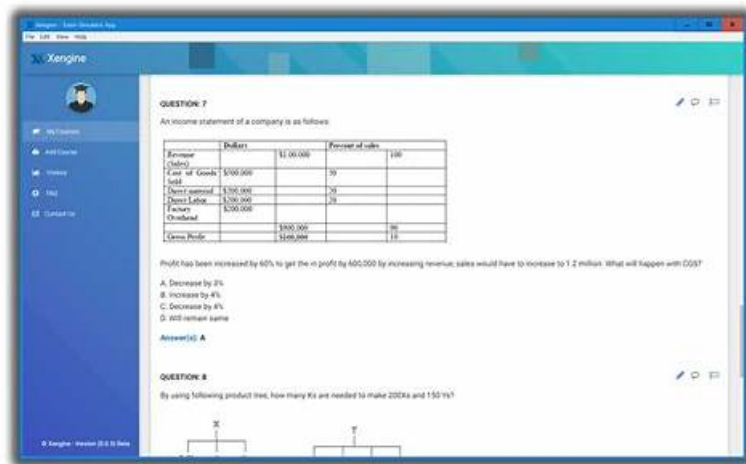


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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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.
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	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 6	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 7	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 8	• 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.
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ServiceNow Certified Technical Architect (CTA) Sample Questions (Q31-Q36):

NEW QUESTION # 31

What are the advantages of a 5-stack instance structure that consists of development, quality assurance, user acceptance testing, staging, and production?

Choose 3 answers

- A. Deployment testing
- B. Increased parallel activity
- C. Staging instance for troubleshooting
- D. Lower maintenance effort
- E. Single Dev track

Answer: A,B,C

Explanation:

A 5-stack instance structure (dev, QA, UAT, staging, production) provides several advantages:

A: Staging instance for troubleshooting: The staging instance closely mirrors the production environment, allowing for thorough testing and troubleshooting of changes before they are deployed to production.

C: Deployment testing: Each instance serves a specific testing purpose (QA for functional testing, UAT for user acceptance testing), ensuring comprehensive validation before production deployment.

D: Increased parallel activity: Different teams can work simultaneously in their respective instances, increasing development and testing efficiency.

Why not the other options?

B: Lower maintenance effort: A 5-stack structure can actually increase maintenance effort due to the need to manage multiple instances.

E: Single Dev track: A 5-stack structure typically supports multiple development tracks or branches.

NEW QUESTION # 32

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

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

Answer: B

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 # 33

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

- A. Application customization
- B. User access policies
- C. Instance structure
- D. Data ownership

Answer: C

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 # 34

A CTA is advising a large organization with multiple ServiceNow instances across different departments. The client wants to streamline their application deployment process and ensure consistency across instances.

Which recommendation should the CTA prioritize regarding the Application Repository?

- A. Employ it for real-time collaborative coding
- B. Use it as a backup for all global application packages
- C. Use it to centralize and distribute custom apps
- D. Use it for a Citizen Development program

Answer: C

Explanation:

To streamline application deployment and ensure consistency across multiple instances, the CTA should prioritize recommending the use of the Application Repository to centralize and distribute custom apps.

Here's why:

Centralized Repository: The Application Repository provides a central location to store and manage custom applications.

Version Control: It allows for versioning of applications, making it easier to track changes and roll back if needed.

Easy Distribution: Applications can be easily published and distributed to other instances from the repository.

Consistency: Using the repository helps ensure that all instances have the same version of an application, promoting consistency and

reducing conflicts.

Why not the other options?

A: Use it for a Citizen Development program: While the repository can support citizen development, it's not its primary purpose in this scenario.

B: Employ it for real-time collaborative coding: The repository is not designed for real-time collaborative coding.

D: Use it as a backup for all global application packages: While it can be used for backups, its primary benefit here is for centralized management and distribution.

NEW QUESTION # 35

What are the primary capabilities of Service Mapping in ServiceNow?

Choose 2 answers

- A. Enhance cybersecurity measures across systems
- B. Oversee software licensing for various platforms
- C. Automate routine IT infrastructure updates
- **D. Establish links between IT infrastructure components and application services**
- **E. Create a service-centric Configuration Management Database (CMDB)**

Answer: D,E

Explanation:

Service Mapping in ServiceNow has two primary capabilities:

A: Create a service-centric Configuration Management Database (CMDB): Service Mapping helps shift the focus of the CMDB from individual components to a service-centric view. It achieves this by mapping the relationships between infrastructure components and the services they support, providing a clear understanding of how IT supports business services.

E: Establish links between IT infrastructure components and application services: This is the core function of Service Mapping. It automatically discovers and maps the dependencies between applications, infrastructure (servers, databases, network devices), and the services they deliver. This creates a visual representation of the IT landscape and how it supports business services.

Why not the other options?

B: While Service Mapping can indirectly contribute to cybersecurity by providing visibility into the IT environment, enhancing cybersecurity measures is not its primary function.

C: Automating routine IT infrastructure updates is typically handled by other ServiceNow capabilities like Orchestration, not Service Mapping.

D: Software licensing management is usually handled by Software Asset Management tools, not Service Mapping.

NEW QUESTION # 36

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