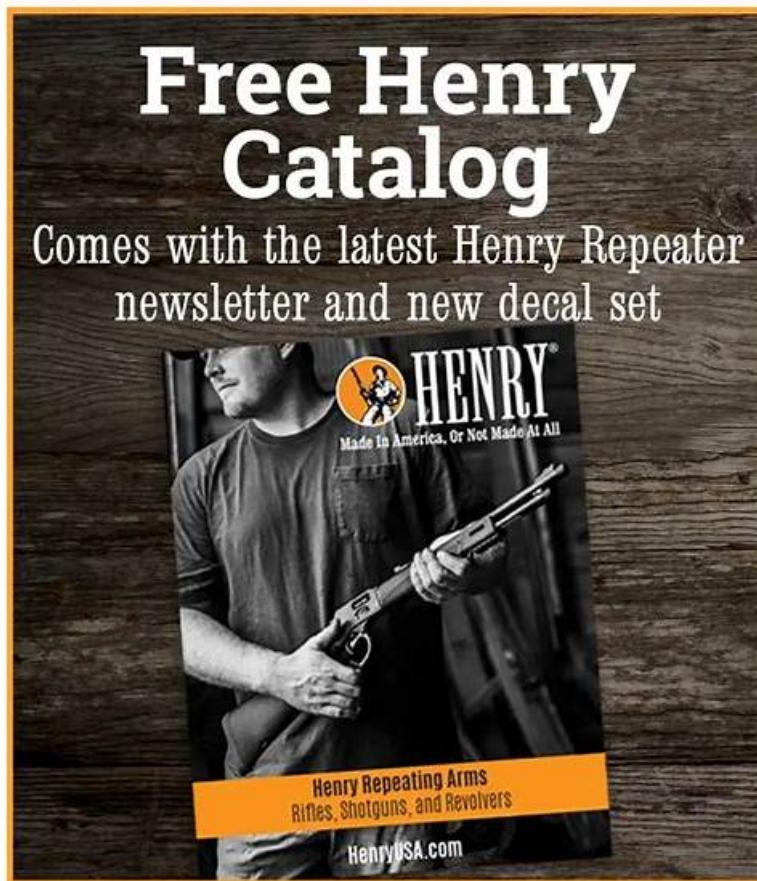


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### ServiceNow CTA Exam Syllabus Topics:

| Topic   | Details  |
|---------|--|
| Topic 1 | <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 2 | <ul style="list-style-type: none"> <li>• 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.</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>• 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.</li> </ul>  |
| Topic 5 | <ul style="list-style-type: none"> <li>• 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.</li> </ul>  |

## ServiceNow Certified Technical Architect (CTA) Sample Questions (Q16-Q21):

### NEW QUESTION # 16

What approach reduces complexity and maintenance overhead when assigning data ownership?

- A. Assigning data ownership by location
- B. Assigning data ownership by entity
- C. Assigning data ownership by attribute
- D. **Assigning data ownership by role**

**Answer: D**

Explanation:

Assigning data ownership by role is the most effective way to reduce complexity and maintenance overhead.

Here's why:

**Clear Responsibility:** Roles are associated with specific responsibilities and functions within an organization.

**Assigning data ownership to a role** ensures that someone is clearly accountable for the quality and accuracy of that data.

**Reduced Overhead:** When people change positions or leave the organization, the data ownership remains with the role, not the individual. This reduces the need to constantly update ownership assignments.

**Consistency:** Role-based ownership promotes consistency in data management practices and ensures that data is handled according to defined standards.

Why not the other options?

**A: Assigning data ownership by location:** This can create confusion and inconsistencies, especially in organizations with multiple locations or remote teams.

**C: Assigning data ownership by attribute:** This can be overly granular and difficult to manage, especially for large datasets.

**D: Assigning data ownership by entity:** This can lead to unclear ownership and potential conflicts if multiple entities are involved with the same data.

### NEW QUESTION # 17

What is a core principle for data import in ServiceNow?

- A. **Use authoritative sources**
- B. Import data first and validate later
- C. Use ServiceNow as a data proxy

- D. Schedule imports monthly

**Answer: A**

Explanation:

A core principle for data import in ServiceNow is to use authoritative sources. This means:

Trusted Data: Import data from sources that are known to be accurate, reliable, and up-to-date.

Data Integrity: Using authoritative sources ensures the integrity and quality of the data being imported into ServiceNow.

Reduced Errors: Relying on trusted sources minimizes the risk of importing incorrect or inconsistent data.

Why not the other options?

A: Import data first and validate later: This can lead to data quality issues and require significant cleanup efforts.

C: Use ServiceNow as a data proxy: ServiceNow is not designed to be a primary data store for external systems.

D: Schedule imports monthly: The frequency of imports depends on the specific data and its volatility.

### NEW QUESTION # 18

What are the recommended error handling strategies for ServiceNow integrations?

Choose 3 answers

- A. Create email notifications for all integration errors
- B. Log all errors to a centralized location
- C. Ignore minor errors to reduce system load
- D. Establish a process to review and monitor errors
- E. Classify errors into specific categories

**Answer: B,D,E**

Explanation:

Effective error handling is crucial for maintaining the reliability and stability of ServiceNow integrations.

Recommended strategies include:

B: Establish a process to review and monitor errors: Regularly review integration logs and error reports to identify trends, potential issues, and areas for improvement.

C: Classify errors into specific categories: Categorizing errors (e.g., data errors, connection errors, authorization errors) helps with troubleshooting and identifying root causes.

E: Log all errors to a centralized location: Maintain a centralized log of all integration errors for analysis and troubleshooting. This provides a comprehensive view of integration health.

Why not the other options?

A: Ignore minor errors to reduce system load: Ignoring errors can lead to data inconsistencies and integration failures. All errors should be addressed appropriately.

D: Create email notifications for all integration errors: While notifications can be useful for critical errors, sending emails for all errors can lead to alert fatigue and may not be the most efficient way to manage errors.

### NEW QUESTION # 19

What does a ServiceNow governance framework typically define?

Choose 3 answers

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

**Answer: B,D,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 # 20

As an implementation progresses, which elements does a ServiceNow capability map typically indicate?

Choose 3 answers

- A. Deployed products
- B. Integration points with external systems
- C. Business unit organizational structure
- D. Maturity of deployment
- E. Licensed unused products

**Answer: A,B,D**

Explanation:

A ServiceNow capability map evolves as an implementation progresses. It typically indicates:

A: Deployed products: The map shows which ServiceNow products or modules have been deployed and are actively used within the organization.

B: Maturity of deployment: It may visually represent the maturity level of each deployed product, indicating how fully it is being utilized and integrated.

C: Integration points with external systems: The map highlights how ServiceNow integrates with other systems and applications within the organization's IT landscape.

Why not the other options?

D: Licensed unused products: While this information might be useful, it's not typically shown on a capability map, which focuses on active deployments.

E: Business unit organizational structure: This is not directly related to the ServiceNow implementation or its capabilities.

## NEW QUESTION # 21

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