance and are handled through roles, permissions, and access control lists.

D: Application customization: Application customization is governed by development and configuration standards, not directly by environmental management.

**NEW QUESTION # 40**

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. Database Encryption
- C. **Client-side Encryption**
- D. Server-side Encryption

**Answer: C**

**NEW QUESTION # 41**

What components constitute the application layer security within ServiceNow?

Choose 3 answers

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

**Answer: A,B,E**

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.

## NEW QUESTION # 42

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