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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 4	<ul style="list-style-type: none">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.

Topic 5	<ul style="list-style-type: none"> • 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.
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ServiceNow Certified Technical Architect (CTA) Sample Questions (Q16-Q21):

NEW QUESTION # 16

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

- A. It tracks products migrated across phases.
- B. It provides an overall picture of all products in use.
- **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

What aspect of software is evaluated during non-functional testing?

- **A. The way a system operates and meets user expectations.**
- B. Functional requirements outlined in the design document.
- C. Specific behaviors and outputs of the system.
- D. The creation of records and setting field values.

Answer: A

Explanation:

Non-functional testing focuses on how a system operates and meets user expectations in terms of qualities like:

Performance: Response times, load handling, scalability

Usability: Ease of use, user interface design

Security: Protection against unauthorized access and data breaches

Reliability: System stability and availability

Maintainability: Ease of making changes and updates

Why not the other options?

A: Specific behaviors and outputs of the system: This is the focus of functional testing, which verifies that the system does what it's supposed to do.

C: The creation of records and setting field values: This is a specific functional aspect of the system

D: Functional requirements outlined in the design document: These are tested during functional testing.

NEW QUESTION # 18

What are common group types used in ServiceNow for managing foundational data?

Choose 3 answers

- A. Financial groups
- B. Process groups
- C. **Security groups**
- D. Workflow groups
- E. Assignment groups

Answer: C,D,E

Explanation:

ServiceNow uses various group types to manage foundational data and control access to information. The most common ones include:

A: Assignment groups: These groups are used to assign tasks and responsibilities to specific teams or individuals. They are often used in ITSM processes like incident management, problem management, and change management.

B: Workflow groups: These groups are used to define who receives notifications and approvals within workflows. They help automate processes and ensure that the right people are involved at each stage.

C: Security groups: These groups control user access to different parts of the ServiceNow platform and its applications. They are used to enforce security policies and restrict access to sensitive data.

Why not the other options?

D: Financial groups: While ServiceNow has applications for financial management, "financial groups" is not a standard group type within the platform.

E: Process groups: While processes are essential in ServiceNow, "process groups" is not a standard grouping mechanism. Processes are typically managed through workflows and applications.

NEW QUESTION # 19

What are included in the domains of technical architecture in ServiceNow?

Choose 3 answers

- A. Risk Management
- B. **Environment Management**
- C. Data Management
- D. App Dev Management
- E. Security Management

Answer: B,C,E

Explanation:

The domains of technical architecture in ServiceNow encompass the key areas that ensure the platform's stability, security, and scalability. These include:

B: Security Management: This domain focuses on securing the ServiceNow instance, including access control, authentication, data encryption, and vulnerability management.

C: Environment Management: This domain deals with the management of the ServiceNow instances, including instance strategy, upgrades, patching, and performance monitoring.

D: Data Management: This domain covers aspects of data governance, data quality, data integration, and data security within the

ServiceNow platform

Why not the other options?

A: Risk Management: While important, risk management is a broader organizational concern that extends beyond technical architecture.

E: App Dev Management: Application development management is a specific area within the broader technical architecture, focusing on the development and deployment of applications on the platform.

NEW QUESTION # 20

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

Answer: B,C,D

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 # 21

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