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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	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 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	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 4	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 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.
Topic 6	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 (Q47-Q52):

NEW QUESTION # 47

What are valid methods for bulk data export from ServiceNow?

Choose 3 answers

- A. Using printed reports for data extraction
- B. Extracting data using HTTP-based web services
- C. Using SMS push notifications for data extraction
- D. Using an external ODBC connector to query tables
- E. Utilizing export sets with MID Server scheduling

Answer: B,D,E

Explanation:

ServiceNow provides several methods for exporting bulk data:

A: Using an external ODBC connector to query tables: ODBC (Open Database Connectivity) allows external applications to connect to the ServiceNow database and extract data using SQL queries. This is a powerful method for extracting specific data sets.

D: Utilizing export sets with MID Server scheduling: Export sets define the data to be exported. The MID Server acts as an intermediary between ServiceNow and external systems, enabling scheduled data exports to files or other destinations.

E: Extracting data using HTTP-based web services: ServiceNow provides REST APIs that allow you to programmatically extract data from the platform. This is a flexible method for integrating with other systems and automating data extraction.

Why not the other options?

B: Using SMS push notifications for data extraction: SMS notifications are not suitable for bulk data extraction.

C: Using printed reports for data extraction: Printed reports are not designed for efficient data extraction. They are intended for human-readable output.

NEW QUESTION # 48

As an implementation progresses, which elements does a ServiceNow capability map typically indicate?

Choose 3 answers

- A. Integration points with external systems
- B. Maturity of deployment
- C. Licensed unused products
- D. Business unit organizational structure
- E. Deployed products

Answer: A,B,E

Explanation:

A ServiceNow capability map evolves as an implementation progresses. It typically indicates:

A: Deployed products: The map shows which ServiceNow products or modules have been deployed and are actively used within the organization.

B: Maturity of deployment: It may visually represent the maturity level of each deployed product, indicating how fully it is being utilized and integrated.

C: Integration points with external systems: The map highlights how ServiceNow integrates with other systems and applications within the organization's IT landscape.

Why not the other options?

D: Licensed unused products: While this information might be useful, it's not typically shown on a capability map, which focuses on active deployments.

E: Business unit organizational structure: This is not directly related to the ServiceNow implementation or its capabilities.

NEW QUESTION # 49

A system administrator needs to ensure that sensitive customer data in fields is only accessible to specific roles within a ServiceNow instance. Which feature should be utilized?

- A. Cloud Encryption
- B. Full Disk Encryption (FDE)
- C. PII Encryption
- D. Column Level Encryption (CLE)

Answer: D

Explanation:

To control access to sensitive data at the field level, the system administrator should use Column Level Encryption (CLE).

Here's how CLE works:

Field-Level Encryption: CLE allows you to encrypt specific fields within a table, ensuring that only authorized users with the necessary decryption keys can access the data.

Granular Control: You can define different encryption keys for different fields or groups of fields, providing fine-grained control over data access.

Role-Based Access: You can grant access to decryption keys based on user roles, ensuring that only authorized personnel can view sensitive information.

Why not the other options?

A: PII Encryption: This is not a standard ServiceNow encryption feature.

C: Cloud Encryption: This is a broader term for encryption solutions provided by cloud providers, not a specific ServiceNow feature.

D: Full Disk Encryption (FDE): This encrypts the entire hard drive, not individual fields within the application.

NEW QUESTION # 50

What benefits does effective testing provide?

Choose 3 answers

- A. Ensures compliance with industry standards
- **B. Identifies defects early in the development process**
- **C. Validates new functionality without introducing regressions**
- **D. Conforms to specifications as defined in stories**
- E. Enhances overall system performance

Answer: B,C,D

Explanation:

Effective testing provides several key benefits:

B: Conforms to specifications as defined in stories: Testing ensures that the developed software meets the requirements and acceptance criteria outlined in user stories or other requirement documents.

D: Validates new functionality without introducing regressions: Testing verifies that new features or changes work as expected and do not negatively impact existing functionality (regressions).

E: Identifies defects early in the development process: The earlier defects are found, the cheaper and easier they are to fix. Testing helps identify issues early in the development lifecycle.

Why not the other options?

A: Ensures compliance with industry standards: While testing can help with compliance, it's not the primary goal. Compliance often involves specific audits and assessments.

C: Enhances overall system performance: Performance testing is a specific type of testing that focuses on system performance, but it's not a general benefit of all testing.

NEW QUESTION # 51

Which strategy is recommended for effective communication during the go-live phase?

- A. Focus communications only on immediate supervisors.
- B. Provide minimal updates to avoid overloading the team.
- **C. Describe released functionality and provide knowledge base articles.**
- D. Postpone any form of communication until all issues are resolved.

Answer: C

Explanation:

Effective communication during a go-live is crucial for keeping stakeholders informed and managing expectations. The best strategy is to describe released functionality and provide knowledge base articles.

Here's why:

Clarity and Transparency: Clearly communicate what new features or changes are being released, so users understand what to expect.

Knowledge Base Articles: Provide detailed documentation and knowledge base articles to help users learn about the new functionality and how to use it.

Proactive Communication: Don't wait for issues to arise before communicating. Keep users informed about the progress of the go-live and any potential impacts.

Targeted Communication: Tailor communication to different audiences (e.g., end-users, IT staff, management).

Why not the other options?

A: Focus communications only on immediate supervisors: This limits information flow and can lead to confusion and frustration among other stakeholders.

B: Provide minimal updates to avoid overloading the team: Under-communication can create anxiety and uncertainty. It's better to provide regular, concise updates.

C: Postpone any form of communication until all issues are resolved: This is unrealistic and can damage trust.

Communicate openly about challenges and progress towards resolution.

NEW QUESTION # 52

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