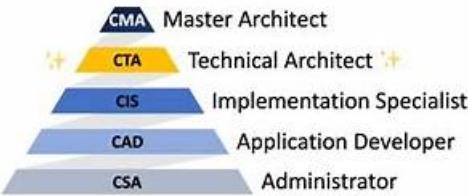# Free PDF High Pass-Rate CTA - Certification ServiceNow Certified Technical Architect (CTA) Training

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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	• 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	• 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	• 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 4	• 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	• 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 6	• 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.

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ServiceNow Certified Technical Architect (CTA) Sample Questions (Q36-

Q41):

What does a ServiceNow governance framework typically define?
Choose 3 answers

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

Answer: A,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.

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

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

Answer: A

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.

What does the ServiceNow Security Center's daily compliance score indicate in ServiceNow?

- A. The number of phishing emails resolved in the last 24 hours.
- B. Percentage of vulnerabilities remediated in the last 24 hours.

- C. The number of security incidents created in the last 24 hours.
- D. The security compliance percentage of the ServiceNow instance.

Answer: D

Explanation:
The ServiceNow Security Center's daily compliance score represents the security compliance percentage of the ServiceNow instance. It provides an overall measure of how well your instance adheres to defined security policies and best practices.
The score is calculated based on various factors, including:
Vulnerability Management: The number of identified vulnerabilities and their severity.
Configuration Compliance: How well the instance configuration aligns with security standards.
User Access Controls: The effectiveness of user access management and authentication.
Security Incident Management: The handling and resolution of security incidents.

NEW QUESTION # 39
When advising on release and instance management, what should be considered as key governance factors?
Choose 3 answers

- A. Day-to-day instance performance metrics
- B. Platform scope and deployed applications
- C. Operating model and development approach
- D. Release performance and instance usage analytics
- E. Number and purpose of instance environments

Answer: B,C,E

Explanation:
Key governance factors for release and instance management include:
B: Operating model and development approach: Define the organization's approach to development (e.g., Agile, Waterfall), release cycles, and how different teams collaborate on the platform.
C: Platform scope and deployed applications: Clearly define the scope of the ServiceNow platform within the organization and the applications that will be deployed. This helps with planning and resource allocation.
E: Number and purpose of instance environments: Establish a clear instance strategy, including the number of instances (dev, test, prod, etc.), their purpose, and how they are used to support development and deployment processes.
Why not the other options?
A: Release performance and instance usage analytics: While these are important for monitoring and optimization, they are not primary governance factors.
D: Day-to-day instance performance metrics: These are operational metrics, not directly related to governance decisions.

NEW QUESTION # 40
What aspect of software is evaluated during non-functional testing?

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

Answer: C

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 # 41

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