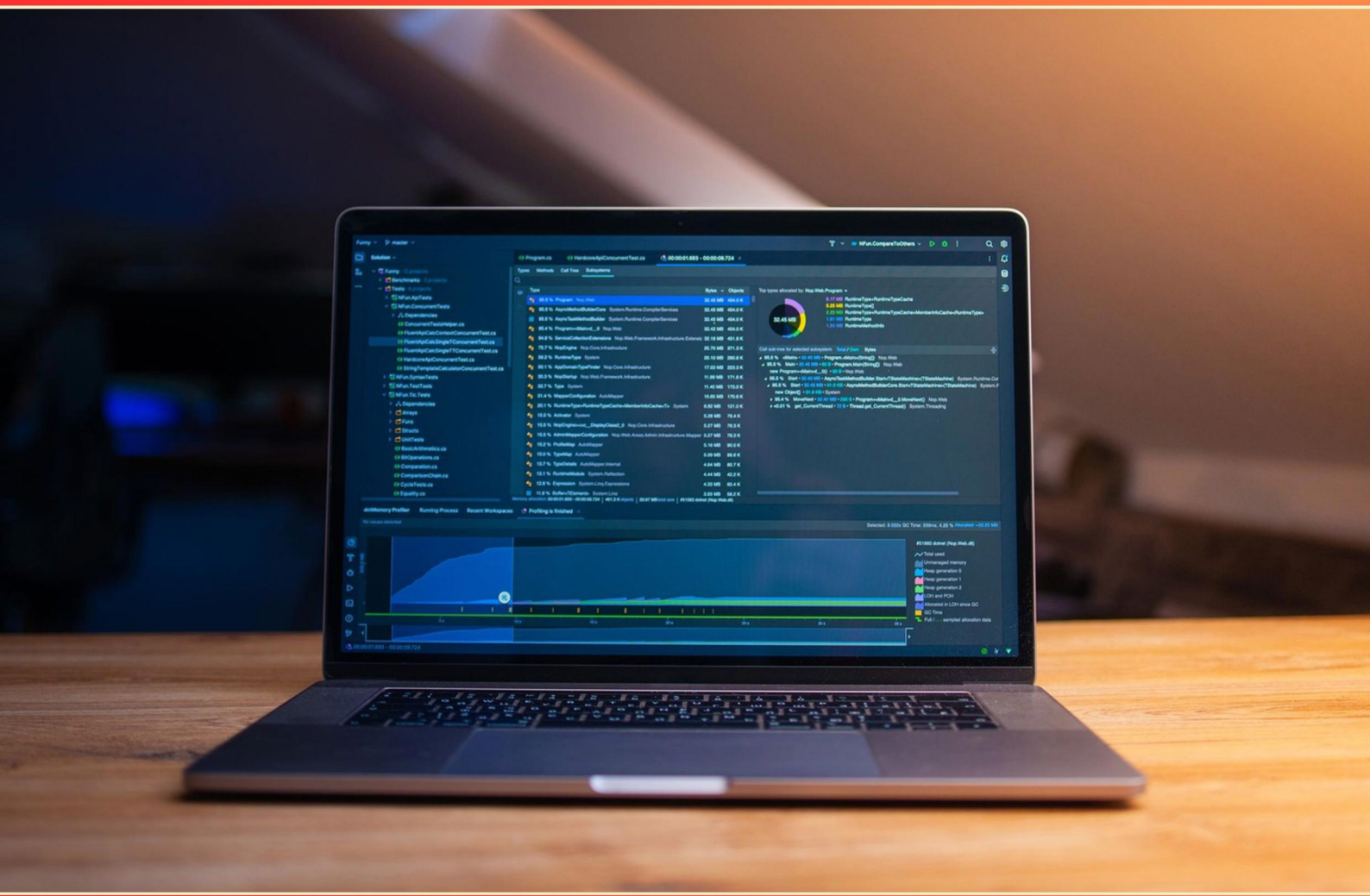
SERVICENOW APPLICATION DEVELOPER FUNDAMENTALS PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

VISIT US ONLINE FOR THE FULL VERSION STUDY GUIDE

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

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How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

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Questions

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1. When information is returned from a REST web service call, what types of files can it be?

A. HTML and JSON

B. JSON and CSV

C. JSON and XML

D. XML and TXT

2. What are the two things needed to organize fields on a form?

A. Tabbed forms and New Section

B. Field Groups and Tabs

C. Sections and Labels

D. Pages and Fields

3. What determines the availability of application artifacts in ServiceNow?

A. Permissions

B. Data Types

C. Scope

D. Resource Allocation

4. To show the display name of a link field in a Notification, what would you do?

A. ${HTML_REF}

B. ${URI_REF}

C. ${LINK_NAME}

D. ${DISPLAY_NAME}

5. What action should be taken if you want to track changes to a table?

A. Enable Change Tracking

B. Create an Audit Log

C. Set Up Notifications

D. None of the above

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6. What two roles are recommended to have on any ServiceNow instance?

A. Admin and Developer

B. Admin and User

C. User and Viewer

D. Developer and User

7. Why is it best practice to work in Scoped applications?

A. To increase visibility

B. To enhance collaboration

C. To protect your application from damage to or from another application

D. To enable wider access to resources

8. Should you avoid using GlideRecord queries in ACL scripts?

A. Yes

B. No

C. Only in specific cases

D. Only in read operations

9. What keyboard shortcut allows you to select from a list of classes in a script?

A. Shift + F10

B. Ctrl + Alt

C. Ctrl + Spacebar

D. Alt + Spacebar

10. Which of the following is a key reason for extending the value of ServiceNow?

A. To reduce operational costs

B. To improve the user interface

C. To increase integration with third-party apps

D. To streamline workflows and services

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Answers

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1. C
2. A
3. C
4. B
5. B
6. B
7. C
8. A
9. C
10. D

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Explanations

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1. When information is returned from a REST web service call, what types of files can it be?

A. HTML and JSON

B. JSON and CSV

C. JSON and XML

D. XML and TXT

When information is returned from a REST web service call, it is typically formatted in a structured data exchange format that is easy for programming languages to parse and generate. JSON (JavaScript Object Notation) and XML (eXtensible Markup Language) are two of the most widely used formats for this purpose. JSON is favored for its lightweight structure and ease of use, particularly in web applications where JavaScript is often the programming language of choice. It is simple to read and write, making it a popular option for API responses. XML, on the other hand, offers a more verbose structure that supports attributes and complex hierarchies, which can be advantageous for certain types of data representation and is extensively used in enterprise applications and configurations. Both JSON and XML are commonly supported by RESTful web services, allowing clients to choose the format that best suits their needs. In this context, the correct answer emphasizes these two primary formats that are frequently utilized in REST API responses.

2. What are the two things needed to organize fields on a form?

A. Tabbed forms and New Section

B. Field Groups and Tabs

C. Sections and Labels

D. Pages and Fields

To effectively organize fields on a form in ServiceNow, the use of tabbed forms and new sections is essential. Tabbed forms allow for the creation of separate areas within a single form, helping to streamline the user interface and improve user experience by grouping related fields together under distinct tabs. This separation is particularly useful when dealing with complex forms that contain a large number of fields, as it prevents overwhelming users with too much information at once. In addition to tabbed forms, new sections enable further categorization of fields within each tab. Sections can be used to group similar fields together, enhancing the form's clarity and usability. By utilizing tabs to categorize larger data sets and sections to refine those categories, developers can design forms that are not only functional but also user-friendly. While the other options mention concepts related to form organization, they do not encompass the most effective or structured approach compared to the combination of tabbed forms and new sections.

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3. What determines the availability of application artifacts in ServiceNow?

A. Permissions

B. Data Types

C. Scope

D. Resource Allocation

The availability of application artifacts in ServiceNow is determined primarily by the concept of scope. In ServiceNow, scope defines the boundaries within which application artifacts (such as tables, scripts, and UI elements) operate. Each application is developed within its own scope, meaning that the resources and artifacts created for that application are encapsulated and can include specific permissions and visibility settings. This scoped approach allows for better organization and separation of applications, enabling developers to create applications that do not interfere with one another, preventing conflicts and maintaining integrity. When an artifact is designed, it is associated with its defined scope, making it accessible only to users and components that fall within that scope context. While permissions and resource allocation do play roles in controlling access and availability of certain features within ServiceNow, they are secondary to the primary factor of scope, which fundamentally dictates how and when application artifacts are utilized within various applications. Data types are essential for data structure but do not govern the overall availability of artifacts.

4. To show the display name of a link field in a Notification, what would you do?

A. ${HTML_REF}

B. ${URI_REF}

C. ${LINK_NAME}

D. ${DISPLAY_NAME}

To show the display name of a link field in a Notification, the correct approach involves using a specific syntax that retrieves the display name element accurately. The variable related to this context is associated with how ServiceNow handles references to records, which require a proper method to display the link. Using the syntax that represents the URI (Uniform Resource Identifier) directly correlates with how links are constructed in notifications. This format allows you to dynamically create links within notifications by referencing the appropriate fields. The URI_REF option ensures that the link leads to the correct location while also displaying the name in a meaningful way. The other options do not fulfill the requirement to specifically display the link's name in a notification context as effectively as the URI_REF does. For instance, the HTML_REF would link to an HTML representation but not target the display name directly. Similarly, LINK_NAME and DISPLAY_NAME are not the correct variables used in this context to invoke the desired output in notifications. Thus, URI_REF serves the intended purpose accurately while conforming to ServiceNow's notification configuration standards.

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5. What action should be taken if you want to track changes to a table?

A. Enable Change Tracking

B. Create an Audit Log

C. Set Up Notifications

D. None of the above

Creating an audit log is an effective way to track changes to a table within ServiceNow. An audit log captures detailed information about alterations made to records, including who made the change, what the change was, and when it occurred. This is essential for maintaining data integrity, ensuring accountability, and enabling backtracking when necessary. While enabling change tracking may sound relevant, it does not provide the same level of detail or historical context as an audit log. Change tracking generally identifies modifications but lacks the comprehensive structure of an audit log that records each modification with specific user and timestamp data. Setting up notifications can alert users about changes, but again, it does not track the changes themselves or log them for record-keeping. The option of "None of the above" does not apply, as an audit log is, in fact, a recognized and effective means of tracking changes in ServiceNow.

6. What two roles are recommended to have on any ServiceNow instance?

A. Admin and Developer

B. Admin and User

C. User and Viewer

D. Developer and User

To effectively manage and utilize a ServiceNow instance, it is essential to include roles that streamline operation and foster collaboration. The recommended roles of Admin and User play a critical part in this framework. The Admin role is pivotal as it provides comprehensive access to all aspects of the ServiceNow platform. Administrators have the authority to configure, customize, and maintain the system, which includes managing user roles, setting up data models, and integrating third-party applications. This high level of access is necessary for overseeing system integrity, security, and functionality. On the other hand, the User role is designed for individuals who need to interact with the system but do not require administrative privileges. Users can submit requests, access information, and utilize available services without the complexities of system configuration. This separation ensures that day-to-day operations can proceed smoothly while limiting the risk of unauthorized changes within the system. By combining these two roles, organizations can ensure that they have the technical oversight necessary for robust system management while also empowering users to leverage the platform effectively for their needs. This balance creates a secure and efficient operating environment.

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7. Why is it best practice to work in Scoped applications?

A. To increase visibility

B. To enhance collaboration

C. To protect your application from damage to or from another application

D. To enable wider access to resources

Scoped applications are designed to encapsulate customizations and functionality within a defined boundary, which inherently protects the application from unintended interactions with other applications in the ServiceNow environment. This isolation is crucial because it mitigates the risks of conflicts that may arise when multiple applications try to modify overlapping components, data structures, or resources. By working within a scoped application, developers ensure that their changes and configurations are contained and safeguarded against inadvertent damage or interference from other applications, thereby maintaining the integrity and reliability of the custom application. In contrast, while factors such as visibility, collaboration, and access to resources are important in an application development context, they do not specifically address the core concern of protecting applications from outside influences. Working in a scoped application is primarily about safeguarding development efforts, which is why it is regarded as a best practice.

8. Should you avoid using GlideRecord queries in ACL scripts?

A. Yes

B. No

C. Only in specific cases

D. Only in read operations

Using GlideRecord queries in Access Control List (ACL) scripts is generally advised against for several reasons, which supports the choice to avoid them. ACLs are designed to define permission rules for accessing records in ServiceNow. They are evaluated dynamically whenever a record is accessed. When GlideRecord is used within an ACL, it can lead to performance issues and potential security vulnerabilities. This is because ACLs are supposed to be lightweight and fast, focusing solely on the authorization to access data without heavy processing like database queries. When queries are made within an ACL script using GlideRecord, it can slow down the system significantly since every ACL evaluation can potentially trigger multiple database queries for every single record access. This can lead to a degradation of overall platform performance, especially in environments with high traffic. Additionally, if an ACL performs a GlideRecord operation and fails, it can inadvertently allow access to records that should otherwise be restricted. This could create significant security risks by undermining the intended access control mechanisms in place. For these reasons, it is optimal to avoid using GlideRecord in ACL scripts to maintain performance and security integrity within the ServiceNow platform.

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9. What keyboard shortcut allows you to select from a list of classes in a script?

A. Shift + F10

B. Ctrl + Alt

C. Ctrl + Spacebar

D. Alt + Spacebar

The keyboard shortcut that allows you to select from a list of classes in a script is the Ctrl + Spacebar combination. This shortcut is commonly used in various integrated development environments (IDEs) and code editors to invoke code completion features. When coding within ServiceNow, pressing Ctrl + Spacebar prompts a dropdown list that displays available classes, methods, and variables relevant to the context, facilitating quicker and more efficient coding by minimizing typing errors and reminding developers of available options. The other options do not fulfill this function within the coding environment in ServiceNow. Shift + F10 generally serves different purposes depending on the specific application context, and is not related to code completion. The combination of Ctrl + Alt does not trigger any specific functionality regarding class selection in ServiceNow scripting. Similarly, Alt + Spacebar is often used for window management tasks and does not provide access to class lists in scripts. Thus, the specific functionality of Ctrl + Spacebar makes it the correct choice for selecting from a list of classes in a script environment.

10. Which of the following is a key reason for extending the value of ServiceNow?

A. To reduce operational costs

B. To improve the user interface

C. To increase integration with third-party apps

D. To streamline workflows and services

Extending the value of ServiceNow is essential for maximizing its functionality and ensuring that it meets the ever-evolving needs of an organization. Streamlining workflows and services significantly contributes to this goal. When organizations leverage ServiceNow's capabilities to refine and automate their workflows, they enhance efficiency and productivity. This optimization allows teams to focus on strategic tasks rather than getting bogged down with repetitive manual processes. Improving workflows can also lead to increased service delivery speed and better adherence to service level agreements (SLAs). As workflows become more efficient, organizations can respond to user needs and issues more rapidly, ultimately leading to higher customer and employee satisfaction. This perspective demonstrates how making workflows more efficient is a fundamental part of harnessing the full potential of ServiceNow, thereby extending its value. While the other options might also be relevant to the overall effectiveness of ServiceNow, they either represent outcomes that result from the streamlined workflows or focus on specific improvements that do not encapsulate the broader impact of workflow optimization. For instance, reducing operational costs and improving user interfaces can be byproducts of improved workflows, whereas increasing integration with third-party apps addresses a specific technical aspect rather than the holistic benefits realized through workflow enhancements.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

https://servicenowappdevfund.examzify.com

We wish you the very best on your exam journey. You've got this!

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