

# Quiz ServiceNow - Professional Latest CTA Test Notes



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## ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	<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 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>• 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>
Topic 4	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• 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.</li></ul>
Topic 6	<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 7	<ul style="list-style-type: none"> <li>• <b>Technical Governance:</b> 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.</li> </ul>
Topic 8	<ul style="list-style-type: none"> <li>• <b>Release and Instance Strategy:</b> 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>

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## ServiceNow Certified Technical Architect (CTA) Sample Questions (Q27-Q32):

### NEW QUESTION # 27

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

Choose 3 answers

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

**Answer: A,C,D**

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 # 28

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

- A. Percentage of vulnerabilities remediated in the last 24 hours.
- B. The number of security incidents created in the last 24 hours.
- C. The number of phishing emails resolved 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 # 29

Why is IP address access control considered part of the network layer despite being implemented in the application layer?

- A. It manages user authentication to the ServiceNow platform.
- B. It performs data tokenization and substitution for security.
- C. It restricts access to the instance based on IP address ranges.
- D. It uses encryption to protect data at rest in the ServiceNow instance.

**Answer: C**

Explanation:

IP address access control is considered part of the network layer because it restricts access to the instance based on IP address ranges.

Here's why:

Network Layer Functionality: IP address filtering operates at the network level by controlling which IP addresses are allowed to connect to the ServiceNow instance. This is similar to firewall rules that control network traffic.

Application Layer Implementation: While the filtering might be implemented within the ServiceNow application (application layer), the underlying functionality is related to network access control.

Why not the other options?

A: It performs data tokenization and substitution for security: This is a data security technique, not related to network layer access control.

B: It uses encryption to protect data at rest in the ServiceNow instance: This is a data security measure, not network access control.

D: It manages user authentication to the ServiceNow platform: Authentication is a separate security layer (usually application layer) that verifies user identities.

### NEW QUESTION # 30

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

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

**Answer: D**

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 # 31

What are the primary capabilities of Service Mapping in ServiceNow?

Choose 2 answers

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

**Answer: B,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 # 32

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