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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	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.
Topic 2	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 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	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	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 (Q28-Q33):

NEW QUESTION # 28

What are the primary capabilities of Service Mapping in ServiceNow?
Choose 2 answers

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

Answer: A,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 # 29

Which type of testing is best suited for scenarios requiring repeated execution of tasks over a long period of time?

- **A. Automated testing**
- B. Manual testing
- C. Ad hoc testing
- D. Usability testing

Answer: A

Explanation:

Automated testing is ideal for scenarios involving repetitive tasks over extended periods. Here's why:

Efficiency: Automated tests can execute tasks much faster than humans.

Consistency: Automated tests perform the same steps precisely every time, eliminating human error.

Endurance: Automated tests can run continuously for long durations without fatigue.

Regression Testing: Automated tests are excellent for regression testing, repeatedly checking that existing functionality hasn't been broken by new changes.

Why not the other options?

B: Usability testing: Focuses on user experience and requires human observation.

C: Ad hoc testing: Informal, unplanned testing without specific test cases.

D: Manual testing: Performed by humans, which can be time-consuming and prone to errors for repetitive tasks.

NEW QUESTION # 30

What is the primary function of spokes in Integration Hub?

- A. To act as connectors to third-party APIs
- B. To design custom automation workflows
- C. To manage ServiceNow database connections
- D. To create custom user interface designs

Answer: A

Explanation:

In ServiceNow Integration Hub, spokes act as connectors to third-party APIs. They provide a standardized way to connect to and interact with external systems and applications.

Here's how spokes work:

Pre-built Connectors: Spokes offer pre-built connectors for many popular applications and services, simplifying the integration process.

API Abstraction: Spokes abstract the complexity of different APIs, providing a consistent interface for interacting with various systems.

Actions and Triggers: Spokes define actions (to perform operations on the external system) and triggers (to listen for events in the external system).

Why not the other options?

A: To design custom automation workflows: While spokes are used within automation workflows, their primary function is to connect to external systems.

B: To create custom user interface designs: UI design is not the primary role of spokes.

D: To manage ServiceNow database connections: Database connections are handled by other mechanisms within ServiceNow.

NEW QUESTION # 31

What does a ServiceNow governance framework typically define?

Choose 3 answers

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

Answer: B,C,D

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 # 32

What type of testing requires human observation to measure how user-friendly, efficient, or convenient the software or product is for end-users?

- A. System testing
- B. Integration testing
- C. Smoke testing

- **D. Usability testing**

Answer: D

Explanation:

Usability testing is the type of testing that relies on human observation to assess the user-friendliness of a software product.

In usability testing:

Real users interact with the software or product in a realistic setting.

Observers watch and record user behavior, noting any difficulties, frustrations, or areas of confusion.

Feedback is gathered from users to understand their experiences and identify areas for improvement.

Why not the other options?

A: Smoke testing: A quick, preliminary test to ensure basic functionality is working.

C: Integration testing: Tests the interaction between different modules or components of a system.

D: System testing: Tests the entire system as a whole.

NEW QUESTION # 33

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