

ServiceNow Certified Technical Architect (CTA) pass4sure cram - CTA pdf vce & ServiceNow Certified Technical Architect (CTA) practice torrent



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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 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	• 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 5	• 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.
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ServiceNow Certified Technical Architect (CTA) Sample Questions (Q11-Q16):

NEW QUESTION # 11

What does a ServiceNow governance framework typically define?

Choose 3 answers

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

Answer: B,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.

NEW QUESTION # 12

What are the recommended error handling strategies for ServiceNow integrations?

Choose 3 answers

- A. Classify errors into specific categories
- B. Ignore minor errors to reduce system load
- C. Create email notifications for all integration errors
- D. Establish a process to review and monitor errors
- E. Log all errors to a centralized location

Answer: A,D,E

Explanation:

Effective error handling is crucial for maintaining the reliability and stability of ServiceNow integrations.

Recommended strategies include:

B: Establish a process to review and monitor errors: Regularly review integration logs and error reports to identify trends, potential issues, and areas for improvement.

C: Classify errors into specific categories: Categorizing errors (e.g., data errors, connection errors, authorization errors) helps with troubleshooting and identifying root causes.

E: Log all errors to a centralized location: Maintain a centralized log of all integration errors for analysis and troubleshooting. This provides a comprehensive view of integration health.

Why not the other options?

A: Ignore minor errors to reduce system load: Ignoring errors can lead to data inconsistencies and integration failures. All errors should be addressed appropriately.

D: Create email notifications for all integration errors: While notifications can be useful for critical errors, sending emails for all errors can lead to alert fatigue and may not be the most efficient way to manage errors.

NEW QUESTION # 13

What are the primary capabilities of Service Mapping in ServiceNow?

Choose 2 answers

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

Answer: A,B

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 # 14

What should be included in the go-live planning to handle and manage potential risks?

- A. A schedule for user training and support sessions.
- B. A list of key performance metrics to track the performance.
- **C. A back-out plan and mitigation plan for unforeseen circumstances.**
- D. A detailed communication plan for all stakeholders.

Answer: C

Explanation:

To effectively manage risks during a go-live, it's essential to have a back-out plan and mitigation plan for unforeseen circumstances.

This includes:

Back-out Plan: A detailed procedure for reverting to the previous system or version if the go-live encounters critical issues.

Mitigation Plans: Prepared responses for anticipated risks (e.g., data migration errors, performance issues, user resistance). These

plans outline steps to address these risks if they occur.

Risk Assessment: A thorough risk assessment should be conducted before the go-live to identify potential risks and their likelihood. Why not the other options?

A: A list of key performance metrics to track the performance: While performance monitoring is important, it's not the primary element for managing risks.

C: A detailed communication plan for all stakeholders: Communication is crucial, but it's a separate component of the go-live plan.

D: A schedule for user training and support sessions: User training and support are important but not directly related to risk management.

NEW QUESTION # 15

What type of testing is characterized by an unplanned approach where the tester's understanding and insight are the most important factors?

- A. Ad hoc testing
- B. Load testing
- C. Usability testing
- D. Performance testing

Answer: A

Explanation:

Ad hoc testing is characterized by an unplanned, informal approach where testers rely on their knowledge and intuition to explore the software and identify potential issues.

Key characteristics of ad hoc testing:

No predefined test cases: Testers don't follow specific scripts or steps.

Exploratory in nature: Testers freely explore the software, trying different actions and inputs.

Relies on tester experience: The effectiveness of ad hoc testing depends on the tester's understanding of the software and their ability to identify potential problem areas.

Why not the other options?

A: Usability testing: Focuses on user experience and follows a structured approach.

B: Performance testing: Evaluates system performance under different conditions (e.g., load, stress).

D: Load testing: A type of performance testing that simulates heavy user load.

NEW QUESTION # 16

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