Exam Questions CSA

ServiceNow Certified System Administrator

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NEW QUESTION 1
- (Topic 3)
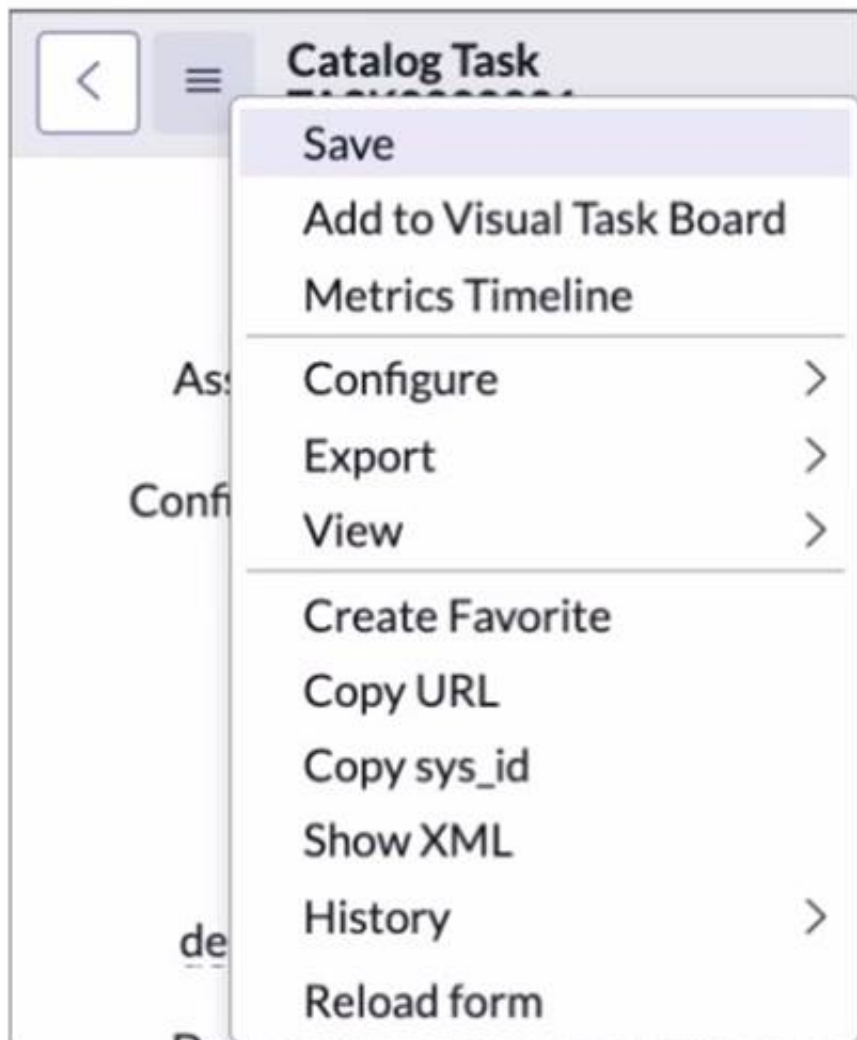
Which path would you take to access the table configuration page from a form?

A. The Form Context menu > View > Table
B. The Form Context menu > Configure > Table
C. The Form Context menu > Configure > Dictionary
D. The Form Context menu > View > Show Table

Answer: B

NEW QUESTION 2
- (Topic 3)
On the Form header, which icon do you use to access form templates?

A. Paperclip
B. Pages
C. Stamp
D. More Options {...}

Answer: D

NEW QUESTION 3
- (Topic 3)
What role enables someone to authorize a request, with no other permissions on the platform?

A. Approver [approver-user]
B. Authorize [authorize-user]
C. Reviewer [reviewer_user]
D. Approver Group [approval_group]
E. Verification [verify_user]

Answer: A

NEW QUESTION 4
- (Topic 3)
The Report Designer contains different section for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

A. Properties
B. Data
C. Configure
D. Type
E. Sources

Answer: C

NEW QUESTION 5
- (Topic 3)
When using the Data Pill Picker, use which keys to dot-walk (6 fields in other tables?

A. Arrows
B. Plus, Minus
C. Ctrl c, Ctrl
D. Ctrl <, Ctrl >
E. Shift F4, Shit FS

Answer: A

NEW QUESTION 6
- (Topic 3)
In what order are Access Controls evaluated?

A. Field-level - mast general to most specific: then Row-level - most specific to most general
B. Table-level - most specific to most general; then Row-level - most specific to most general
C. Table-level - most specific to most general; then Field-level « most specific to mast general
D. Field-level - most specific to most general: then Table-level - most specific to most general

Answer: D

NEW QUESTION 7
- (Topic 3)
On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

A. Service Tracer
B. Automapping Utility
C. Relationships
D. Transform Map

Answer: C

NEW QUESTION 8
- (Topic 3)
When using Flow Designer what is the Flow Execution initiated by?

A. A trigger
B. An existing subflow
C. Allow logic
D. An execution data pill

Answer: A

Explanation:
 A trigger is an activity that, once specified, automatically initiates a flow1. A trigger specifies the conditions that start running the flow, such as creating a record in a specified table, receiving an inbound email, or reaching an SLA target1.
References
? Flow trigger types - Product Documentation: San Diego - ServiceNow1

NEW QUESTION 9
- (Topic 3)
You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

A. Parent-Child Approvers.
B. Approval Chains
C. Flows
D. Approval Criteria
E. Approver Delegates

Answer: D

NEW QUESTION 10
- (Topic 3)
Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

A. One Approval can have many Requests
B. One Request can have many Requested Items
C. One Requested Item can have many Approvals
D. One Requested Item can have many Catalog Tasks
E. One Cart can have many Requests

Answer:

BDE

NEW QUESTION 10
- (Topic 3)
After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

A. Use System Administration > Normal Security module
B. Select Normal role
C. Log out and back in
D. Select Global Update Set
E. End impersonation

Answer: A

Explanation:
The System Administration > Normal Security module is the recommended way to return to normal admin security levels after finishing your work on High Security Settings. This module will automatically disable all high security settings and restore your permissions to their original state.
References:
? ServiceNow Product Documentation: High Security Settings - https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/reference/high-security-plugin.html
? ServiceNow Community: How to disable High Security Settings - https://www.servicenow.com/community/now-platform-forum/platform-security-everything-you-need-to-know/m-p/2554570

NEW QUESTION 12
- (Topic 3)
Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

A. Requests can contain many items; and Items can be any item from the catalog.
B. Vendors can sell multiple products; and products can be sold by multiple vendors.
C. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
D. A Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.

Answer: B

NEW QUESTION 13
- (Topic 3)
Which statement correctly describes the differences between a Client Script and a Business Rule?

A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
B. A Client Script executes on the server and a Business Rule executes on the client
C. A Client Script executes on the client and a Business Rule executes on the server
D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

Answer: C

Explanation:
Reference: https://community.servicenow.com/community?id=community_question&sys_id=77a80361
db5cdbc01dcaf3231f9619d9#:~:text=The%20major%20difference%20between%20of,delet
ed%2Fqueried%20from%20data%20base.&text=After%20that%2C%20the%20Client%20s cripts,Client%20scripts%20that%20work%20onSubmit

NEW QUESTION 14
- (Topic 3)
Which low components allow you to specify when a flow should be run?

A. Trigger and Condition Pill
B. Scope and Trigger Condition
C. Trigger and Condition
D. Trigger Criteria and Clock
E. Condition and Table

Answer: C

Explanation:
Triggers define when a flow should start running, and conditions are used to specify the specific circumstances under which a flow should run. By combining triggers and conditions, you can create flows that run only when specific events occur and only for certain types of records.
References:
? ServiceNow Product Documentation: Flow Designer - Overview - https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html
? ServiceNow Product Documentation: Flow triggers - https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html

NEW QUESTION 18
- (Topic 3)
What access does a user need to be able to import articles to a knowledge base?

A. sn_knowledge_import
B. sn_knowledge contribute
C. Can contribute

D. Can import

Answer: C

NEW QUESTION 20
- (Topic 3)
Farm a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

A. Context Menu > Configure > Form Layout
B. Context Menu > Form > Layout
C. Right click on header > Configure > Form Design
D. Context Menu > Configure > Form Designer
E. Right click on header > Configure > UX Dashboard

Answer: AC

NEW QUESTION 25
- (Topic 3)
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role.
What type of rules (s) would you use to implement this requirement?

A. Dictionary Design
B. Field Limiter
C. UI Policy
D. UI Design
E. Form Constraint

Answer: CE

NEW QUESTION 30
- (Topic 3)
If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment?
Choose 2 answers

A. Select the record using the check box, then select the Person icon
B. Double click on the Assigned to value, type the name of the user, and select the green check
C. Select the record using the check box then select the Assign To Me UI action on the List Header
D. Right click on the Task number and select the Assign to me option in the menu
E. Select the Task number, and select the Assign to me UI action on the form

Answer: DE

NEW QUESTION 31
- (Topic 3)
Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

A. Wait for Condition
B. Ask for Approval
C. Create Record
D. Wait for Match
E. Look for Update
F. Look Up Record

Answer: BCDF

NEW QUESTION 34
- (Topic 3)
You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

A. Create Record Producer
B. Create Catalog Item
C. Create Order Guide
D. Create Content Item

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/concept/request-fulfillment.html

NEW QUESTION 39
- (Topic 3)
When managing tags, you can adjust who is able to see iL What are the visibility options? Choose 3 answers

A. Admins

B. Everyone
C. Groups and Users
D. Roles and Permissions
E. Me

Answer: BCE

NEW QUESTION 40
- (Topic 3)
The testing team needs to be able to perform activities in the test instance, as though they
are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

A. service_desk
B. impersonator
C. admin
D. incognito

Answer: B

Explanation:
The impersonator role allows a user to switch to another user account and act as that user without logging out and back in1. This can be useful for testing
purposes or for providing support to other users2.
ReferencesImpersonate a userRoles and permissions

NEW QUESTION 44
- (Topic 3)
Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and
fields)?

A. incident .*
B. incident.all
C. incident .!
D. incident.None

Answer: A

Explanation:
 The object name for a rule that applies to the entire Incident table is incident
.* , which means any field on the incident table. The other options are not valid object names for access control rules.
ReferencesAccess control list rulesAccess Control List in ServiceNowAccess Controls

NEW QUESTION 48
- (Topic 3)
When importing spreadsheet data into ServiceNow, what is the first step in the process?

A. Create Import Set
B. Run Data Scrubber
C. Set Coalesce
D. Define Data Source
E. Select Import Set

Answer: A

NEW QUESTION 51
- (Topic 3)
What is the primary objective of the Display Business Rule?

A. To monitor fields on a form, and provide feedback
B. To use a shared g_scratchpad object, which can be sent to the client, as part of the form
C. To set files to mandatory, hidden, and read-only
D. To define what happens on a form, when a particular fled changes

Answer: B

NEW QUESTION 53
- (Topic 3)
Access controls are evaluated in this order:
* 1. Match object against table ACL
* 2, Match the object against field ACL
Within step 1 above, what order are the table ACLs evaluated?

A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
B. Bottom to top: Table AC
C. Table.Field ACL, Parent Tabl
D. Field ACL
E. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
F. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
G. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

NEW QUESTION 56
- (Topic 3)
Which data consistency settings can be achieved using UI Policy? Choose 3 answers

A. Setting fields to accept the data with 'n' number of characters
B. Setting fields hidden
C. Setting fields to accept the data in an expected format
D. Settings fields read-only
E. Setting fields mandatory

Answer: BDE

NEW QUESTION 59
- (Topic 3)
On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

A. Can Read
B. Can Write
C. Can Contribute
D. Can Author
E. Cannot Author

Answer: C

NEW QUESTION 60
- (Topic 2)
On a Form header, what is the three bar icon called?

A. Pancake icon
B. Additional Actions or Context Menu
C. Hamburger icon
D. Cake icon

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html

NEW QUESTION 62
- (Topic 2)
What are the three components of a filter condition?

A. Fiel
B. Operator and Value
C. Conditio
D. Operator, and Value
E. Field, Condition, and Value
F. Variable, Field, and Value

Answer: A

NEW QUESTION 66
- (Topic 2)
What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

A. Task Escalation Clock
B. Service Level Agreements
C. Inactivity Monitor
D. Response Time Clock
E. Business Time Remaining

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform- administration/page/administer/task-
table/reference/r_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20
can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors
%20ensure%20that%20tasks,a%20predefined%20period%20of%20time

NEW QUESTION 68
- (Topic 2)
What is a key difference between Reporting and Performance Analytics?

A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.

B. Performance Analytics can show trends; Reports cannot.
C. Reports can be run on a scheduled basis; Performance Analytics cannot.
D. Performance Analytics data can be published to Dashboards; Reports cannot.
E. Performance Analytics shows KPIs; Reporting does not.

Answer: B

NEW QUESTION 72
- (Topic 2)
What are the three permission requirements that must evaluate to true for an access control rule to apply?
Choose 3 answers

A. Conditions
B. table.
C. Roles
D. Script
E. table."
F. table.none

Answer: CDE

NEW QUESTION 74
- (Topic 2)
How do you make a list filter available to everyone?

A. Make active, set visibility, and save
B. Assign a name, set visibility, and save
C. Assign a group, set visibility, and save
D. Make active, assign a name, and save

Answer: B

NEW QUESTION 77
- (Topic 2)
Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

A. Process Automation > Flow Designer
B. Process Automation > Flow Administration
C. Process Automation > Workflow Editor
D. Process Automation > Process Flow
E. Process Automation > Active Flows

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/concept/getting-started-process-automation.html

NEW QUESTION 81
- (Topic 2)
What is a no-code approach to control the mandatory or read-only state of a form field?

A. UI Action
B. Client Script
C. UI Script
D. UI Rule
E. UI Policy

Answer: E

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 84
- (Topic 2)
What is the name of the table relationship, where two or more tables are related in a bi- directional relationship, so that the related records are visible from both tables in a related list?

A. Database View
B. Many to Many
C. One to Many
D. Extended

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataManagement.html

NEW QUESTION 87
- (Topic 2)
What Is the purpose of the Fitter navigator In the Application Navigator?

A. Filter applications in order of use
B. Quickly navigate to applications and modules
C. Collapse and expand applications
D. List applications In order of Top Requests

Answer: C

NEW QUESTION 92
- (Topic 2)
What is specified in an Access Control rule?

A. Groups, Conditional Expressions and Workflows
B. Table Schema, CRUD, and User Authentication
C. Object and Operation being secured; Permissions required to access the object
D. security_admin

Answer: C

Explanation:
Reference: https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20control,object%20and%20operati
on%20being%20secured

NEW QUESTION 97
- (Topic 2)
When moving multiple update sets at one time, what might you do to facilitate the move?

A. Batch
B. Verify
C. Test
D. Preview

Answer: A

Explanation:
Reference: https://www.servicenowelite.com/blog/2016/8/7/update-sets

NEW QUESTION 102
- (Topic 2)
What do you activate when you want to add applications or functionality within your development instance?

A. App Package
B. Updated Pack
C. Patch
D. Plugin
E. App Updated Set

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceNowPlugins.html

NEW QUESTION 106
- (Topic 2)
What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

A. The Task table is the only table that can be a destination for imported data in the Transform Map module
B. The Inciden
C. Proble
D. Change, Task, and Service Catalog tables are the only tablesthat can be a destination for imported data m the Transform Map module
E. Only the Incident Problem, and Change tables can be a destination for imported data in the Transform Map module
F. Any ServiceNow table can be a destination for imported data in the Transform Map module

Answer: B

NEW QUESTION 109
- (Topic 2)
What icon do you use to change the label on a Favorite?

A. Clock
B. Hamburger
C. Pencil
D. Three dots

E. Triangle.
F. Star

Answer: C

Explanation:
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451

NEW QUESTION 114
- (Topic 2)
Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

A. Extended Validation Access (EVA)
B. Organization Verification Card (OVC)
C. Common Access Card (CAC)
D. Domain Authentication Card (DAC)
E. Personal Identify Verification (PIV)

Answer: CE

NEW QUESTION 119
- (Topic 2)
A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:
Incidents where the state is Closed
Incidents where Assignment Group is Network
After clicking the Funnel icon, what should the user do?

A. Define the first condition; click AND button; define second condition; click Run
B. Define the first condition; click AND button; define second condition; press enter
C. Define the first condition; click OR button; define second condition; press enter
D. Define the first condition; click > icon on breadcrumb, define second condition; click Run
E. Define the first condition; click > icon on breadcrumb, define second condition; press enter

Answer: A

NEW QUESTION 124
- (Topic 2)
What is the difference between a UI Policy and Data Policy?

A. Data Policies run when data is entered through the form, by an Import Set, or by webservices, while UI Policies are set only by web services
B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
D. Data Policies run only after UI Policies run successfully

Answer: C

NEW QUESTION 128
- (Topic 2)
What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

A. Local Sources (i.
B. XML, CSV, Excel)
C. Implementation Spoke
D. DataHub
E. JDBC Connection
F. Network Server
G. LDAP Connection

Answer: ACDF

Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/servicenow_administrator/app_store_learnv2_importingdata_quebec_data_sources

NEW QUESTION 129
- (Topic 2)
Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

A. Select Data Source, Schedule Transform
B. Load Data, Create Transform Map, Run Transform
C. Define Data Source, Select Transform Map, Run Transform
D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 130

- (Topic 2)
Which module is used as the first step for importing data?

A. Coalesce Data
B. Transform Data
C. Import Data
D. Load Data

Answer: D

Explanation:
Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.htm

NEW QUESTION 132
- (Topic 2)
When designing a flow, how do you reference data from a record, in that flow?

A. Drag the table icon onto the flow definition
B. Use the condition builder to specify the desired values
C. Specify the source table on the data pill related list
D. Drag the data pill onto the flow definition
E. Add the table reference using the slush bucket

Answer: D

Explanation:
Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flowdesigner_paris_using_flow_variables

NEW QUESTION 136
- (Topic 2)
Which of the following protects applications by identifying and restricting access to available files and data?

A. Application Configuration
B. Verbose Log
C. Access Control Rules
D. Application Scope

Answer: D

NEW QUESTION 140
- (Topic 2)
What import utility do you use when the field names on the import set match the name of the fields on the Target table?

A. Schema Mapping
B. Automatic Mapping
C. Mapping Assist
D. Mapping Dashboard

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html

NEW QUESTION 145
- (Topic 2)
What function do you use to add buttons, links, and context menu items on forms and lists?

A. UI Policies
B. UI Settings
C. UI Actions
D. UI Config

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c_UIActions.html

NEW QUESTION 150
- (Topic 1)
A User is stored in which table?

A. User [sys_user]
B. User [sys_user_group]
C. User [syst_user_profile]
D. User [user_profile]

Answer: A

NEW QUESTION 155
- (Topic 1)
There are _____ common types of Interfaces (Numeric Value) 6: There are six common types of interfaces

A. Homepage: Consists of navigational elements, functional controls, and platform information.
B. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.
C. Form: Data is entered into ServiceNow through forms
D. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.
E. Maps: Display ServiceNow data graphically on a Google map
F. Timelines: Used to track tasks or projects

Answer: C

NEW QUESTION 158
- (Topic 1)
What are the main UI component(s) of the ServiceNow Platform?

A. Banner Navigator
B. Banner Frame
C. Application Frame
D. Application Navigator
E. Content Menu
F. Content Frame

Answer: BDF

NEW QUESTION 159
- (Topic 1)
Which one of the following statements describes the purpose of a Service Catalog workflow?

A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals
B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes
C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups
D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

Answer: C

NEW QUESTION 163
- (Topic 1)
Which one of the following statements is true about Column Context Menus?

A. It displays actions such as creating quick reports, configuring the list, and exporting data
B. It displays actions related to filtering options, assigning tags, and search
C. It displays actions related to viewing and filtering the entire list
D. It displays actions such as view form, view related task, and add relationship

Answer: A

NEW QUESTION 165
- (Topic 1)
Tables are made up of which of the following?

A. records
B. lists
C. forms.
D. fields

Answer: AD

NEW QUESTION 170
- (Topic 1)
Which group of permissions is used to control Application and Module access?

A. Access Control Rules
B. UI Policies
C. Roles
D. Assignment Rules

Answer: C

NEW QUESTION 173
- (Topic 1)
Configuration will not affect what others see on their forms.

A. True
B. False

Answer: B

NEW QUESTION 175
- (Topic 1)
Where would you go in ServiceNow to order services and products offered by various departments?

A. Service Catalog
B. Self Service
C. Service Department
D. Customer Service

Answer: A

NEW QUESTION 179
- (Topic 1)
What refers to an application or system that accesses a remote service or another computer system, known as a server?

A. Server
B. Client
C. Script
D. Policies

Answer: B

NEW QUESTION 184
- (Topic 1)
Which term refers to application menus and modules which you may want to access quickly and often?

A. Breadcrumb
B. Favorite
C. Tag
D. Bookmark

Answer: B

NEW QUESTION 186
- (Topic 1)
What displays a set of records from a table?

A. View
B. Dashboard
C. Panel
D. List

Answer: D

NEW QUESTION 189
- (Topic 1)
As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

A. A metric is a report gauge used on homepages to display real-time data
B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
C. A metric is used to measure and evaluate the effectiveness of IT service management processes
D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Answer: C

NEW QUESTION 191
- (Topic 1)
Which technique is used to get information from a series of referenced fields from different tables?

A. Table-Walking
B. Sys_ID Pulling
C. Dot-Walking
D. Record-Hopping

Answer: C

NEW QUESTION 196
- (Topic 1)
ServiceNow uses what term to describe all the data saved within a particular form?

A. Fields
B. Form
C. Record

D. Lists

Answer: C

NEW QUESTION 199
- (Topic 1)
Record numbers have to be manually incremented

A. True
B. False

Answer: B

NEW QUESTION 202
- (Topic 1)
What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

A. User conditions
B. User info
C. User Criteria
D. User permissions

Answer: C

NEW QUESTION 204
- (Topic 1)
Which one of the following statements is a recommendation from ServiceNow about Update Sets?

A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
C. Use the Baseline Update Set to store the contents of items after they are changed the first time
D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Answer: A

NEW QUESTION 208
- (Topic 1)
Which would NOT appear in the History section of the Application Navigator?

A. Records
B. UI Pages
C. Lists
D. Forms

Answer: B

NEW QUESTION 213
- (Topic 1)
Buttons, form links, and context menu items are all examples of what type of functionality?

A. Business Rule
B. UI Action
C. Client Script
D. UI Policy

Answer: B

NEW QUESTION 214
- (Topic 1)
A REQ number in the Service Catalog represents…

A. the order number.
B. the stage.
C. the task to complete.
D. the individual item in the order.

Answer: A

NEW QUESTION 218
- (Topic 1)
What is the purpose of a Related List?

A. To create a one-to-many relationship
B. To dot-walk to a core table
C. To present related fields

D. To present related records

Answer: D

NEW QUESTION 222
- (Topic 1)
Which one statement correctly describes Access Control rule evaluation?

A. Rules are evaluated using role
B. The role with the most permissions evaluates the rules first
C. If more than one rule applies to a row, the older rule is evaluated first
D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: D

NEW QUESTION 225
- (Topic 1)
How is the Event Log different from the Event Registry?

A. Event Log contains generated Events, the Event Registry is a table of Event definitions
B. Event Log is formatted in the Log style, the Event Registry displays different fields
C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
D. Event Log is the same as the Event Registry

Answer: A

NEW QUESTION 227
- (Topic 1)
What is the platform name for the User table?

A. u_users
B. sys_users
C. x_users
D. sys_user

Answer: D

NEW QUESTION 228
- (Topic 1)
A Service Catalog may include which of the following components?

A. Order Guides, Exchange Rates, Calendars
B. Order Guides, Catalog Items, and Interceptors
C. Catalog Items, Asset Contracts, Task Surveys
D. Record Producers, Order Guides, and Catalog Items

Answer: D

NEW QUESTION 233
- (Topic 1)
What are the three components of a filter condition?

A. Table
B. Value
C. Field
D. Operator

Answer: BCD

NEW QUESTION 238
- (Topic 3)
On a form header, what icon would you click to access Template features?

A. Paper clip
B. More options (...)
C. Stamp
D. Context Menu

Answer: B

NEW QUESTION 240
- (Topic 3)
What is the platform name for the Group table?

A. SyS_USer_group
B. Sys_group
C. group
D. sys_groups

Answer: A

NEW QUESTION 244
- (Topic 3)
A Role is defined as what?

A. A collection of permissions
B. A set of user access policies
C. A Persona in a workflow
D. A set of access control rules

Answer: A

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html

NEW QUESTION 246
- (Topic 3)
What contains the configuration changes made in an instance (i.e. changes in a form) and
helps to implement the changes from the Dev environment to another environment?

A. Update sets
B. Transform maps
C. System dictionaries
D. Import sets

Answer: A

Explanation:
Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.
References1: Get started with update sets - ServiceNow - Now Support2: Product Documentation | ServiceNow3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import …4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning5: Retrieving and committing update sets between different … - ServiceNow

NEW QUESTION 248
- (Topic 3)
Which helps to visualize configuration items and their relationships?

A. Transform Map
B. Schema Map
C. Tables
D. Flow Design
E. Dependency View

Answer: E

Explanation:
The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.
References:
? ServiceNow Product Documentation: Configuration item relationships in the CMDB
- https://docs.servicenow.com/bundle/vancouver-servicenow- platform/page/product/configuration-management/concept/c_CIRelationships.html
? ServiceNow Community: How to display dependencies for CIs in the Dependency
View - https://www.servicenow.com/community/service-management-forum/load- a-specific-dependency-view-map/m-p/410421

NEW QUESTION 252
- (Topic 3)
While on an Incident record, how would you add a Tag for "Special Handling" to the record?

A. Click on the More options (.,.) icon, click Add Tag, type Special Handling, press enter
B. On the Special Handling field, check the box
C. On the Tag field, select Special Handling from the choice list
D. Click on the Context menu, select Add Tag, type Special Handling, press enter

Answer: A

NEW QUESTION 257
- (Topic 3)
You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which
workflow would you update to make this change?

A. Services Approval Processing
B. 6 Services Catalog Item Request
C. Service Catalog Request
D. Purchasing Process Flow

Answer: C

NEW QUESTION 259
- (Topic 3)
What are examples of UI Actions, relating to Lists? Choose 4 answers

A. List Links
B. List Control
C. List Buttons
D. List Context Menu
E. List Override
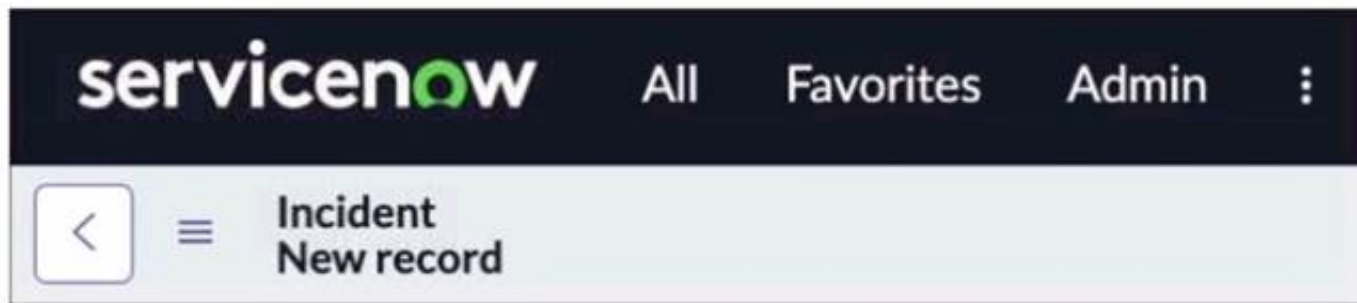F. List Choices

Answer: ACDF

NEW QUESTION 264
- (Topic 3)
When creating a new notification, what must you define? Choose 3 answers

A. What is the content of the notification
B. The associated knowledge base
C. Under what conditions is the notification sent
D. Who receives the notification
E. Settings for handling inactive user accounts

Answer: ACD

NEW QUESTION 269
- (Topic 3)

You are editing a new incident record and would like the Save" Dutton to be located on the Form header. Which action would need to be taken for that button to appear?

A. All > System Properties > UI Properties > Turn on the glide.ui.advanced* property
B. Context Menu > Form Design > add the Save'' button
C. All > System Properties > UI Properties > Turn on the Save" button
D. Context Menu > Form Layout > add the Save* button.

Answer: C

Explanation:
To add the Save button to the form header, users need to turn on the system property glide.ui.save_button, which enables the Save button on all forms1. Users can navigate to All > System Properties > UI Properties and search for the property name, then set the value to true1. Alternatively, users can use the sys_properties.list URL suffix and filter by the property name1.
References
? How to add or enable Save Button on all the forms across a Servicenow Instance - Support and Troubleshooting - Now Support Portal

NEW QUESTION 274
- (Topic 3)

An order from the Service Catalog has been placed. Two records in the Platform are

created as a result. Which two records are associated with tins newly ordered item? Choose 2 answers

A. A record of sc_task
B. A record of sc_req_llem table
C. A change record
D. An Incident record
E. A problem record

Answer: AB

NEW QUESTION 277
- (Topic 3)
As administrator, what must you do to access feature of High Security Settings?

A. Select Elevate Roles
B. Add security_admin role to your user account
C. Impersonate Security Admin
D. Use System Administrator < Elevate Roles module

Answer: A

NEW QUESTION 280
- (Topic 3)
One related list, which buttons are commonly used for managing the records on the list? Choose 3 answers

A. Publish
B. New
C. Ada
D. Manage
E. Edit

Answer: BCE

NEW QUESTION 283
- (Topic 3)
What icon do you use to change the boon and color on a Favorite?

A. Pencil
B. Star
C. Clack
D. Tringle

Answer: A

NEW QUESTION 288
- (Topic 3)
Which application is used primarily to load data into ServiceNow?

A. Import Hub
B. System Import Sets
C. Data Import Configuration
D. Import Management

Answer: B

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html

NEW QUESTION 289
- (Topic 3)
How would you describe the relationship between the incident and Task table?

A. Incident table has a many to many relationship with the Task table.
B. Incident table has a one to much relationship with the Task table.
C. Incident table is extended from task table.
D. incident table is related to the Task table via the INC number
E. incident table is a database view of the Task table

Answer: C

NEW QUESTION 290
- (Topic 3)
Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

A. Role Assignment Rules
B. CRUD Rules
C. Scripted User Rules

D. Access Control Rules
E. User Authentication Rules

Answer: D

NEW QUESTION 292
- (Topic 3)
Which system property is added and set to true in order to see impersonation events in the System Log?

A. glide user_setting
B. glide sys all_jmpersonation
C. glide sys log_jmpersonabon
D. glide.impersonation_setting
E. glide sys admin_login

Answer: C

Explanation:
The system property glide.sys.log_impersonation is added and set to true in order to see impersonation events in the System Log2. This property enables logging of
impersonation events in the Event [sysevent] table, which can be accessed by navigating to System Logs > Events2.
References
? How to find the history of impersonations - Support and Troubleshooting - ServiceNow

NEW QUESTION 294
- (Topic 3)
Which allows the creation of a task-based record from Service Catalog?

A. Record Producers
B. UI Builder
C. Assignment Rule
D. Flow Designer
E. UI Actions=

Answer: D

NEW QUESTION 297
- (Topic 3)
How would you distinguish between a Base Class table and a Parent Class table?

A. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
B. Base Class table is not extended from another tabl
C. Parent class tables may be extended from another table.
D. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
E. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

Answer: B

NEW QUESTION 301
- (Topic 3)
On a filter condition, which component is always a choice list?

A. Operator
B. Filter Criteria
C. Operation
D. Match Criteria

Answer: C

Explanation:
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements/concept/c_ConditionBuilder.html

NEW QUESTION 303
- (Topic 3)
The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and
legend layout?

A. Format
B. Layout
C. Style
D. Configure

Answer: C

NEW QUESTION 306
- (Topic 3)

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

A. Group members can choose their tasks from My Groups Work
B. Groups can assign tasks to users based on on-call schedules
C. Site support members can pick tasks, based on Location
D. Groups can assign tasks to users based on skills
E. Group members can avoid tasks, which are nearing SLA breach
F. Groups can assign tasks to users based on availability

Answer: BCDF

NEW QUESTION 310
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