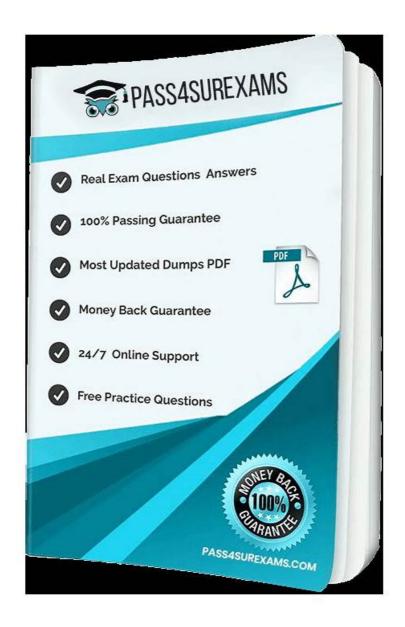
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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	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.
Topic 3	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 4	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 5	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 6	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 7	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 8	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.

ServiceNow Certified Technical Architect (CTA) Sample Questions (Q10-Q15):

NEW QUESTION #10

What is the primary purpose of analyzing an organization's existing architecture as a CTA?

- A. To evaluate existing testing practices
- B. To evaluate existing system performance
- C. To recommend a product roadmap
- D. To identify issues and gaps in the system

Answer: D

Explanation:

The primary purpose of analyzing an organization's existing architecture as a Certified Technical Architect (CTA) is to identify issues and gaps in the system. This analysis helps to:

Understand the Current State: Gain a clear picture of the current architecture, including its components, integrations, and limitations. Identify Pain Points: Pinpoint areas where the architecture is not meeting business needs or causing challenges.

Assess Risks: Evaluate potential risks and vulnerabilities within the architecture.

Inform Recommendations: Provide a basis for making recommendations for improvements and future architecture planning. Why not the other options?

A: To evaluate existing system performance: While performance is important, it's one aspect of the broader architectural analysis.

C: To recommend a product roadmap: A product roadmap might be an outcome of the analysis, but the primary purpose is to understand the current state and identify areas for improvement.

D: To evaluate existing testing practices: Testing practices are important, but they are not the primary focus of architectural analysis.

NEW QUESTION #11

Which data types are considered part of Master/Core Data in ServiceNow? Choose 3 answers

- A. User information
- B. CMDB data
- C. Approval Policies
- D. Service model data
- E. Transaction logs

Answer: A,B,C

Explanation:

Master/Core data in ServiceNow refers to the foundational data that is essential for the platform's operation and various applications. This includes:

A: Approval Policies: These define the rules and workflows for approvals within the platform, impacting various processes.

C: CMDB data: The Configuration Management Database (CMDB) contains critical information about IT assets, services, and their relationships.

E: User information: Data about users, their roles, and their permissions is crucial for access control and security.

Why not the other options?

B: Transaction logs: These are operational data that record system activities, not core master data.

D: Service model data: While important, service model data is typically built upon the foundation of master data like the CMDB and user information.

NEW QUESTION #12

How are new classes of Configuration Items (CIs) and relationships created in the ServiceNow CMDB?

- A. Using IntegrationHub ETL
- B. Using predefined templates
- C. Importing data from external sources
- D. Extending other classes

Answer: D

Explanation:

The most common and recommended way to create new CI classes in ServiceNow is byextending existing classes. This leverages the existing data structure and relationships within the CMDB.

Here's why this approach is preferred:

- * Inheritance: Extending a class allows the new class to inherit attributes and relationships from the parent class, ensuring consistency and reducing redundancy.
- * Data Model Integrity. It helps maintain the integrity of the CMDB data model by building upon the established CSDM framework.
- * Customization:Extending classes provides flexibility to add specific attributes and relationships that are unique to the new CI class. Why not the other options?
- * A:While importing data can populate the CMDB, it's not the primary method for creating new CI classes and their relationships.

- * B:ServiceNow does not offer predefined templates for creating new CI classes.
- * C:IntegrationHub ETL is a powerful tool for data integration, but it's primarily used for data transformation and loading, not for creating new CI classes.

NEW QUESTION #13

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 number of network routers in use
- D. The geographical spread of the organization

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 #14

What is the main focus in the Foundation stage of implementing the CSDM framework?

- A. Identifying and populating network infrastructure CIs
- B. Setting up relationships between technology and business
- C. Preparing accurate business information for reporting
- D. Working on CMDB tables associated with ITSM

Answer: B

Explanation:

The Foundation stage of the CSDM framework focuses primarily on establishing the core structure of your CMDB. This involves:

- * Defining the scope:Determine which services and applications will be managed within the CMDB.
- * Building the foundation data model:Implement the core CSDM classes and their relationships. This includes key classes like Application Service, Business Application, and Technical Service Offering.
- * Populating foundational data: Start populating the CMDB with basic information about your core services, applications, and the technologies that support them.

Why not the other options?

- * A:While network infrastructure CIs are important, they are not the primary focus in the Foundation stage. The focus is on the core service and application model.
- * B:Accurate business information is crucial for reporting, but the Foundation stage prioritizes establishing the structural relationships within the CMDB.
- * D:Working with ITSM tables is part of the broader CMDB implementation, but the Foundation stage focuses on the core CSDM classes, which extend beyond ITSM.

NEW QUESTION #15

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