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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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 2	<ul style="list-style-type: none"> • 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 3	<ul style="list-style-type: none"> • 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 4	<ul style="list-style-type: none"> • 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 5	<ul style="list-style-type: none"> • 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 6	<ul style="list-style-type: none"> • 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 7	<ul style="list-style-type: none"> • 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 8	<ul style="list-style-type: none"> • 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 (Q37-Q42):

NEW QUESTION # 37

When should security be set up in the ServiceNow application build process?

- A. After configuring all the application workspaces
- B. Only when issues are encountered during operations
- **C. Before configuring interfaces or business logic**
- D. After configuring all required integrations

Answer: C

Explanation:

Security should be established before configuring interfaces or business logic in the ServiceNow application build process. This is known as "security by design." Here's why:

Prevent Security Gaps: Building security into the application from the start helps prevent vulnerabilities and security gaps that can be exploited later.

Reduce Rework: Addressing security early avoids costly rework later if security issues are discovered after development is complete.

Enforce Best Practices: Starting with security ensures that security best practices are followed throughout the development process. Why not the other options?

A: Only when issues are encountered during operations: This is a reactive approach that can lead to significant security risks.

B: After configuring all the application workspaces: Security should be integrated throughout the application, not just in specific workspaces.

C: After configuring all required integrations: Security should be considered before and during integration to ensure secure data exchange.

NEW QUESTION # 38

A new project request requires quick implementation but involves portfolio realignment. As an IT leader, who should you consult to prioritize this demand?

- A. Executive Steering Board
- B. Program Steering Committee
- C. Demand Board
- D. Technical Governance Board

Answer: A

Explanation:

In this scenario, the Executive Steering Board is the most appropriate group to consult. Here's why:

Portfolio Realignment: This implies significant changes to the overall IT portfolio, which falls under the purview of the Executive Steering Board. They have the authority to make strategic decisions about the IT portfolio and prioritize initiatives based on business goals and overall impact.

Why not the other options?

A: Demand Board: The Demand Board typically focuses on evaluating and prioritizing individual demands or requests, but they may not have the authority to make decisions about portfolio realignment.

C: Program Steering Committee: This committee focuses on the governance and oversight of specific programs, not on overall portfolio strategy.

D: Technical Governance Board: This board focuses on technical standards, architecture, and security, not on strategic portfolio decisions.

NEW QUESTION # 39

Starting with the Washington DC release, what will replace Database Encryption for data at rest in ServiceNow?

- A. Column Level Encryption (CLE)
- B. IP Address Access control (IPAC)
- C. Cloud Encryption
- D. Full Disk Encryption (FDE)

Answer: C

Explanation:

Starting with the Washington DC release, ServiceNow is transitioning from Database Encryption to Cloud Encryption for protecting data at rest.

Cloud Encryption: This leverages the encryption capabilities of the underlying cloud infrastructure (e.g., AWS, Azure) to provide a more robust and scalable encryption solution.

Enhanced Security: Cloud Encryption offers improved key management and security features compared to the previous Database Encryption.

Simplified Management: It reduces the administrative overhead associated with managing encryption keys.

NEW QUESTION # 40

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

Choose 3 answers

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

Answer: A,B,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 # 41

What is the primary purpose of having a go-live plan?

- A. To establish a backup system for data recovery.
- B. To conduct a comprehensive review of all project documents.
- C. To facilitate a seamless and smooth transition process.
- D. To record root causes for problems arising out of the transition.

Answer: C

Explanation:

The primary purpose of a go-live plan is to facilitate a seamless and smooth transition process when deploying new software or changes to a production environment. It acts as a roadmap for the go-live event, outlining the steps involved, roles and responsibilities, and timelines.

A go-live plan typically includes:

Pre-Go-Live Activities: Data migration, system checks, communication to users.

Go-Live Activities: Deployment steps, rollback procedures, monitoring.

Post-Go-Live Activities: Support procedures, user training, issue resolution.

Why not the other options?

B: To record root causes for problems arising out of the transition: While problem resolution is important, it's not the primary purpose of the go-live plan.

C: To establish a backup system for data recovery: Backups are essential, but they are a separate consideration from the go-live plan.

D: To conduct a comprehensive review of all project documents: This review should happen earlier in the project lifecycle.

NEW QUESTION # 42

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