

# ServiceNow

## Exam Questions CTA

ServiceNow Certified Technical Architect (CTA)



### NEW QUESTION 1

What components constitute the application layer security within ServiceNow? Choose 3 answers

- A. Multi-Factor Authentication (MFA)
- B. Platform Encryption (PE)
- C. Access Control Lists (ACLs)
- D. Full Disk Encryption (FDE)
- E. IP address access control

**Answer:** ACE

#### **Explanation:**

Application layer security in ServiceNow focuses on protecting data and functionality within the ServiceNow application itself. The following components contribute to this:

A: Multi-Factor Authentication (MFA): MFA adds an extra layer of security by requiring users to provide multiple forms of authentication (e.g., password, security token, biometric verification) to access the application.

C: Access Control Lists (ACLs): ACLs define which users or roles have permission to access, modify, or delete specific data and functionality within the application.

E: IP address access control: While technically a network layer control, IP address access control is often implemented and managed within the ServiceNow application. It restricts access to the instance based on IP address ranges.

Why not the other options?

B: Platform Encryption (PE): This is a broader encryption solution that protects data at rest across the platform, not specifically at the application layer.

D: Full Disk Encryption (FDE): This encrypts the entire hard drive of the server where the ServiceNow instance is hosted, providing protection at the infrastructure level, not the application layer.

[Reference: ServiceNow Security documentation, Application Security best practices, =====]

### NEW QUESTION 2

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

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

**Answer:** B

### NEW QUESTION 3

What are the advantages of a 5-stack instance structure that consists of development, quality assurance, user acceptance testing, staging, and production? Choose 3 answers

- A. Staging instance for troubleshooting
- B. Lower maintenance effort
- C. Deployment testing
- D. Increased parallel activity
- E. Single Dev track

**Answer:** ACD

### NEW QUESTION 4

What are key considerations for data integrations in ServiceNow? Choose 3 answers

- A. Duplicating data across all systems
- B. Accessing and using only authorized data
- C. Fetching only clean and accurate data
- D. Maximizing data transfer volume
- E. Maintaining a single source of truth

**Answer:** BCE

### NEW QUESTION 5

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

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

**Answer:** B

### NEW QUESTION 6

What action does the Identification and Reconciliation module perform to reduce duplicates in the CMDB?

- A. Merges duplicate records automatically
- B. Uses identification rules to uniquely identify CIs
- C. Validates data sources to ensure accuracy
- D. Assigns unique identifiers to each CI

**Answer:** B

**Explanation:**

The Identification and Reconciliation (I & R) module uses identification rules to uniquely identify CIs. These rules help the system determine if a CI discovered or imported from a data source already exists in the CMDB or if it's a new CI.

Here's how it works:

Identification Rules: These rules define criteria for matching CIs based on their attributes (e.g., serial number, MAC address, hostname).

Matching and Reconciliation: When new data comes in, the I & R engine applies the rules to find potential matches. If a match is found, the system can either update the existing CI with new information or flag it as a potential duplicate for review.

Why not the other options?

A: While the I & R engine can facilitate merging duplicates, it doesn't automatically merge them without human review and approval.

C: Data source validation is important, but it's not the primary function of the I & R engine in duplicate reduction.

D: Assigning unique identifiers is a function of the CMDB itself, not specifically the I & R engine.

[Reference: ServiceNow Identification and Reconciliation documentation, =====]

**NEW QUESTION 7**

What approach reduces complexity and maintenance overhead when assigning data ownership?

- A. Assigning data ownership by location
- B. Assigning data ownership by role
- C. Assigning data ownership by attribute
- D. Assigning data ownership by entity

**Answer:** B

**NEW QUESTION 8**

Which encryption solution would ensure that customer credit card numbers were encrypted before being stored in the cloud and would allow for easy administration of encryption keys?

- A. Edge Encryption
- B. Server-side Encryption
- C. Client-side Encryption
- D. Database Encryption

**Answer:** C

**NEW QUESTION 9**

What is the primary factor in determining the number of MID Servers required for a standard ServiceNow deployment?

- A. The number of network routers in use
- B. The number of targets and interaction frequency
- C. The number of concurrent users on the instance
- D. The geographical spread of the organization

**Answer:** B

**NEW QUESTION 10**

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

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

**Answer:** B

**NEW QUESTION 10**

What is the primary purpose of the Test Management 2.0 application in ServiceNow?

- A. To streamline manual testing processes
- B. To generate test cases automatically
- C. To automate software testing processes
- D. To replace human testers with AI

**Answer:** A

**NEW QUESTION 11**

A company is preparing for a ServiceNow instance upgrade. Which tool shortens the time to validate critical processes post-upgrade?

- A. Test Management 2.0
- B. Automated Testing Framework (ATF)
- C. Manual testing scripts
- D. System health dashboard

**Answer:** B

**Explanation:**

The Automated Testing Framework (ATF) is the best tool for quickly validating critical processes after a ServiceNow instance upgrade. Here's why:

**Automated Execution:** ATF allows you to create automated tests that can be run quickly and repeatedly after the upgrade. This significantly reduces the time required for testing compared to manual methods.

**Comprehensive Coverage:** You can create automated tests for various processes, workflows, UI actions, and business rules, ensuring comprehensive validation of critical functionality.

**Regression Testing:** ATF is particularly valuable for regression testing, ensuring that the upgrade hasn't introduced any unexpected issues or broken existing functionality.

Why not the other options?

\* A. Test Management 2.0: While Test Management 2.0 provides a framework for managing tests, it doesn't inherently shorten the testing time itself. It can be used with ATF to organize and track automated tests.

\* C. Manual testing scripts: Manual testing is time-consuming and prone to errors, especially for repetitive tasks involved in upgrade validation.

\* D. System health dashboard: This dashboard provides an overview of system performance and health, but it doesn't directly validate specific processes or workflows.

[Reference: ServiceNow Automated Test Framework (ATF) documentation, =====]

**NEW QUESTION 12**

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

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

**Answer: B**

**NEW QUESTION 17**

What benefits does the Common Service Data Model (CSDM) provide to organizations using ServiceNow products?

- A. Rationalization, outage reduction, and business processes alignment
- B. Improved security, increased storage capacity, and faster processing speed
- C. Automated deployment, maintenance efficiency, and comprehensive monitoring
- D. Customization, consistent analysis, and data governance

**Answer: D**

**NEW QUESTION 20**

What does the ServiceNow Security Center's daily compliance score indicate in ServiceNow?

- A. The number of security incidents created in the last 24 hours.
- B. The number of phishing emails resolved in the last 24 hours.
- C. The security compliance percentage of the ServiceNow instance.
- D. Percentage of vulnerabilities remediated in the last 24 hours.

**Answer: C**

**NEW QUESTION 23**

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