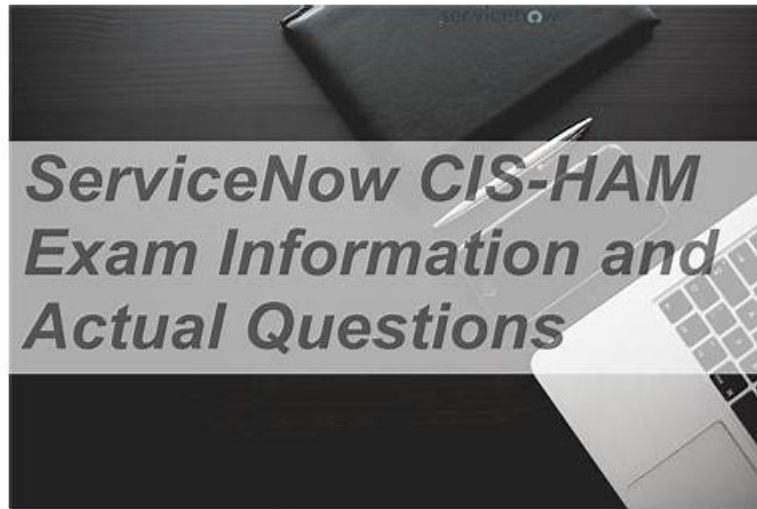


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ServiceNow Certified Technical Architect (CTA) Sample Questions (Q23-Q28):

NEW QUESTION # 23

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

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

Answer: C

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 # 24

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

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

Answer: C

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 # 25

Which methods can be used to populate the CMDB with data from third-party sources? Choose 2 answers

- A. Service Mapping
- B. Discovery
- C. Identification and Reconciliation Engine (IRE)
- D. IntegrationHub ETL
- E. Service Graph Connectors

Answer: D,E

Explanation:

The two primary methods for populating the CMDB with data from third-party sources are:

* C. IntegrationHub ETL: IntegrationHub ETL (Extract, Transform, Load) allows you to connect to various data sources, extract data, transform it to match the CMDB structure, and load it into the CMDB. This is a very flexible and powerful tool for integrating with a wide range of third-party systems.

* D. Service Graph Connectors: Service Graph Connectors are pre-built integrations that connect ServiceNow to specific third-party applications and services. They provide a streamlined way to import data from these sources into the CMDB.

Why not the other options?

* A: The I&R engine primarily focuses on identifying and reconciling CIs, not on the initial population of data from external sources.

* B: Discovery is used to automatically discover and populate information about devices and applications within your own network,

not primarily from third-party sources.

* E:Service Mapping focuses on discovering and mapping the relationships between applications and infrastructure components, not on importing data from external sources.

NEW QUESTION # 26

What is a core principle for data import in ServiceNow?

- A. Import data first and validate later
- B. Schedule imports monthly
- C. Use ServiceNow as a data proxy
- **D. Use authoritative sources**

Answer: D

Explanation:

A core principle for data import in ServiceNow is to use authoritative sources. This means:

Trusted Data: Import data from sources that are known to be accurate, reliable, and up-to-date.

Data Integrity: Using authoritative sources ensures the integrity and quality of the data being imported into ServiceNow.

Reduced Errors: Relying on trusted sources minimizes the risk of importing incorrect or inconsistent data.

Why not the other options?

A: Import data first and validate later: This can lead to data quality issues and require significant cleanup efforts.

C: Use ServiceNow as a data proxy: ServiceNow is not designed to be a primary data store for external systems.

D: Schedule imports monthly: The frequency of imports depends on the specific data and its volatility.

NEW QUESTION # 27

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

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

Answer: D

Explanation:

The most common and recommended way to create new CI classes in ServiceNow is by extending 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 # 28

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