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ServiceNow CTA Exam Syllabus Topics:

Topic	Details
Topic 1	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 2	Data Strategies: This domain evaluates the expertise of Data Analysts in developing effective data management strategies. It focuses on how to align data practices with business objectives and ensure data quality and integrity.
Topic 3	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.
Торіс 4	 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 (Q26-Q31):

NEW QUESTION #26

What are the types of splits in a multi-development environment stack?

- A. Product-based and release-based splits
- B. Timeline and project-based splits
- C. Geographic and functional splits
- D. Scoped-app and global configuration splits

Answer: A

Explanation:

In a multi-development environment stack in ServiceNow, the types of splits commonly refer to how development efforts are organized and managed across different environments.

- * Product-based splits:
- * Development efforts are divided based on specific products or modules. For instance, one team may work on ITSM while another works on ITOM.
- * Release-based splits:
- * Development is split by different release versions. Teams may work on different versions of the same product for testing, updates, or new features.

These splits help manage concurrent development efforts efficiently, especially in environments with multiple teams and priorities.

NEW QUESTION #27

How does a phased implementation diagram differ from a ServiceNow capability map?

- A. It maps end-user requirements to products.
- B. It tracks products migrated across phases.
- C. It shows products implemented in each phase.
- D. It provides an overall picture of all products in use.

Answer: C

Explanation:

A phased implementation diagram focuses specifically on showing which products are implemented in each phase of a ServiceNow rollout. It provides a visual representation of the implementation timeline and the planned deployment of different ServiceNow products or modules over time.

How it differs from a capability map:

Capability Map: A capability map provides a broader view of the ServiceNow platform and its capabilities. It maps business processes or functions to the ServiceNow products that support them. It's not specifically tied to implementation phases. Why not the other options?

A: It provides an overall picture of all products in use: This is more aligned with a capability map.

B: It maps end-user requirements to products: While this might be considered during implementation planning, it's not the primary purpose of a phased implementation diagram.

D: It tracks products migrated across phases: While migrations might be part of the implementation, the diagram focuses on showing what's implemented in each phase, not the migration process itself.

NEW QUESTION #28

What does a ServiceNow governance framework typically define?

Choose 3 answers

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

Answer: A,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 #29

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

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

Answer: C,D

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 #30

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 detailed communication plan for all stakeholders.
- C. A back-out plan and mitigation plan for unforeseen circumstances.
- D. A list of key performance metrics to track the performance.

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 #31

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