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Question: 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

Explanation:

In ServiceNow, the Service Catalog is a structured collection of IT and business services that users can request. It is designed to provide a self-service experience for end-users, streamlining service requests and automating fulfillment processes. The main components of a Service Catalog include:

Record Producers – These are simplified forms that allow users to create records in various tables without requiring direct access to those tables. They enable users to submit requests or incidents through the catalog in a user-friendly manner.

Order Guides – These facilitate the ordering of multiple related catalog items in a single request. For example, when a new employee is onboarded, an order guide can group multiple items such as a laptop, software access, and a phone.

Catalog Items – These are the individual items or services that users can request through the Service Catalog. Examples include hardware (like laptops and monitors), software access, and other business services.

Why the Other Options Are Incorrect:

Option A (Order Guides, Exchange Rates, Calendars) –

Exchange Rates and Calendars are not part of the Service Catalog framework in ServiceNow.

While Exchange Rates may be relevant in financial applications, they do not define the core components of the Service Catalog.

Calendars are used for scheduling, but they do not form part of the Service Catalog structure.

Option B (Order Guides, Catalog Items, and Interceptors) –

Interceptors are used to guide users through form-based submissions, but they are not a fundamental component of the Service Catalog.

Order Guides and Catalog Items are correct, but the presence of Interceptors makes this option incorrect.

Option C (Catalog Items, Asset Contracts, Task Surveys) –

Asset Contracts relate to IT Asset Management (ITAM) and are not core Service Catalog components.

Task Surveys are used for feedback collection but are not part of the core structure of a Service Catalog.

Reference:

ServiceNow CSA Documentation: Service Catalog Overview

Question: 2

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer: A

Explanation:

Coalescing is a crucial concept in ServiceNow's data import process. When a set of fields are marked as "coalesce" in a Transform Map, they act as unique identifiers to determine if an existing record should be updated rather than creating a new one.

If a match is found based on the coalesce field(s):

The system updates the existing record with the new data from the import.

If no match is found:

A new record is created.

This means that coalescing helps maintain data integrity by preventing duplicate records while ensuring existing records receive updates when necessary.

Why is Option A Correct?

When a record in the target table matches the value(s) in the coalesce field(s), ServiceNow updates that existing record instead of creating a new one.

This ensures that data is synchronized correctly rather than creating duplicate entries.

Why Are the Other Options Incorrect?

Option B (Incorrect): "If a match is not found using the coalesce fields, the system does not create a

Transform Map."

✗ The Transform Map is always created before the import process even starts. The presence or absence of a match has no impact on the Transform Map itself.

Option C (Incorrect): "If a match is found using the coalesce fields, the system creates a new record."

✗ If a match is found, the existing record is updated, not replaced or duplicated.

Option D (Incorrect): "If a match is not found using the coalesce fields, the existing record is updated with the information being imported."

✗ If a match is not found, a new record is created, not an update to an existing one.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow CSA Official Documentation on Data Import & Transform Maps:

ServiceNow Docs - Transform Maps

"If a field is coalesced, the system checks for matching records before inserting new ones. If a match is found, the existing record is updated; if no match is found, a new record is created."

Q The correct answer is A. If a match is found using the coalesce fields, the existing record is updated with the information being imported.

Understanding coalescing is vital for any ServiceNow administrator to ensure data integrity, avoid duplicates, and maintain system efficiency when handling data imports.

Question: 3

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

Explanation:

In ServiceNow, metrics are essential tools used to track and measure key performance indicators (KPIs) related to IT Service Management (ITSM) processes. They help organizations assess how effectively they are meeting their objectives by collecting data over time.

Definition of a Metric:

A metric in ServiceNow refers to a method of measuring and evaluating the performance and effectiveness of IT service management processes over time.

It allows organizations to track changes in records and measure how long specific conditions exist within a workflow.

Key Characteristics of a Metric:

It is used to assess process performance and evaluate efficiency within IT services.

It provides quantifiable data to analyze trends and improvements in Service Management.

Common use cases include tracking incident resolution times, change request approvals, and SLA compliance.

Why Answer "C" is Correct:

E. "A metric is used to measure and evaluate the effectiveness of IT service management processes."

This definition aligns precisely with how ServiceNow defines metrics—they track, measure, and analyze the efficiency of various ITSM processes over time.

Metrics help organizations understand service performance trends and make data-driven decisions.

Why the Other Answers Are Incorrect:

A. "A metric is a report gauge used on homepages to display real-time data."

Incorrect because gauges are UI elements that visualize data from reports or metrics but are not themselves metrics.

Metrics collect and measure data, whereas gauges display the information.

B. "A metric is a time measurement used to report the effectiveness of workflows and SLAs."

Incorrect because while time-based metrics exist (e.g., tracking how long an incident stays in a particular state), metrics in ServiceNow are broader and not limited to time measurement alone.

D. "A metric is a comparative measurement used to report the effectiveness of workflows and SLAs."

Incorrect because metrics are not necessarily comparative; they are absolute measures of process effectiveness. Metrics provide raw performance data, which can later be compared or analyzed over time.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Metrics Definition & Configuration (ServiceNow Docs - Metrics)

ServiceNow Performance Analytics & Reporting Overview

Question: 4

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Answer: C

Explanation:

In ServiceNow’s Service Catalog, the display sequence of variables within a Catalog Item is controlled by the Order field in the Variable form. The Order field determines the position in which the variables appear when a user fills out a catalog item. Lower values appear first, and higher values appear later.

Explanation of Each Option:

The Default Value field sets an initial value for a variable but does not control the display sequence. It is used to pre-fill a value when the form loads.

(B) The Sequence field in the Catalog Item form – Incorrect

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There is no such field called "Sequence" in the Catalog Item form. The field that determines the sequence of variables is the Order field in the Variable form.

(C) The Order field in the Variable form – Correct

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Each variable in a catalog item has an Order field.

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Variables with a lower order number are displayed before those with a higher order number.

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If multiple variables have the same order value, ServiceNow orders them based on internal system processing order.

(D) The Choice field in the Variable form – Incorrect

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The Choice field applies only to Multiple Choice, Select Box, and Radio Button variables, determining the selectable options for users. It does not control the display sequence of variables in a catalog item form.

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Additional Notes & Best Practices:

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It is a best practice to use incremental numbering (e.g., 100, 200, 300, etc.) for order values instead of consecutive numbers (e.g., 1, 2, 3). This makes it easier to insert new variables later without having to renumber existing ones.

The order values are respected unless a layout configuration (e.g., multi-column form layout) changes the positioning.

Reference from Certified System Administrator (CSA) Documentation:

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ServiceNow Docs: Creating and Configuring Service Catalog Variables

<https://docs.servicenow.com>

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ServiceNow Community Best Practices for Service Catalog Variables

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Question: 5

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Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Answer: A,D

Explanation:

In ServiceNow, reports can be created from multiple locations within the platform. Reports provide insights into data stored within the system and help visualize trends, patterns, and key performance indicators (KPIs). The two correct locations from which reports can be created are:

1. List Column Heading (Q Correct)

ServiceNow allows users to create a report directly from a list view.

This feature is useful when working with records in a table, as it enables quick reporting based on the visible columns.

To generate a report from a list view:

Navigate to a list view (e.g., Incidents, Requests, etc.).

Question 3 of 4 Admins head in Page to access the context menu.

Select Bar Chart, Pie Chart, or other visualization options to generate an instant report.

If needed, refine the report using the reporting interface.

2. View / Run Module (Q Correct)

The View / Run module is the primary location for creating and managing reports in ServiceNow.

It allows users to create new reports, modify existing reports, and run pre-built reports.

Users can access the Report Designer from this module, where they can configure:

Data sources (tables)

Report type (bar chart, pie chart, trend, etc.)

Filters and conditions

Visualization settings

To access it:

Navigate to Reports > View / Run in the Application Navigator.

Click Create a Report to start building a new report.

Why the Other Options Are Incorrect:

X B. Metrics module (Incorrect)

The Metrics module in ServiceNow is used to track and measure the performance of records over time, but it is not used to create reports.

Metrics focus on data such as time to resolution, SLA compliance, and process efficiency, but reporting is handled separately in the Reports module.

X C. Statistics module (Incorrect)

ServiceNow does not have a dedicated Statistics module for report creation.

While reports can generate statistical insights, this is done within the View / Run module and not a standalone "Statistics module."

Reference:

ServiceNow Documentation: Creating and Running Reports

ServiceNow CSA Learning Path: Reporting and Performance Analytics

Question: 6

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Answer: A, C ,B

Explanation:

The Knowledge Base (KB) Search functionality in ServiceNow is designed to help users find the most relevant articles efficiently. ServiceNow provides various sorting options for search results to ensure that users can access the most useful information.

Sorting Options in Knowledge Base Search:

When users search for articles within a Knowledge Base, the results can be sorted using three primary criteria:

Most Recent Update (☒ Option A)

This sorting method ranks articles based on their last modified date.

Newer or recently updated articles appear higher in the search results.

This ensures users see the most current information first.

Popularity (☐ Option B)

Popularity is determined by user interactions such as article views, feedback ratings, and usage.

More frequently accessed or positively rated articles are ranked higher.

This helps prioritize articles that have been helpful to other users.

Relevancy (☐ Option C)

The ServiceNow platform uses an internal search algorithm to determine relevance based on keywords, titles, and content within the article.

More relevant articles appear at the top, ensuring users get the most appropriate answers to their queries.

Why Are the Other Options Incorrect?

D . Manager Assignment (☒ Incorrect)

Knowledge articles are not sorted by manager assignment.

Manager assignment applies to workflows and approvals, not to search ranking.

E . Number of Views (☒ Incorrect)

While article popularity is a ranking factor, ServiceNow does not provide a direct "Sort by Number of Views" option.

The "popularity" metric includes views but also considers other engagement factors like helpfulness ratings.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Knowledge Management: Search and Filtering

ServiceNow Knowledge Management Docs

Quote: "Knowledge articles can be sorted by relevance, popularity, or most recent update to ensure users find the most useful and up-to-date information."

Conclusion:

www.atmicnetworks.com Q The correct answers are: www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

- www.atmicnetworks.com A . Most recent update (Sorts by last modified date) www.atmicnetworks.com
- www.atmicnetworks.com B . Popularity (Sorts based on article usage and engagement) www.atmicnetworks.com
- www.atmicnetworks.com C . Relevancy (Sorts based on keyword matching and importance) www.atmicnetworks.com

www.atmicnetworks.com Understanding Knowledge Base search sorting is essential for ServiceNow administrators to help users find the right information efficiently. www.atmicnetworks.com

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www.atmicnetworks.com What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user? www.atmicnetworks.com

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- www.atmicnetworks.com A. RITM (Number)>REQ (Number)>PROCUREMENT (Number) www.atmicnetworks.com
- www.atmicnetworks.com B. REQ (Number)>RITM (Number)>PROCUREMENT (Number) www.atmicnetworks.com
- www.atmicnetworks.com C. REQ (Number)>RITM (Number)>TASK (Number) www.atmicnetworks.com
- www.atmicnetworks.com D. FULFILLMENT (Number)>RITM (Number)>TASK (Number) www.atmicnetworks.com

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Answer: C

Explanation:

ServiceNow uses a hierarchical structure to manage Service Catalog requests:

REQ (Request Record)

The Request (REQ#) is the parent record that represents the entire service request submitted by a user.

It groups all requested items and their associated tasks.

Found in the sc_request table.

RITM (Requested Item Record)

The Requested Item (RITM#) is the specific catalog item ordered by the user within a request.

A single REQ can have multiple RITMs if the user ordered multiple items in a single request.

Found in the sc_req_item table.

TASK (Catalog Task Record)

The Task (TASK#) is the individual fulfillment action required to complete the requested item.

A single RITM can have multiple tasks, each assigned to different fulfillment teams.

Found in the sc_task table.

Why Answer "C" is Correct:

✓ REQ (Number) > RITM (Number) > TASK (Number)

This is the correct path because it follows the ServiceNow fulfillment structure:

REQ (Request) – Tracks the entire request.

RITM (Requested Item) – Tracks individual items within the request.

TASK (Catalog Task) – Tracks the specific tasks needed to complete the requested item.

This path allows an administrator to drill down from the overall Request (REQ#) to individual Requested

Questions (RITM#) and finally to the Tasks (TASK#) assigned to fulfill those items.

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Why the Other Answers Are Incorrect:

X A. RITM (Number) > REQ (Number) > PROCUREMENT (Number)

Incorrect because the REQ# (Request) comes first before the RITM# (Requested Item).

Also, PROCUREMENT# is not always part of the fulfillment flow unless the item requires procurement (e.g., purchasing hardware).

X B. REQ (Number) > RITM (Number) > PROCUREMENT (Number)

Incorrect because not all requests involve procurement.

The last step should be TASK (sc_task), not PROCUREMENT unless it's a procurement-related request.

X D. FULFILLMENT (Number) > RITM (Number) > TASK (Number)

Incorrect because "FULFILLMENT" is not a standard record type in ServiceNow.

The correct hierarchy starts with REQ# (sc_request), not "FULFILLMENT."

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CSA Study Guide – Service Catalog & Request Fulfillment

ServiceNow Docs: Request Fulfillment Process (ServiceNow Documentation)

ServiceNow Tables & Data Model (sc_request, sc_req_item, sc_task)

Question: 8

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

Question: 10

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

Answer: B, C, D

Explanation:

The User Menu in ServiceNow is accessible from the top-right corner of the interface by clicking on the user’s avatar or name. This menu provides various options that allow users to manage their sessions, roles, and impersonation settings.

The three correct actions a user can select from the User Menu are:

1. Log Out ServiceNow (Q Correct)

The Log Out option allows users to end their session and securely exit ServiceNow.

It is an essential feature for security and session management.

Location: User Menu > Log Out

2. Elevate Roles (Q Correct, for Admin Users)

Users with appropriate privileges (such as administrators) can elevate their roles to gain temporary access to higher permissions.

This is primarily used when a user needs elevated access (e.g., security_admin) to perform specific administrative actions.

Location: User Menu > Elevate Roles

Example:

A system administrator can elevate their role to security_admin to access security-related configurations.

3. Impersonate Users (Q Correct, for Admin Users)

The Impersonate User feature allows an administrator to act as another user without needing their credentials.

This is useful for troubleshooting, testing permissions, and verifying user-specific configurations.

Location: User Menu > Impersonate User

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Example:

An admin impersonating a regular user can verify that the correct permissions and UI settings are applied.

Why the Other Options Are Incorrect:

X A. Send Notifications (Incorrect)

The User Menu does not include an option to send notifications.

Notifications (emails, push notifications, SMS) are managed through:

System Notification > Email > Notifications

Outbound SMS or Messaging Settings

X E. Order from Service Catalog (Incorrect)

Users can order items from the Service Catalog, but this action is not available from the User Menu.

Instead, users access the Service Catalog through:

Self-Service > Service Catalog

Requests and Catalog Items pages

X F. Approve Records (Incorrect)

Users can approve records if they have approval roles (e.g., approver), but this action is not directly available from the User Menu.

Approvals are managed through:

My Approvals in Self-Service

The Approvals module in the ServiceNow application navigator

Reference:

ServiceNow CSA Documentation: User Menu Overview

ServiceNow CSA Learning Path: User Menu and Elevate Roles

Question: 11

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

Explanation:

In ServiceNow, UI Actions are used to add buttons, links, and context menu items to forms and lists, enabling users to perform specific actions easily. UI Actions are essential for customizing the user experience and streamlining workflow interactions.

Understanding UI Actions in ServiceNow:

UI Actions allow administrators to create interactive elements such as:

Buttons (e.g., "Save," "Approve," "Reject")

Form Links (Clickable links that trigger actions on a record)

Context Menu Items (Right-click menu options for records in lists and forms)

They can execute client-side (via JavaScript) or server-side (via scripts or GlideRecord API calls).

UI Actions enhance usability by allowing quick execution of tasks without navigating through multiple screens.

Why is Option B (UI Action) Correct?

Buttons, form links, and context menu items are all created and managed using UI Actions in ServiceNow.

UI Actions define what happens when a button or menu item is clicked, including executing scripts, navigating to a different page, or performing an operation on a record.

Why Are the Other Options Incorrect?

A. Business Rule

Business Rules run automatically on the server-side when records are inserted, updated, deleted, or queried.

They do not create buttons, links, or context menu items on the UI.

C. Client Script

Client Scripts execute on the client-side (browser) and are used for form validation, field changes, and UI behavior modifications.

They do not create UI elements like buttons or menu items.

D. UI Policy

UI Policies dynamically change form field behavior (e.g., hiding, showing, making fields mandatory, or read-only).

They do not add buttons or context menu items.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – UI Actions Overview

ServiceNow UI Actions Documentation

UI Actions add buttons, links, and context menu items on forms and lists to enhance user interaction with the ServiceNow platform."

Question: 12

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

- A. They run behind the scenes.
- B. They are the building blocks.
- C. They are optional.
- D. They provide options.

Answer: B

Explanation:

In ServiceNow, the Service Catalog is a centralized portal where users can request IT services, hardware, software, and other business-related items. Within the Service Catalog, the fundamental components are known as Service Catalog Items.

Understanding Service Catalog Items

Definition of Service Catalog Items:

A Service Catalog Item represents a specific service, product, or action that a user can request from the Service Catalog.

It is the core component that defines what users can request.

Examples include:

Requesting a new laptop

Submitting an access request

Ordering a software installation

Why They Are the "Building Blocks" of the Service Catalog:

All Service Catalog requests are based on catalog items—without them, the catalog has no offerings.

Each item has associated workflows, approvals, and fulfillment processes that define how the request is handled.

They form the foundation of the Service Catalog because every service request must be tied to an item.

Why Answer "B" is Correct:

E. "They are the building blocks."

Service Catalog Items serve as the fundamental components of the catalog.

They define what services and products are available for request.

Without catalog items, the Service Catalog would not function as intended.

Why the Other Answers Are Incorrect:

A. "They run behind the scenes."

Incorrect because Service Catalog Items are visible to users in the Service Catalog portal.

While workflows and fulfillment processes may operate in the background, the items themselves are not hidden.

C. "They are optional."

Incorrect because Service Catalog Items are mandatory for a functioning Service Catalog.

The catalog is useless without catalog items, making them essential, not optional.

D. "They provide options."

Question: In ServiceNow, Service Catalog Items can have variables (such as dropdown selections or checkboxes), their primary role is not just to provide options but to define the services available.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CSA Study Guide – Service Catalog & Request Management

ServiceNow Docs: Service Catalog Overview (ServiceNow Documentation)

ServiceNow Tables & Data Model (sc_catalog, sc_cat_item, sc_request, sc_task)

Question: 13

Table Access Control rules are processed in the following order:

A. any table name (wildcard), parent table name, table name

B. table name, parent table name, any table name (wildcard)

C. parent table name, table name, any table name (wildcard)

D. any table name (wildcard), table name, parent table name

Answer: B

Explanation:

In ServiceNow, Table Access Control (ACL) rules define the permissions for accessing records within a table. When a user attempts to access a record, ServiceNow processes ACL rules in a specific order to

Questions in an answer has the necessary permissions

Order of Processing ACL Rules:

Specific Table Name ACLs

ServiceNow first checks ACL rules that are defined for the exact table being accessed.

If there are multiple ACL rules for the same table, ServiceNow evaluates them from most specific to least specific (i.e., field-level ACLs before table-level ACLs).

Parent Table Name ACLs (If applicable)

If the table inherits from another table (e.g., Incident inherits from Task), ServiceNow next checks ACL rules on the parent table.

This ensures that inherited rules are properly applied.

Wildcard ACLs (*) (Any table)

If no explicit ACL rule is found for the table or its parent, ServiceNow checks wildcard ACL rules (*), which apply to all tables.

Wildcard ACLs act as a last resort when no table-specific rules exist.

Explanation of Each Option:

(A) any table name (wildcard), parent table name, table name – Incorrect Wildcard rules (*) are processed last, not first.

(B) table name, parent table name, any table name (wildcard) – Correct

This follows the correct processing order:

First: ACLs for the specific table

Second: ACLs for the parent table (if applicable)

Third: Wildcard ACLs (*)

(C) parent table name, table name, any table name (wildcard) – Incorrect Parent table ACLs are checked after table-specific ACLs, not before.

(D) any table name (wildcard), table name, parent table name – Incorrect Wildcard ACLs (*) are always processed last, so this order is incorrect.

Additional Notes & Best Practices:

Field-level ACLs (column-specific) take precedence over table-level ACLs.

If multiple ACL rules apply, all must evaluate to true for access to be granted.

Explicit Deny: If an ACL rule explicitly denies access, the user is denied, even if another ACL grants access.

Always Test ACLs: Use the "Security Debugging" feature (/sys_security_acl_list.do) to verify how ACLs are applied.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: How Access Control Rules Work

<https://docs.servicenow.com>

ServiceNow Community: Understanding ACL Processing Order

<https://community.servicenow.com>

Question: 14

What is the platform name for the User table?

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

Answer: D

Explanation:

In ServiceNow, every table has a unique platform name (also known as the database name or sys_id).

The table that stores user records in ServiceNow is called "sys_user".

Understanding the sys_user Table:

Table Name: sys_user

Purpose: Stores user records, including their roles, group memberships, and personal details.

Location in ServiceNow: You can access this table by navigating to:

All → Users and Groups → Users

Key Fields in sys_user Table:

User ID (user_name) – Unique identifier for the user.

Name (name) – Full name of the user.

Email (email) – Email address of the user.

Roles (roles) – Defines user permissions in the system.

Active (active) – Indicates if the user is active in the system.

Explanation of Incorrect Answers:

A . u_users – Incorrect. The prefix u_ is typically used for custom tables created by administrators. This is not a default system table.

B . sys_users – Incorrect. The correct name is sys_user (singular), not sys_users. ServiceNow follows a singular naming convention for system tables.

C . x_users – Incorrect. The prefix x_ is reserved for Scoped Applications created within an instance. The User table is a core system table, not a scoped one.

ServiceNow Product Documentation → User Administration → sys_user Table

ServiceNow Tables Reference → sys_user

ServiceNow CSA Study Guide → User and Data Administration

Question: 15

Explanation:

In the ServiceNow Service Catalog, a REQ number represents a Request (REQ) record, which functions as an order number for a service request. When a user submits a request through the Service Catalog, the

Answer: A

D. the individual item in the order.

Breakdown of the Service Catalog Request Structure:

REQ (Request Record) – The Order Number

This is the parent record that represents the entire order/request submitted by the user.

It contains key details such as the requester, the total cost, approval status, and the overall request state.

Example: REQ0010023

RITM (Requested Item) – The Individual Catalog Item

Each item requested within a REQ has its own Requested Item (RITM) record.

The RITM tracks the fulfillment of a specific item within the order.

Example: RITM0010456 (a single laptop ordered in a request)

TASK (Catalog Task) – The Actions to Complete the Request

Catalog Tasks (TASK) are created under an RITM to handle specific fulfillment steps.

Multiple tasks can exist under a single RITM, assigned to different fulfillment teams.

Example: TASK0013456 (a task assigned to IT Support to configure the laptop)

Why the Other Options Are Incorrect:

X B. The stage (Incorrect)

The stage of a request is part of the request lifecycle (e.g., Approval, Fulfillment, Completed), but it is not represented by the REQ number.

X C. The task to complete (Incorrect)

A task to complete is represented by a Catalog Task (TASK), not the REQ number.

Tasks are specific actions assigned to fulfill an item request.

X D. The individual item in the order (Incorrect)

An individual item in a Service Catalog request is represented by a Requested Item (RITM), not the REQ number.

A user submits a request for a new laptop and a software license:

REQ0012345 → Tracks the overall request (Order Number)

RITM0016789 → Laptop Request

TASK0018901 → IT configures the laptop

RITM0016790 → Software License Request

TASK0018902 → IT assigns the software license

Reference:

ServiceNow Documentation: Request Management Overview

ServiceNow Learning: Service Catalog Fundamentals

ServiceNow Docs: Understanding Requests, RITMs, and Tasks

Question: 16

Which would NOT appear in the History section of the Application Navigator?

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

Answer: B

Explanation:

The History section in the Application Navigator tracks recently visited records, lists, and forms within ServiceNow. This feature allows users to quickly navigate back to previously accessed content without searching manually.

What Appears in the History Section?

The History section logs user activity related to:

Records (☒ Option A) – Recently viewed records from any table, such as incidents, requests, or tasks.

Lists (☐ Option C) – Any list views a user has accessed, such as Incident List or Change Request List.

Forms (☐ Option D) – Any individual record viewed in form view, such as an incident form or user form.

Why is Option B (UI Pages) Correct?

☐ UI Pages do NOT appear in the History section.

UI Pages are special custom pages built with Jelly scripting and used for custom interfaces, portals, and dashboards (e.g., Service Portal pages).

Since they do not represent individual records, lists, or forms, they are not included in the user's History tracking.

Why Are the Other Options Incorrect?

☐ A. Records

Records are individual database entries (e.g., specific incidents, change requests, or users).

Since records are frequently accessed, they are logged in History.

☐ C. Lists

Questions displayed in multiple record lists display multiple records from a table (e.g., all open incidents).

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Since users navigate through lists frequently, they are logged in History.

X D. Forms

Forms are used to view or edit individual records (e.g., an incident form).

Since forms are commonly accessed, they are logged in History.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Application Navigator & History ServiceNow Application Navigator Documentation

"The History section of the Application Navigator displays a list of the records, lists, and forms that you have recently accessed."

"Custom UI Pages are not included in History tracking."

Question: 17

Answer: A

Explanation:

Update Sets in ServiceNow are used to capture customizations and configurations made in an instance, allowing these changes to be moved between instances (e.g., from development to test or production). ServiceNow provides best practices to ensure smooth migration and avoid issues with missing or conflicting updates.

Understanding Update Sets in ServiceNow:

What is an Update Set?

An Update Set is a collection of customizations (e.g., changes to forms, scripts, workflows, business rules) that can be moved from one instance to another.

It tracks changes in a controlled way, preventing accidental loss of configurations.

Why Avoid Using the Default Update Set?

The Default Update Set is automatically used when no other update set is selected.

It captures changes but should never be used for instance-to-instance migrations because:

It cannot be exported.

It contains system changes that are not logically grouped.

It can cause inconsistencies and missing dependencies when moving updates.

Instead, administrators should create a named Update Set for specific development work.

Why Answer "A" is Correct:

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✓ "Avoid using the Default Update Set as an Update Set for moving customizations from instance to instance."

This follows ServiceNow's best practices for managing Update Sets.

Using the Default Update Set can lead to missing updates, conflicts, and untracked changes, making migrations unreliable.

Why the Other Answers Are Incorrect:

B. "Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions."

Incorrect because ServiceNow recommends that instances be on the same version before applying Update Sets.

If instances are on different versions, the Update Set may include incompatible changes, causing failures.

C. "Use the Baseline Update Set to store the contents of items after they are changed the first time."

Incorrect because there is no such thing as a "Baseline Update Set" in ServiceNow.

ServiceNow does not automatically create a backup of original configurations—administrators should manually create an Update Set before making changes.

D. "Once an Update Set is closed as 'Complete,' change it back to 'In Progress' until it is applied to another instance."

Incorrect because a completed Update Set should not be reopened.

Once marked Complete, an Update Set is ready for export and migration. Reopening it can cause data integrity issues and confusion in version control.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CSA Study Guide – Update Sets & Configuration Management

ServiceNow Docs: Best Practices for Update Sets (ServiceNow Documentation)

ServiceNow Docs: Moving Customizations with Update Sets

Question: 18

Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

Answer: A

Explanation:

In ServiceNow Flow Designer, a Trigger is used to initiate a flow. Triggers define the conditions under which a flow starts and can be based on various system events, schedules, or user actions.

Explanation of Each Option:

(A) A Trigger – Correct Q

Triggers are the starting point of a flow in Flow Designer.

A flow will not execute unless a trigger condition is met.

Record-based triggers (e.g., when a record is created, updated, or deleted)

Scheduled triggers (e.g., run at a specific time or interval)

Application-specific triggers (e.g., Service Catalog request submission)

(B) Core Action – Incorrect X

Core Actions are predefined actions that execute tasks within a flow, such as:

Sending notifications

Updating records

Calling APIs

They are steps within a flow, not what initiates it.

(C) A Spoke – Incorrect X

A spoke in Flow Designer is a collection of actions and subflows related to a specific application or integration (e.g., ServiceNow ITSM Spoke).

Spokes contain actions but do not initiate flows.

(D) An Event – Incorrect X

Events in ServiceNow trigger Business Rules, Notifications, and Script Actions, but they are not directly used to initiate flows in Flow Designer.

However, a flow can be triggered based on an event, but the event itself is not the trigger—the flow's trigger is configured to listen for the event.

Additional Notes & Best Practices:

Triggers should be well-defined to prevent unnecessary flow executions that might impact performance.

Use Scheduled Triggers for time-based workflows (e.g., daily reports).

Record Triggers are commonly used for automation within ITSM processes.

Debugging Triggers: Use the Flow Execution Details page to troubleshoot trigger execution.

Reference from Certified System Administrator (CSA) Documentation:

<https://docs.servicenow.com>

ServiceNow Community: Best Practices for Flow Designer Triggers

<https://community.servicenow.com>

Question: 19

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

Answer: D

Explanation:

Service Catalog variables in ServiceNow are used to capture user input when they request catalog items, record producers, or order guides. These variables help customize user interactions and drive automation within Service Catalog workflows.

Key Characteristics of Service Catalog Variables:

Global by Default:

When a Service Catalog variable is created, it is global by default, meaning it can be used across multiple catalog items unless scoped to a specific item.

This helps in reusability of variables across different catalog items, reducing redundancy.

However, administrators can disable the "Global" checkbox if they want the variable to be specific to one catalog item.

Types of Service Catalog Variables:

Variables can be single-line text, choice lists, reference fields, checkbox, multi-line text, and more.

They allow administrators to collect structured data from users during item requests.

Reusability Across Catalog Items:

Global variables can be used across multiple catalog items without creating duplicate variables.

This is useful when multiple items require the same type of user input (e.g., location, department).

Visibility and Dependency:

ServiceNow allows UI policies and catalog client scripts to control the behavior of these variables dynamically.

Admins can configure visibility, mandatory status, or dependencies based on user selections.

Explanation of Other Options (Why They Are Incorrect):

Option A (Service Catalog variables can only be used in Record Producers) – Incorrect

While Service Catalog variables can be used in Record Producers, they are not limited to them.

Variables can also be used in Catalog Items, Order Guides, and Requested Items (RITM).

Option B (Service Catalog variables can only be used in Order Guides) – Incorrect

Service Catalog variables can be used in Order Guides, but they are not restricted to them.

Order Guides allow multiple items to be ordered together, but variables can be used independently in Catalog Items and Record Producers as well.

Question C (Service Catalog Variables cannot affect the order price) – Incorrect

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Service Catalog variables can affect pricing through Variable Price Mapping.

If configured, variables (like dropdowns or checkboxes) can be linked to a price adjustment, impacting the total cost of the request.

For example, selecting "Additional Storage" in a cloud server request could add extra costs dynamically.

Official Reference from ServiceNow Certified System Administrator (CSA) Documentation:

ServiceNow Documentation – Service Catalog Variables: ServiceNow Variables Guide

ServiceNow CSA Exam Guide: Covers Service Catalog fundamentals, including variable behavior and reusability.

Question: 20

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

Explanation:

Column Context Menus in ServiceNow provide options for interacting with list columns in a table. These menus allow users to customize list views, generate quick reports, export data, and configure list settings.

When users right-click on a column header in a list view, they see a context menu with several actions. The correct answer, Option A, correctly describes these capabilities.

Key Features of Column Context Menus:

Create Quick Reports

Users can generate bar charts, pie charts, or other visual reports based on column data.

Example: Right-clicking on the "State" column in an Incidents list allows users to create a report showing the count of incidents per state.

Configure the List

Users can modify the list layout, display additional columns, or customize fields.

Options include Personalize List, Show / Hide Columns, and Sort features.

Export Data

Data can be exported in various formats, such as Excel, CSV, PDF, or XML.

Example: Exporting all incidents assigned to a particular group.

Why the Other Options Are Incorrect:

X B. It displays actions related to filtering options, assigning tags, and search (Incorrect)

Filtering options are part of the Filter Navigator and List Context Menu, not the Column Context Menu.

Assigning tags and performing searches happen within the list view but are not primary functions of the Column Context Menu.

X C. It displays actions related to viewing and filtering the entire list (Incorrect)

While column menus allow sorting and filtering, filtering the entire list is mainly done via the List

Question 20: Context Menu (right-clicking the entire list or using the filter option at the top).

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☒ D. It displays actions such as view form, view related task, and add relationship (Incorrect)

Viewing forms, related tasks, and adding relationships are functions available when interacting with record-level actions (right-clicking a row), not a column.

These actions are available via the List Context Menu or Related Lists, not the Column Context Menu.

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Example of Using a Column Context Menu in ServiceNow:

Navigate to Incident > All.

Right-click on the Priority column header.

A menu appears with options such as:

Sort (Ascending/Descending)

Group By This Field

Create Report

Export Data

Configure List Layout

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Reference:

ServiceNow Documentation: Working with Lists

ServiceNow Docs: List and Column Context Menus

ServiceNow Learning: List Management and Customization

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Which one statement correctly describes Access Control rule evaluation?

A. Rules are evaluated using roles. The role with the most permissions evaluates the rules first

B. If more than one rule applies to a row, the older rule is evaluated first

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C. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed

D. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: C

Explanation:

In ServiceNow, Access Control rules (ACLs) are used to restrict or grant access to data. Each Access Control rule consists of:

Table-level (Row-Level) ACLs – Control access to the entire record (row).

Field-level ACLs – Control access to specific fields within a record.

Access Control Rule Evaluation Process:

Access Control rules are evaluated in a specific order to determine whether a user has the necessary permissions to perform an action (Read, Write, Create, Delete, etc.).

If both a row-level and a field-level ACL exist for the same table, BOTH must evaluate to "true" before access is granted.

The system checks conditions, scripts, and roles defined in the ACLs to decide whether the user meets the access requirements.

Why is Option C Correct?

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Q If both a row-level rule and a field-level rule exist, both must evaluate to "true" for a user to perform an action.

Row-Level ACLs check if a user can access the record itself.

Field-Level ACLs check if a user can access specific fields within that record.

If a user fails either ACL check, access is denied.

Why Are the Other Options Incorrect?

X A. "Rules are evaluated using roles. The role with the most permissions evaluates the rules first."

Access Control rules are not evaluated based on roles with the most permissions.

Roles are just one factor in ACL evaluation, along with conditions and scripts.

X B. "If more than one rule applies to a row, the older rule is evaluated first."

ServiceNow does not prioritize ACL rules based on their creation date.

Instead, ACLs follow a structured evaluation order (general-to-specific).

X D. "Rules are evaluated from the general to the specific, so a table rule must be active to continue."

This is partially true but misleading.

ServiceNow evaluates ACLs from specific to general (Field → Table).

However, a table-level rule does NOT need to be active for a field-level ACL to be evaluated.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Access Control Rules (ACLs) Evaluation

ServiceNow ACL Evaluation Documentation

"If a field-level rule and a row-level rule exist, both must evaluate to true for the operation to be allowed."

Conclusion:

Q The correct answer is C. If a row-level rule and a field-level rule exist, both rules must be true before an operation is allowed.

Question ID: 1025
Understanding ACL rule evaluation is critical for managing security in ServiceNow, ensuring that users have the appropriate access while maintaining data integrity.

Question: 22

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Answer: D

Explanation:

In ServiceNow, the Load Data and Transform Map process is used to import data from external sources (e.g., CSV, Excel, XML) into the ServiceNow platform. The Mapping Assist tool is a feature within this process that helps administrators visually map fields between the source data (imported file) and the target table in ServiceNow.

Load Data:

Data is imported from an external source (e.g., CSV file, Excel spreadsheet, XML data).

The imported data is temporarily stored in a staging table (Import Set Table).

Transform Map:

A Transform Map defines how fields in the import set should be mapped to the target table in ServiceNow.

It allows data transformation, filtering, and scripting during the import process.

Mapping Assist:

Mapping Assist is a visual tool that helps administrators easily map fields between the import set and the target table.

It provides a drag-and-drop interface to connect fields.

Helps prevent errors in field mapping, ensuring data integrity.

Why Answer "D" is Correct:

✓ "Mapping fields using a Field Map."

The Field Map is created in the Transform Map to define how fields from the import set match fields in the target table.

Mapping Assist is used to visually link these fields, making it easier to set up the transformation process.

Why the Other Answers Are Incorrect:

A. "Mapping fields using the Import Log."

Incorrect because the Import Log tracks the progress of an import job but does not provide field mapping.

The Import Log is used for troubleshooting errors, not for mapping fields.

B. "Mapping fields using Transform History."

Incorrect because Transform History tracks past transformations and changes made during imports, but

it is not used for mapping fields.

It is used for auditing and debugging transformations, not field mapping.

X C. "Mapping fields using an SLA."

Incorrect because SLAs (Service Level Agreements) are used for tracking and enforcing deadlines on tasks, not for data mapping.

SLAs have no role in the Load Data and Transform Map process.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CSA Study Guide – Import Sets & Data Transformation

ServiceNow Docs: Transform Maps & Field Mapping (ServiceNow Documentation)

ServiceNow Docs: Mapping Assist Feature

Question: 23

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Answer: A

Explanation:

The Configuration Management Database (CMDB) in ServiceNow is a centralized repository that stores information about Configuration Items (CIs), which can include both tangible and intangible business assets.

What is Stored in the CMDB?

Tangible assets: Physical devices like servers, network components, and workstations.

Intangible assets: Software, applications, cloud services, licenses, and business services.

Relationships and Dependencies: CMDB maintains the relationships between CIs to help with impact analysis, change management, and troubleshooting.

CMDB plays a crucial role in IT Service Management (ITSM), ensuring that organizations have accurate and up-to-date asset data for better decision-making.

Explanation of Each Option:

(A) The CMDB contains data about tangible and intangible business assets – Correct Q

The CMDB tracks and manages both physical (tangible) and virtual (intangible) assets.

Examples of tangible assets: Servers, routers, desktops, mobile devices.

Examples of intangible assets: Cloud services, software applications, business services.

(B) The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company –

Incorrect X

Business Rules are not stored in the CMDB.

Business Rules in ServiceNow are part of the platform's automation framework and control system behavior but do not define configuration items.

Question: The CMDB archives all Service Management PaaS equipment metadata and usage statistics –

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Incorrect X

The CMDB does not function as an archive; it maintains real-time, active data about CIs.

Usage statistics are stored in performance analytics and reporting tools, not in the CMDB.

(D) The CMDB contains ITIL process data pertaining to configuration items – Incorrect X

While CMDB supports ITIL processes, it does not store ITIL process data directly.

ITIL process data (e.g., incident, problem, change records) is stored in ITSM modules, not in the CMDB itself.

CMDB does contain CI relationships that support ITIL processes like Incident, Problem, and Change Management.

Additional Notes & Best Practices:

CI Classes & Hierarchy: ServiceNow CMDB uses a hierarchical structure with various CI Classes (e.g., `cmdb_ci`, `cmdb_ci_server`, `cmdb_ci_database`).

CMDB Health Dashboard: Ensures data accuracy with completeness, compliance, and correctness metrics.

Relationship Management: CIs in the CMDB are linked to show dependencies, which is crucial for impact analysis in change and incident management.

Discovery & Service Mapping: ServiceNow's Discovery and Service Mapping tools help automate CI data collection.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: CMDB Overview

<https://docs.servicenow.com>

ServiceNow Community: Best Practices for CMDB Data Accuracy

<https://community.servicenow.com>

Question: 24

In what order should filter elements be specified?

- A. Field, Operator, then Value
- B. Field, Operator, then Condition
- C. Operator, Condition, then Value
- D. Value, Operator, then Field

Answer: A

Explanation:

When creating filters in ServiceNow, the elements should be specified in the following order:

Field – The database field (column) that is being filtered.

Operator – The comparison method, such as "is", "contains", "greater than", etc.

Value – The specific data that the filter should match.

Example of a Properly Structured Filter:

Imagine filtering a list of Incidents where the priority is high. The filter would be structured as:

Field: Priority

Operator: is

Common Operators in ServiceNow Filters:

is – Matches an exact value

is not – Excludes a specific value

contains – Looks for a partial match

greater than – Finds records with a value greater than the specified one

less than – Finds records with a value less than the specified one

Explanation of Incorrect Answers:

B . Field, Operator, then Condition – Incorrect.

"Condition" is not an individual filter element in ServiceNow; the operator already defines the condition (e.g., "is", "contains").

C . Operator, Condition, then Value – Incorrect.

The field must come first to define what data is being filtered. The operator follows next.

D . Value, Operator, then Field – Incorrect.

This is completely reversed; you must specify what field you are filtering first before applying conditions.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → Filters and Condition Builder

ServiceNow CSA Study Guide → Data Management and List Filters

ServiceNow List Views → Using Filters and Operators

Question: 25

Which statement is true about business rules?

A. A business rule must run before a database action occurs

B. A business rule can be a piece of Javascript

C. A business rule must not run before a database action occurs

D. A business rule monitors fields on a form

Answer: B

Explanation:

A business rule in ServiceNow is a server-side script written in JavaScript that executes when a record is inserted, updated, deleted, or queried. Business rules allow for automation and enforcement of business logic without requiring manual intervention.

Business rules are not tied to forms but instead run on the server-side when a database operation occurs. They can be configured to execute:

Before a record is saved (Before Business Rule)

After a record is saved (After Business Rule)

Asynchronously (Async Business Rule)

Before a query is run on the database (Query Business Rule)

Explanation of the Correct Answer:

Q B. A business rule can be a piece of JavaScript (Correct)

Business rules are written in JavaScript, allowing administrators to define custom logic that executes on the server.

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```
if (current.state == '3' && current.priority != '1') {  
    current.priority = '1';  
    gs.addToMessage("Priority set to High because state is Resolved.");  
}
```

Why the Other Options Are Incorrect:

Business rules can run before a database action occurs, but they can also execute after or asynchronously.

Business rules have four execution types:

Before – Runs before the record is inserted/updated in the database.

After – Runs after the record is committed to the database.

Async – Runs in the background after the transaction completes.

Query – Runs before data is returned to a user (modifies query results).

X C. A business rule must not run before a database action occurs (Incorrect)

This is false because some business rules do run before a database action (e.g., a Before Business Rule can validate data before saving).

X D. A business rule monitors fields on a form (Incorrect)

Business rules do not monitor form fields directly. Instead, they execute based on database operations.

If real-time monitoring of form fields is needed, Client Scripts (not Business Rules) are used for this purpose.

Example Use Cases for Business Rules:

Auto-matically assigning priority based on ticket severity.

Preventing updates to certain records if a condition is not met.

Sending email notifications when a record changes.

Modifying data before it is saved to enforce business policies.

Reference:

ServiceNow Documentation: Business Rules Overview

ServiceNow CSA Learning Path: Business Rule Fundamentals

ServiceNow Docs: Server-Side Scripting in Business Rules

Question: 26

Answer: A,C,D,F

Explanation:

In ServiceNow, Client Scripts are used to execute JavaScript code on the client-side (browser) to control form behavior, validate data, or enhance user interaction.

Types of Client Scripts in ServiceNow:

There are four types of Client Scripts supported in ServiceNow:

onLoad (Q Option D)

Runs when a form loads.

Used to pre-fill fields, hide/show elements, or set default values.

Example: Automatically setting the "Priority" field to High when a new incident is created.

onChange (Q Option F)

F. onChange

G. onSave

Runs when a specific field value changes.

Used for dynamic form behavior, such as making fields mandatory based on another field's value.

Example: If "Category" is changed to "Hardware," then show the "Hardware Type" field.

onSubmit ( Option A)

Runs when the form is submitted.

Used for final validation before allowing submission.

Example: Preventing submission if a mandatory field is left empty.

onCellEdit ( Option C)

Runs when a cell value is edited inline in a list view.

Used to trigger immediate validation or updates without opening the full form.

Example: Displaying a table when a user directly changes an incident's priority from a list view.

Why Are the Other Options Incorrect?

☒ B. onUpdate

No "onUpdate" client script type exists in ServiceNow.

"onUpdate" is relevant in Business Rules, not Client Scripts.

☒ E. onEdit

No "onEdit" client script type exists.

Similar functionality can be achieved with "onChange" or "onCellEdit" scripts.

☒ G. onSave

No "onSave" client script type exists.

"onSubmit" handles validation before saving a record.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Client Scripts

ServiceNow Client Scripts Documentation

"Client Scripts can be onLoad, onChange, onSubmit, or onCellEdit depending on when they execute."

Conclusion:

☒ The correct answers are:

A . onSubmit (Runs when submitting a form)

C . onCellEdit (Runs when editing a list cell)

D . onLoad (Runs when a form loads)

F . onChange (Runs when a field value changes)

Question: 27

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

Answer: A

Explanation:

In ServiceNow, tables are structured in a hierarchical format where some tables can extend others, inheriting fields and properties. However, there are specific tables that do not extend any other table but can be extended—these are known as Base Tables.

Understanding Table Types in ServiceNow

Base Tables:

A Base Table is a table that does not extend another table but can be extended by other tables.

It serves as a foundation for creating new tables.

Task Table (task) – The Incident, Problem, and Change tables extend from the Task table.

Configuration Item Table (cmdb_ci) – Used as a base for various CI types.

Core Tables:

Core Tables are the standard tables provided by ServiceNow.

They can be base tables or extended tables depending on their role.

Example:

Task (task) and User (sys_user) are core tables, but only some core tables are base tables.

Extended Tables:

Extended Tables are tables that inherit fields and functionality from a parent table.

Example:

Incident (incident) extends from Task (task).

Custom Tables:

Custom Tables are tables that developers create for specific business needs.

They may or may not extend another table depending on their design.

Why Answer "A" is Correct:

✓ "Base Tables" are tables that may be extended by other tables but do not extend another table.

These tables do not inherit fields from any other table.

They provide the foundation for extensions, making them the top-level tables in ServiceNow's data hierarchy.

Example: The Task table is a base table because it does not extend another table but serves as the foundation for many other tables (e.g., Incident, Problem, Change).

Why the Other Answers Are Incorrect:

B. "Core Tables"

Incorrect because "Core Tables" are standard ServiceNow tables but they can be either base or extended tables.

Not all core tables follow the definition of a base table.

X C. "Extended Tables"

Incorrect because extended tables inherit fields from parent tables, meaning they do extend another table.

Example: The Incident table extends from the Task table, making it an extended table.

X D. "Custom Tables"

Incorrect because Custom Tables can be either base or extended tables depending on how they are created.

If a developer chooses to extend an existing table, then it is not a base table.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CSA Study Guide – Data Schema & Tables

ServiceNow Docs: Table Hierarchy & Extensions (ServiceNow Documentation)

ServiceNow Data Model Overview (Base Tables & Extended Tables)

Question: 28

Which of the following statement describes the purpose of an Order Guide?

- A. Order Guides restrict the number of items in an order to only one item per request
- B. Order Guide provide a list of guidelines for Administrators on how to set up item variables

www.atmicnetworks.com C. Order Guides provide the ability to order multiple, related items as one request

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www.atmicnetworks.com D. Order Guides take the user directly to the checkout without prompting for information

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www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com **Answer: C**

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www.atmicnetworks.com **Explanation:**

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In ServiceNow Service Catalog, an Order Guide is a feature that allows users to order multiple, related catalog items in a single request, simplifying the ordering process.

www.atmicnetworks.com Purpose of an Order Guide:

Helps users request multiple items together instead of submitting separate requests.

www.atmicnetworks.com Ensures that related items are grouped logically (e.g., when onboarding a new employee, an Order

Guide can include a laptop, software licenses, and access to required applications).

www.atmicnetworks.com Uses variables and rules to pre-fill certain values and guide users through the ordering process.

www.atmicnetworks.com Reduces the number of individual requests and makes fulfillment more efficient.

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www.atmicnetworks.com **Explanation of Each Option:**

www.atmicnetworks.com (A) Order Guides restrict the number of items in an order to only one item per request – Incorrect X

www.atmicnetworks.com This is not true because Order Guides allow users to request multiple items at once.

www.atmicnetworks.com A single request (REQ#) is generated that contains multiple Requested Items (RITMs).

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com (B) Order Guides provide a list of guidelines for Administrators on how to set up item variables –

www.atmicnetworks.com Incorrect X

www.atmicnetworks.com Order Guides are for users, not just administrators.

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com They do not provide setup guidelines; instead, they simplify ordering for end-users.

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www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Questions and Answers PDF

www.atmicnetworks.com (C) Order Guides provide the ability to order multiple, related items

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This is the primary function of an Order Guide.

Instead of placing separate orders for different catalog items, a user can add all related items to a single request.

Example: Employee Onboarding Order Guide

Laptop

Email account

VPN access

Software (e.g., Microsoft Office, Adobe Suite)

(D) Order Guides take the user directly to the checkout without prompting for information – Incorrect **X**

Order Guides can include user prompts (variables, conditions) before checkout.

Users may be asked for specific details before submitting the request (e.g., laptop specifications, software preferences).

Additional Notes & Best Practices:

Use dynamic variables: Order Guides can ask questions that determine which items should be included in the request.

Improve user experience: Order Guides streamline ordering, ensuring users request all necessary items **without** forgetting anything.

Enhance fulfillment efficiency: Since multiple items are grouped in one request, IT and fulfillment teams can process them together, reducing delays.

Example Use Cases:

New Hire Onboarding (laptop, software, security badge, phone)

Office Setup Request (desk, chair, monitor, accessories)

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Order Guides Overview

<https://docs.servicenow.com>

ServiceNow Community: How to Configure an Order Guide

<https://community.servicenow.com>

Question: 29

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Answer: A

Explanation:

Connect Chat is the real-time messaging tool in ServiceNow that allows logged-in users to communicate instantly within the platform. It provides live, interactive conversations between users, which is particularly useful for collaboration in IT Service Management (ITSM), HR, and other ServiceNow

Understanding Connect Chat:

Primary Functionality:

Enables real-time conversations within ServiceNow.

Allows communication between individual users, groups, and support teams.

Can be integrated into various ServiceNow applications (e.g., Incident Management, HR Service Delivery).

Where to Access It:

Users can access Connect Chat from the Connect Sidebar (a chat window on the right side of the screen).

Available under: All → Connect Chat.

Key Features:

Supports one-on-one and group conversations.

Integrates with work notes and comments on ServiceNow records.

Provides notifications and presence indicators to show who is online.

Explanation of Incorrect Answers:

B . Now Messenger – Incorrect.

No such tool called Now Messenger exists in ServiceNow.

C . User Presence – Incorrect.

User Presence allows users to see who is online in the system but does not provide chat functionality.

D . Comments – Incorrect.

Comments are used to provide asynchronous updates on records but do not enable real-time communication.

Reference from Certified System Administrator (CSA) Documentation:

Question: 30

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

Answer: A,C,D,E

Explanation:

The Configuration Management Database (CMDB) in ServiceNow is a centralized repository that stores

information about Configuration Items (CIs), their attributes, and relationships. It plays a crucial role in IT Service Management (ITSM), helping organizations track assets, dependencies, and service impacts.

The four correct concepts associated with the CMDB are:

1. Tables and Fields (Q Correct)

The CMDB is structured using tables and fields within the ServiceNow database.

Different tables store different types of Configuration Items (CIs) such as servers, applications, and network devices.

Example CMDB Tables:

cmdb_ci (Base CMDB Table)

cmdb_ci_server (Stores server-specific CIs)

cmdb_ci_database (Stores database-related CIs)

Each table has fields that store attributes (e.g., Serial Number, IP Address, Location).

2. A Database (Q Correct)

The CMDB is essentially a database that holds detailed information about IT assets and their relationships.

It enables organizations to maintain an accurate inventory of IT infrastructure.

The database helps with incident management, change management, and asset tracking.

3. The Dependency View (Q Correct)

Dependency View provides a graphical representation of how Configuration Items (CIs) are related.

This visualization helps IT teams understand dependencies, impact analysis, and root cause analysis.

Example:

If a database server goes down, the Dependency View can show which applications and services will be affected.

4. Service Processes (Q Correct)

The CMDB supports various IT Service Management (ITSM) processes, such as:

Incident Management (linking incidents to affected CIs)

www.atmicnetworks.com Problem Management (identifying root causes of recurring issues) www.atmicnetworks.com

www.atmicnetworks.com The CMDB ensures that these processes operate with accurate and updated asset data. www.atmicnetworks.com

www.atmicnetworks.com Why the Incorrect Option is Wrong: www.atmicnetworks.com

www.atmicnetworks.com **X B. User Permissions (Incorrect)** www.atmicnetworks.com

www.atmicnetworks.com While user permissions (such as roles and access controls) exist in ServiceNow, they are not a fundamental concept of the CMDB itself. www.atmicnetworks.com

www.atmicnetworks.com Permissions (like cmdb_read or admin) control who can access and modify the CMDB, but they are not core CMDB components. www.atmicnetworks.com

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Example Use Case: www.atmicnetworks.com

www.atmicnetworks.com An IT administrator wants to check which business services depend on a specific database server before performing maintenance. www.atmicnetworks.com

www.atmicnetworks.com Using the CMDB Dependency View, they see that the database server is linked to an email service and a customer portal. www.atmicnetworks.com

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com This insight helps them plan a change request to notify impacted users before the server is taken offline. www.atmicnetworks.com

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Reference: www.atmicnetworks.com

www.atmicnetworks.com ServiceNow Documentation: CMDB Overview www.atmicnetworks.com

www.atmicnetworks.com ServiceNow Learning Path: CMDB Fundamentals

www.atmicnetworks.com ServiceNow Docs: Dependency Views in CMDB www.atmicnetworks.com

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www.atmicnetworks.com **Question: 31** www.atmicnetworks.com

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What is a formatter? Select one of the following.

- A. A formatter allows you to configure applications on your instance
- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to populate fields automatically
- D. A formatter is a set of conditions applied to a table to help find and work with data

Answer: B

Explanation:

A formatter in ServiceNow is a UI element that is added to a form to display useful information that is not stored as a field in the database record.

Key Characteristics of a Formatter:

It enhances the form UI by providing additional context or tools for users.

Formatters do not store data in the underlying database table.

They are drag-and-drop elements that can be added to forms using the Form Layout editor.

Common Examples of Formatters in ServiceNow:

Activity Formatter – Displays the history of updates, comments, and work notes.

Process Flow Formatter – Shows a graphical representation of the record's workflow.

Parent-Child Bread Crumb Formatter – Displays the hierarchy of parent-child relationships

CI Relations Formatter – Shows Configuration Item (CI) relationships in CMDB.

User Approval Formatter – Displays approval status and history.

Why is Option B Correct?

A formatter is a form element used to display information that is not a field in the record.

It provides additional visual or functional elements on a form without altering stored data.

Why Are the Other Options Incorrect?

A. "A formatter allows you to configure applications on your instance."

Incorrect: Formatters do not configure applications; they only modify the form layout for better user experience.

Correct Alternative: Application configuration is done via System Applications or Application Navigator.

C. "A formatter allows you to populate fields automatically."

Incorrect: Formatters do not fill or modify fields.

Correct Alternative: Business Rules, Client Scripts, and UI Policies handle field population.

D. "A formatter is a set of conditions applied to a table to help find and work with data."

Incorrect: The correct term for this is a Filter or Condition Builder, not a Formatter.

Correct Alternative: Filters are used in List Views, Reports, and Business Rules.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Form Layout and Formatters

ServiceNow Formatters Documentation

"A formatter is a form element that displays information that is not a field in the record but enhances the user experience."

Question: 32

When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

Answer: A,B,C,D

Explanation:

The Application Navigator (App Navigator) search field in ServiceNow allows users to quickly find applications, modules, and favorites by typing relevant keywords. It helps in easy navigation by filtering available options as the user types.

The four correct answers describe what the App Navigator search field can return:

1. Names of Applications and Modules (Q Correct)

The search field can return both applications and their respective modules in the left navigation panel. 72/732

Example: Searching for "Incident" will return:

Application: "Incident"

Modules: "All", "Open", "Resolved", "Create New"

2. Names of Modules (Q Correct)

Modules are specific functionalities within an application.

Searching by a module name directly will display results that match the keyword.

Example: Searching for "Create New" will return modules like:
"Create New Incident"

"Create New Change Request"

3. Names of Applications (Q Correct)

The search field supports finding full applications by their name.

Example: Typing "Change" will display the Change Management application and its related modules.

4. Favorites (Q Correct)

If a user has marked specific modules or applications as Favorites, they will appear in search results.

This helps users quickly access commonly used features.

Why the Other Options Are Incorrect:

X E. History Records (Incorrect)

The History tab in the navigation panel shows recently accessed records, but it is not searchable through the App Navigator.

Instead, users can find history under:

History Module (System Settings > History)

Recent History Tab in the left navigation

X F. Titles of Dashboard Gauges (Incorrect)

Dashboard Gauges are visual elements on Performance Analytics or Reporting Dashboards and are not

searchable in the App Navigator.

Instead, dashboards and reports are found under:

Self-Service > Dashboards

Example Use Case:

A ServiceNow user wants to quickly access the "All Incidents" module.

They type "incident" into the App Navigator search.

The search results return:

Incident (Application)

All (Module)

Assigned to Me (Module)

Resolved (Module)

This allows for quick navigation without manually expanding application menus.

Reference:

ServiceNow Documentation: Application Navigator Overview

ServiceNow CSA Learning Path: Using the Application Navigator

ServiceNow Docs: Favorites and Navigation

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

Explanation:

In ServiceNow, Dot-Walking is a technique used to retrieve information from referenced fields across different tables. It allows users to access data stored in related records without writing complex scripts.

How Dot-Walking Works:

When a field references another table, dot notation (.) is used to traverse the relationship and retrieve additional information from the referenced table.

It works in forms, lists, reports, workflows, business rules, and scripts.

Example 1: Retrieving User Information from an Incident Record

Let's say we have an Incident table where the caller_id field references the User (sys_user) table.

If we need to retrieve the caller's email address, we use:

caller_id.email

Here's how it works:

caller_id → Reference the sys_user table

email → Retrieves the email field from the sys_user record

To get the department of the caller, we use:

caller_id.department.name

caller_id → Reference the User table

department → Reference the Department table

name → Retrieves the department name

Explanation of Each Option:

(A) Table-Walking – Incorrect X

There is no such term as "Table-Walking" in ServiceNow.

The correct term for referencing related fields is Dot-Walking.

(B) Sys_ID Pulling – Incorrect X

The sys_id is a unique identifier for each record in ServiceNow, but pulling sys_ids alone does not retrieve referenced field data.

Dot-Walking allows access to fields in related tables, not just the sys_id.

(C) Dot-Walking – Correct Q

Dot-Walking is the correct technique used in ServiceNow to access referenced fields across tables.

It is used in scripting, reporting, workflows, Business Rules, and UI Policies.

(D) Record-Hopping – Incorrect X

There is no such feature as "Record-Hopping" in ServiceNow.

The correct method for referencing data in related tables is Dot-Walking.

Additional Notes & Best Practices:

Dot-Walking reduces the need for complex queries and makes scripting easier.

Use it in filters, reports, and workflows to dynamically retrieve related data.

Limit excessive Dot-Walking in large tables to avoid performance issues.

Alternative for scripts: If Dot-Walking does not work in advanced scripts, use GlideRecord queries to retrieve referenced records manually.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding Dot-Walking

<https://docs.servicenow.com>

ServiceNow Community: Best Practices for Dot-Walking

<https://community.servicenow.com>

Question: 34

What is a schema map?

A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration

Items

B. A schema map graphically organizes the visual task boards for the CMDB

C. A schema map graphically displays the Configuration Items that support a business service

D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Answer: D

Explanation:

A Schema Map in ServiceNow is a graphical representation of tables and their relationships within the database. It helps administrators and developers understand how data is structured and interconnected.

Key Features of a Schema Map:

Visual Representation: Shows parent-child relationships, reference fields, and extensions between tables.

Database Schema Navigation: Enables quick access to table structures and fields.

Impact Analysis: Helps in assessing changes before modifying fields, tables, or relationships.

Enhances Development Efficiency: Aids in customizing the system by understanding data dependencies.

How to Access Schema Maps:

Navigate to: System Definition → Schema Map

Select a Table: Enter a table name (e.g., incident, task)

View Relationships: The map will display related tables (e.g., extended, referenced, and referencing tables).

Explanation of Incorrect Answers:

A . A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items – Incorrect.

Schema maps do not define trouble sources; they are used to visualize table relationships.

B . A schema map graphically organizes the visual task boards for the CMDB – Incorrect.

Visual Task Boards are separate from schema maps and are used for task management, not database visualization.

C . A schema map graphically displays the Configuration Items that support a business service – Incorrect.

www.atmicnetworks.com This describes a Dependency View, which is part of the CMDB, not the Schema Map feature. www.atmicnetworks.com

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Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → Schema Maps

ServiceNow Developer Documentation → Understanding Tables & Relationships

Would you like me to verify another question?

Question: 35

Which one of the following statements best describes the purpose of an Update Set?

A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems

B. By default, an Update Set includes customizations, Business Rules, and homepages

C. An Update Set is a group of customizations that is moved from Production to Development

D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Answer: A

Explanation:

An Update Set in ServiceNow is a mechanism that tracks and packages customizations and configuration changes so they

can be transferred between instances (e.g., from Development to Test or Production).

It is primarily used in instance migration and change management, ensuring that changes made in one environment can be applied consistently in another.

Key Features of Update Sets:

Tracks Customizations – Records changes to system configurations, such as Business Rules, Client Scripts, UI Policies, and Workflows.

Facilitates Deployment – Enables controlled migration of changes from one ServiceNow instance to another.

Reduces Manual Effort – Instead of manually reconfiguring settings in different environments, administrators can package updates into a single unit.

Version Control – Ensures that only intended changes are moved between instances.

Why the Correct Answer is A:

Q A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems (Correct)

This accurately describes the primary function of an Update Set.

Administrators group multiple changes into an Update Set, export it, and apply it to another instance.

Example Workflow:

Admin makes configuration changes (e.g., modifies a Business Rule, updates a Workflow).

Update Set captures those changes in a structured format.

The Update Set is exported from the Development instance.

The Update Set is imported into the Testing/Production instance and applied.

Why the Other Options Are Incorrect:

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B. By default, an Update Set includes customizations, Business Rules, and homepages (Incorrect)

Update Sets do include customizations and Business Rules, but they do not include homepages by default.

Dashboards and homepages require a separate process using sys_portal_page and sys_ui_page tables.

C. An Update Set is a group of customizations that is moved from Production to Development (Incorrect)

Update Sets are typically moved from Development to Test/Production, not the other way around.

Best practice is to make changes in Development, test them in Test/UAT, and then deploy them to Production.

D. By default, the changes included in an Update Set are visible only in the instance to which they are applied
(Incorrect)

This is misleading because an Update Set can be exported and applied to multiple instances.

Once an Update Set is imported and committed, its changes become active in that instance.

Best Practices for Using Update Sets:

- ✓ Always preview an Update Set before committing it to ensure it contains the correct changes.
- ✓ Use Named Update Sets, not the default "Default Update Set," to track changes effectively.
- ✓ Ensure all related changes are included (e.g., dependencies such as script includes and tables).
- ✓ Test Update Sets in a sub-production instance before applying them in Production.

Reference:

ServiceNow Documentation: Update Sets Overview

ServiceNow Learning Path: Update Set Fundamentals

ServiceNow Docs: Moving Customizations Between Instances

Question: 36

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Answer: A,C,D

Explanation:

The Basic Configuration UI 16 module in ServiceNow allows administrators to make basic UI customizations without needing to modify code or system properties manually. These settings apply to the overall look and feel of the instance.

Customizable Elements via Basic Configuration UI 16:

Banner Image (Q Option A)

Allows admins to change the ServiceNow banner logo at the top of the page.

This is useful for branding the instance with a company’s logo.

Browser Tab Title (Q Option C)

Changes the title displayed on the browser tab when accessing the ServiceNow instance.

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Helps customize the instance's branding for different user environments (e.g., "IT Service Portal" instead of "ServiceNow").

System Date Format (Q Option D)

Allows admins to set the date format displayed across the instance.

Helps standardize date display based on organizational or regional preferences (e.g., MM/DD/YYYY vs. DD/MM/YYYY).

Why Are the Other Options Incorrect?

X B. Record Number Format

Incorrect: The format of record numbers (such as INC0010001 for incidents) is controlled via System Definition → Number Maintenance and NOT in Basic Configuration UI 16.

X E. Form Header Size

Incorrect: The form header size is not directly customizable through Basic Configuration UI 16.

Form layout and styling changes are managed through UI Policies, Client Scripts, or custom CSS configurations.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs — Basic Configuration UI 16

ServiceNow UI Customization Documentation

"Basic Configuration UI 16 provides a simple way to modify banner images, browser titles, and systemwide date formats."

Conclusion:

Q The correct answers are:

A . Banner Image (Customizes the instance's logo)

C . Browser Tab Title (Changes the browser tab text)

D . System Date Format (Sets the instance-wide date format)

Understanding Basic Configuration UI 16 is important for ServiceNow administrators to quickly apply branding and instance-wide display settings without modifying system properties manually.

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Question: 37

What is the function of user impersonation?

- A. Testing and visibility
- B. Activate verbose logging
- C. View custom perspectives
- D. Unlock Application master list

Answer: A

Explanation:

In ServiceNow, User Impersonation allows an admin or a user with the appropriate role to temporarily act as another user without needing their password. This is mainly used for testing and visibility, helping administrators and developers verify user permissions, role-based access, and UI experiences.

Primary Functions of User Impersonation:

Ensures that users have the correct access rights (e.g., verifying ITIL user permissions for incident management).

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Helps test UI Policies, Business Rules, and ACLs (Access Control Rules) by viewing the system from the perspective of different roles.

Debugging & Troubleshooting

Identifies why a user cannot access certain records or modules.

Helps in resolving permission-related issues without affecting live users.

Experience Validation

Ensures users see the correct menus, fields, and options based on their assigned roles.

Useful when developing new applications, workflows, or Service Catalog items.

How to Use Impersonation:

Admins and authorized users can impersonate by clicking on their name in the top-right corner and selecting **Impersonate User**.

Once impersonated, all actions are logged for security and compliance.

Explanation of Each Option:

(A) Testing and visibility – Correct **Q**

The primary function of user impersonation is to test and verify what different users can see and do in the system.

It helps with debugging UI, role-based access, ACLs, and workflow execution.

(B) Activate verbose logging – Incorrect **X**

Verbose logging is used for detailed debugging and performance monitoring, but impersonation does **not** enable logging features.

(C) View custom perspectives – Incorrect **X**

ServiceNow does not use the term "custom perspectives" in the context of impersonation.

Impersonation shows what a specific user sees based on their roles, but it does not create custom perspectives.

(D) i Unlock Application master list –

There is no such feature as an "Application Master List" that requires impersonation to unlock.

Application access is controlled by roles and permissions, not impersonation.

Additional Notes & Best Practices:

Never impersonate a user without permission, especially in production environments.

All impersonation actions are logged in the system for security and auditing purposes.

Use impersonation in a sub-production (development or test) instance before making changes to production.

Admins should use impersonation instead of logging in with test user accounts to maintain security and accountability.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Impersonating Users

<https://docs.servicenow.com>

ServiceNow Community: Best Practices for User Impersonation

<https://community.servicenow.com>

Question: 38

What information does the System Dictionary contain?

A. The human-readable labels and language settings

Question: The end definition for each table and column

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- C. The information on how tables relate to each other
- D. The language dictionary used for spell checking

Answer: B

Explanation:

The System Dictionary in ServiceNow stores and maintains the metadata about tables and fields in the platform. It contains definitions for each table and column, including field data types, default values, and attributes.

Key Features of the System Dictionary (sys_dictionary Table):

Stores table and field definitions, including:

Column names

Data types (e.g., String, Integer, Reference)

Attributes (e.g., unique, read-only, required)

Default values

Ensures data integrity by defining the structure of database tables.

Used by administrators to modify or extend existing tables.

Allows the creation of custom fields in tables.

How to Access the System Dictionary:

Navigate to: System Definition → Dictionary

Search for a table or field to view its metadata.

Explanation of Incorrect Answers:

A . The human-readable labels and language settings – Incorrect.

C . The information on how tables relate to each other – Incorrect.

Table relationships are stored in the Schema Map, not the System Dictionary.

D . The language dictionary used for spell checking – Incorrect.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → System Dictionary (sys_dictionary)

ServiceNow Developer Documentation → Dictionary and Table Structure

Would you like me to verify another question?

Question: 39

When working on a form, what is the difference between Insert and Update operations?

A. Insert creates a new record and Update saves changes, both remain on the form

Question: In ServiceNow, when working with forms (such as Incident, Change, or Task forms), users can perform different actions to save records. The two key operations in this context are Insert and Update. Which of the following describes the behavior of the Insert and Update buttons correctly?

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- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

Answer: C

Explanation:

In ServiceNow, when working with forms (such as Incident, Change, or Task forms), users can perform different actions to save records. The two key operations in this context are Insert and Update.

1. Insert Operation (Q Correct Description in Option C)

Creates a new record in the database.

Saves the record and exits the form (returns to the list view or the previous screen).

The form is cleared after inserting the record.

It does not modify an existing record; instead, it generates a new record with a new unique sys_id.

Example:

A user creates a new Incident, fills in details, and clicks Insert.

The system saves the new Incident and exits to the list view.

2. Update Operation (Q Correct Description in Option C)

Saves changes to an existing record.

Remains on the form after saving.

It does not create a new record; it modifies the existing record in place.

Example:

Question: A user opens an existing Incident, changes the Priority, and clicks Update.

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The system saves the changes but keeps the user on the form.

Why the Other Options Are Incorrect:

X A. Insert creates a new record and Update saves changes, both remain on the form (Incorrect)

Insert does not remain on the form; it exits after creating a new record.

X B. Insert creates a new record and Update saves changes, both exit the form (Incorrect)

Update does not exit the form; it remains on the form after saving.

X D. Insert saves changes and remains on the form, Update saves changes and exits the form (Incorrect)

Insert exits after creating a new record.

Update remains on the form, not exits.

Additional Notes:

Insert and Stay: This is a variation of Insert, which creates a new record but keeps the form open for additional edits.

Submit vs. Insert:

Submit is typically used when submitting a form for workflow processing (e.g., Service Catalog Requests).

Insert explicitly saves a record as a new entry.

Example Scenario in Incident Management:

Action	Result

Click "Insert"	Creates a new Incident and exits the form.

Click "Update"	Saves changes to the existing record and stays on the form.

Reference:

ServiceNow Learning: Working with Forms

ServiceNow Docs: Creating and Updating Records

Question: 40

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

Explanation:

In ServiceNow, Events play a crucial role in the event-driven architecture, allowing the system to respond dynamically to actions such as record updates, system notifications, and integrations.

Q There are two key components involved in event handling:

Event Registry

A table that stores event definitions (i.e., predefined event names).
Defines which events can be triggered in the system.

Events in the registry are not actual occurrences, but rather possible events that can be triggered.

Located in the sys_event_registry table.

Event Log

A log of actual generated events that have occurred in the system.

Whenever an event is triggered (e.g., record update, scheduled job, or integration), it gets recorded in the Event Log.

Helps administrators track and troubleshoot event execution.

Stored in the sys_event table.

Why is Option A Correct?

Q "Event Log contains generated Events, the Event Registry is a table of Event definitions."

Event Registry = Defines possible events that can be triggered.
Event Log = Records actual events that have been triggered.

Why Are the Other Options Incorrect?

X B. "Event Log is formatted in the Log style, the Event Registry displays different fields."

Misleading: While the log and registry have different layouts, the key difference is event occurrences vs. event definitions, not just formatting.

X 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)."

Incorrect: The Event Log tracks all triggered events, not just integrations.

The Event Registry does not track daily events, it just defines them.

X D. "Event Log is the same as the Event Registry."

Q Completely incorrect: The Event Log records actual event occurrences while the Event Registry defines possible events in the system.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Events and Event Processing
ServiceNow Event Management Documentation

"The Event Registry (sys_event_registry) contains event definitions that specify when an event can be generated. The Event Log (sys_event) records events that have actually occurred."

Conclusion:

Q The correct answer is A. Event Log contains generated Events, the Event Registry is a table of Event definitions. Understanding the difference between the Event Log and Event Registry is crucial for troubleshooting, automation, and event-driven processing in ServiceNow.

Question: 41

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue

Ques: A Dictionary Override sets field properties in extended tables

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Answer: D

Explanation:

In ServiceNow, a Dictionary Override allows an administrator to customize the properties of a field in a child table without modifying the field in the parent table.

This is particularly useful in table inheritance scenarios, where a child table inherits fields from a parent table but needs different behavior for certain fields.

Key Functions of Dictionary Overrides:

Modify field properties (e.g., mandatory, read-only, default value) in extended tables.

Preserve inheritance while allowing exceptions for specific child tables.

Avoid modifying the original dictionary definition of a field at the parent table level.

Example of Dictionary Override in Action:

Consider the Task Table (task), which is a parent table for many modules like Incident, Change, and Problem.

The Task Table has a priority field.

If the Incident Table (incident) needs to override the priority field to make it mandatory, an administrator can create a Dictionary Override for the priority field in the incident table.

The priority field in other child tables (e.g., change_request, problem) remains unaffected.

Explanation of Each Option:

(A) A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update – Incorrect X

This definition does not describe Update Set Collisions, not Dictionary Overrides.

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Update Set Collisions occur when an update set applies changes to an object that has been modified locally.

(B) A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services

– Incorrect X

This describes Change Management in ITSM, which tracks changes to IT services.

Dictionary Overrides specifically modify field properties in extended tables.

(C) A Dictionary Override is a task within a workflow that requests an action before the workflow can continue –

Incorrect X

This describes Approval Actions in Workflows, not Dictionary Overrides.

Workflow approvals pause execution until an action is completed, but Dictionary Overrides do not function this way.

(D) A Dictionary Override sets field properties in extended tables – Correct Q

This is the correct definition.

Dictionary Overrides allow admins to customize field behavior in child tables while maintaining inheritance from parent tables.

Additional Notes & Best Practices:

Use Dictionary Overrides sparingly to avoid unnecessary complexity.

Always test changes in a sub-production environment before applying them in production.

Document overrides properly to help future administrators understand why an override was applied.

Use the "Dictionary Entry" (sys_dictionary) table to view and manage dictionary overrides.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Dictionary Overrides Overview

<https://docs.servicenow.com>

ServiceNow Community: Best Practices for Dictionary Overrides

Question: 42

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

Explanation:

In ServiceNow, Roles are used to control access to Applications and Modules within the platform. A Role is a set of permissions that define what actions a user can perform and which records they can access.

Key Functions of Roles in Access Control:

Grant Access to Applications and Modules:

If a user does not have the required role, they cannot see or access an application/module.

Control Record-Level and Field-Level Access:

Some Access Control Rules (ACLs) depend on roles to permit or restrict data visibility.

Assign Multiple Roles to a User:

A user can have multiple roles based on job responsibilities.

Example Roles in ServiceNow:

admin – Full access to all system features.

itil – Can manage incidents, problems, and changes.

catalog_admin – Manages the Service Catalog.

asset – Manages assets and CI records.

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How to Assign Roles to Users:

Navigate to: All → Users and Groups → Users

Open a user record

Scroll to the Roles related list

Click Edit and add roles

Explanation of Incorrect Answers:

A . Access Control Rules – Incorrect.

Access Control Rules (ACLs) define record-level and field-level security, but they do not control access to applications and modules directly.

B . UI Policies – Incorrect.

UI Policies control the visibility and behavior of form fields, not module or application access.

D . Assignment Rules – Incorrect.

Assignment Rules automatically assign tasks (e.g., Incidents, Requests) to groups or users, but they do not control access.

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What is a Record Producer?

A. A Record Producer is a type of Catalog Item that is used for Requests, not Services

B.A Record Producer creates user records

C.A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests

D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

A Record Producer in ServiceNow is a type of Catalog Item that allows users to create records in tables (such as Incident, Change, Request or HR Cases) from the Service Catalog. It provides a simplified and user-friendly interface for users to submit structured data without needing direct access to the actual form or database tables.

Key Features of a Record Producer:

- ✓ Creates task-based records in the appropriate table (e.g., incident, sc_task, problem).
- ✓ Uses a simplified form instead of the standard form view of a record.
- ✓ Can trigger workflows and business rules when submitted.
- ✓ Maps user inputs to table fields via Variable Mappings.

Example Use Case:

An employee wants to report a broken laptop but does not need to see the full Incident form.

The IT team creates a Record Producer named "Report an IT Issue" in the Service Catalog.

The Record Producer collects user input (e.g., issue description, urgency, contact information).

Upon submission, it creates an Incident record (incident table) in ServiceNow.

Why the Correct Answer is D:

D. A Record Producer is a type of Catalog Item that allows users to create task-based records from the Service Catalog (Correct)

This is the most accurate description of a Record Producer.

It allows users to create records in a specified task table (Incident, Change, Request, etc.) through the Service Catalog.

Why the Other Options Are Incorrect:

A. A Record Producer is a type of Catalog Item that is used for Requests, not Services (Incorrect)
Record Producers are not limited to Requests.

They can create various types of records, including Incidents, Change Requests, and HR Cases.

B. A Record Producer creates user records (Incorrect)

A Record Producer does not create user records (users are managed in the sys_user table).

Quickstart, it creates a new task-based record in other tables like incident or sc_task.

X C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests (Incorrect)

Order Guides, not Record Producers, handle bundling multiple Catalog Items into a single request.

A Record Producer creates a single record in a defined table.

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Comparison: Record Producer vs. Other Catalog Items

Feature	Record Producer	Standard Catalog Item	Order Guide
Creates a record in a ServiceNow table	Q Yes	X No	X No
Used to order physical/digital goods	X No	Q Yes	Q Yes
Can bundle multiple requests	X No	X No	Q Yes
Uses a form-based submission	Q Yes	Q Yes	Q Yes

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Reference:

ServiceNow Documentation: Record Producers Overview

ServiceNow Learning: Creating and Managing Record Producers

ServiceNow Docs: Service Catalog Fundamentals

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Question: 44

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Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

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A. They direct the user to a record producer

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B. They direct the user to a catalog property

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C. They direct the user to a catalog UI policy

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D. They direct the user to a catalog client script

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Answer: A

Explanation:

In ServiceNow, Create Incident, Password Reset, and Report Outage are examples of Service Catalog items that guide users through submitting requests. These services are commonly implemented using Record Producers.

What is a Record Producer?

A Record Producer is a special type of catalog item that:

Creates records in a table (e.g., Incident, Change, or Request).

Provides a user-friendly interface in the Service Catalog.

Maps user input fields to corresponding fields in the target table.

For example:

"Create Incident" uses a Record Producer to create a record in the Incident [incident] table.

"Password Reset" can create a record in a custom password reset table or trigger a workflow.

"Report Outage" may create a record in the Problem or Incident table.

Why is Option A Correct?

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Q "They direct the user to a record producer."

These catalog services do not create Service Requests (REQs) like normal catalog items.

Instead, they use Record Producers to generate records directly in specific tables (e.g., Incident, Change, Problem).

This allows custom form fields, pre-filled values, and direct mapping to the target table.

Why Are the Other Options Incorrect?

X B. "They direct the user to a catalog property."

Incorrect: Catalog properties are system settings that control Service Catalog behavior, not user-facing forms.

Example: Catalog properties control cart behavior, request approval rules, etc.

X C. "They direct the user to a catalog UI policy."

Incorrect: UI Policies control field behavior (e.g., hiding, showing, making fields mandatory) on the form but do not determine how the request is processed.

X D. "They direct the user to a catalog client script."

Incorrect: Catalog Client Scripts control form logic (such as auto-filling fields) but do not create records directly.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Record Producers in the Service Catalog

ServiceNow Record Producers Documentation

"A Record Producer is a catalog item that lets users create records in a table instead of generating a standard request."

Conclusion:

Q The correct answer is A. They direct the user to a record producer.

Record Producers are widely used in ServiceNow's Service Catalog to simplify and streamline user requests, ensuring data is properly captured and processed.

Question: 45

What is the Import Set Table?

A. A table where data will be placed, post-transformation

B. A table that determines relationships

C. A staging area for imported records

D. A repository for Update Set information

Answer: C

Explanation:

In ServiceNow, an Import Set Table is a temporary staging area where raw data is stored before it is transformed and moved into a target table. It is primarily used in data import processes to ensure data integrity and allow transformation before committing data to production tables.

Key Functions of an Import Set Table:

Stores incoming data from external sources (e.g., CSV files, Excel files, APIs, LDAP, etc.).

Acts as a temporary staging area before records are mapped and transformed into a target table (e.g. incident, cmdb_ci, problem).

Allows validation and error handling before final data migration.

Uses Transform Maps to determine how fields in the import set relate to fields in the target table.

Example Workflow of an Import Set:

Data is imported into an Import Set Table from an external source.

The Import Set Table temporarily stores the data without affecting existing records.

A Transform Map is applied to move and modify the data before inserting it into the correct table.

Once transformation is complete, the data is transferred to the target table, and the Import Set Table can be cleared.

Explanation of Each Option:

(A) A table where data will be placed, post-transformation – Incorrect X

The target table (e.g., incident, cmdb_ci, problem) holds the data after transformation.

The Import Set Table is only a temporary staging area before transformation occurs.

(B) A table that determines relationships – Incorrect X

Relationship tables (e.g., cmdb_rel_ci) define dependencies between records but are not used for data import.

Import Set Tables do not determine relationships between records.

(C) A staging area for imported records – Correct Q

Import Set Tables temporarily store incoming records before processing.

The data is transformed and mapped before being inserted into the final target table.

This ensures data integrity and consistency.

(D) A repository for Update Set information – Incorrect X

Update Sets (sys_update_set) store changes to configurations, such as scripts, workflows, and UI policies.

Quick Import Set Table's are used for data imports, not Update Sets.

Additional Notes & Best Practices:

Always review data in the Import Set Table before applying transformations to avoid incorrect data entry.

Use Transform Maps to define field mappings between Import Set Tables and target tables.

Monitor Import Logs (sys_import_set_run) for errors or incomplete data.

Delete old Import Set data periodically to improve performance and avoid unnecessary storage usage.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Import Set Overview

<https://docs.servicenow.com>

ServiceNow Community: Best Practices for Import Set Management

<https://community.servicenow.com>

Question: 46

What is a characteristic of importing data into ServiceNow?

A. An existing Transform Map can be used one time on the same import set

B. Coalesce fields are used only after running Transform

C. Any user can manage and set up import sets

D. An existing Transform Map can be used multiple times on the same import set

Answer: D

Explanation:

When importing data into ServiceNow, an Import Set is created, and a Transform Map is used to map data from the Import Set table to a target table (such as incident, cmdb_ci, or user).

A Transform Map defines how data from an Import Set is transferred to the target table. One of its key characteristics is that it can be used multiple times on the same import set to reprocess data or correct mapping errors.

Key Characteristics of Importing Data in ServiceNow:

Import Set Table:

Temporary storage for incoming data.

Data remains in the Import Set table until transformed.

Transform Map:

A reusable mapping that determines how fields in the Import Set correspond to fields in the target table.

Can be run multiple times on the same Import Set data.

Coalesce Fields:

Used before transformation to determine whether to update existing records or create new ones.

Example Scenario:

You import a CSV file into an Import Set Table.

You apply a Transform Map to map data to the User (sys_user) table.

If a data issue occurs, you can re-run the Transform Map on the same Import Set instead of reimporting the file.

Explanation of Incorrect Answers:

A : An existing Transform Map can be used one time on the same import set – Incorrect.

Transform Maps can be reused multiple times on the same Import Set data.

B . Coalesce fields are used only after running Transform – Incorrect.

Coalesce fields are used before transformation to determine if a record should be updated or inserted.

C . Any user can manage and set up import sets – Incorrect.

Only users with the appropriate roles (such as import_admin or admin) can manage Import Sets.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → Import Sets and Transform Maps

ServiceNow CSA Study Guide → Data Import and Management

ServiceNow Knowledge Base → Understanding Coalesce Fields in Import Sets

Question: 47

What module in the Service Catalog application does an Administrator access to begin creating a new item?

A. Maintain Categories

C. Content Items

D. Items

Answer: B

Explanation:

In ServiceNow, the Service Catalog application allows administrators to create, configure, and manage catalog items that users can request. To create a new catalog item, administrators must access the correct module within the Service Catalog application.

Explanation of the Available Options:

Maintain Categories (Option A) **X**

This module is used to create and manage categories within the Service Catalog.

Categories are used to organize catalog items into logical groups but do not allow the creation of actual catalog items.

Maintain Items (Option B) **Q** (Correct Answer)

This module is used to create, edit, and manage catalog items in the Service Catalog.

It provides options to define the item name, description, fields, workflows, and pricing details.

Administrators use this module when they want to begin creating a new catalog item.

Content Items (Option C) **X**

This module is related to Content Management System (CMS) and Knowledge Base but is not used for creating standard Service Catalog items.

It allows administrators to create links to external content rather than actual requestable catalog items.

The Items module displays catalog items but does not allow an administrator to create new ones.

It is primarily for viewing items rather than maintaining them.

Why is "B. Maintain Items" the Correct Answer?

The "Maintain Items" module is the only module where administrators can create, edit, and manage catalog items in ServiceNow.

Other options either relate to categories, content management, or viewing existing items, making them incorrect choices.

Reference from Official CSA Documentation:

ServiceNow Product Documentation - Service Catalog Administration

<https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/service-catalog-management/concept/service-catalog-management.html>

ServiceNow CSA Exam Guide - Service Catalog & Request Fulfillment

ServiceNow Fundamentals Training - Creating and Managing Catalog Items

Question: 48

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu

D. Form Designer

Answer: C

Explanation:

In ServiceNow, the List Editor allows users to edit field values directly within a list without opening the record in a form. This feature is particularly useful for making quick modifications to multiple records without the need to open each one individually.

How List Editor Works:

Users navigate to a list view of records (e.g., an incident list).

If a field is editable via the List Editor, clicking on it will allow inline editing.

After making changes, users can press Enter or click outside the field to save.

Key Features of List Editor:

Inline Editing: Users can modify fields directly from the list.

Multi-Row Editing: Certain fields support bulk updates.

Security Controls: Admins can control which fields are editable via List Editor through dictionary settings.

Audit and History Tracking: Changes made via List Editor are logged for tracking purposes.

Why Other Options Are Incorrect:

A . Data Editor: No such term as "Data Editor" exists in ServiceNow.

B . Edit Menu: This does not refer to inline editing; instead, it's a general menu for editing options.

D . Form Designer: Used for configuring form layouts, not for inline editing.

Reference from CSA Documentation:

ServiceNow Product Documentation → Lists and List Editing

This verifies that List Editor is the correct answer.

Question: 49

Which three Variable Types can be added to a Service Catalog Item?

- A. True/False, Multiple Choice, and Ordered
- B. True/False, Checkbox, and Number List
- C. Number List, Single Line Text, and Reference
- D. Multiple Choice, Select Box, and Checkbox

Answer: D

Explanation:

In ServiceNow’s Service Catalog, variables are used to capture user input when they request catalog items. These variables allow for dynamic and customized data collection for different service requests.

Among the options provided, the three valid variable types that can be added to a Service Catalog Item are:

This variable type presents users with multiple predefined options, but only allows them to select one answer.

Example: "What type of laptop do you need?" with options: MacBook, Windows Laptop, Chromebook.

Select Box:

Similar to Multiple Choice but presented in a drop-down format, making it useful when space needs to be conserved in a form.

Example: "Select your department" with a drop-down list of IT, HR, Finance, etc.

Checkbox:

A simple True/False variable that allows users to check a box to indicate a selection.

Example: "Do you need an external monitor?" (Checkbox can be checked for 'Yes' or left unchecked for 'No').

Why the other options are incorrect?

Option A (True/False, Multiple Choice, and Ordered)

True/False is not a variable type in the Service Catalog. ServiceNow uses Checkbox for Boolean (Yes/No) values instead.

Ordered is not a valid Service Catalog variable type.

Option B (True/False, Checkbox, and Number List)

True/False is incorrect (ServiceNow uses "Checkbox" instead).

Number List is not a valid Service Catalog variable type.

Option C (Number List, Single Line Text, and Reference)

Number List is not a valid variable type.

Single Line Text and Reference are valid variables but were not all correct in this case.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Service Catalog Variables

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/service-catalog-management/concept/c_ServiceCatalogVariables.html

ServiceNow CSA Official Training Guide (Service Catalog & Request Management)

Question: 50

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Answer: A

Explanation:

Workflows in ServiceNow are typically moved between instances using Update Sets. Update Sets serve as a mechanism for capturing customizations and migrating them across different environments, such as Development (Dev) → Test → Production (Prod).

How Update Sets Work for Workflows?

Recording Customizations:

When a workflow is modified or created, its changes are recorded in an Update Set if the Update Set is

Capturing Related Records:

Workflows consist of multiple components (e.g., activities, conditions, transitions).

Update Sets capture the Workflow Version and associated Workflow Activities.

Exporting and Importing:

The Update Set containing the workflow is exported from the source instance (e.g., Dev).

It is then imported into the target instance (e.g., Test or Prod).

Commit the Update Set:

After import, the Update Set must be reviewed and committed to apply the changes in the target instance.

Why Other Options Are Incorrect?

B . Workflows are moved using Transform Maps **X**

Incorrect: Transform Maps are used for importing and mapping data from external sources into ServiceNow tables, not for migrating configurations like workflows.

C . Workflows are moved using Application Sets **X**

Incorrect: There is no such thing as "Application Sets" in ServiceNow. However, Applications (Scoped Apps) can be moved using Application Repositories (App Repo) or Update Sets, but this is different from standard Workflow migration.

D . Workflows cannot be moved between instances **X**

Incorrect: Workflows can be moved using Update Sets, and in scoped applications, they can also be packaged with the application.

Reference from ServiceNow CSA Documentation:

ServiceNow Product Documentation - Update Sets

Update Sets Overview

Moving Customizations Using Update Sets

ServiceNow Workflows

Questions on ServiceNow PDF

Question: 51

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

Answer: A

Explanation:

The Service Catalog is a core feature in ServiceNow that provides users with a structured interface to request services and products. The baseline Service Catalog homepage includes links to key components that help users navigate and submit requests efficiently. These components are:

Record Producers – These are forms that allow users to create records in tables other than the Request table (e.g., submitting an incident or a change request).

Order Guides – These help users request multiple related items in a single submission, streamlining complex orders. ^{115/732}

Catalog Items – These are the individual products or services users can request, such as software installations, hardware requests, or access requests.

Explanation of Incorrect Options:

Option B: "Order Guides, Item Variables, and Workflows" – Incorrect, because Item Variables and Workflows are not direct links on the Service Catalog homepage. Item Variables are attributes of Catalog Items, and Workflows handle backend processing but are not listed as a navigational component.

Option C: "Order Guides, Catalog Items, and Workflows" – Incorrect, because Workflows are not directly linked from the homepage.

Option D: "Record Producers, Order Guides, and Item Variables" – Incorrect, because Item Variables are part of Catalog Items but not a distinct link on the homepage.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation - Service Catalog Overview

ServiceNow CSA Study Guide - Service Catalog Fundamentals

ServiceNow Docs: Service Catalog Components

Question: 52

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of

the parent table

Answer: C

Explanation:

When a new table is created in ServiceNow by extending another table, it follows table inheritance principles. This means the newly created table (child table) receives all the fields from its parent table. Additionally, the new table can include custom fields that are unique to itself.

Here's how inheritance works in ServiceNow when a table is extended:

Fields Inheritance:

The child table automatically inherits all fields from its parent table.

These inherited fields cannot be removed from the child table but can be modified or overridden.

The child table can also have additional custom fields that do not exist in the parent table.

Business Rules, Client Scripts, and UI Policies:

Unlike fields, these components are not automatically inherited.

However, they can still affect the child table if they are defined on the parent table using conditions that include the child table.

To apply them specifically to the child table, they need to be explicitly defined for the new table.

Access Control Rules (ACLs):

ACLs are not automatically inherited.

Each table in ServiceNow has its own set of Access Control Rules, which must be explicitly configured for the child table if different permissions are required.

The child table creates a one-to-one relationship with the parent table, meaning all fields in the parent are available in the child table.

The new table is stored as a separate entity but references the parent table's structure.

Why Option C is Correct?

The child table inherits all fields from the parent table. [Q](#)

The child table can also have its own custom fields. [Q](#)

Business Rules, Client Scripts, UI Policies, and ACLs are not automatically inherited, meaning options B and D are incorrect.

The table does not archive the parent table (making option A incorrect).

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation – Table Inheritance:

<https://docs.servicenow.com>

ServiceNow Fundamentals – Table Relationships

ServiceNow Developer Portal – Extending Tables

ServiceNow Best Practices – Access Controls & Security Rules

Question: 53

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. Release module
- D. Transactions log

Answer: B

Explanation:

In ServiceNow, administrators can check which release version is running on an instance by navigating to the Stats module. This module provides various system statistics, including the current release name, build number, and other important system details.

How to Check the Release Version via Stats Module:

Navigate to System Diagnostics → Stats (or simply type “Stats” in the navigation filter).

Scroll down to find the Build name and Version fields.

The displayed version follows the standard ServiceNow naming convention (e.g., "Washington DC Patch 2 Hotfix 1").

Why Other Options Are Incorrect:

A . Memory Stats module:

This module provides memory consumption details and performance-related information, but it does not show the instance version.

C . System.upgraded table:

While this table records upgrade history and past version changes, it does not display the current version running on the instance.

D . Transactions log:

This log captures user activities and system transactions but does not provide release version details.

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Reference from CSA Documentation: [View system version details](#)

ServiceNow Documentation: [View system version details](#)

Certified System Administrator (CSA) Study Guide: Covers System Diagnostics → Stats Module as a key method to verify the running release version.

Question: 54

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Answer: A

Explanation:

In ServiceNow Knowledge Management, knowledge articles must be in a specific state before they can

Understanding Knowledge Article States

Knowledge articles in ServiceNow go through a lifecycle that includes the following states:

Draft – The article is being created or edited and is not visible to end users.

Review – The article is under internal review by approvers before publication. It remains hidden from users.

Published – The article is approved and publicly available to users who have access to the Knowledge Base.

Retired – The article is no longer relevant or has been replaced. It is not visible to end users.

Why is "Published" the Correct Answer?

Only Published articles appear in the Knowledge Base and can be accessed by users.

Articles in Draft, Review, or Retired states are not visible to the general audience.

Why the Other Options Are Incorrect?

B . Drafted – Articles in Draft are still being written or edited and cannot be accessed by users.

C . Retired – Retired articles are considered obsolete and are no longer displayed in the Knowledge Base.

D . Reviewed – Articles in Review are under approval but are not yet visible to users.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Knowledge Article States

<https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-article-states.html>

ServiceNow CSA Official Training Guide (Knowledge Management Lifecycle & Publishing Workflow)

This confirms that a knowledge article must be in the "Published" state to be visible to users in the Knowledge Base.

Question: 55

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

A. Answer Agent

- B. Live Feed
- C. Virtual Agent
- D. Connect Chat

Answer: C

Explanation:

The conversational bot platform in ServiceNow that helps users obtain information, make decisions, and perform common tasks is called Virtual Agent.

What is Virtual Agent?

Virtual Agent is a chatbot framework in ServiceNow that allows users to interact with the system using natural language processing (NLP). It automates responses, guides users through processes, and integrates with ServiceNow workflows to resolve requests efficiently.

Key Features of Virtual Agent:

Conversational AI & Automation

Uses AI and Natural Language Understanding (NLU) to interpret user input and provide relevant responses.

Predefined Topics & Custom Topics

Comes with pre-built conversational topics (e.g., resetting passwords, requesting IT help) and allows organizations to create custom topics.

Multi-Channel Support

Works with platforms like Microsoft Teams, Slack, ServiceNow Chat, and web portals.

Self-Service Capabilities

Enables users to resolve issues without contacting the Service Desk, improving efficiency.

Integration with ServiceNow Workflows

Can trigger workflows to create incidents, update records, retrieve knowledge articles, or complete approvals.

Why Other Options Are Incorrect?

A . Answer Agent X

Incorrect: There is no feature named "Answer Agent" in ServiceNow.

B . Live Feed X

Incorrect: Live Feed is a social collaboration tool in ServiceNow that allows users to post updates and interact with others, similar to a message board. It does not provide AI-based conversational assistance.

D . Connect Chat X

Incorrect: Connect Chat is ServiceNow's real-time collaborative chat system, used for direct communication between users and support agents, but it is not an AI-driven Virtual Agent.

Reference from ServiceNow CSA Documentation:

ServiceNow Product Documentation - Virtual Agent

Virtual Agent Overview

Setting Up Virtual Agent

ServiceNow Conversational Interfaces

Virtual Agent vs. Connect Chat

Question: 56

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

Explanation:

A Related List in ServiceNow is used to display records from other tables that are related to the current record. It helps users view and manage associated records without navigating away from the main record they are working on.

Key Features of Related Lists:

Related Lists appear at the bottom of a form view.

They display records from tables that have a relationship (via reference fields, many-to-many relationships, or database joins) with the current table.

Users can add, remove, or modify related records directly from the Related List, depending on their permissions.

Why is "D. To present related records" is the correct answer?

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Related Lists show records from another table that have a relationship with the current record. For example:

An Incident record may have a Related List showing all Tasks associated with it.

A User record may have a Related List displaying Group Memberships.

A Change Request record may have a Related List displaying all related CI (Configuration Items).

Explanation of Incorrect Options:

Option A: "To create a one-to-many relationship" – Incorrect. While Related Lists often display one-to-many relationships, they do not create them. Relationships are defined through reference fields, many-to-many tables, or database joins.

Option B: "To dot-walk to a core table" – Incorrect. Dot-walking allows users to access related fields from referenced records, but it is not the purpose of a Related List.

Option C: "To present related fields" – Incorrect. Related Lists display related records, not just individual fields. Related fields can be accessed using dot-walking or reference fields but are not the same as Related Lists.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation - Related Lists

ServiceNow CSA Study Guide - Configuring Forms and Lists

ServiceNow Docs: Relationships in Tables

Question: 57

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

Explanation:

A Service Catalog workflow in ServiceNow is a structured sequence of automated activities designed to manage and fulfill catalog requests. These workflows are essential in handling approvals, tasks, notifications, and process automation for requests submitted through the Service Catalog.

Key Functions of a Service Catalog Workflow:

Drives Complex Fulfillment Processes:

When a user submits a catalog request, the workflow determines how it should be processed.

It automates the required steps, such as approvals, task assignments, and record updates.

Different items in the catalog may require different workflows based on the request type.

Sends Notifications to Defined Users or Groups:

Service Catalog workflows include email and in-platform notifications to keep users informed.

Notifications can be triggered at different stages, such as request submission, approval, fulfillment, and closure.

Example: If an item requires managerial approval the workflow sends an approval request notification^{126/732} to the designated approver.

Approval and Task Automation:

Workflows can create approval steps for request items before they proceed to fulfillment.

They can also generate tasks for fulfillment teams based on predefined conditions.

Integration with Flow Designer and Other Automation Tools:

In newer ServiceNow versions, Flow Designer is often used instead of traditional workflows, but the core purpose remains the same.

Workflows can integrate with SLA (Service Level Agreements), script actions, and record updates.

Why Option C is Correct?

Q "Drives complex fulfillment processes" → Correct, as workflows automate and manage Service Catalog request fulfillment.

Q "Sends notifications to defined users or groups" → Correct, since notifications are an integral part of ServiceNow workflows.

Why Other Options Are Incorrect?

X Option A: Incorrect – While workflows include tasks and approvals, they do not "generate item variable types." Variables are defined within catalog items, not workflows.

X Option B: Incorrect – Workflows can send notifications, making this statement false.

X Option D: Incorrect – Similar to Option A, workflows do not generate "item variable types." Instead, they focus on fulfillment processes and notifications.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation – Service Catalog Workflows

<https://docs.servicenow.com>

ServiceNow Learning – Service Catalog and Workflow Automation

ServiceNow Developer Portal – Flow Designer & Workflow Automation

Question: 58

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

A. report

B. workflow

C. event

D. task

Answer: D

Explanation:

In ServiceNow, a task is a record that represents work that needs to be completed. It follows a lifecycle where it is:

Created – A task is generated, either manually or automatically (e.g., an incident, change request, or problem record).

Worked Upon – Users perform necessary actions, update statuses, and progress the task towards resolution.

Closed – Once completed, the task reaches a closed state, indicating that no further action is needed.

Key Features of a Task:

Tasks in ServiceNow are derived from the Task [task] table.

Common task-based records include Incidents, Change Requests, Problems, and Service Requests.

Tasks follow a defined workflow and state transitions (e.g., New → Work in Progress → Resolved → Closed). ^{128/732}

Why Other Options Are Incorrect:

A . Report:

A report is a visualization of data and does not follow a lifecycle involving work or closure.

B . Workflow:

A workflow defines process automation and the movement of tasks, but it is not something that gets "worked upon" directly like a task.

C . Event:

Events are system-generated triggers that notify or automate actions, but they do not have a structured lifecycle like a task.

Reference from CSA Documentation:

ServiceNow Documentation: Task Management in ServiceNow

CSA Exam Guide: Covers task records as fundamental entities that go through a lifecycle.

Thus, the correct answer is D. Task **Q**.

Question: 59

Which are valid Service Now User Authentication Methods? (Choose three.)

A. XML feed

- C. LDAP
- D. SSO
- E. FTP authentication

Answer: B,C,D

Explanation:

ServiceNow supports multiple authentication methods to verify user identities before granting access to an instance. The three valid authentication methods from the given options are:

Local Database Authentication

This is the default authentication method used in ServiceNow.

User credentials (username and password) are stored in the ServiceNow database.

Authentication is handled directly by ServiceNow without relying on external identity providers.

This is useful for small implementations or instances where external authentication is not required.

LDAP (Lightweight Directory Access Protocol)

LDAP allows ServiceNow to integrate with corporate directory services, such as Microsoft Active Directory, to authenticate users.

Users authenticate using their corporate credentials, reducing the need to maintain separate user accounts in ServiceNow.

ServiceNow connects to an LDAP server and verifies credentials without storing passwords in the ServiceNow database.

SSO (Single Sign-On)

Single Sign-On enables users to log into ServiceNow using an external identity provider (IdP).

Question: ServiceNow supports various SSO protocols, including:

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SAML 2.0 (Security Assertion Markup Language)

OAuth 2.0

OpenID Connect

Kerberos

This allows users to authenticate once and gain access to multiple applications, improving security and user experience.

Why the Other Options Are Incorrect?

A . XML feed –

XML feeds are used for data exchange, not authentication.

ServiceNow can consume XML feeds for integrations but does not use XML feeds to authenticate users.

F. FTP authentication –

FTP (File Transfer Protocol) is used for transferring files between systems and is not a valid authentication method in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: User Authentication Methods

<https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/security/concept/user-authentication-methods.html>

ServiceNow CSA Official Training Guide (User Authentication & Security)

These references confirm that Local Database, LDAP, and SSO are valid authentication methods in ServiceNow.

Question: 60

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

Answer: A, B,D

Explanation:

In ServiceNow, Access Control Rules (ACLs) define the permissions required for users to interact with records, fields, or UI actions. ACLs are enforced at the database level and are evaluated before granting access to a user.

Access Control rules can be configured using three primary permission requirements:

1. Roles (Correct - Q)

Roles define a set of permissions assigned to users.

Access Control rules can require users to have a specific role (e.g., admin, itil, catalog_admin) to perform an action on a table, field, or record.

Example:

A rule might state: Only users with the itil role can read the Incident table.

Questions and Answers PDF

2. Conditional Expressions (Correct -)

Conditional expressions allow access based on a specified condition.

These conditions are evaluated at runtime, and access is granted if they are met.

Example:

A condition could be: "Allow access if the record's 'State' field is 'New'".

This would mean that users can only modify records if their state is "New".

3. Scripts (Correct - Q)

Scripts allow advanced, custom logic to determine access.

ACLs support server-side scripts (written in JavaScript) that use the `gs.hasRole()`, current object, or other logic to evaluate whether a user should have access.

Example:

javascript

CopyEdit

```
// Allow access only if the user is the requester of the record
```

```
answer = current.requested_for == gs.getUserID();
```

Scripts provide flexibility by allowing complex access conditions beyond simple roles or expressions.

Why Other Options Are Incorrect?

C . Assignment Rules X (Incorrect)

Assignment Rules are used to automatically assign records to users or groups based on conditions.

They do not define access control permissions.

E . User Criteria X (Incorrect)

User Criteria is used in Service Catalog and Knowledge Base (KB) to control access to catalog items or knowledge articles.

It is not used for ACLs at the table/field level.

F . Groups X (Incorrect)

Groups are collections of users but cannot be directly used in ACLs.

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Instead, roles (which are often assigned to groups) are used to define ACL permissions.

Reference from ServiceNow CSA Documentation:

ServiceNow Product Documentation - Access Control Rules

Access Control Rules Overview

Defining Access Control Rules

ServiceNow Security Model

Role-Based Access

Scripted ACLs

Question: 61

Answer: D

Explanation:

In ServiceNow, access to applications is controlled by roles. Most applications, such as Incident, Change, and Facilities, require specific roles to access them. However, the Self-Service application is available to all users, including those with the base "ess" (Employee Self-Service) role, which is assigned to every user by default.

Why "D. Self-Service" is the correct answer?

The Self-Service application is designed for general users (end users, employees, customers) who do not have elevated permissions. It provides access to:

The Service Catalog (to request IT services, software, and hardware).

The Knowledge Base (to search for articles and solutions).

Viewing and tracking submitted requests and incidents.

D. Self-Service

Submitting new incidents or requests.

Since it is meant for all users, it does not require any additional roles beyond the default ones given to employees or customers.

Explanation of Incorrect Options:

A . Change – Incorrect. The Change Management application is typically restricted to ITIL users (users with the itil role) and change managers. End users do not have access to this module.

B . Incident – Incorrect. While end users can create and view their own incidents via Self-Service, the Incident Management module itself is restricted to IT support staff (users with the itil role or higher).

C . Facilities – Incorrect. The Facilities application, which includes asset tracking and work orders, is typically restricted to users managing physical assets or facility-related tasks. It is not available to all users by default.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation - Self-Service Application Overview

Question: 62

ServiceNow is a single-instance, multiple tenant architecture?

- A. True
- B. False

Answer: B

Explanation:

ServiceNow follows a single-instance, single-tenant architecture, not a multiple-tenant architecture. This means:

Single-Instance:

Each ServiceNow instance is a unique, independent environment for a customer.
All customers have their own dedicated instance with their own custom configurations, data, workflows, and applications.

ServiceNow instances are hosted in a multi-instance cloud model rather than a multi-tenant model. ^{136/732}

Single-Tenant Model (Multi-Instance Architecture):

Unlike multi-tenant architectures (where multiple customers share the same application and database), ServiceNow

provides each customer with a separate, isolated instance.

This ensures data security, performance isolation, and customization flexibility.

Each instance has its own data storage, configuration, and upgrade schedule, reducing risks associated with shared environments.

Why ServiceNow Uses Multi-Instance Instead of Multi-Tenant:

Security & Data Isolation: Since each customer has an independent instance, there is no risk of data leakage between tenants.

Customization & Flexibility: Customers can customize their instance freely without affecting others.

Performance & Scalability: Each instance can be scaled independently, ensuring optimal performance.

Why Option B (False) Is Correct?

ServiceNow does NOT use a multiple-tenant architecture. X

ServiceNow follows a single-instance, single-tenant (multi-instance) model. Q

Each customer has a dedicated instance with isolated resources and configurations. Q

Why Option A (True) Is Incorrect?

A multi-tenant architecture means multiple customers share the same application/database with logical separation, which is NOT the case in ServiceNow.

ServiceNow instead provides separate instances for each customer, meaning it is not a true multi-tenant system.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation – Multi-Instance Cloud Model

<https://docs.servicenow.com>

ServiceNow Community – Single-Tenant vs. Multi-Tenant Explained

ServiceNow Best Practices – Security & Instance Architecture

Question: 63

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: B, D, F

Explanation:

The main UI components of the ServiceNow platform are designed to provide a structured and userfriendly experience for interacting with the system. These core UI elements include:

Banner Frame – Displays key information such as the logo, user profile, settings, and global search.

Application Navigator – Provides access to different modules and applications within ServiceNow.

Content Frame – Displays the main content area where users interact with forms, lists, and dashboards.

Why Other Options Are Incorrect:

A . Banner Navigator – Incorrect terminology; the correct term is Banner Frame.

C . Application Frame – No such UI component exists in ServiceNow.

E . Content Menu – This is not a primary UI component; the correct term is Content Frame.

Reference from CSA Documentation:

ServiceNow Documentation: User Interface Overview

CSA Exam Guide: Covers Banner Frame, Application Navigator, and Content Frame as the three primary UI components.

www.atmicnetworks.comThus, the correct answer is:www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.com

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Question: 64

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Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

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Answer: C

Explanation:

A Dashboard in ServiceNow is an interface that allows users to display multiple Performance Analytics (PA) widgets, reports, and other visual elements in a single, consolidated view.

Key Features of a ServiceNow Dashboard:

Provides a single-screen view of critical data, improving visibility into key metrics.

Can include reports, Performance Analytics indicators, lists, and interactive filters.

Allows users to customize layouts and adjust widgets based on roles and permissions.

Useful for executive summaries, ITSM performance tracking, and real-time operational monitoring.

Why the Other Options Are Incorrect?

A . Form –

A Form is used to display and input data for a single record in a table (e.g., an incident, change request, or user record).

It does not provide a multi-widget interface.

B . List –

A List displays multiple records from a table in a tabular format but does not support widgets or Performance Analytics.

D. Timeline –

The Timeline visualization is used for showing time-based data, such as Change Requests over time, but does not provide multiple reporting widgets in a single interface.

Reference from Certified System Administrator (CSA) Documentation:

<https://docs.servicenow.com/en-US/bundle/utah-performance-analytics-and-reporting/page/use/dashboards/concept/dashboard-overview.html>

ServiceNow CSA Official Training Guide (Reporting & Dashboards)

Question: 65

What are the three components of a filter condition?

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

Answer: B, C, D

Explanation:

In ServiceNow, a filter condition consists of three primary components:

Field – The specific column (attribute) in a table that you want to filter by.

Operator – Defines the comparison condition between the Field and the Value.

Example: is, is not, contains, starts with, greater than, less than

Value – The actual data that the filter is looking for.

Example: High (for Priority), New (for State), IT Support (for Category)

Example of a Filter Condition in ServiceNow:

If you want to filter Incident records where the State is New, the filter condition would be:

Field: State

Operator: is

Value: New

Why the Other Option is Incorrect?

A . Table –

A table is where data is stored, but it is not a component of a filter condition.

Filters are applied on a table but do not include the table itself in the condition.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Filtering Data in Lists and Reports

<https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/use/using-lists/concept/filtering-lists.html>

ServiceNow CSA Official Training Guide (Filtering and Searching Data)

This confirms that Field, Operator, and Value are the three core components of a filter condition.

Question: 66

What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel

D. List

Answer: D

Explanation:

In ServiceNow, a List is a visual representation of multiple records from a table. Lists allow users to view, filter, sort, and interact with records in a structured tabular format.

Key Features of Lists:

Displays multiple records from a table.

Columns represent fields of the table.

Users can personalize the list (e.g., adjust columns, apply filters, and sort).

Common Actions:

Inline editing

Searching

Exporting data

Grouping and filtering

Why Other Options Are Incorrect?

A View defines how data is displayed, but it is not a list itself.

Example: Different form views can be created for the same table.

B . Dashboard X

A Dashboard is a visual representation of reports and performance analytics.

It does not display raw table records directly.

C . Panel X

No such term as "Panel" exists in ServiceNow for displaying records from a table.

Reference from ServiceNow CSA Documentation:

Lists Overview

ServiceNow Lists Documentation

Personalizing Lists

List Personalization Guide

Final Verification: Q Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

Question: 67

A User is stored in which table?

Questions and Answers PDF

B. User [sys_user_group]

C. User [syst_user_profile]

D. User [user_profile]

Answer: A

Explanation:

In ServiceNow, user records are stored in the User [sys_user] table. This table contains all user-related data, including usernames, email addresses, roles, department affiliations, and more.

Key Fields in the sys_user Table:

- User ID (user_name) – Unique identifier for the user.
- First Name & Last Name (first_name, last_name) – User’s full name.
- Email (email) – The user’s email address.
- Department (department) – The department to which the user belongs.
- Roles (roles) – List of assigned roles that determine access permissions.
- Active (active) – Indicates whether the user account is active or inactive.

Explanation of Incorrect Options:

- B . User [sys_user_group] – Incorrect. This table stores groups, not individual users.
- C . User [syst_user_profile] – Incorrect. This table does not exist in ServiceNow.
- D . User [user_profile] – Incorrect. There is no such table in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

Question: 68

Answer: C

Explanation:

responsibilities, permissions, or functional roles.

Key Fields in the sys_user_group Table:

Name (name) – The unique name of the group.

Question 68 (multiple choice) – The user responsible for managing the group.

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Roles (roles) – The roles assigned to the group, which are inherited by all group members.

Parent Group (parent) – If applicable, this establishes group hierarchy.

Common Use Cases for Groups:

Assigning access roles to multiple users at once.

Routing tasks or approvals (e.g., Incident assignments to an IT Support group).

Managing security and permissions in ServiceNow.

Explanation of Incorrect Options:

A . Group [user group] – Incorrect. This is not a valid ServiceNow table.

B . Group [sys_user] – Incorrect. This is the User table, not the Group table.

D . Group [sys_user_group_profile] – Incorrect. This table does not exist in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: User Administration – sys_user_group Table

ServiceNow CSA Study Guide – Managing Users and Groups

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Question 69 (multiple choice) – Which Google Authenticator installed

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- C. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.
- D. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.
- E. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
- F. Digest Token: An encrypted digest of the user name and password in the user record.

Answer: ABCDEF

Explanation:

The six methods available for user authentication in ServiceNow are:

Local Database – The user authenticates using a username and password stored in the instance database.

Multifactor Authentication (MFA) – The user provides their username, password, and a passcode (e.g., from Google Authenticator).

LDAP (Lightweight Directory Access Protocol) – The user authenticates using credentials stored in a corporate LDAP directory.

SAML 2.0 (Security Assertion Markup Language) – The user is authenticated via an external SAML Identity Provider (IdP).

OAuth 2.0 – The user authenticates via an OAuth identity provider (such as Google, Microsoft, or Facebook).

Digest Token Authentication – The user authenticates using an encrypted token rather than directly submitting a password.

Thus, the correct answer is:

Q A, B, C, D, E, F

ServiceNow supports multiple authentication methods to provide flexibility, security, and integration capabilities with

external identity providers.

Local Database Authentication:

ServiceNow stores usernames and passwords in the internal database.

Users authenticate directly with the instance.

This method is commonly used when no external authentication provider is configured.

Multifactor Authentication (MFA):

Enhances security by requiring two authentication factors:

Username and password (stored in the database).

Passcode from a registered device (such as Google Authenticator, Microsoft Authenticator).

MFA helps prevent unauthorized access even if credentials are compromised.

LDAP Authentication:

Allows users to authenticate against an external LDAP directory (such as Microsoft Active Directory).

The user must have a matching record in the ServiceNow user table ([sys_user]).

ServiceNow does not store passwords when using LDAP; it only validates credentials against the directory.

SAML 2.0 Authentication:

Users authenticate via a SAML Identity Provider (IdP) such as Okta, Microsoft Azure AD, or Ping Identity.

ServiceNow acts as a Service Provider (SP) and does not store passwords.

Provides Single Sign-On (SSO) capabilities.

OAuth 2.0 Authentication:

Allows authentication via OAuth providers (Google, Facebook, Microsoft, etc.).

Users do not need to store passwords in ServiceNow; instead, authentication is delegated to the OAuth identity provider.

Digest Token Authentication:

Uses an encrypted token (instead of a plaintext password) to authenticate users.

Often used for API-based authentication or scenarios where passwords should not be transmitted over the network.

Why These Are the Correct Methods?

Each method aligns with ServiceNow's authentication mechanisms as per official documentation.

Explanation:

In ServiceNow, roles define the level of access a user has within an instance. Roles are stored in the `sys_user_role` table.

Key Details About Roles and `sys_user_role` Table:

Definition of a Role:

A role is a collection of permissions that grant access to different parts of the system.

Example: The admin role grants full access, while the itil role allows incident management access.

`sys_user_role` Table:

This table stores role records and their associated metadata.

Every role has a unique `sys_id`, a name, and may be associated with parent roles (role inheritance).

Users are linked to roles through the `sys_user_has_role` table.

How Roles Work in ServiceNow:

A user assigned a role gains all the permissions associated with that role.

Roles can be hierarchical (one role can inherit permissions from another).

Example: The `itil_admin` role includes all the permissions of the `itil` role, plus additional privileges.

Why Option D (`sys_user_role`) Is Correct?

Q `sys_user_role` → The correct table where roles are recorded in ServiceNow.

Why Other Options Are Incorrect?

X A. `sys_user` → Incorrect; this table stores user records, not roles.

X B. `sys_user_profile` → Incorrect; this table does not exist in ServiceNow.

X C. `sys_user_record` → Incorrect; this is not a valid table in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Roles and Role Management

<https://docs.servicenow.com>

Question: 71

What are the 5 provided Roles by ServiceNow?

- A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

Answer: ABCDE

Explanation:

ServiceNow provides five primary roles that define access and permissions within the platform. These roles help structure user responsibilities and ensure that users only have access to the necessary functions.

1. System Administrator (admin)

The highest level of access in ServiceNow.

Can manage all platform features, applications, data, and configurations.

Has control over users, security settings, system properties, and scripting capabilities.

Example: A ServiceNow admin configuring new workflows, modifying tables, or setting up instance-wide settings.

2. Specialized Administrator

Manages specific applications or functionalities within ServiceNow.

Includes roles such as:

knowledge_admin (Manages Knowledge Base)

report_admin (Manages Reports)

catalog_admin (Manages Service Catalog)

Example: A Knowledge Base Administrator controlling access to articles and updating knowledge categories.

3. Fulfiller (ITIL Role)

Users with the ITIL role who perform IT Service Management (ITSM) tasks.

Can create, update, and resolve records such as incidents, problems, changes, and requests.

Example: A service desk agent handling incidents and requests.

4. Approver

Users with the Approver role can approve or reject requests, such as change requests or access requests.

Can view or modify approval records directed to them but cannot fulfill other ITIL tasks.

Example: A manager approving a new software installation request.

5. Requester (Employee Self-Service - ESS)

Basic users with no assigned roles.

Can submit requests, view their own tickets, and access public pages (e.g., Knowledge Base, Catalog).^{153/732}

Example: An employee submitting a request for laptop repair via the ServiceNow portal.

Why These Are the Provided Roles in ServiceNow:

These roles form the foundation of role-based access control (RBAC) in ServiceNow.

They ensure that users only access the data and functions relevant to their job responsibilities.

Additional roles can be assigned based on business needs, but these five cover the core platform functionalities.

Reference from CSA Documentation:

ServiceNow Documentation: User Roles in ServiceNow

CSA Exam Guide: Covers System Administrator, Specialized Administrator, Fulfiller, Approver, and Requester as the standard user roles.

Thus, the correct answer is:

Q A. System Administrator, B. Specialized Administrator, C. Fulfiller, D. Approver, E. Requester

Question: 72

What are the two aspects to LDAP Integration?

A. Data Population

B. Data formatting

C. Authorization

Answer: A, D

Explanation:

LDAP (Lightweight Directory Access Protocol) Integration in ServiceNow enables organizations to connect their corporate directory services (such as Microsoft Active Directory) with their ServiceNow instance.

This integration helps manage user authentication and data synchronization efficiently.

There are two key aspects of LDAP Integration in ServiceNow:

Authentication

LDAP is commonly used for user authentication, allowing users to log in to ServiceNow using their corporate credentials.

Instead of storing passwords in ServiceNow, authentication requests are sent to the LDAP server to verify the user's identity.

This helps in maintaining centralized identity management across the organization.

Data Population

LDAP can be used to import user and group information into ServiceNow.

This process is known as data synchronization, where attributes such as usernames, email addresses, department details, roles, and group memberships are pulled from LDAP and stored in ServiceNow.

This ensures that user information in ServiceNow is always up-to-date with the organization's directory.

Why the Other Options Are Incorrect?

B . Data Formatting –

While ServiceNow does process data from LDAP, "Data Formatting" is not an aspect of LDAP integration.

Formatting refers to structuring or modifying data but is not a core function of LDAP integration.

C . Authorization –

Authorization determines what a user can do after authentication, such as assigning roles and permissions.

While ServiceNow can use LDAP groups to assign roles, the integration itself focuses on Authentication and Data Population rather than defining permissions within ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: LDAP Integration Overview

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/integrate/authentication/concept/c_LDAPIntegration.html

This confirms that the two main aspects of LDAP Integration in ServiceNow are Authentication and Data Population.

Question: 73

ServiceNow uses what term to describe all the data saved within a particular form?

- A. Fields
- B. Form
- C. Record
- D. Lists

Answer: C

Explanation:

In ServiceNow, a Record represents all the data saved within a particular form. Each record corresponds to a single entry in a table and contains multiple fields storing different pieces of information.

Key Concepts:

A Record is a single instance of data stored in a ServiceNow table.

When a user fills out and submits a form, a record is created or updated in the respective table.

Each record has a unique Sys ID (a 32-character identifier).

Example:

An Incident record contains fields such as Number, Caller, Short Description, and Priority.

A Change Request record contains fields like Change Number, Requested By, and Assignment Group.

Why Other Options Are Incorrect?

A . Fields **X**

Fields are individual data points within a record.

Example: The Caller and Priority fields in an Incident record.

B . Form **X**

A Form is a user interface to enter and display data, but it does not store data itself.

It is just a way to interact with records.

D . Lists **X**

A List displays multiple records from a table, but each row in a list represents a single record.

Lists are used for filtering, sorting, and searching records but do not represent a single data entry.

Reference from ServiceNow CSA Documentation:

ServiceNow Data Model - Records and Tables

Understanding Records and Forms

ServiceNow Forms and Records

Final Verification: **Q** Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

Question: 74

Tables are made up of which of the following?

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

Answer: A, D

Explanation:

In ServiceNow, tables are fundamental components of the platform's database structure. A table consists of records (rows) and fields (columns) that store data.

1. Records (Rows) – Correct Option

Question: A record is an individual entry in a table, similar to a row in a traditional database.

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Each record represents a single entity (e.g., an incident, a user, a request).

Records are stored uniquely in the system and are identified by a Sys ID (a globally unique identifier).

2. Fields (Columns) – Correct Option

A field is an attribute of a record, like a column in a database.

Each field has a specific data type (e.g., string, integer, date, reference).

Fields define what type of information can be stored in a record.

Example: The Incident [incident] table

Sys ID Number Short Description Caller State

123abc INC001 System crash John D New

456def INC002 Network issue Jane S Open

Records: INC001, INC002 (each row is a record).

Fields: Number, Short Description, Caller, State (each column is a field).

Explanation of Incorrect Options:

B . Lists – Incorrect

Lists are a view of table data but are not a part of the table itself.

A list displays multiple records from a table but does not define the structure of a table.

C . Forms – Incorrect

Forms are user interfaces used to view or edit single records.

A form allows users to interact with the data stored in a table but is not part of the table structure itself.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Tables and Records

ServiceNow CSA Study Guide – Understanding Tables, Records, and Fields

ServiceNow Product Documentation: List and Form Views

Question: 75

Which application is used to change the number format per table?

- A. Number Maintenance
- B. System Maintenance
- C. Table Maintenance
- D. Record Maintenance

Answer: A

Explanation:

In ServiceNow, the Number Maintenance application is used to configure and modify numbering formats for specific tables. This application allows administrators to control how records are numbered across different modules.

Key Features of Number Maintenance:

Customization of Number Formats

Administrators can define prefixes, number sequences, and suffixes for records in different tables.

Example: INC0001001 for Incidents, REQ0002001 for Requests.

Resetting or Adjusting Number Sequences

You can manually adjust the numbering sequence if needed.

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Example: Resetting incident numbering to start from a specific value.

Supports Multiple Tables

Works for standard tables like Incidents, Problems, Requests, Change Requests, etc.

Can also be configured for custom tables.

Application Navigation

Path:

Go to All → System Definition → Number Maintenance

Locate the table and modify its numbering settings.

Why Option A (Number Maintenance) is Correct?

Q "Number Maintenance" is the official ServiceNow application for managing number formats per table.

Why Other Options Are Incorrect?

- X B. System Maintenance – Incorrect; no such module in ServiceNow manages numbering formats.
- X C. Table Maintenance – Incorrect; this does not exist as an application in ServiceNow.
- X D. Record Maintenance – Incorrect; not a valid ServiceNow feature for modifying number formats.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Number Maintenance Configuration
<https://docs.servicenow.com>

ServiceNow Learning – Customizing Numbering Schemes

ServiceNow System Definition – Number Format Best Practices

Question: 76

Record numbers have to be manually incremented

- A. True
- B. False

Answer: B

Explanation:

In ServiceNow, record numbers are automatically generated and incremented by the system. Each record created in a table receives a unique identifier based on a predefined number format.

How Record Numbering Works:

Each table that extends the "task" or other core tables has a default numbering format.

Numbering is automatic, meaning users do not have to manually increment numbers.

The numbering format follows a prefix + incremental number (e.g., INC0001001 for incidents, CHG0002001 for changes).

The system ensures unique sequential numbering within each table.

Configuring Auto-Numbering:

Admins can customize numbering formats by modifying the "Number Maintenance" module:

Navigate to System Definition → Number Maintenance.

Select a table and configure the prefix, length, and starting number.

Changes apply automatically to new records created in that table.

Why "False" is the Correct Answer:

Record numbers do not require manual updates; the system handles it automatically.

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Users can change format settings, but cannot manually increment individual record numbers.

ServiceNow prevents duplicate numbers to maintain data integrity.

Why "True" is Incorrect:

Manual incrementing is not required or possible for individual records.

The platform automatically assigns the next sequential number to each record.

Reference from CSA Documentation:

ServiceNow Documentation: Number Maintenance

CSA Exam Guide: Covers automatic record numbering and Number Maintenance settings.

Thus, the correct answer is: ☒ B. False

Question: 77

Answer: B

Explanation:

In ServiceNow, all tables in the database are recorded in a master table called [sys_db_object]. This table stores metadata about each table in the system, including its name, label, and other attributes.

Key Functions of [sys_db_object]:

Stores a record for every table in the ServiceNow instance.

Tracks essential table properties, such as the table name, label, and whether it is an extension of another table.

Helps administrators view, modify, or create new tables in ServiceNow.

Used in Table Administration and Custom Table Development.

D. [sys_object_db]

A . [sys_master_db] –

C. [sys_master_object] –

D . [sys_object_db] –

The correct name is `sys_db_object`.

Navigate to System Definition → Tables.

Search for the table `sys_db_object`.

Question on the table to see records representing all tables in the instance.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding Tables and Fields

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/metadata/concept/c_TablesAndFields.html

ServiceNow CSA Official Training Guide (System Data and Tables Overview)

This confirms that [sys_db_object] is the master table that contains a record for every table in the ServiceNow database.

Question: 78

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

Answer: A

Explanation:

In ServiceNow, Knowledge Base (KB) articles within a Knowledge Base (KB) are grouped by categories to help users easily find and navigate relevant information.

Key Features of Knowledge Article Categorization:

Hierarchical Structure:

Categories can have parent-child relationships, allowing for subcategories.

Example:

nginx

CopyEdit

IT Support

p— Hardware

| p— Laptops

| p— Printers

p— Software

| p— Windows

| p~ MacOS

Improved Search & Filtering:

Users can filter knowledge articles by category in the Service Portal, Knowledge Management homepage, or in the Global Search.

Permissions & Visibility Control:

Categories can have specific user criteria to restrict access to certain articles based on roles or groups.

Article Organization & Management:

Knowledge managers can reassign articles to different categories if needed.

Why the Answer is True?

Knowledge Base (KB) articles are always assigned to a category for structured organization.

Without categories, articles would be unstructured and difficult to locate.

Reference from ServiceNow CSA Documentation:

Knowledge Management in ServiceNow

Creating and Managing Knowledge Categories

Knowledge Base Categories

Final Verification: Q Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

Question: 79

Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

- A. True
- B. False

Answer: A

Explanation:

In ServiceNow, each Knowledge Base (KB) can have unique configurations, including lifecycle workflows, user criteria and category structures and management assignments. This flexibility allows organizations to manage knowledge articles according to different business needs, departments, or service functions.

Key Aspects of Knowledge Base Customization:

1. Unique Lifecycle Workflows

Each knowledge base can have a custom workflow that defines how articles are created, reviewed, published, and retired.

Examples of workflow stages: Draft → Review → Published → Retired.

Workflows ensure proper governance and content accuracy before publishing.

2. User Criteria (Access Control)

ServiceNow allows administrators to define User Criteria to control who can read, create, or contribute to a knowledge base.

Example:

IT Knowledge Base is only accessible to users with the ITIL role.

HR Knowledge Base is only available to HR employees.

3. Category Structures

Each knowledge base can have a unique category hierarchy to organize articles efficiently.

Example:

IT KB Categories: Hardware, Software, Network.

HR KB Categories: Benefits, Policies, Payroll.

4. Management Assignments

Different knowledge bases can have different owners or managers.

Example:

IT KB is managed by IT Support Team.

HR KB is managed by HR Admins.

Why "A. True" is the Correct Answer?

ServiceNow allows multiple knowledge bases with distinct configurations.

Each knowledge base can have its own workflow, user criteria, categories, and managers.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Knowledge Management Overview

ServiceNow CSA Study Guide – Knowledge Base Administration

ServiceNow Product Documentation: Configuring Knowledge Bases

Question: 80

In ServiceNow, knowledge articles can be marked for review using the "Flag article" feature. This allows users to indicate issues such as outdated content, incorrect information, or necessary updates.

How the "Flag Article" Feature Works:

Users can flag an article if they believe it needs review or corrections.

The flagged article appears in the Knowledge Management Dashboard, where knowledge managers can track flagged articles.

Knowledge managers or owners can review flagged articles and make necessary updates or retire them if needed.

Why Other Options Are Incorrect:

B . Review → No such option exists in ServiceNow for marking an article for review. However, knowledge managers can schedule article reviews manually.

C . Bookmark → Used to save frequently accessed articles for personal reference but does not indicate that the article needs a review.

Answer: A

D. On Hold

D . On Hold → Applies to workflows or approvals but is not a method for marking an article for review.

Reference from CSA Documentation:

ServiceNow Documentation: Flagging a Knowledge Article

CSA Exam Guide: Covers the Flag Article function as a key feature in Knowledge Management.

Thus, the correct answer is:

A. Flag article

Question: 81

Question: What are the two pathways to view feedback left on a published article?

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www.atmicnetworks.com A. Knowledge > articles > My Flagged

www.atmicnetworks.com B. Knowledge base > my knowledge > flagged articles

www.atmicnetworks.com C. Knowledge > My articles > Flagged

www.atmicnetworks.com D. Knowledge > articles > published

Answer: B C

Explanation:

www.atmicnetworks.com In ServiceNow Knowledge Management, users can provide feedback on published knowledge articles by flagging them.

This feedback helps knowledge managers and authors identify errors, outdated information, or areas for improvement.

www.atmicnetworks.com To view feedback left on a published article, there are two primary pathways:

www.atmicnetworks.com Pathway 1: Knowledge Base > My Knowledge > Flagged Articles

This option allows knowledge managers and authors to see all flagged articles they have authored or have access to within a specific Knowledge Base.

Location: Knowledge Base → My Knowledge → Flagged Articles

Pathway 2: Knowledge > My Articles > Flagged

www.atmicnetworks.com This option lets authors view only their own articles that have been flagged.

www.atmicnetworks.com Location: Knowledge → My Articles → Flagged

Question: Why are the other options incorrect?

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www.atmicnetworks.com A . Knowledge > Articles > My Flagged

There is no direct "My Flagged" option under Knowledge > Articles.

D . Knowledge > Articles > Published

This shows all published articles but does not specifically show flagged (feedback) articles.

How to View Feedback in ServiceNow?

Navigate to Knowledge > My Articles > Flagged.

OR navigate to Knowledge Base > My Knowledge > Flagged Articles.

Open a flagged article to review the feedback comments and reason for the flagging.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Managing Knowledge Feedback and Flagged Articles

<https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/knowledge-management/task/review-article-feedback.html>

ServiceNow CSA Official Training Guide (Knowledge Management & Feedback Handling)

This confirms that the correct pathways to view feedback on published articles are "Knowledge Base > My Knowledge > Flagged Articles" and "Knowledge > My Articles > Flagged".

Question: 82

What is the purpose of flagging an article in a knowledge base?

A. To mark an article to read later.

C. Reporting an error

Answer: C

Explanation:

In ServiceNow Knowledge Management, flagging an article is a feature that allows users to report errors or issues within a knowledge article. This helps maintain article accuracy and ensures that outdated or incorrect information is addressed by knowledge managers.

Key Purposes of Flagging an Article:

Error Reporting Q

Users can flag an article if they find incorrect, outdated, or misleading information.

Knowledge managers receive a notification about flagged articles and can review them for updates.

Article Quality Control Q

Helps improve knowledge base content by allowing users to point out inaccuracies.

Ensures that knowledge articles remain relevant and useful.

Notifying Knowledge Managers Q

Flagged articles appear in the Knowledge Base Administration module, allowing managers to track and resolve flagged issues.

Why Other Options Are Incorrect?

A . To mark an article to read later X

Incorrect: There is no built-in "read later" feature in ServiceNow Knowledge Management.

Instead, users can bookmark an article for quick access.

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B : Allow a user to submit feedback about an article

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Incorrect:

Feedback is submitted through the Feedback feature, which allows users to rate articles and provide comments.

Flagging is specifically for error reporting, not general feedback.

Reference from ServiceNow CSA Documentation:

Flagging an Article for Review

Knowledge Management Administration

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

Explanation:

In ServiceNow, User Criteria define conditions that determine which users can create, read, write, and retire knowledge articles in a Knowledge Base (KB). User Criteria help enforce access control and ensure that only authorized users can interact with specific knowledge bases.

Key Features of User Criteria:

Control who can read, contribute, edit, or retire knowledge articles.

Based on roles, groups, departments, locations, or custom conditions.

Applied at the Knowledge Base level, affecting all articles within that KB.

Can be combined using "Must match all" or "Match any" logic.

Examples of User Criteria:

Example 1: Restricting Read Access

A knowledge base for IT Support should be accessible only to IT employees.

User Criteria: Department = IT, OR Role = itil

Only IT employees or ITIL users can read articles in this KB.

Example 2: Controlling Who Can Contribute

Only HR staff should be allowed to create or update HR-related knowledge articles.

User Criteria: Group = HR Team, OR Role = knowledge_manager

Only HR Team members and Knowledge Managers can contribute.

Why "C. User Criteria" is the Correct Answer?

User Criteria is the official term in ServiceNow for defining access control conditions for knowledge articles.

It allows precise control over who can read, create, write, or retire articles.

It is a feature within the Knowledge Management application.

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Explanation of Incorrect Options:

A . User Conditions – Incorrect

No such concept exists in ServiceNow. User Criteria, not "User Conditions," determine knowledge article access.

B . User Info – Incorrect

"User Info" refers to details stored in the sys_user table (e.g., name, email) but does not define knowledge permissions.

D . User Permissions – Incorrect

While permissions exist in ServiceNow (via roles and ACLs), User Criteria specifically manage Knowledge Base access.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: User Criteria for Knowledge Management

ServiceNow CSA Study Guide – Knowledge Management Permissions

ServiceNow Product Documentation: Configuring Knowledge Base Access

Question: 84

Where would you go in ServiceNow to order services and products offered by various departments?

A. Service Catalog

B. Self Service

C. Service Department

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Answer: A

Explanation:

In ServiceNow, the Service Catalog is the primary module where users can order services and products offered by various departments. The Service Catalog provides a centralized portal for users to browse and request IT, HR, Facilities, Finance, and other departmental services in a structured and automated way.

What is the Service Catalog?

The Service Catalog is a self-service interface where users can request predefined services, products, and resources.

It acts as a digital storefront for an organization's internal and external services.

Each service request follows a workflow that may include approvals, task assignments, and fulfillment processes.

Key Features of the Service Catalog:

Service Offerings:

Users can request hardware (laptops, mobile devices, monitors), software, access permissions, or HR-related services (e.g., PTO requests, onboarding).

Structured Request Fulfillment:

Each request follows a workflow with assigned tasks to the appropriate fulfillment teams.

Example: A request for a new laptop is routed to IT Support for approval and processing.

Automation and Approvals:

Some catalog items require managerial or departmental approvals before fulfillment.

Example: Requesting access to restricted applications might need approval from an IT admin.

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Integration with Incident, Change, and Asset Management:

The Service Catalog can trigger change requests, incidents, and asset updates as part of the fulfillment process.

Access Through the Self-Service Portal:

Users can access the Service Catalog via the Self-Service Portal for quick and easy navigation.

Why Option A (Service Catalog) is Correct?

Q The Service Catalog is the correct place to order services and products offered by different departments in ServiceNow.

Q It provides a structured and automated way to request, approve, and fulfill service requests.

Why Other Options Are Incorrect?

X B. Self-Service – The Self-Service Portal provides access to the Service Catalog but is not where services are ordered directly.

X C. Service Department – No such module exists in ServiceNow. Departments use the Service Catalog to provide services.

X D. Customer Service – The Customer Service Management (CSM) module is for external customers, not internal service requests.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Service Catalog Overview
<https://docs.servicenow.com>

ServiceNow Learning – Self-Service & Service Catalog Best Practices

Question: 85

What refers to a n/a p'l i c a t i o n or system that accesses a remote service or another computer system, known as a server?

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

Answer: B

Explanation:

In computing and networking, a client refers to an application or system that accesses a remote service or another computer system (known as a server). The client-server model is a fundamental concept in computing, where:

A client sends requests to a server.

The server processes the request and sends back a response.

This architecture is widely used in web applications, databases, and ServiceNow itself, where clients interact with the ServiceNow platform (server) via a web browser or API requests.

How This Relates to ServiceNow:

In ServiceNow, the client typically refers to a user’s browser or an external system making requests via API calls.

Question: The server is the ServiceNow instance, which processes requests and returns responses.

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Client-side scripts (such as Client Scripts or UI Policies) run on the user's browser, while server-side scripts (such as Business Rules and Script Includes) execute on the ServiceNow server.

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Why Other Options Are Incorrect:

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A . Server → A server receives requests and processes them but is not the requesting entity.

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C . Script → A script is a piece of code that executes certain actions but does not represent an entire system accessing a service.

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D . Policies → Policies define rules or behaviors (e.g., UI Policies, Data Policies) but do not access a remote service.

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Reference from CSA Documentation:

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

ServiceNow Documentation: Client and Server in ServiceNow

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CSA Exam Guide: Covers Client and Server architecture in ServiceNow.

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Question: 86

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_____ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.

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Answer: Server

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Explanation:

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A server is a computer program running as a service, a physical machine dedicated to executing services,

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Types of Servers in ServiceNow & IT Infrastructure:

Application Server – Runs the ServiceNow application logic and processes user requests.

Database Server – Stores and manages the ServiceNow database, where all records and configurations are maintained.

Web Server – Handles HTTP/HTTPS requests and delivers web pages to users.

In ServiceNow's cloud-based architecture, the server infrastructure is maintained by ServiceNow and hosted in highly secure data centers worldwide.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding ServiceNow Cloud Infrastructure

<https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/platform-overview/concept/servicenow-cloud-architecture.html>

Question: 87

Which are states that you can make a field on a form using UI Policy?

- A. read-only
- B. write-only
- C. Necessary
- D. Mandatory
- E. Empty
- F. Hidden

Answer: A, D, F

Explanation:

In ServiceNow, UI Policies allow administrators to dynamically control form fields based on conditions without using scripts. With UI Policies, you can change the behavior of a field by making it:

Read-only → The user can view the field but cannot edit it.

Mandatory → The field becomes required, and the user must fill it out before submitting the form.

Hidden → The field is removed from visibility on the form.

Explanation of Each Option:

☒ A. Read-only – Correct

A UI Policy can make a field read-only, meaning users can see the field but cannot modify its value.

Example: A field like Request Number (REQ0001) is typically read-only after submission.

☐ B. Write-only – Incorrect

ServiceNow does not have a "write-only" field setting in UI Policies.

If a field is editable, users can both read and write; if it's hidden or read-only, writing is not possible.

☐ C. Necessary – Incorrect

There is no "Necessary" field state in ServiceNow UI Policies.

If the intent is to make a field required, the correct term is "Mandatory".

☒ D. Mandatory – Correct

UI Policies can make a field mandatory, requiring the user to enter a value before submitting the form.

Example: An Incident Description field might be mandatory before an incident is submitted.

☐ E. Empty – Incorrect

UI Policies cannot directly enforce an "empty" state. However, a default value could be cleared using a

www.atmicnetworks.com Question is not a script, but this is not a UI Policy feature.

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www.atmicnetworks.com F. Hidden – Correct

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UI Policies can hide a field, making it invisible on the form.

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Example: A "Manager Approval" field may be hidden until a certain condition (e.g., request cost > \$1000) is met.

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Final Answer:

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Q Read-only

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Q Mandatory

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Q Hidden

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Reference from Certified System Administrator (CSA) Documentation:

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ServiceNow Docs – UI Policies and UI Policy Actions <https://docs.servicenow.com>

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ServiceNow Learning – Form Configuration & UI Policies

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ServiceNow Developer Portal – Controlling Form Behavior with UI Policies

Question: 88

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Data Policy can enforce mandatory data on import.

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A. True

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B. False

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Answer: A

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A Data Policy in ServiceNow is used to enforce mandatory and read-only field conditions for data that is entered manually through forms or imported into the system.

How Data Policies Enforce Mandatory Data on Import:

Data Policies apply to data coming from external sources, such as imports, web services (API), and integrations.

If a field is set as mandatory in a Data Policy, records cannot be imported unless that field contains a value.

This ensures data integrity by preventing incomplete or invalid data from entering the system.

Example Scenario:

If an administrator configures a Data Policy to make the "Caller" field mandatory on the Incident table, any imported incidents without a Caller value will be rejected.

Why "True" is the Correct Answer:

Q Data Policies enforce mandatory fields for both UI entry and imports.

Why "False" is Incorrect:

X If Data Policies did not enforce mandatory fields on imports, incomplete records could enter the system, leading to data integrity issues.

Reference from CSA Documentation:

ServiceNow Documentation: Data Policies

CSA Exam Guide: Covers Data Policy enforcement for UI forms and imports.

Question: 89

UI Action can prompt that an Incident has been successfully submitted.

- A. True
- B. False

Answer: A

Explanation:

A UI Action in ServiceNow can be configured to prompt or notify users when an action is completed, such as submitting an Incident. UI Actions are used to create buttons, links, or context menu items that trigger specific actions.

How UI Actions Can Prompt a Success Message:

A UI Action (e.g., a "Submit" button on the Incident form) can be configured with a success message using the `gs.addInfoMessage()` function.

This message is displayed after the form submission to inform the user that their Incident has been

Example of a UI Action Script:

javascript

CopyEdit

`gs.addInfoMessage("The incident has been successfully submitted.");`

This will display a confirmation message at the top of the page when an Incident is submitted.

Why "True" is the Correct Answer:

Q UI Actions can display confirmation messages using `gs.addInfoMessage()` or similar methods.

Why "False" is Incorrect:

X UI Actions can be used to provide user feedback, including success messages for actions like submitting an incident.

Question: 90

What is the difference between UI Policy and UI Action?

- A. UI Action can make fields read-only, mandatory, or hidden. while UI Policy can make a save button visible for appropriate users.
- B. UI Policy can make fields read-only, mandatory, or hidden. while UI Action can make a save button visible for appropriate users.

Answer: B

Explanation:

UI Policies and UI Actions are both part of the ServiceNow user interface customization but serve different purposes.

UI Policy:

Used to dynamically change form field behaviors based on specific conditions.

Can make fields read-only, mandatory, or hidden without requiring scripts.

Runs on the client-side (browser) to improve performance and responsiveness.

Example:

If the Category is Hardware, the Serial Number field becomes mandatory.

UI Action:

Used to create buttons, links, and context menu actions.

Can execute scripts to perform specific actions when clicked.

Runs on the server-side or client-side depending on configuration.

Example:

A "Save" button that becomes visible only to users with a specific role.

Why Option A is Incorrect?

UI Policy (not UI Action) is responsible for making fields read-only, mandatory, or hidden.

UI Action (not UI Policy) is responsible for making a Save button visible for specific users.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: UI Policy Overview

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_UIPolicies.html

ServiceNow Docs: UI Action Overview

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_UIActions.html

Question: When a user is assigned a parent role, they inherit all child roles within it.

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Example:

The ITIL role includes incident_manager and problem_manager roles.

Assigning ITIL to a user automatically grants them all the permissions of the included roles.

Roles Are Assigned by Administrators

Typically, roles are assigned by a System Administrator or an authorized user.

Role-Based Access Control (RBAC)

ServiceNow uses RBAC to control access to applications, records, and actions.

Why the Other Options Are Incorrect?

B . Users can click on the Personalize Role feature to try different roles

Incorrect because users cannot manually switch roles unless they have the impersonation privilege.

C . A role is granted to a user by the System Administrator

Partially correct, but not the best answer because roles can also be assigned via groups or automated processes, not just by a System Administrator.

D . Each user has a role in the ServiceNow platform

Incorrect because not all users must have a role.

Example: A self-service user can access the system without having any specific role.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Role-Based Access Control (RBAC)

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/roles/reference/r_RBAC.html

ServiceNow CSA Official Training Guide (User & Role Management)

This confirms that roles can contain other roles, and when a user is assigned a role, they inherit all roles within it.

Question: 92

What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers

- A. You should never assign roles to groups.
- B. You should assign roles to users.
- C. You should assign roles to groups
- D. You should add users to groups

Answer: C ,D

Explanation:

In ServiceNow, the best practice for managing users, groups, and roles is based on role-based access control (RBAC).

Best Practices for Users, Groups, and Roles:

Assign Roles to Groups (Correct Q)

Instead of assigning roles directly to users, it is a best practice to assign roles to groups.

This ensures better role management, easier administration, and scalability.

Example:

The "IT Support" group has the "itil" role.

All users in this group automatically get the itil role.

Questions and Answers PDF

Add Users to Groups (Correct-S)

Users should be assigned to groups rather than roles directly.

Groups inherit roles, so when a user is added to a group, they automatically receive the appropriate access.

Example:

A new Service Desk agent joins the "Service Desk" group and immediately gets the associated roles (itil, incident_manager, etc.).

Why Other Options Are Incorrect?

A . You should never assign roles to groups X (Incorrect)

Incorrect: Assigning roles to groups is the recommended best practice.

Managing roles at the group level makes access control more efficient and scalable.

B . You should assign roles to users X (Incorrect)

Incorrect: Assigning roles directly to users is not a best practice because it becomes difficult to manage as the organization grows.

Instead, users should be added to groups that have the necessary roles.

Reference from ServiceNow CSA Documentation:

Managing Users, Groups, and Roles

ServiceNow Best Practices for Roles & Groups

Role-Based Access Control (RBAC)

User Administration

Question: 93

Which configuration allows you to use a script to coalesce data in Import Sets?

A. Multiple-field coalesce

B. No coalesce

C. Conditional coalesce

D. Single-field coalesce

Answer: C

Explanation:

In ServiceNow Import Sets, coalescing is the process of matching existing records to avoid duplicate entries when importing data. Conditional coalesce is the only method that allows using a script to determine if records should be updated or inserted.

Types of Coalescing in Import Sets:

Single-field Coalesce (Incorrect **X**)

Uses one field to determine if a record exists.

If a match is found, the record is updated; otherwise, a new record is created.

Example: Using email as a coalesce field when importing user data.

Multiple-field Coalesce (Incorrect **X**)

Uses multiple fields to find a match.

If all specified fields match, the record is updated. Otherwise, a new record is created.

Example: Matching First Name + Last Name + Email.

Every import creates a new record, regardless of whether a similar record exists.

Conditional Coalesce (Correct ☒)

Allows using a script to define custom logic for identifying records to update.

This is the only coalescing method that supports scripting.

Example:

A script can check if either email or employee ID exists, and if neither exist, create a new record.

Reference from ServiceNow CSA Documentation:

Understanding Coalesce in Import Sets

Import Set Coalescing

Conditional Coalesce Scripting

Using Conditional Coalesce

Question: 94

Which one of the following modules can be used to view field settings for a table?

- A. Tables & Columns
- B. Access Control
- C. Columns and Fields
- D. Tables and Fields

Answer: A

Explanation:

In ServiceNow, Tables & Columns is the module that allows administrators to view and manage field settings for a table. This module provides a list of tables in the system along with details about their columns (fields), data types, and attributes.

Key Features of the "Tables & Columns" Module:

- Displays all fields (columns) within a selected table.

- Shows data types, attributes, and configurations of each field.

- Allows admins to add, modify, or remove fields.

- Provides details on relationships between tables (e.g., reference fields, one-to-many relationships).

How to Access Tables & Columns in ServiceNow:

Navigate to:

- System Definition > Tables & Columns

- Select a table to view its field settings.

Explanation of Incorrect Options:

B . Access Control – Incorrect

This module manages security rules (ACLs) for accessing records but does not display table field settings.

C . Columns and Fields – Incorrect

No such module exists in ServiceNow.

E. Tables and Fields – Incorrect

The correct module name is "Tables & Columns", not "Tables and Fields".

Do ServiceNow Docs: System Definition – Tables & Columns

ServiceNow CSA Study Guide – Table Administration

ServiceNow Product Documentation: Managing Fields in a Table

Topic 2, Exam Pool B

Question: 95

What is a role in ServiceNow?

- A. A role is one record in the Role [sys_user_role] table
- B. A role is one record in the Role luser_sys_role] table
- C. A role is a persona used In Live Feed Chat
- D. A role is a set of modules for a particular application

Answer:

A

Explanation:

In ServiceNow, a role is a record stored in the sys_user_role table that defines a set of permissions for users. Roles determine what users can see and do within the platform by granting access to applications, modules, and specific functionalities.

Key Features of Roles in ServiceNow:

Stored in the sys_user_role table.

Assign permissions to users and groups.

Define access to applications, modules, and records.

Can be inherited by users through group membership.

Used in Access Control Rules (ACLs) to restrict or allow access to records.

Common Roles in ServiceNow:

Role Name	Description
admin	Full system access, including configuration and security settings.
itil	Allows access to IT Service Management (ITSM) modules like Incident, Change, and Problem.
catalog_admin	Manages the Service Catalog.
knowledge_manager	Manages the Knowledge Base.

Why "A. A role is one record in the Role [sys_user_role] table" is the Correct Answer?

Roles are stored as records in the sys_user_role table.

Each role grants specific permissions to users.

Users can have multiple roles assigned to them.

Explanation of Incorrect Options:

B . A role is one record in the Role [user_sys_role] table – Incorrect

The correct table name is sys_user_role, not "user_sys_role".

C . A role is a persona used in Live Feed Chat – Incorrect

Live Feed is a collaboration tool, but roles are not personas for chat.

D . A role is a set of modules for a particular application – Incorrect

www.atmicnetworks.com Roles on grants access to modules, but they are not the modules themselves. www.atmicnetworks.com

www.atmicnetworks.com Reference from Certified System Administrator (CSA) Documentation: www.atmicnetworks.com

ServiceNow Docs: User Roles & Permissions

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

ServiceNow CSA Study Guide – Role-Based Access Control

www.atmicnetworks.com ServiceNow Product Documentation: sys_user_role Table www.atmicnetworks.com

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Question: 96

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What are the three components of a filter condition?

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A. Field. Operator and Value

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B. Condition. Operator, and Value

www.atmicnetworks.com C. Field, Condition, and Value www.atmicnetworks.com

D. Variable, Field, and Value

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www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com Answer: A

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Explanation:

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In ServiceNow, a filter condition is used to define search criteria for records in a table. A filter consists of three primary components:

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Field → The data table as if it were evaluated (e.g., priority, state, assigned to).

Operator → Specifies how the field should be compared to a value (e.g., is, contains, greater than).

Value → The expected data in the field (e.g., High, Resolved, John Doe).

Example of a Filter Condition:

Filter Condition: Priority is High

Field: Priority

Operator: is

Value: High

Another Example: State is not Resolved

Field: State

Operator: is not

Value: Resolved

Why Option A is Correct?

Q Field, Operator, and Value are the correct components used to create a filter condition.

Why Other Options Are Incorrect?

X B. Condition, Operator, and Value → Incorrect because "Condition" is a result of a Field + Operator + Value, not a separate component.

X C. Field, Condition, and Value → Incorrect because "Condition" is not a direct component.

X D. Variable, Field, and Value → Incorrect because variables are used in forms, not in filter conditions.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Creating and Applying Filters

<https://docs.servicenow.com>

ServiceNow Learning – Query Builder and Conditions

ServiceNow Best Practices – Using Filters in Lists and Reports

Question: 97

Which one of the following statements is true?

- A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C. When an incident form is saved, the impact field is calculated by adding the Priority, and Urgency values
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Answer: A

Explanation:

In ServiceNow Incident Management, work notes are used to capture technical and internal updates for an incident. These notes are stored in the Activity Log whenever the incident is saved.

Understanding Work Notes and the Activity Log:

The Work Notes field is used for internal communication among support teams.

When an incident is updated and saved, all work notes are appended to the Activity Log (a complete history of the incident).

The Activity Log provides a chronological record of all changes, including work notes, field updates, and

Why Option A is Correct?

Q "All Work Notes field text is recorded in the Activity Log" – This is correct because every time an incident is saved, the Work Notes are appended to the Activity Log.

Why Other Options Are Incorrect?

X B. Work Notes field text is overwritten each time work is logged → Incorrect because Work Notes are appended, not overwritten. Previous work notes remain visible in the Activity Log.

X C. Impact is calculated by adding Priority and Urgency → Incorrect because Impact, Urgency, and Priority are independent fields, though Priority is determined based on Impact + Urgency via business rules.

X D. Additional Comments are cleared and recorded in Work Notes → Incorrect because Additional Comments (for customer-facing communication) and Work Notes (for internal teams) are separate fields. Additional Comments are not cleared upon save.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Incident Management: Work Notes and Activity Log

<https://docs.servicenow.com>

ServiceNow Learning – Understanding the Incident Activity Stream

ServiceNow Best Practices – Internal vs. External Communication in Incidents

Question: 98

What kind of data can Import Sets use to populate tables in ServiceNow?

Questions and Answers PDF

A. CSS, SOAP, and Excel

B. XML, CSV, and Excel

C. SOAP, REST, and XML

D. XML, SOAP, and CSS

Answer: B

Explanation:

In ServiceNow, Import Sets allow administrators to import and transform data from external sources into ServiceNow tables. The platform supports multiple file formats for importing data, including XML, CSV, and Excel.

Supported Data Formats for Import Sets:

XML (Extensible Markup Language)

Used for structured data exchange between systems.

ServiceNow can import XML files containing records formatted according to its schema.

CSV (Comma-Separated Values)

One of the most common formats for bulk data imports.

ServiceNow can process CSV files and map them to target tables.

Excel (XLS/XLSX)

ServiceNow allows direct imports from Microsoft Excel spreadsheets.

Users can upload Excel files via the Import Set UI.

How to Import Data into ServiceNow:

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Import Data: The user uploads a supported file (XML, CSV, or Excel) into an Import Set table.

Mapping: The imported data is mapped to target tables using a Transform Map.

Transformation & Processing: Data is transformed, validated, and inserted into the correct destination tables.

Why Other Options Are Incorrect:

A . CSS, SOAP, and Excel → **X** CSS is a styling language, and SOAP is a protocol, not a data format.

C . SOAP, REST, and XML → **X** SOAP and REST are web service protocols, not file formats used for import sets. XML is valid but alone is insufficient.

D . XML, SOAP, and CSS → **X** SOAP and CSS are incorrect as they are not standard import file formats.

www.atmicnetworks.com **Question: 99** www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application? www.atmicnetworks.com

www.atmicnetworks.com A. The Task table is the only table that can be a destination for imported data in the Transform Map module www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com B. The Incident, Problem, Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data in the Transform Map module 202/732 www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com C. Only the Incident Problem, and Change tables can be a destination for imported data in the Transform Map module www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com D. Any ServiceNow table can be a destination for imported data in the Transform Map module www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com **Answer: D** www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Explanation: www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com In ServiceNow's System Import Sets, administrators can import data from external sources (such as CSV, Excel, or databases) into any table within the platform using Transform Maps. www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Key Points About Transform Maps & Data Import:

A Transform Map defines how data from an Import Set table is mapped to fields in a target table (destination table).

Administrators can select any table in the system as the destination, including both standard and custom tables.

The destination table is not limited to Task-related tables (Incident, Problem, Change, etc.).

Users can also apply coalesce rules to determine if records should be updated or inserted during the transformation.

Why is "D. Any ServiceNow table" the Correct Answer?

ServiceNow allows administrators to select any table as the destination when setting up a Transform Map.

This includes standard ITSM tables (Incident, Problem, Change, Task, Service Catalog) as well as custom tables created by administrators.

There are no restrictions on which table can be a destination.

Why the Other Options Are Incorrect?

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A . "The Task table is the only table that can be a destination" → Incorrect

The Task table is widely used, but it is not the only table that can receive imported data.

B . "Only Incident, Problem, Change, Task, and Service Catalog tables can be destinations" → Incorrect

These are common ITSM tables, but any table in the system can be selected as a destination.

C . "Only the Incident, Problem, and Change tables can be destinations" → Incorrect

This is too restrictive because other tables, including custom ones, can also be used.

How to Configure a Transform Map in ServiceNow?

Navigate to: System Import Sets > Create Transform Map

Select the Import Set Table as the source.

Choose any available table in ServiceNow as the destination.

Define field mappings between the source and target table.

Configure coalesce rules to update or insert records.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Creating and Using Transform Maps

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/import-sets/concept/c_TransformMap.html

ServiceNow CSA Official Training Guide (Import Sets & Data Management)

This confirms that any ServiceNow table can be a destination table for imported data when using Transform Maps in System Import Sets.

Question: 100

Which one of the following is NOT a type of Visual Task Board?

- A. Feature
- B. Guided boards
- C. Flexible
- D. Freeform

Answer: A

Explanation:

In ServiceNow, Visual Task Boards (VTBs) provide a Kanban-style interface to manage and track work.

There are three main types of Visual Task Boards, but "Feature" is not one of them.

Types of Visual Task Boards in ServiceNow:

Freeform Board (Q Valid Type)

Manually created boards where cards can be moved freely without predefined conditions.

Users can add and organize tasks as needed.

Example: Personal task management.

Guided Board (Q Valid Type)

Created from a list view and linked to a ServiceNow table (e.g., Incident, Change, Task).

Cards on the board automatically update based on conditions.

Example: Managing Incidents or Change Requests.

Flexible Board (Q Valid Type)

Similar to Guided Boards, but allows users to manually reorder tasks within lanes.

Question: Offer more flexibility while still being linked to a data source.

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Example: Sprint Planning or ITSM Workflows.

Why is "Feature" Incorrect?

"Feature" is NOT a Visual Task Board type in ServiceNow.

ServiceNow does use the term "Feature" in Agile Development (for tracking high-level product functionalities), but it is not related to VTBs.

Why Other Options Are Correct?

Q Guided, Flexible, and Freeform are the three valid types of Visual Task Boards in ServiceNow.

Reference from ServiceNow CSA Documentation:

Visual Task Boards Overview

ServiceNow Visual Task Boards

Types of Visual Task Boards

Creating and Using VTBs

Question: 101

What is the purpose of a Data Policy?

- A. Data Policies enforce security
- B. Data Policies standardize data in Update Sets

Correct Answer: A. Data Policies enforce data consistency

D. Data Policies apply to lists to standard data

Answer: C

Explanation:

In ServiceNow, Data Policies are rules that enforce data consistency by ensuring that specific fields meet certain conditions before being saved to the database. They apply to all data operations, including form submissions, web services, and data imports.

Key Features of Data Policies:

Work at the server-side level, ensuring data integrity before it is stored.

Can make fields mandatory or read-only across different interfaces (e.g., forms, API calls, imports).

Unlike UI Policies, which apply only to forms, Data Policies apply to all data transactions, including integrations and imports.

Help maintain data quality and consistency across the system.

Example Use Cases of Data Policies:

Making a Field Mandatory:

Ensure that the "Short Description" field is always filled before saving an Incident.

Enforcing a Read-Only Field:

Prevent users from modifying the "Created Date" field.

Standardizing Data on Import:

When importing employee data, ensure that the "Department" field is always set and not left blank.

Why "C. Data Policies enforce data consistency" is the Correct Answer?

Question: Data Policies ensure data accuracy and integrity before it is stored.

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They apply to forms, web services, import sets, and background processes.

They help organizations maintain standardized and structured data.

Explanation of Incorrect Options:

A . Data Policies enforce security – Incorrect

Security is enforced using Access Control Lists (ACLs), not Data Policies.

B . Data Policies standardize data in Update Sets – Incorrect

Update Sets track configuration changes, not data validation.

D . Data Policies apply to lists to standard data – Incorrect

Data Policies do not specifically target lists; they enforce rules at the database level.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Data Policies Overview

ServiceNow CSA Study Guide – Data Policies vs. UI Policies

ServiceNow Product Documentation: Enforcing Data Consistency with Data Policies

Question: 102

Incident number prefix from the default of "INC" to the company standard IN." What are the next steps

Q C. The prefix of a number in incident cannot be changed because it is a built-in feature

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D. Submit a Change Request to ServiceNow Technical Support

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Answer: A

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Explanation:

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In ServiceNow, Number Maintenance is the application used to manage and modify numbering schemes for different tables, including the Incident table. Since the default prefix for Incident numbers is "INC", an administrator can modify it to a company-specific prefix (e.g., "IN") by following these steps:

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Steps to Change the Incident Number Prefix:

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Navigate to the Number Maintenance Application:

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Go to All → System Definition → Number Maintenance

Search for the Incident table (task.number record for Incident).

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Modify the Prefix:

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Open the existing Incident numbering record.

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Change the Prefix from "INC" to "IN".

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Ensure the Next Number field is correctly set (e.g., "IN0001001").

Save the Changes:

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Click Update to apply the new prefix.

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All newly created incidents will now follow the new format (IN0001001).

Existing incidents are NOT affected—only newly created records will reflect the new prefix.

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Why Option A (Number Maintenance) is Correct?

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Q The Number Maintenance application is the correct place to modify prefixes for tables like Incident.

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Why Other Options Are Incorrect?

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X B. Create a Business Rule that modifies the prefix before the Insert operation → Incorrect

Business Rules do not control number generation.

Number generation is managed by Number Maintenance at the system level.

X C. The prefix of an incident cannot be changed because it is a built-in feature → Incorrect

The prefix **CAN** be changed using the Number Maintenance application.

Only existing records retain their original prefix; new records follow the updated format.

X D. Submit a Change Request to ServiceNow Technical Support → Incorrect

This is not necessary, as administrators can make this change directly through Number Maintenance.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Number Maintenance Configuration

<https://docs.servicenow.com>

ServiceNow Learning – Customizing Numbering Schemes

ServiceNow Developer Portal – Number Prefix Best Practices

Question: 103

How do you make a list filter available to everyone?

A. Make active, set visibility, and save

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Question: Assign a name, set visibility, and save

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C. Assign a group, set visibility, and save

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D. Make active, assign a name, and save

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Answer: B

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Explanation:

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In ServiceNow, list filters allow users to define and apply specific conditions to refine data displayed in a list view. If an administrator or user wants to make a list filter available to everyone, they need to:

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Assign a Name → The filter must be named so users can identify and reuse it.

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Set Visibility → The filter’s visibility needs to be adjusted to “Everyone”, a specific group, or an individual user.

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Save → The filter must be saved for it to be accessible in future sessions.

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Steps to Make a List Filter Available to Everyone:

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Apply a filter in a list view using the filter conditions.

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Click the Save button.

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Provide a name for the filter.

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Under Visibility, select one of the following:

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Me (Private) → Only the creator can use the filter.

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Everyone (Public) → All users can access the filter.

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Group → Assign the filter to a specific group.

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Click Save to store the filter.

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Question: Why is "B. Assign a Name, Set Visibility, and Save" is Correct:

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- Q Assign a Name → The filter needs an identifiable name for users.
- Q Set Visibility → Determines whether everyone, a group, or just the creator can see the filter.
- Q Save → Saves the filter for future use.

Why Other Options Are Incorrect:

- A . Make active, set visibility, and save → X Filters do not have an "Active" state; they just need to be saved with the correct visibility settings.
- C . Assign a group, set visibility, and save → X Assigning a group is optional but does not apply to everyone.
- D . Make active, assign a name, and save → X "Make active" is not required; visibility settings control availability.

Reference from CSA Documentation:

ServiceNow Documentation: Creating and Sharing List Filters
CSA Exam Guide: Covers List Filters and visibility settings.

Thus, the correct answer is:

- Q B. Assign a Name, Set Visibility, and Save

Question: 104

What is NOT an example of a UI Action?

- A. Search
- C. list Buttons
- D. Related Links

Answer: A

Explanation:

In ServiceNow, UI Actions are used to add interactive elements like buttons, links, and context menu items to forms and lists. They can trigger scripts, workflows, or other actions when clicked.

Common Types of UI Actions:

Form Buttons – Buttons that appear on a form (e.g., Save, Update, Resolve Incident).

List Buttons – Buttons that appear in a list view and perform actions on multiple records.

Related Links – Links that appear in the Related Links section of a form and provide quick navigation or actions.

Since Form Buttons, List Buttons, and Related Links are all types of UI Actions, they are valid UI Actions.

Why "Search" is NOT a UI Action?

Search is a built-in system functionality that allows users to find records but does not involve UI Actions.

UI Actions execute predefined actions, whereas Search simply retrieves and filters data.

ServiceNow search functions (Global Search, List Search, and Quick Search) are not part of UI Actions.

Why the Other Options Are UI Actions?

B . Form Buttons → Q Valid UI Action

Appears on forms (e.g., Submit, Save, Update).

C . List Buttons → Q Valid UI Action

Use in list view for bulk actions (e.g., Close All, Approve Selected).

D . Related Links → Q Valid UI Action

Provides quick links in forms (e.g., View CI Details, Reopen Ticket).

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: UI Actions Overview

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_UIActions.html

ServiceNow CSA Official Training Guide (UI Actions & User Interface Customization)

Question: 105

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

- A. personal.ize.control
- B. personal_list
- C. ul_page_admin
- D. ui_action_admin

Answer: B

Explanation:

In ServiceNow, the personal_list role allows users to add or remove fields from a list view without requiring full

administrator privileges.

Key Capabilities of the personal_list Role:

Modify List Layout (Columns & Fields)

Users can add, remove, or rearrange columns in list views.

Save Personal List Preferences

Customizations apply only to the user, unless they have additional permissions to modify system-wide settings.

Does NOT Allow System-Wide Changes

Unlike the admin role, personal_list only affects personal views of lists, not global configurations.

Why Other Options Are Incorrect?

A . personalize.control X (Incorrect)

No such role exists in ServiceNow.

C . ui_page_admin X (Incorrect)

This role allows users to manage UI Pages, but it does not provide list customization permissions.

D . ui_action_admin X (Incorrect)

This role is used to manage UI Actions (buttons, links, and client-side scripts), not list view configurations.

Reference from ServiceNow CSA Documentation:

Role-Based List Customization

ServiceNow List Personalization

User Roles and Permissions

ServiceNow User Roles

Question: 106

What is the purpose of the Event Registry?

- A. The Event Registry lists all Events that have successfully completed within a 24-hour period
- B. The Event Registry is a list of all Events that originate through an integration
- C. The Event Registry is a module that provides Event definitions
- D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Answer: C

Explanation:

In ServiceNow, the Event Registry is a module that stores and defines all system events that can be triggered within the platform. Events in ServiceNow are used to trigger business rules, notifications, workflows, and integrations based on specific system activities.

Key Features of the Event Registry:

Q. The Event Registry [sysevent_register] table contains predefined and custom event definitions.

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It allows developers and administrators to define new custom events.

Events can be triggered manually (via scripts) or automatically based on system actions.

Events are not tied to a specific timeframe but are available for use whenever triggered.

Example Use Cases of the Event Registry:

Triggering a Notification

When an incident is assigned, an event such as "incident.assigned" is triggered, which can send an email notification to the assigned user.

Initiating an Automated Workflow

When a new user is onboarded, an event like "user.onboarded" can trigger a workflow to create necessary accounts and permissions.

Logging Custom Events for Reporting

Custom events like "asset.verified" can be used to track when an asset verification process is completed.

Why "C. The Event Registry is a module that provides Event definitions" is the Correct Answer?

The Event Registry is not a log of completed events but a repository of event definitions that can be triggered.

It defines both default and custom events that can be used across different system processes.

It is used for event-driven automation in ServiceNow.

Explanation of Incorrect Options:

A . The Event Registry lists all Events that have successfully completed within a 24-hour period – Incorrect

This describes the Event Log [sysevent] table, not the Event Registry.

B . The Event Registry is a list of all Events that originate through an integration – Incorrect

The Event Registry is not specific to integrations; it applies to all events in the system.

D . The Event Registry is a list of all Events that have successfully completed after being Invoked by a script – Incorrect

www.atmicnetworks.com Even if events are triggered by a script, they are logged in the Event Log, not the Event Registry. www.atmicnetworks.com

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding the Event Registry

ServiceNow Product Documentation: Creating and Managing Events

Question: 107

Answer: B

D. List applications In order of Top Requests

The Filter Navigator in the Application Navigator is a powerful search tool in ServiceNow that allows users to quickly find applications and modules by typing keywords instead of manually browsing through the navigation menu.

Key Functions of the Filter Navigator:

Quick Navigation:

Users can type the name of an application or module to locate it instantly.

Example: Typing "incident" in the Filter Navigator will show links to "Create New Incident," "All Incidents," "Open Incidents," etc.

Dynamic Filtering:

The list of applications and modules dynamically updates as you type.

Helps users find relevant sections without scrolling through the full menu.

Keyboard Navigation Support:

Users can use the keyboard (arrow keys and Enter) to navigate through the filtered results.

Time-Saving Feature:

Reduces the need to expand and collapse menus manually.

Especially useful for new users or users working across multiple modules.

Why Option B is Correct?

Q The Filter Navigator is specifically designed to help users quickly search and navigate to applications and modules.

Why Other Options Are Incorrect?

X A. Filter applications in order of use → Incorrect

The Filter Navigator does not sort applications by usage; it simply filters based on text input.

X C. Collapse and expand applications → Incorrect

Expanding/collapsing applications is done manually, but the Filter Navigator is purely for searching and

X D. List applications in order of Top Requests → Incorrect

The Filter Navigator does not rank applications by usage or requests. It only filters based on search input.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Using the Filter Navigator

<https://docs.servicenow.com>

ServiceNow Learning – Application Navigator and UI Features

Question: 108

What is the difference between a UI Policy and Data Policy?

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

Answer: B

Explanation:

Both UI Policies and Data Policies are used to enforce rules on data in ServiceNow, but they work differently in terms of where and how they apply.

Key Differences Between UI Policies and Data Policies:

Feature	UI Policy	Data Policy

Scope Works only on forms in the user interface (UI)

Works on all data entry methods, including forms, imports, and web services

Execution Runs client-side in the browser

Runs server-side on the database

Purpose Dynamically show/hide, make fields mandatory, or read-only on forms

Enforces mandatory and read-only fields at the database level

Applies to interactions on forms

All data sources (Forms, Import Sets, Web User Services, API)

Conversion Can be converted into Data Policies

Cannot be converted into UI Policies

Why "B. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions" is Correct:

- Q Data Policies apply to all data entry methods, ensuring data integrity no matter how the data enters ServiceNow.
- Q UI Policies only apply to the user interface (forms) and dynamically modify field behavior in realtime.

Why Other Options Are Incorrect:

A . Data Policies run only after UI Policies run successfully → X UI Policies and Data Policies work independently and do not depend on each other.

C . Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies → X The opposite is true: UI Policies can be converted into Data Policies, but not the other way around.

Ques. 'Data Policies run when data is entered through the form by an Import Set or by Web Services while UI Policies are set only by web services → X UI Policies are not related to web services; they only apply to form interactions.

Reference from CSA Documentation:

ServiceNow Documentation: UI Policies vs. Data Policies

CSA Exam Guide: Covers UI Policies and Data Policies differences in form and system-wide data enforcement.

Thus, the correct answer is:

Q B. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions

Question: 109

What is an Event in ServiceNow?

- A. An Event is a trigger that has a direct response in the platform
- B. An Event is an indication to the ServiceNow processes that something has occurred
- C. An Event is an indicator that a Priority 1 (P1) Incident has been logged
- D. An Event is a recognized, scheduled occurrence of a process

Explanation:

In ServiceNow, an Event is a system-generated notification that indicates an occurrence within the platform. Events are triggered automatically or manually when specific conditions are met and can be used to initiate notifications, business rules, workflows, or integrations.

Key Characteristics of Events in ServiceNow:

Events Indicate That Something Has Happened

Example: When an Incident is assigned, an event like "incident.assigned" can be triggered.

These events do not execute actions themselves, but they notify other processes to take action.

Events Are Stored in the [sys_event] Table

The Event Log (System Policy > Events > Event Log) records all generated events.

Administrators can monitor what events were triggered, their sources, and timestamps.

Events Can Be Used for Notifications & Workflows

Example: An event "incident.closed" can be configured to send a "Thank You" email to the requester.

Example: A custom event "task.overdue" can be used to trigger a workflow escalation.

Why is "B. An Event is an indication to the ServiceNow processes that something has occurred" the Correct Answer?

Events signal that something has happened, allowing other processes (like email notifications or workflows) to react.

They do not execute actions themselves but notify scripts, business rules, or workflows.

Why the Other Options Are Incorrect?

A . "An Event is a trigger that has a direct response in the platform" → X Incorrect

Events themselves do not trigger direct responses; they only notify the system about occurrences.

The system must be configured to respond to an event (e.g., via a Business Rule, Notification, or Script Action).

Questions and Answers PDF

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C . "An Event is an indicator that a Priority 1 (P1) Incident has been logged" → -A Incorrect

While ServiceNow can generate an event when a P1 Incident is logged, events are not limited to incidents.

Events apply to all ServiceNow processes (incidents, changes, tasks, etc.).

D . "An Event is a recognized, scheduled occurrence of a process" → X Incorrect

Events are not scheduled; they are triggered by system activities (e.g., record updates, conditions met).

Scheduled Jobs or Scheduled Scripts handle time-based automation, not events.

How to View and Use Events in ServiceNow?

Navigate to: System Policy > Events > Event Log

Review the event records, including event names, sources, and timestamps.

Navigate to: System Policy > Events > Registry to see predefined event names.

Use Event Registry to create new events that trigger notifications or workflows.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Events in ServiceNow

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/events/reference/r_Events.html

ServiceNow CSA Official Training Guide (Event Management & Notifications)

This confirms that "An Event is an indication to the ServiceNow processes that something has occurred" is the correct answer.

Question: 110

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to tables, forms, schedules, and client scripts
- B. Changes made to tables, forms, views, and fields
- C. Changes made to: tables, forms, Business Rules, and data records
- D. Changes made to: tables, forms groups, and configuration items (CIs)

Answer: A

Explanation:

An Update Set in ServiceNow is a mechanism for capturing and migrating customizations and configurations from one instance to another (e.g., Development → Test → Production).

What is Captured in an Update Set?

Update Sets record configuration changes, such as:

- Q Tables & Database Schema Changes (e.g., new tables, modified fields)
- Q Form Layout & UI Changes (e.g., changes in form views, UI policies)
- Q Schedules (e.g., Scheduled Jobs, Business Rules with scheduled actions)
- Q Client Scripts (e.g., JavaScript running on the client side)
- Q Business Rules, UI Actions, UI Policies
- Q Workflows, Script Includes, ACLs (Access Control Rules)
- Q Email Notifications, Dictionary Entries, Application Menus

What is NOT Captured in an Update Set?

- X Data Records (e.g., Incident, Change Request, CMDB data)
- X Group Memberships & User Data

- ☐ ☒ System Properties (some properties may require manual migration)
- ☒ Attachments & Scheduled Reports

Why Other Options Are Incorrect?

B . Changes made to tables, forms, views, and fields ☒ (Incorrect)

Views and Fields are part of UI changes, but schedules and client scripts are also included in Update Sets, making Option A more complete.

C . Changes made to tables, forms, Business Rules, and data records ☒ (Incorrect)

Data records (actual table entries like incidents or change requests) are NOT captured in Update Sets.

D . Changes made to tables, forms, groups, and configuration items (CIs) ☒ (Incorrect)

Groups and CIs (CMDB data) are considered data and are NOT included in Update Sets.

Instead, CIs should be migrated using Import Sets or CMDB data export/import.

Reference from ServiceNow CSA Documentation:

Understanding Update Sets

Update Sets Overview

What Gets Captured in Update Sets?

Best Practices for Using Update Sets

Question: 111

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: CDA

Explanation:

In ServiceNow, Access Control Rules (ACLs) determine who can create, read, write, delete, or execute records within a table. Each ACL rule evaluates three main permission requirements, all of which must be true for the rule to apply.

These requirements are:

1. Conditions (A - Correct Answer)

The Conditions field in an ACL specifies predefined logic that must be met for the rule to apply.

Example: An ACL might specify that a record is only accessible if the State field is set to "Open".

Conditions are evaluated first before checking roles or scripts.

2. Roles (C - Correct Answer)

ACLs can be restricted to users with specific roles.

If a user does not have the required role(s), the ACL denies access.

Example: Only users with the "itil" role can edit incidents.

Unless the ACL does not specify any role, all users may be eligible based on conditions and script evaluation^{252, 7732}.

3. Script (D - Correct Answer)

ACL scripts provide advanced conditional logic using server-side JavaScript.

Scripts allow complex rule evaluation, such as checking whether a user is the record's creator.

Example: A script could restrict access to records where `current.requested_for == gs.getUserID()` (only allow users to see their own requests).

If a script is present in an ACL, it must return true for access to be granted.

Why "A. Conditions," "C. Roles," and "D. Script" are the Correct Answers?

Access control rules are only granted when all three evaluations return true.

Conditions act as filters.

Roles define permissions based on user roles.

Scripts allow advanced access logic.

Explanation of Incorrect Options:

B . Table – Incorrect

Access control applies to specific tables, but defining a table itself is not one of the permission checks.

E . Table." – Incorrect

This is an incorrectly formatted option and does not relate to access control evaluation.

F . Table.none – Incorrect

"Table.none" is not an evaluation factor in ACLs. Access control applies to table-level, field-level, and record-level, but "table.none" is not an access requirement.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Access Control Rules (ACLs) Overview

ServiceNow CSA Study Guide – Security and Access Control

ServiceNow Product Documentation: Evaluating ACLs and Permissions

Question: 112

When does the Submit button appear on a form?

- A. When saving an old record
- B. When creating a new record
- C. When changing the reference field in an existing record
- D. When updating an existing record

Answer: B

Explanation:

In ServiceNow, the Submit button appears when creating a new record, but it is not visible when editing an existing record. Instead, when editing an existing record, the Update button is used.

When Does the Submit Button Appear?

Creating a New Record:

When a user opens a form to create a new record, the Submit button appears.

Clicking Submit saves the record and closes the form.

Example: When creating a new Incident, Change Request, or User record, the Submit button is visible.^{229/732}

When Does the Submit Button NOT Appear?

Editing an Existing Record:

When a user opens an existing record, the Update button replaces the Submit button.

Clicking Update saves the changes but does not create a new record.

Example: Editing an existing Incident record does not show a Submit button, only Update.

Changing a Reference Field in an Existing Record:

Updating a reference field (like Assigned To or Caller) in an existing record does not trigger a Submit button—only Update is available.

Saving an Old Record:

The Save button may be available when a user makes changes but does not want to exit the form.

Why Option B (When Creating a New Record) is Correct?

Q The Submit button appears only when a new record is being created.

Why Other Options Are Incorrect?

X A. When saving an old record → Incorrect

The Save button appears when modifying an existing record but does not replace Submit.

X C. When changing the reference field in an existing record → Incorrect

Editing a reference field does not make the Submit button appear. Only Update is available.

X D. When updating an existing record → Incorrect

The Update button appears instead of Submit when modifying an existing record.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Forms and Form Buttons

<https://docs.servicenow.com>

ServiceNow Learning – Creating and Editing Records

Question: 113

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set
- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

Answer: B

Explanation:

Update Sets in ServiceNow are used to capture configuration changes so they can be moved between instances (e.g., from development to production). However, new records, new groups, and modified Configuration Items (CIs) are not included in Update Sets by default because they are considered data, not configuration changes.

Breakdown of Each Element:

Q New Records and Groups → And Data Records (e.g., Incidents, Users, Groups) are not part of an Update Set.

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New Groups → Groups are data elements (stored in the sys_user_group table) and are not included in Update Sets.

Modified Configuration Items (CIs) → CIs belong to the Configuration Management Database (CMDB), and changes to CIs are considered data, not configuration changes.

What is Captured in an Update Set?

UI Policies, Business Rules, Client Scripts, Workflows, Forms, and Tables

Changes to system configuration (not transactional data)

Why "B. They are not captured in an Update Set" is Correct:

Q New records, groups, and modified CIs are considered data, and Update Sets do not track data by default.

Why Other Options Are Incorrect:

A . They are included in an Update Set → X Incorrect because Update Sets do not track data records like CIs, groups, or user records.

C . They are customizations → X Customizations refer to configuration changes, but records and CIs are considered data, not customizations.

D . They do not have anything in common → X All three (new records, groups, and CIs) are data elements, meaning they share the characteristic of not being included in Update Sets.

Reference from CSA Documentation:

ServiceNow Documentation: Update Sets and What They Capture

CSA Exam Guide: Covers what is and is not included in Update Sets.

Thus, the correct answer is:

Q B. They are not captured in an Update Set

Questions and Answers PDF

Question: 114

When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

- A. Long-term signals
- B. Non-signals
- C. Anti-signals
- D. Stability signals

Answer: A

Explanation:

In Performance Analytics (PA), long-term signals are key performance indicators (KPIs) that help organizations make data-driven decisions for sustained workflow stability. These KPIs provide trends over time, allowing businesses to analyze patterns, predict future performance, and optimize workflows for efficiency.

How Long-Term Signals Help in Workflow Stability:

Track Trends Over Time → Identify slow-moving changes and patterns.

Support Predictive Analysis → Help in making data-driven strategic decisions.

Reduce Unplanned Changes → Avoid reactive decisions by monitoring historical data.

Example KPIs Used in Performance Analytics:

Incident Backlog Over Time → Measures incident accumulation to prevent delays.

Change Success Rate → Analyzes how well changes are implemented without failures.

Mean Time to Resolution (MTTR) → Tracks how long it takes to resolve incidents.

Why "A. Long-term signals" is Correct:

Q Long-term signals provide historical trends that help organizations maintain stable workflows.

Why Other Options Are Incorrect:

B . Non-signals → X No such term exists in Performance Analytics.

C . Anti-signals → X Not a recognized Performance Analytics term.

D . Stability signals → X Misleading term; long-term signals are what provide stability insights.

Reference from CSA Documentation:

ServiceNow Documentation: Performance Analytics Overview

CSA Exam Guide: Covers long-term KPI tracking for workflow stability.

Thus, the correct answer is:

Q A. Long-term signals

Question: 115

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

Questions and Answers PDF

B. Function fields

C. Computational fields

D. Calculation fields

Answer: B

Explanation:

In ServiceNow Reporting, Function Fields are used to perform calculations, manipulate text, and transform data in a report. These fields allow users to apply arithmetic operations, coalescing, concatenation, and length calculations on existing data.

Key Functions of Function Fields:

Arithmetic Operations – Perform addition, subtraction, multiplication, and division on numeric fields.

Coalesce – Combine multiple fields into one (useful for handling NULL values).

Concatenation – Join multiple string fields together (e.g., combining first and last names).

Length Calculation – Measure the length of a text field (e.g., checking character count in a description field).

Why is "B. Function Fields" the Correct Answer?

Function fields are designed specifically for calculations and data transformations in reports.

They allow advanced data processing without requiring scripting.

Why the Other Options Are Incorrect?

A . Sourcing Fields → **X** Incorrect

"Sourcing Fields" is not a valid term in ServiceNow reporting.

C . Computational Fields → **X** Incorrect

Question: While this term is somewhat relevant, ServiceNow does not use "Computational Fields" in reporting.

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D . Calculation Fields → X Incorrect

"Calculation Fields" is not an official ServiceNow reporting term.

Function fields handle calculations, not a separate category called "Calculation Fields."

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Function Fields in Reporting

https://docs.servicenow.com/en-US/bundle/utah-performance-analytics-and-reporting/page/use/reporting/concept/c_FunctionField.html

This confirms that "Function Fields" is the correct answer for performing arithmetic, coalescing, concatenation, and length calculations in reporting.

Question: 116

The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to

configure virtual Agent to intercept and help resolve submitted incidents?

A. Incident Auto-Resolution

B. Ticket Resolver

C. Virtual Agent Helper

D. Web Intelligence

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Answer: A

Explanation:

The ServiceNow Virtual Agent is an AI-powered chatbot that assists users within a messaging interface (such as Microsoft Teams, Slack, or Service Portal). It helps automate resolutions and guide users through common IT and HR issues.

What is Incident Auto-Resolution?

Incident Auto-Resolution allows Virtual Agent to automatically detect, intercept, and resolve incidents before they reach a human agent.

It applies machine learning (ML) and predefined rules to determine whether a ticket can be resolved through automation.

If an issue matches a known solution, the Virtual Agent provides the resolution steps to the user.

If self-resolution fails, the ticket is escalated to an agent.

Why is "A. Incident Auto-Resolution" the Correct Answer?

It is an official feature in ServiceNow Virtual Agent.

It allows the chatbot to intercept incidents and attempt resolution before escalation.

Why the Other Options Are Incorrect?

B . Ticket Resolver → **X** Incorrect

"Ticket Resolver" is not an official ServiceNow feature.

C . Virtual Agent Helper → **X** Incorrect

No feature called "Virtual Agent Helper" exists in ServiceNow.

D . Web Intelligence → **X** Incorrect

Web Intelligence is not related to ServiceNow Virtual Agent.

Reference from Certified System Administrator (CSA) Documentation:

<https://docs.servicenow.com/en-US/bundle/utah-virtual-agent/page/administer/virtual-agent/concept/incident-auto-resolution.html> 237/732

This confirms that "Incident Auto-Resolution" is the correct answer, as it allows Virtual Agent to intercept and resolve submitted incidents automatically.

Question: 117

Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

- A. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install
- B. Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install
- C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
- D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

Answer: A

Explanation:

The Application Integration and Plugin Delivery (A1PD) SpokeBatch Install plugin in ServiceNow allows users to install multiple applications, customizations, and plugins at once.

Key Features of A1PD SpokeBatch Install:

Enables administrators to install multiple applications or plugins simultaneously, reducing manual effort.

Automated Delivery

Facilitates automated deployment of related applications and customizations.

Improved Instance Management

Ensures consistent configurations across multiple instances (e.g., Dev → Test → Prod).

Why Other Options Are Incorrect?

B . Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install X

Incorrect: CICD is used for version control and automated deployments, not plugin installation.

C . Multiple Integration and Process Delivery (MIPD) SpokeBatch Install X

Incorrect: No such ServiceNow plugin exists.

D . Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install X

Incorrect: No such ServiceNow feature exists.

Reference from ServiceNow CSA Documentation:

A1PD Plugin Overview

ServiceNow Plugin Installation

Application Integration Best Practices

Managing Installed Applications

Final Verification: Q Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

Question: 118

Question: How can administrators utilize the same content for different notification channels?

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- A. Configure Default notification content
- B. Enable Actionable notification content
- C. Provide Common notification content
- D. Set up Related notification content

Answer: C

Explanation:

In ServiceNow, administrators can reuse the same notification content across multiple channels (such as email, SMS, and push notifications) by using Common Notification Content.

Key Features of Common Notification Content:

Consistency Across Channels

Ensures that the same message format is used across email, SMS, and push notifications.

Easier Maintenance

Instead of creating separate content for each channel, administrators can manage all notification content from one place.

Dynamic Content

Supports variables and dynamic placeholders to customize messages based on recipient data.

Why Other Options Are Incorrect?

A . Configure Default notification content X

Question: Incorrect: There is no default notification content feature in ServiceNow.

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B . Enable Actionable notification content X

Incorrect: Actionable notifications allow users to take actions directly from the notification, but they do not manage common content.

D . Set up Related notification content X

Incorrect: No such feature as "Related notification content" exists in ServiceNow.

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Reference from ServiceNow CSA Documentation:

Common Notification Content Overview

ServiceNow Notification Management

Setting Up Common Notification Content

Creating Reusable Notification Content

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Question: 119

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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

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A. Extended Validation Access (EVA)

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B. Organization Verification Card (OVC)

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C. Common Access Card (CAC)

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D. Domain Authentication Card (DAC)

E. Personal Identify Verification (PIV)

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Answer: C, E

Explanation:

In ServiceNow, users can log into the Service Portal using certificate-based authentication methods. The two commonly supported methods are:

1. Common Access Card (CAC) – (Correct Answer)

A CAC is a smart card issued by the U.S. Department of Defense (DoD).

It is used by military personnel, contractors, and government employees for secure authentication.

ServiceNow supports CAC authentication by integrating with external identity providers.

2. Personal Identity Verification (PIV) – (Correct Answer)

A PIV card is used by U.S. federal agencies for authentication.

It follows Federal Information Processing Standard (FIPS) 201 for identity verification.

ServiceNow allows users to log in using PIV authentication, ensuring secure access to government and enterprise systems.

Why "C. CAC" and "E. PIV" are the Correct Answers?

Both CAC and PIV are widely recognized certificate-based authentication methods used in ServiceNow for secure user authentication.

They provide multi-factor authentication (MFA) and meet federal security standards.

Explanation of Incorrect Options:

A . Extended Validation Access (EVA) – Incorrect

No such authentication method exists in ServiceNow. Extended Validation (EV) certificates are used for website security, not user authentication.

Not a recognized ServiceNow authentication method.
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D . Domain Authentication Card (DAC) – Incorrect
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No such authentication method exists in ServiceNow.
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Reference from Certified System Administrator (CSA) Documentation:
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ServiceNow Docs: Common Access Card (CAC) Authentication
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ServiceNow Docs: Personal Identity Verification (PIV) Authentication
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ServiceNow CSA Study Guide – Authentication Methods in ServiceNow
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Question: 120
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Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?
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A. Localization Framework plugin
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(com.glide.localization_framework)
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B. Translation Framework plugin (com.glide.translation_framework)
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C. Multiple Language Framework plugin (com.glide.multiple.language_framework)
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D. Language AI Framework plugin (com.glide.language.ai_framework)
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Answer: B

Explanation:

To translate Service Catalog items into multiple languages in ServiceNow, the Translation Framework plugin (com.glide.translation_framework) must be activated. This plugin enables automatic translation of text fields, including:

Service Catalog items

Knowledge Base articles

Field labels

UI components

Key Features of the Translation Framework Plugin:

Provides multi-language support for catalog items.

Uses machine translation or manual translation mapping.

Works with the ServiceNow Language Packs to provide localized experiences.

Why "B. Translation Framework Plugin" is the Correct Answer?

The Translation Framework plugin (com.glide.translation_framework) is specifically designed to support multi-language content translation for the Service Catalog.

It allows translation of catalog item descriptions, labels, and options without custom scripting.

Explanation of Incorrect Options:

A . Localization Framework Plugin (com.glide.localization_framework) – Incorrect

This plugin helps with localization settings but is not specifically for catalog item translation.

C . Multiple Language Framework Plugin (com.glide.multiple.language_framework) – Incorrect

No such plugin exists in ServiceNow.

This is not a valid ServiceNow plugin.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Translation Framework Plugin

ServiceNow CSA Study Guide – Multi-language Support

ServiceNow Product Documentation: Translating Service Catalog Items

Question: 121

Where in Flow Designer can users access information about actions that are added to the flow?

- A. Virtual Agent Help
- B. Local Action Help
- C. Help Panel
- D. Flow Assistant

Answer: C

Explanation:

In ServiceNow Flow Designer, users can access detailed information about actions added to a flow via the Help Panel. The Help Panel provides contextual guidance and documentation about the available actions, conditions, and steps within the flow.

Key Features of the Help Panel:

Displays Information About Actions:

When an action is selected in Flow Designer, the Help Panel provides descriptions and usage details.

Helps users understand what the action does and how to configure it.

Accessing the Help Panel:

Inside Flow Designer, users can click the Help icon (?) or expand the Help Panel from the side.

This provides inline documentation for added actions.

Guidance for New Users:

The panel provides ServiceNow documentation links and tips to help users build flows effectively.

Why Option C (Help Panel) is Correct?

Q The Help Panel provides built-in documentation and details about actions added to the flow.

Why Other Options Are Incorrect?

X A. Virtual Agent Help → Incorrect

Virtual Agent Help is related to chatbot and conversational assistance, not Flow Designer.

X B. Local Action Help → Incorrect

No such feature exists in ServiceNow; action details are found in the Help Panel.

X D. Flow Assistant → Incorrect

Flow Assistant helps with building expressions and selecting data pills but does not provide action documentation.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Flow Designer Help Panel

<https://docs.servicenow.com>

ServiceNow Learning – Flow Designer and Automation Best Practices

ServiceNow Developer Portal – Flow Designer Action Configuration

Question: 122

How are local flow variables accessed in the Flow Designer Data panel?

- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

Answer: D

Explanation:

In ServiceNow Flow Designer, local flow variables are accessed in the Data Panel as data pills.

How Flow Variables Work in Flow Designer:

Local Flow Variables:

These are created as temporary variables that store data during the execution of a flow.

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Can be used to pass values between actions within the same flow.

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Accessing Local Variables in the Data Panel:

The Data Panel contains data pills, which represent stored values.

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Flow variables appear as blue data pills that can be dragged and dropped into different actions.

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Example: A variable storing User ID can be dragged into an "Assign Task" action to assign a task dynamically.

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Why Data Pills?

Data pills act as tokens representing values that update dynamically during flow execution.

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Ensures reusability and automation across multiple actions.

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Why Option D (As data pills) is Correct?

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Q Flow variables appear as "data pills" in the Data Panel, which can be dragged into flow actions.

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Why Other Options Are Incorrect?

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X A. As newly generated icons → Incorrect

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No "icons" are generated; flow variables are represented as data pills.

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X B. As scratchpad variables → Incorrect

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Scratchpad variables exist in Business Rules, but not in Flow Designer.

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X C. As new tabs → Incorrect

Flow variables do not appear as tabs; they appear in the Data Panel as data pills.

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Reference from Certified System Administrator (CSA) Documentation:

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

ServiceNow Docs – Flow Designer: Using Data Pills <https://docs.servicenow.com>

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

ServiceNow Learning – Working with Flow Variables and Data Panel

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ServiceNow Developer Portal – Flow Designer Best Practices

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Question: 123

Which section of the ServiceNow UI allows you to perform a global search?

- A. Application Navigator
- B. Banner frame
- C. List pane
- D. Content frame

Answer: B

Explanation:

In ServiceNow, the global search bar is located in the Banner Frame, which is the topmost section of the user interface.

The global search feature allows users to search across multiple tables and records within the platform.

Key Features of the Global Search in the Banner Frame:

Searches across multiple record types (Incidents, Knowledge Articles, Change Requests, etc.).

Auto-suggests results as you type.

Filters results based on user roles and permissions.

Question: 123: Indexing and Auto-indexing improve search speed and efficiency.

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Why "B. Banner frame" is Correct:

Q The Banner Frame contains the global search bar, which enables users to search across all available records in ServiceNow.

Why Other Options Are Incorrect:

A . Application Navigator → X The Application Navigator is used for browsing modules and applications, not for performing a global search.

C . List pane → X The List Pane only displays records from a specific table, and its search is limited to that list view.

D . Content frame → X The Content Frame displays forms, lists, and dashboards, but does not provide a global search function.

Reference from CSA Documentation:

ServiceNow Documentation: Global Search in ServiceNow

CSA Exam Guide: Covers Banner Frame and its functions, including Global Search.

Thus, the correct answer is:

B. Banner frame

Question: 124

What would NOT appear in the Application Navigator if “service” is typed into the filter field?

A. Configuration > Business Services

- C. Service Portal > Widgets
- D. Incident > Assigned to me

Answer: D

Explanation:

The Application Navigator in ServiceNow allows users to quickly filter and locate applications, modules, and menus by typing keywords in the filter field.

When you type "service" into the filter field, only modules containing the word "service" in their name or path will be displayed.

Analysis of Each Option:

Option	Contains "service"?	Appears in Navigator?
A . Configuration > Business Services	Q "Business Services" contains "service"	Q Appears
B . Self-Service > Knowledge	Q "Self-Service" contains "service"	Q Appears
C . Service Portal > Widgets	Q "Service Portal" contains "service"	Q Appears
D . Incident > Assigned to me	X Does NOT contain "service"	X Does NOT appear

Since "Incident > Assigned to me" does not contain the word "service", it would NOT appear in the Application Navigator when filtering by "service".

Why the Other Options Appear in the Application Navigator?

Configuration > Business Services

Question: The "Business Services" module under Configuration includes the word "service".

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Self-Service > Knowledge

The "Self-Service" application contains the word "service", so this module appears.

Service Portal > Widgets

The "Service Portal" module contains the word "service", making it visible.

Incident > Assigned to me

This does NOT contain "service" in its path, so it will not appear.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Using the Application Navigator

[https://docs.servicenow.com/en-US/bundle/utah-platform-user-](https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/navigation/concept/c_NavigatingThePlatform.html)

[interface/page/administer/navigation/concept/c_NavigatingThePlatform.html](https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/navigation/concept/c_NavigatingThePlatform.html)

This confirms that "Incident > Assigned to me" would NOT appear in the Application Navigator when filtering by "service".

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Question: 125

Which of the following is used to categorize, flag, and locate records?

A. Search

B. Favorites

C. Tags

D. Bookmarks

Answer: C

Explanation:

In ServiceNow, Tags are used to categorize, flag, and quickly locate records within the system. Tags help users organize records for easy retrieval and filtering.

Key Features of Tags in ServiceNow:

User-created or system-defined tags allow for custom categorization of records.

Tags can be applied to any record, such as incidents, changes, knowledge articles, or tasks.

Users can filter records based on tags for quick access.

Tags are personal (for individual users) or global (shared across users).

Example Use Cases of Tags:

Incident Management:

A user can tag "High Priority" incidents for quick reference.

Knowledge Base Articles:

Articles related to password reset can be tagged as "Password Issues" for easier searchability.

Service Catalog Requests:

Users can tag frequently used catalog items as "Common Requests".

Why "C. Tags" is the Correct Answer?

Tags categorize and organize records, making them easy to find.

They act as custom labels that help users filter and retrieve records efficiently.

They are built-in features in ServiceNow and can be managed from the Tag Management module.

Explanation of Incorrect Options:

A . Search – Incorrect

The Search function helps users find records but does not categorize or flag them.

B . Favorites – Incorrect

Favorites allow users to bookmark frequently accessed modules and reports, but they do not categorize records.

D . Bookmarks – Incorrect

Bookmarks are not a native ServiceNow feature for categorizing records; Favorites serve this function instead.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Using Tags to Organize Records

ServiceNow CSA Study Guide – Navigating and Searching in ServiceNow

ServiceNow Product Documentation: Managing and Filtering Tagged Records

Question: 126

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier
- C. Formatter
- D. Assignment Rule

Answer: A

Explanation:

In ServiceNow, a Template is a tool used to pre-fill commonly used fields in a form, saving time and ensuring consistency in data entry.

What is a Template in ServiceNow?

A Template is a predefined set of field values that can be applied to a form to automatically populate fields.

Users can create and apply templates to speed up form completion and reduce errors.

Templates are especially useful for standardized requests, such as incident logging, change requests, or task assignments.

How to Use a Template?

Create a Template:

Navigate to System UI → Templates.

Define the fields and their default values.

Assign the template to a specific table (e.g., incident, change_request).

Apply a Template to a Form:

When filling out a form, users can select a template from the Template Bar.

The template automatically populates the pre-configured fields.

Example Use Case:

Scenario: A Service Desk agent frequently logs incidents for password resets.

Solution: A "Password Reset" template can be created with:

Short Description: "Password reset request"

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Category: "Access"

Assignment Group: "IT Support"

When an agent applies this template, these fields are automatically populated, saving time.

Why Option A (Template) is Correct?

Q Templates are the official ServiceNow tool for pre-filling commonly used fields in a form.

Why Other Options Are Incorrect?

X B. Reference Qualifier → Incorrect

Reference Qualifiers control which values appear in a reference field (e.g., filtering available users in the Assigned To field).

They do not populate fields automatically.

X C. Formatter → Incorrect

A Formatter is a UI component that displays additional information (e.g., an Activity Formatter shows an activity log).

It does not populate form fields.

X D. Assignment Rule → Incorrect

Assignment Rules automatically assign records to users or groups based on conditions.

They do not populate multiple fields in a form.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Creating and Using Templates

<https://docs.servicenow.com>

ServiceNow Learning – Templates and Data Population

ServiceNow Best Practices – Using Templates for Efficiency

Question: 127

How is a group defined in ServiceNow?

- A. A group is one record stored in the Group Type [sys_user_group_type] table
- B. A group is one record stored in the Group [sys_user_group] table
- C. A group defines a set of users that share the same location
- D. A group defines a set of users that share the same job title

Answer: B

Explanation:

In ServiceNow, a group is a collection of users who share common responsibilities, such as handling incidents, approvals, or service requests.

Key Details About Groups in ServiceNow:

Groups are stored in the `sys_user_group` table **Q**

Each group is a record in the `sys_user_group` table, which manages user access and permissions.

Example: The "Service Desk" group (`sys_user_group` record) may contain multiple IT support users.

Groups are used for role assignments **Q**

Instead of assigning roles directly to users, roles are assigned to groups for easier access management.

Questions and Answers PDF

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Groups can be used for approvals and task assignments-**a**

Groups are often assigned to handle approval workflows, incident resolution, and change management tasks.

Why Other Options Are Incorrect?

A . A group is one record stored in the Group Type [`sys_user_group_type`] table **x** (Incorrect)

The `sys_user_group_type` table is used for categorizing groups, not storing actual group records.

C . A group defines a set of users that share the same location **x** (Incorrect)

Incorrect: Groups are not location-based; they are used for task assignments, approvals, and permissions.

D . A group defines a set of users that share the same job title **x** (Incorrect)

Incorrect: Users with the same job title may belong to different groups based on their responsibilities.

Reference from ServiceNow CSA Documentation:

Groups in ServiceNow

Managing User Groups

User and Group Management

Final Verification: Q Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

Question: 128

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred

Question: A message is sent through a connector related to a Change Request

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D. An email file attachment

Answer: B

Explanation:

Question: 129

What are two ways to generate an Event? (Choose two.)

- A. Business Rule
- B. Workflow
- C. Log entry
- D. Knowledge article publication

Answer: A, B

Explanation:

Question: 130

Which core table in the ServiceNow platform provides a series of standard fields used on each of the

Question: Which of the following tables extend it, such as the Incident [incident] and Problem [problem] tables? 259/732

- A. Task [task]
- B. Assignment [assignment]
- C. Service [service]
- D. Workflow [workflow]

Answer: A

Explanation:

In ServiceNow, the Task [task] table is a core table that provides a set of standard fields used by multiple tables that extend it, including:

Incident [incident]

Problem [problem]

Change Request [change_request]

Service Request [sc_request]

These tables inherit fields from the Task table, ensuring consistency in assignments, state management, and workflows.

Key Features of the Task Table:

Standard Fields:

Assigned To

Assignment Group

Priority

State

Created By / Updated By

Short Description / Description

Extensibility:

The Incident, Problem, and Change tables all extend the Task table, inheriting its fields.

Developers can add additional fields while keeping core task properties intact.

Why is "A. Task [task]" the Correct Answer?

The Task table is the primary table for work-related records in ServiceNow.

It standardizes fields across multiple ITSM modules.

Why the Other Options Are Incorrect?

B . Assignment [assignment] → ✗ Incorrect

There is no standard "Assignment" table in ServiceNow.

Assignments are managed through the Task table via the Assigned To and Assignment Group fields.

C . Service [service] → ✗ Incorrect

There is no generic "Service" table that acts as a core table for ITSM processes.

Service-related items are stored in different tables, such as cmdb_ci_service (for service records).

D . Workflow [workflow] → ✗ Incorrect

The Workflow table is used for managing automated workflows and does not store task-related records.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Task Table Overview

<https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/incident-management/concept/task-table.html>

This confirms that the Task table is the core table that extends to Incident, Problem, and other related tables.

Question: 131

Question: Which of the following statements describes how data is organized in a table?

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- A. A column is a field in the database and a record is one user
- B. A column is one field and a record is one row
- C. A column is one field and a record is one column
- D. A column contains data from one user and a record is one set of fields

Answer: B

Explanation:

In ServiceNow (and databases in general), data is stored in tables, which consist of:

- Columns (Fields): Represent individual data attributes (e.g., Name, Email, Status).
- Rows (Records): Represent individual entries in the table (e.g., a specific Incident or User).

Key Concepts:

Table Columns (Fields) Rows (Records)

Incident Number, Caller, Priority, Description Each unique incident entry

User Name, Email, Role, Department Each individual user record

Why is "B. A column is one field and a record is one row" the Correct Answer?

A column represents a single field (data attribute), such as "Priority" or "Short Description."

A row represents a record (entry in the table), such as an individual incident or user.

Why the Other Options Are Incorrect?

A . A column is a field in the database and a record is one user → ✗ Incorrect

Records are not limited to users; a record could be an Incident, Change, or any other entry.

C . A column is one field and a record is one column → ✗ Incorrect

www.atmicnetworks.com A record is not assigned a sys_id; a record consists of multiple fields (columns). icnetworks.com www.atmicnetworks.com

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www.atmicnetworks.com D . A column contains data from one user and a record is one set of fields → X Incorrect www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Columns contain data for all users/records, not just one user. www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com A record is one row, not just a set of fields. www.atmicnetworks.com www.atmicnetworks.com

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www.atmicnetworks.com Reference from Certified System Administrator (CSA) Documentation: www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com ServiceNow Docs: Understanding Tables and Fields www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com https://docs.servicenow.com/en-US/bundle/utah-platform- www.atmicnetworks.com www.atmicnetworks.com

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www.atmicnetworks.com What is a sys_id? www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com A. Unique 32-character identifier that is assigned to every record www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com B. A client-side Business Rule www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com C. A server-side Business Rule www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com D. Unique 64-character identifier that is assigned to every record www.atmicnetworks.com www.atmicnetworks.com

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Answer: A

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www.atmicnetworks.com Explanation: www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com In ServiceNow, a sys_id is a unique 32-character identifier (UUID - Universally Unique Identifier) that is automatically www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com assigned to every record in the system. www.atmicnetworks.com www.atmicnetworks.com

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It is a unique 32-character alphanumeric string (e.g., 5137153cc611227c000bbd1bd8cd2005).

Every record in every table in ServiceNow has a sys_id field.

The sys_id remains the same across instances if the record is transferred via an Update Set.

It helps uniquely identify records and is used in scripting, APIs, and database relationships.

Example:

In the Incident [incident] table, an incident record might have:

Number: INC0012345

sys_id: 9d72f6141b122200d37a85e15b2d6fe6

Why "A. Unique 32-character identifier that is assigned to every record" is Correct?

The sys_id is always 32 characters long.

It is a critical part of the ServiceNow database structure.

Used for relationships, APIs, scripting, and querying records.

Explanation of Incorrect Options:

B . A client-side Business Rule – Incorrect

Business Rules do not generate sys_ids; they control logic execution.

C . A server-side Business Rule – Incorrect

Business Rules are used for automation, but sys_id is a system-generated field.

D . Unique 64-character identifier that is assigned to every record – Incorrect

The correct length of sys_id is 32 characters, not 64.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding sys_id

ServiceNow CSA Study Guide – Database Architecture

Question: 133

When creating a global custom table named “abc”, what is the table name that is automatically assigned by the platform?

- A. snc_abc
- B. abc
- C. u_abc
- D. sys_abc

Answer: C

Explanation:

When creating a custom table in ServiceNow, the platform automatically assigns a table name prefixed with "u_" to differentiate custom tables from out-of-the-box (OOB) tables.

Naming Convention for Custom Tables:

The default prefix "u_" is applied to all custom global tables.

The table name follows the format: "u_" + [custom name].

Example:

If you create a table named "abc", the system assigns it the table name: u_abc.

Why "C. u_abc" is Correct?

All custom tables created by users automatically receive the "u_" prefix.

Prevents a conflict with ServiceNow's internal tables.

Ensures custom tables are easy to identify.

Explanation of Incorrect Options:

A . snc_abc – Incorrect

"snc_" is not used for custom tables; it is reserved for internal ServiceNow functionality.

B . abc – Incorrect

Custom tables do not use raw names; they always include a prefix (u_).

D . sys_abc – Incorrect

"sys_" is reserved for system tables (e.g., sys_user, sys_db_object).

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Creating Custom Tables

ServiceNow CSA Study Guide – Table Administration

ServiceNow Product Documentation: Understanding Table Naming Conventions

Question: 134

Access Control rules may provide access security for which of the following database objects?

- A. For a specific role, group, or user
- B. For a specific row, column, or table
- C. For specific groups
- D. For a specific CMDB Configuration item

Answer: C**Explanation:**

When creating a custom table in ServiceNow, the platform automatically assigns a table name prefixed with "u_" to differentiate custom tables from out-of-the-box (OOB) tables.

Naming Convention for Custom Tables:

The default prefix "u_" is applied to all custom global tables.

The table name follows the format: "u_" + [custom name].

Example:

If you create a table named "abc", the system assigns it the table name: u_abc.

Why "C. u_abc" is Correct?

All custom tables created by users automatically receive the "u_" prefix.

Prevents conflicts with ServiceNow's internal tables.

Ensures custom tables are easy to identify.

Explanation of Incorrect Options:

A . snc_abc – Incorrect

"snc_" is not used for custom tables; it is reserved for internal ServiceNow functionality.

B . abc – Incorrect

Custom tables do not use raw names; they always include a prefix (u_).

D . sys_abc – Incorrect

"sys_" is reserved for system tables (e.g., sys_user, sys_db_object).

Reference from Certified System Administrator (CSA) Documentation:

Answer: C

Imported data first enters a temporary staging table (Import Set Table).

Data can then be transformed before being committed to the target table.

Data Mapping and Transformation:

Uses Transform Maps to map fields from the Import Set Table to the Target Table.

Supports automatic field mapping and scripted transformations.

Data Cleansing and Validation:

Duplicate records can be detected and removed.

Invalid or missing data can be corrected before insertion.

Steps to Load Data Using Import Sets:

Navigate to System Import Sets (All → System Import Sets → Load Data).

Upload the data file (CSV, XML, JSON, etc.).

Create a Transform Map to define how data is mapped to the target table.

Run the transformation to move data from the Import Set Table to the final table.

Verify the data in the target table.

Example Use Case:

A company imports employee records from an external HR system (CSV file).

The System Import Sets module loads this data into a staging table.

A Transform Map moves the data into the User [sys_user] table.

Why Option C (System Import Sets) is Correct?

☒ System Import Sets is the primary tool for loading data into ServiceNow from external sources.

Why Other Options Are Incorrect?

☐ A. Service Level Management → Incorrect

Service Level Management (SLM) is used to track Service Level Agreements (SLAs), not to import data.

Configuration Management (CMDB) helps track configuration items (CIs) but does not handle data imports.

X D. System Update Sets → Incorrect

Update Sets are used to move configurations and customizations between instances, not to import data.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs – Importing Data with System Import Sets

<https://docs.servicenow.com>

ServiceNow Learning – Data Import & Transformation Best Practices

ServiceNow Developer Portal – Using Import Sets Efficiently

Question: 136

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: B

Explanation:

Importing data into ServiceNow from a spreadsheet involves a structured process to ensure data integrity and proper mapping. The three main steps in the process are:

Step 1: Load Data

The first step in importing data into ServiceNow is to load the spreadsheet into an Import Set table.

This can be done through the System Import Sets > Load Data module.

The system will create a temporary table (Import Set) where the data will be staged before being transformed into target tables.

Step 2: Create Transform Map

A Transform Map is required to map fields from the Import Set table to the target table in ServiceNow.

Transform Maps define how data from the source (Import Set table) will be transferred and transformed into the destination table (e.g., Incident, User, CMDB, etc.).

The Transform Map allows for additional transformations such as coalescing records (to avoid duplicates) and scripting for data manipulation.

Step 3: Run Transform

After configuring the Transform Map, the final step is to Run Transform, which applies the mappings and moves the data from the Import Set table to the target table.

This process ensures that the imported data is correctly integrated into the ServiceNow instance and adheres to the configured rules.

Why Other Options Are Incorrect?

Option A: "Select Data Source, Schedule Transform" – Incorrect because selecting a data source is part of data import, but "scheduling" a transform is not a required step in the standard import process.

Option C: "Define Data Source, Select Transform Map, Run Transform" – Incorrect because "Define Data Source" is more relevant when setting up external data imports. The process must begin with "Load Data" rather than defining the data source.

Option D: "Select Import Set, Select Transform Map, Run Transform" – Incorrect because an Import Set must first be created by loading data before it can be selected.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Importing Data Overview

ServiceNow Docs: Creating a Transform Map

ServiceNow Docs: Running a Transform Map

Question: 137

Which tool is used for creating dependencies between configuration items in the CMDB?

- A. CI Relationship Editor
- B. CMDB Builder
- C. CI Service Manager
- D. CI Class Manager

Answer: B

Explanation:

The CMDB Builder is the primary tool used in ServiceNow's Configuration Management Database (CMDB) for creating and managing dependencies between Configuration Items (CIs). It provides a graphical interface that allows administrators and CMDB managers to visualize and define relationships between CIs efficiently.

Key Features of CMDB Builder:

Visual Representation of CI Dependencies:

CMDB Builder provides a graphical interface that allows users to create, modify, and delete relationships between Configuration Items (CIs).

It helps in identifying impact analysis and service dependencies by mapping CIs and their relationships.

Supports Complex CI Relationships:

Allows defining parent-child, peer, and dependency relationships between CIs.

Helps in ensuring the accuracy of service maps and IT asset relationships.

Users can drag and drop CIs onto the builder canvas and connect them using predefined relationships.

Integration with CMDB Relationship Rules:

CMDB Builder adheres to CMDB relationship rules to ensure that only valid relationships are created.

Impact and Root Cause Analysis:

Helps in troubleshooting IT incidents by showing the dependencies between services.

Useful in change management to predict potential impacts on downstream services before making changes.

Why Other Options Are Incorrect:

A . CI Relationship Editor:

The CI Relationship Editor allows users to view and edit relationships between CIs in a tabular format but does not provide a graphical dependency visualization like CMDB Builder.

It is more manual and less interactive compared to CMDB Builder.

C . CI Service Manager:

CI Service Manager is used for managing CI service mappings but is not primarily a tool for creating dependencies between CIs.

It is more focused on defining service-level relationships rather than building CMDB dependency models.

D . CI Class Manager:

CI Class Manager is used for managing CI classes, attributes, and extending CMDB class structures.

It is not used for creating dependencies between configuration items.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CMDB Guide: CMDB Builder Overview

ServiceNow Best Practices for CMDB: CMDB Relationship Management

ServiceNow Admin Documentation: Understanding CMDB Dependency Management

CMDB Builder (Option B) is the correct answer, as it is the primary tool used to create, manage, and visualize dependencies between CIs in ServiceNow's CMDB.

Question: 138

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 web services, 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

Explanation:

In ServiceNow, UI Policies and Data Policies serve different but complementary purposes in controlling data behavior and enforcing business rules.

UI Policies:

UI Policies are client-side rules that dynamically change form behavior based on user interactions.

They enable administrators to show/hide fields, make fields read-only, or set fields as mandatory dynamically.

UI Policies only apply when a user is interacting with a form through the ServiceNow UI (Client-side execution).

These policies do not enforce rules if data is added via an Import Set, API, or background script.

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Data Policies:

Data Policies enforce rules server-side, meaning they apply regardless of how data is entered (e.g., form submission, Import Sets, SOAP/REST API calls, or Business Rules).

They ensure data integrity by making fields mandatory, setting read-only properties, or applying other restrictions.

Data Policies can apply conditions globally, unlike UI Policies, which work only in the UI context.

Key Differences:

Feature	UI Policy	Data Policy
Scope	Affects only forms (Client-side)	Affects all data entry points (Server-side)
Execution Location	Runs in the browser	Runs on the server
Triggers	User interaction on the form	Any data entry method (Forms, Import Sets, API, etc.)
Enforcement	Works only when using the UI	Applies even when data is added outside the UI

Why Option C is Correct:

"Data Policies run regardless of how data is entered into ServiceNow" → Correct, because Data Policies enforce rules whether the data is entered via UI, API, Import Sets, or other means.

"UI Policies are used for form interactions" → Correct, because UI Policies apply only to client-side form behavior.

Why Other Options are Incorrect:

Option A: Incorrect. UI Policies are not set by web services; they are applied when interacting with forms.

Option B: Incorrect. While some Data Policies can be converted into UI Policies, the reverse is not true in all cases.

Option D: Incorrect. UI Policies and Data Policies operate independently, and Data Policies do not depend on UI Policies running first.

Reference:

For official documentation, refer to:

ServiceNow Docs - UI Policies

ServiceNow Docs - Data Policies

ServiceNow Community - UI Policy vs Data Policy

Question: 139

What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

Answer: D

Explanation:

An Update Set in ServiceNow is a mechanism used to capture configuration changes (such as UI policies, business rules, client scripts, and more) from one instance and move them to another. This ensures that customizations and modifications can be transferred across different ServiceNow instances efficiently.

The process of retrieving an Update Set from another instance follows these key steps:

Verify Update Set is Complete

Before moving an Update Set, it must be marked as Complete to ensure that all related changes are included.

Navigate to System Update Sets > Local Update Sets and confirm that the status is set to Complete.

www.atmicnetworks.com If the on status is In Progress, the Update Set cannot be retrieved. www.atmicnetworks.com

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www.atmicnetworks.com Retrieve Update Set www.atmicnetworks.com

www.atmicnetworks.com In the target instance, navigate to System Update Sets > Retrieved Update Sets. www.atmicnetworks.com

www.atmicnetworks.com Click "Retrieve Update Set" and provide the remote instance's URL where the update set exists. www.atmicnetworks.com

www.atmicnetworks.com The system will fetch the Update Set from the source instance. www.atmicnetworks.com

www.atmicnetworks.com Preview Update Set www.atmicnetworks.com

www.atmicnetworks.com Before applying changes, ServiceNow provides a preview option to check for potential errors or collisions with existing customizations. www.atmicnetworks.com

www.atmicnetworks.com Click "Preview Update Set" to initiate validation. www.atmicnetworks.com

www.atmicnetworks.com The preview will highlight any skipped records, collisions, or missing dependencies. www.atmicnetworks.com

www.atmicnetworks.com Commit Update Set www.atmicnetworks.com

www.atmicnetworks.com If the preview is successful (i.e., no critical errors), click "Commit Update Set" to apply the changes to the instance. www.atmicnetworks.com

www.atmicnetworks.com Once committed, the changes in the Update Set will be merged into the system's configuration. www.atmicnetworks.com

www.atmicnetworks.com Why the Correct Answer is "D. Verify Update Set is Complete, Retrieve, Preview, Commit" www.atmicnetworks.com

www.atmicnetworks.com "Commit" is the correct final step – after previewing, the Update Set must be committed to take effect. www.atmicnetworks.com

www.atmicnetworks.com "Apply" is incorrect – ServiceNow does not use "Apply" in the Update Set process; instead, it uses "Commit." www.atmicnetworks.com

www.atmicnetworks.com "Test Connection" is not part of the Update Set retrieval process – it is relevant for MID Server connectivity but not for Update Sets. www.atmicnetworks.com

www.atmicnetworks.com Thus, the correct sequence is: www.atmicnetworks.com

www.atmicnetworks.com E. Verify Update Set is Complete ^ Retrieve ^ Preview ^ Commit www.atmicnetworks.com

www.atmicnetworks.com Reference from Certified System Administrator (CSA) Documentation: www.atmicnetworks.com

www.atmicnetworks.com ServiceNow CSA Official Documentation – Update Set Management www.atmicnetworks.com

www.atmicnetworks.com ServiceNow Docs - Update Sets (Search for "Update Set Lifecycle") www.atmicnetworks.com

www.atmicnetworks.com ServiceNow Community Best Practices on Update Sets www.atmicnetworks.com

ServiceNow Learning Portal - Admin Fundamentals

Available via ServiceNow Now Learning Platform (Look under "Instance Configuration" and "Update Sets")

Question: 140

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Answer: B

Explanation:

In ServiceNow IntegrationHub, third-party API integrations within a Flow Designer flow are known as spokes. A spoke is a scoped application containing Flow Designer actions and subflows that allow the flow to interact with external systems or ServiceNow applications.

Key Concepts Related to IntegrationHub and Spokes

Spokes in IntegrationHub

A spoke is a collection of predefined and custom actions, subflows, and data streams used to integrate with external systems.

Spokes provide a no-code/low-code approach to integrating third-party applications.

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Examples of prebuilt spokes available in ServiceNow include:

Slack Spoke (for Slack API integrations)

Microsoft Teams Spoke (for Teams integration)

Jira Spoke (for integrating with Atlassian Jira)

How Spokes Work

When a flow needs to interact with an external system (e.g., sending data to Jira or retrieving information from Slack), it calls an action from a spoke.

Each spoke contains multiple predefined actions that execute API requests or perform tasks like creating records, updating data, or fetching information.

Comparison with Other Options

A . an action → Incorrect

Actions are individual steps in a flow, not the complete integration package. Actions exist inside spokes.

C . a connection → Incorrect

A connection is a configuration that stores authentication details (e.g., API keys, OAuth tokens) used by a spoke.

D . an integration step → Incorrect

No such term as “integration step” exists in ServiceNow IntegrationHub.

Official Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow Docs - IntegrationHub Overview: <https://docs.servicenow.com/en-US/bundle/utah-integrationhub/page/integrate/integrationhub/concept/integrationhub-overview.html>

ServiceNow Docs - Spokes in Flow Designer: <https://docs.servicenow.com/en-US/bundle/utah-integrationhub/page/administer/integrationhub-spokes/concept/available-spokes.html>

Question: 141

Which of the following protects applications by identifying and restricting access to available files and

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

Answer: C

Explanation:

Access Control Rules (ACLs) are a fundamental security feature in ServiceNow that protect applications by identifying and restricting access to files and data. ACLs define which users or roles have permissions to create, read, write, or delete data within an application.

Understanding Access Control Rules (ACLs)

ACLs in ServiceNow operate based on three key elements:

Object Type – Defines what is being secured (table-level or field-level access).

Operation – Specifies the type of access (Create, Read, Write, Delete, Execute, etc.).

Condition & Script – Determines when access is granted (role-based permissions or specific conditions).

Why Access Control Rules are Important?

Data Security: Ensures that only authorized users can access specific data.

Granular Access: Controls permissions at the table and field level.

Regulatory Compliance: Helps organizations maintain security standards and data protection laws.

How ACLs Work in ServiceNow?

ServiceNow applies ACLs from the most specific to the most general (Field-level → Table-level → Global- level).

www.atmicnetworks.com If no ACL explicitly allows access, the system denies it by default (Deny by Default Policy). www.atmicnetworks.com

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www.atmicnetworks.com ACLs can be role-based, condition-based, or script-based for advanced security configurations. www.atmicnetworks.com

www.atmicnetworks.com Incorrect Answer Choices

www.atmicnetworks.com A . Application Configuration – This refers to application settings but does not control access to data. www.atmicnetworks.com

www.atmicnetworks.com B . Verbose Log – Logging helps in debugging but does not secure applications or restrict access. www.atmicnetworks.com

www.atmicnetworks.com D . Application Scope – Defines application boundaries but does not control data access permissions. www.atmicnetworks.com

www.atmicnetworks.com Official CSA Documentation Reference:

www.atmicnetworks.com ServiceNow CSA Documentation: Access Control Rules (ACLs) www.atmicnetworks.com

www.atmicnetworks.com ServiceNow Security Best Practices: Security and Access Control www.atmicnetworks.com

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www.atmicnetworks.com **Question: 142**

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www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com ServiceNow contains a resource which provides the following: www.atmicnetworks.com

www.atmicnetworks.com A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting. www.atmicnetworks.com

www.atmicnetworks.com A CMDB framework across our products and platform that will enable and support multiple configuration strategies. www.atmicnetworks.com

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www.atmicnetworks.com What resource do these statements describe? www.atmicnetworks.com

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www.atmicnetworks.com A. Common Services Data Model (CSDM) www.atmicnetworks.com

www.atmicnetworks.com B. Information Technology Service Management (ITSM) www.atmicnetworks.com

www.atmicnetworks.com C. Configuration Management Database (CMDB) www.atmicnetworks.com

www.atmicnetworks.com D. Information Technology Infrastructure Library (ITIL) www.atmicnetworks.com

www.atmicnetworks.com **Answer: A** www.atmicnetworks.com

www.atmicnetworks.com Explanation: www.atmicnetworks.com

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The Common Services Data Model (CSDM) is a standardized framework within ServiceNow that provides a shared set of service-related definitions across ServiceNow products and the platform. It ensures consistency in service reporting, CMDB structure, and configuration strategies, enabling organizations to achieve a well-structured, scalable, and maintainable Configuration Management Database (CMDB).

Why is the Answer A. Common Services Data Model (CSDM)?

The statements in the question directly align with the objectives of CSDM:

"A standard and shared set of service-related definitions across ServiceNow products and platform that will enable and support true service level reporting."

CSDM provides a structured framework to align services, applications, and infrastructure in a way that supports consistent reporting and governance.

It enables accurate service reporting by defining standardized relationships between services, applications, and technical components in the CMDB.

"A CMDB framework across our products and platform that will enable and support multiple configuration strategies."

CSDM provides a structured CMDB framework that defines best practices for data organization and relationships within the CMDB.

It supports multiple configuration strategies, such as application-centric, service-centric, and infrastructure-centric approaches.

Why Not the Other Options?

B . Information Technology Service Management (ITSM):

ITSM refers to processes for managing IT services, such as Incident, Problem, Change, and Service Request Management.

While ITSM benefits from CSDM, it does not define a structured CMDB framework like CSDM does.

C . Configuration Management Database (CMDB):

CMDB is a database that stores configuration items (CIs) and their relationships.

CSDM provides structure and best practices for CMDB but is not the same as CMDB itself.

www.atmicnetworks.com Question: Information Technology Infrastructure Library (ITIL):

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www.atmicnetworks.com ITIL is a set of best practices for IT service management.

www.atmicnetworks.com It provides general guidance on service management and CMDB usage, but it is not a ServiceNow specific framework like CSDM.

www.atmicnetworks.com Reference from the Certified System Administrator (CSA) Official Documentation:

www.atmicnetworks.com ServiceNow Common Services Data Model (CSDM) Overview: ServiceNow Documentation

www.atmicnetworks.com CSDM and CMDB Best Practices Guide (ServiceNow Community and Knowledge Base)

www.atmicnetworks.com CMDB and ServiceNow Data Model Best Practices

www.atmicnetworks.com CSDM is critical for ensuring a structured and governed CMDB, enabling service visibility, and supporting ITSM and ITOM processes effectively.

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www.atmicnetworks.com Question: 143

www.atmicnetworks.com

www.atmicnetworks.com An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members.

www.atmicnetworks.com These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?

www.atmicnetworks.com o All > Assignment group = Network.or Assignment group = Hardware

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Tasks

New

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Number ▼ Search

www.atmicnetworks.com A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.

www.atmicnetworks.com B. The manager does not have the itil role.

www.atmicnetworks.com C. The manager is not a member of the Service Desk group.

www.atmicnetworks.com D. The manager is not a member of the Network and Hardware groups.

www.atmicnetworks.com E. The Assignment Group manager field is empty.

www.atmicnetworks.com Answer: A

www.atmicnetworks.com Explanation:

www.atmicnetworks.com In ServiceNow, the "Service Desk > My Groups Work" module is designed to display tasks assigned to a group but not yet assigned to an individual user. This means that even if an IT manager oversees the Network and Hardware assignment

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groups, they will not see any tasks in this list if all tasks have already been assigned to specific individuals within the group.

Let's break down why option A is the correct answer and why the other options are incorrect:

Q Explanation for Correct Answer (A):

The "My Groups Work" list only shows tasks that are assigned to the group but have not been assigned to a specific individual within the group.

If all tasks are assigned to specific team members, then the manager will not see any tasks in this list.

The IT manager can verify this by navigating to the Task List (e.g., Incidents, Changes, or Requests) and filtering by the Network and Hardware assignment groups.

X Explanation for Incorrect Answers:

(B) The manager does not have the itil role.

The itil role allows users to view, create, update, and resolve incidents, changes, problems, and other ITSM tasks.

However, not having this role would restrict access to various ITSM functionalities, but it does not impact whether tasks appear in My Groups Work.

If the manager lacks the itil role, they might have trouble accessing or modifying tasks, but this wouldn't explain why they don't see anything in the list.

(C) The manager is not a member of the Service Desk group.

The Service Desk group is a separate entity in ServiceNow, typically associated with incident handling and user support.

The My Groups Work module is not restricted to the Service Desk group—it displays work assigned to any group the user belongs to.

Since the manager is responsible for the Network and Hardware groups, being part of the Service Desk group is irrelevant.

(D) The manager is not a member of the Network and Hardware groups.

If the manager was not a member of these groups, they wouldn't see any group-related tasks at all.

However, the question states that the manager is responsible for these groups, so it's reasonable to assume they are either a member or at least a group manager with visibility.

Even if they were just a manager and not an official group member, they would still be able to see the tasks assigned to the groups.

(E) The Assignment Group manager field is empty.

The Assignment Group manager field is an informational field that indicates who manages a group.

This field does not control what is displayed in the My Groups Work module.

Even if this field were empty, it wouldn't prevent a manager (who is a group member) from seeing unassigned tasks.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow CSA Guide - User Interface and Navigation

ServiceNow ITSM Fundamentals - Incident and Task Management

ServiceNow Role-Based Access Controls and Group Management

ServiceNow KB Articles - My Groups Work Module

Question: 144

What do you need to do before you can use an Application-based trigger in your flow?

- A. Activate application trigger spoke
- B. Activate trigger security rules

Q: C: Activate an application spoke, and plug-ins as needed

D. Assign Application trigger role [sn_app_trigger_write] to SME

E. Activate application plugins only

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Answer: C

Explanation:

In ServiceNow Flow Designer, an Application-based trigger is used to initiate a flow based on events from a specific application. Before using an application-based trigger, you must ensure that the necessary application spoke and any required plug-ins are activated.

Breakdown of Key Concepts:

Application Spokes:

Spokes are pre-built integration modules that allow Flow Designer to interact with different applications within ServiceNow.

Each application that provides triggers typically has its own spoke.

Plug-ins:

Some application spokes rely on additional plug-ins for full functionality.

These plug-ins must be enabled before the application-based triggers can be used.

Why Other Options Are Incorrect:

A . Activate application trigger spoke → Incorrect

There is no generic "Application Trigger Spoke." Instead, each application has its own spoke that must be enabled.

B . Activate trigger security rules → Incorrect

Security rules govern access to triggers, but they do not enable the functionality of application-based triggers.

D . Assign Application trigger role [sn_app_trigger_write] to SME → Incorrect

Roles like sn_app_trigger_write may provide permissions but do not activate the trigger itself.

www.atmicnetworks.com Question: Activate an application on plug-ins only → Incorrect

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www.atmicnetworks.com While plug-ins may be necessary, you also need to activate the corresponding spoke.

www.atmicnetworks.com Reference:

www.atmicnetworks.com ServiceNow Docs: Flow Designer Application Spokes

www.atmicnetworks.com ServiceNow Docs: Activating Plug-ins

www.atmicnetworks.com ServiceNow CSA Official Study Materials (Application-based triggers in Flow Designer)

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Question: 145

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The ServiceNow platform includes which types of interfaces? (Choose three.)

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A. Now Mobile Apps

www.atmicnetworks.com

B. Agent Control Center

www.atmicnetworks.com

C. Back Office Dashboard

www.atmicnetworks.com

D. Service Portals

www.atmicnetworks.com

E. Now Platform® User Interfaces

www.atmicnetworks.com

F. Field Service Taskboard

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www.atmicnetworks.com Answer: ADE

www.atmicnetworks.com Explanation:

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The ServiceNow platform provides various interfaces for users to interact with the system based on their role and requirements. These interfaces cater to different use cases, such as web-based, mobile, and

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Types of Interfaces in ServiceNow:

Now Mobile Apps (A) – Q Correct

ServiceNow provides Now Mobile applications for both iOS and Android.

These apps allow users to access self-service options, request services, check approvals, and complete tasks from mobile devices.

Apps include Now Mobile, Field Service Mobile, and Mobile Agent.

Service Portals (D) – Q Correct

Service Portals provide a user-friendly web interface that allows users to submit requests, search for knowledge, and interact with catalog items in a simplified way.

Service Portals are customizable and used for self-service and customer-facing interactions.

Now Platform® User Interfaces (E) – Q Correct

This includes the standard UI16 (Current Web Interface), UI Builder for custom interfaces, and the Classic UI for legacy systems.

Users can access ServiceNow through desktop web browsers, mobile web interfaces, and UI frameworks.

Incorrect Options:

B . Agent Control Center X (Incorrect)

No such predefined interface exists in ServiceNow as "Agent Control Center."

C . Back Office Dashboard X (Incorrect)

This is not a standard ServiceNow interface but may be a custom-built dashboard.

F . Field Service Taskboard X (Incorrect)

This is a feature within Field Service Management (FSM), not a platform-wide interface.

Official Reference from Certified System Administrator (CSA) Documentation:

ServiceNow User Interfaces Overview: https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/navigation-and-ui/concept/c_NavigationAndTheUserInterface.html

Now Mobile App: [https://docs.servicenow.com/en-US/bundle/utah-now-](https://docs.servicenow.com/en-US/bundle/utah-now-mobile/page/administer/service-now-mobile/concept/now-mobile-overview.html)

[mobile/page/administer/service-now-mobile/concept/now-mobile-overview.html](https://docs.servicenow.com/en-US/bundle/utah-now-mobile/page/administer/service-now-mobile/concept/now-mobile-overview.html)

Question: 146

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Homepages
- B. Data
- C. Published Workflows
- D. Business Rules
- E. Schedules
- F. Database changes
- G. Related Lists
- H. Report Definitions
- I. Scheduled Jobs
- J. Client Scripts
- K. Views

Answer: A, B, C H

Explanation:

In ServiceNow, an Update Set is a mechanism used to capture customizations made in an instance and move them to another instance (e.g., from development to production). However, certain elements are not included in an Update Set by default.

Items NOT Included in Update Sets (By Default):

Homepages are stored as user-specific or global content, and they are not included in update sets by default.

To migrate them, you need to manually export/import them or use the sys_portal_page_set table.

Data (B) – ☒ Correct

Update Sets do not include actual data, such as incident records, user records, or CMDB data.

Only configuration changes (like fields, forms, and workflows) are captured.

Data migration must be handled separately using Data Export or Integration methods.

Published Workflows (C) – ☐ Correct

Once a workflow is published, it is stored as a runtime instance and not automatically included in an Update Set.

To capture it, you must manually update the workflow before moving it in an Update Set.

Report Definitions (H) – ☐ Correct

Reports and their configurations are not automatically included in Update Sets.

You must manually include them by marking them as "Captured in Update Set."

Items That ARE Included in Update Sets (By Default):

D . Business Rules ☒ (Captured in Update Sets)

E . Schedules ☒ (Captured in Update Sets)

F . Database changes ☒ (Captured in Update Sets)

G . Related Lists ☒ (Captured in Update Sets)

I . Scheduled Jobs ☒ (Captured in Update Sets)

J . Client Scripts ☐ (Captured in Update Sets)

K. Views ☒ (Captured in Update Sets)

Official Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Update Sets Overview: https://docs.servicenow.com/en-US/bundle/utah-application-development/page/build/system-update-sets/concept/c_UpdateSets.html

ServiceNow Update Set Best Practices: <https://docs.servicenow.com/en-US/bundle/utah-application-development/page/build/system-update-sets/concept/update-set-best-practices.html>

Question: 147

You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

- A. Select Fields and Columns module
- B. Right click on form header, select Configure > Form Layout
- C. Click on context menu, select Configure > Form Designer
- D. Select Field Class Manager module

Answer: B, C

Explanation:

To add a field to a form in ServiceNow, you can use two primary methods:

1. Configure > Form Layout

How to access: Right-click on the form header → Select Configure > Form Layout

Functionality:

Provides a simple interface to add, remove, or reorder fields on a form.

Allows adding new fields directly from the available database fields.

Suitable for basic form modifications without needing a drag-and-drop UI.

2. Configure > Form Designer

How to access: Click on the top-left context menu (three horizontal bars on the top-left of the form) → Select Configure > Form Designer

Functionality:

A drag-and-drop interface to add, remove, or rearrange fields easily.

Enables more advanced customization, such as adding sections and UI policies.

Provides a visual representation of the form’s structure.

Incorrect Answer Choices

X A. Select Fields and Columns module – No such module exists for direct form editing. Fields are defined at the table level but not directly added to forms here.

X D. Select Field Class Manager module – This module does not exist; it is not used for adding fields to forms.

Official CSA Documentation Reference:

ServiceNow Documentation: Form Configuration
Configure a Form

ServiceNow Form Designer Guide
Form Designer

Question: 148

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

A. Common Service Data Model (CSDM)

B. Service Mapping Utility (SMU)

Questions and Answers (PSDMF)

D. CMDB Class Manager (CMDBCM)

E. CI Class Manager (CICM)

Answer: A

Explanation:

The Common Service Data Model (CSDM) is a framework provided by ServiceNow that ensures your application's data correctly maps to the Configuration Management Database (CMDB) tables. It standardizes how configuration items (CIs), services, and relationships are structured within the CMDB.

Key Functions of CSDM:

Standardized Data Model: Ensures consistent and correct CMDB data structuring.

Alignment with CMDB Best Practices: Helps businesses align their IT assets, services, and business functions effectively.

Better Service Mapping: Provides structured relationships between business services and their technical components.

Compliance & Governance: Ensures data integrity by enforcing best practices for CMDB population.

Incorrect Answer Choices

X B. Service Mapping Utility (SMU) – Service Mapping is used for discovering and mapping dependencies but is not a data model framework.

X C. Service Schema Map (SSM) – No such official term exists in ServiceNow documentation.

X D. CMDB Class Manager (CMDBCM) – This is a tool used to manage CI classes but does not define a data model framework like CSDM.

X E. CI Class Manager (CICM) – Incorrect term; CMDB Class Manager is used for CI class hierarchy management, not for mapping applications to CMDB tables.

Official CSA Document Reference:

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ServiceNow Documentation: Common Service Data Model (CSDM)
CSDM Overview

CMDB and CSDM Alignment

Question: 149

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:

In ServiceNow, Plugins are used to activate additional applications or functionalities within a development instance. A plugin is a package of features, configurations, and applications that extends the platform's capabilities.

Why is the Correct Answer "Plugin"?

Plugins introduce new capabilities – They allow you to enable or disable specific functionalities, such as ITSM, CMDB, HR Service Delivery, and Performance Analytics.

Q . Plugins can be installed or deactivated from the System Definition > Plugins module.

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Some plugins are available by default, while others require activation by an administrator or ServiceNow support.

Plugins can depend on other plugins, meaning some functionality requires multiple plugins to be activated.

Why Not the Other Options?

A . App Package: **X** No such term in ServiceNow. Applications in ServiceNow are delivered via Plugins or App Engine Studio, not "App Package."

B . Updated Pack: **X** Not a ServiceNow term. ServiceNow updates are delivered as patches or application updates, not an "Updated Pack."

C . Patch: **X** A patch is a minor update or bug fix released by ServiceNow but does not introduce new functionality.

E . App Updated Set: **X** Update Sets track changes in a development instance but are used for migrating configurations between instances, not for activating functionality.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Plugins Documentation: ServiceNow Docs

Managing and Activating Plugins in ServiceNow (Admin Guide)

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Question: 150

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What field contains a record's 32-character, unique identifier?

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A. sn_rec_id

B. rec_id

C. u_id

D. sys_id

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F. sn_sys_id

G. id

Answer: D

Explanation:

In ServiceNow, every record in a table has a unique 32-character identifier called sys_id. This ID uniquely identifies a record and is stored in the sys_id field for every table.

Why is the Correct Answer "sys_id"?

sys_id is a globally unique identifier assigned to every record in ServiceNow.

It is a 32-character hexadecimal string, ensuring uniqueness across instances.

It remains constant for a record, even if other fields in the record are modified.

sys_id is used in API calls, reference fields, and update sets to track records across environments.

Why Not the Other Options?

A . sn_rec_id: **X** No such field in ServiceNow.

B . rec_id: **X** Not a valid field in ServiceNow.

C . u_id: **X** Not a standard ServiceNow field. Custom fields may use "u_" prefix but u_id is not a system field.

E . sn_gu_id: **X** No such field in ServiceNow.

F . sn_sys_id: **X** No such standard field in ServiceNow.

G . id: **X** Generic term, but not a standard field in ServiceNow.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Data Model and sys_id Explained: ServiceNow Docs

sys_id Best Practices for Data Management

These sys_id's are crucial for tracking and managing records efficiently in ServiceNow and plays a key role in integrations, workflows, and automation.

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Question: 151

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role
- B. Create Catalog Item and use the Not Available list to specify the Manager Group
- C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line]role

Answer: A

Explanation:

In ServiceNow, Record Producers allow users to create records in tables through a user-friendly interface in the Service Catalog. Since the goal is to enable only first-line workers to order the T-shirt, we need to control access based on their role.

Why is Option A Correct?

A Record Producer in the Service Catalog is the best way to gather user input (size, color, etc.) and create a new order record in the system.

The "Available For" list allows administrators to restrict access to specific users or roles.

The First Line [sn_first_line] role is explicitly designed to include only first-line workers while excluding managers.

Why Are the Other Options Incorrect?

X B. Create Catalog Item and use the Not Available list to specify the Manager Group

Catalog Items are valid for this use case but using the "Not Available For" list is a less effective approach.

If new manager roles or groups are added in the future, this method won't automatically exclude them.

It's better to explicitly define who can access the item rather than relying on exclusions.

X C. Create Catalog Item and use the Available For list to specify ITIL [itil] role

The ITIL role is typically assigned to Service Desk personnel and IT staff, not first-line workers.

This approach would allow many unintended users to request the T-shirt.

X D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role

Order Guides are used to bundle multiple catalog items and guide users through a complex ordering process.

Since this scenario only involves a single item (T-shirt request), using an Order Guide is unnecessary.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Service Catalog Management - Record Producers

ServiceNow User Criteria and Access Control Best Practices

ServiceNow CSA Guide - Managing Roles and Access Restrictions

Question: 152

What is used frequently to move customizations from one instance to another?

A. Update Sets

C. Update Packs

D. Configuration Logs

E. Remote Sets

F. Local Sets

G. Code Packs

Answer: A

Explanation:

Update Sets are the standard way to capture customizations and move them from one ServiceNow instance to another. These customizations include:

Business Rules

UI Policies

Script Includes

Fields and Tables

Workflows

Why is Option A Correct?

Update Sets track changes in an instance and allow them to be exported and imported into other environments (e.g., from Development to Test and then to Production).

They ensure that configuration changes are preserved and applied consistently across instances.

Why Are the Other Options Incorrect?

X B. Code Sets

There is no concept of Code Sets in ServiceNow.

X C. Update Packs

Update Packs do not exist in ServiceNow. The correct term is Update Sets.

Configuration Logs record system activity but do not package customizations for migration.

X E. Remote Sets

☒ D. Configuration Logs

Remote Update Sets exist, but they are just a variation of Update Sets used when moving changes between remote instances.

The broader term "Update Sets" is more accurate.

☒ F. Local Sets

No such term exists in ServiceNow.

☒ G. Code Packs

There is no "Code Pack" in ServiceNow.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow CSA Guide - Update Sets and Customization Migration

ServiceNow Developer Documentation - Using Update Sets

ServiceNow Best Practices - Moving Configuration Between Instances

Question: 153

What icon do you use to change the label on a Favorite?

A. Clock

B. Hamburger

C. Pencil

D. Three dots

F. Star

Answer: C

Explanation:

In ServiceNow, Favorites allow users to quickly access frequently used modules, records, lists, or reports. Favorites can be customized, including renaming them, changing their icons, or modifying their colors.

Changing the Label of a Favorite

To rename or edit a Favorite, you must use the Pencil icon (^), which indicates edit mode.

Steps to Change the Label of a Favorite:

Navigate to the Application Navigator on the left-hand side.

Locate the Favorites section.

Hover over the favorite item you want to rename.

Click on the Pencil icon (^) to open the edit menu.

Update the label (name) and other properties like color or icon.

Click Save to apply changes.

Explanation of Incorrect Options:

A . Clock (Incorrect)

The Clock icon typically represents recently accessed items, not Favorites.

B . Hamburger (Incorrect)

The Hamburger menu (E) represents navigation menus but is not used to edit Favorites.

D . Three dots (Incorrect)

The Three dots () often indicate a menu with additional options but do not specifically edit Favorites.

E . Triangle (Incorrect)

No "Triangle" icon is used for renaming Favorites.

F . Star X (Incorrect)

The Star icon (★) is used to add or remove Favorites, but not to rename them.

Official Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Favorites Overview:

https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateFavorites.html

Question: 154

What needs to be specified, when creating a Business Rule? (Choose four.)

- A. UI action
- B. Table
- C. Fields to update
- D. Who can run
- E. Script to run
- F. Application scope
- G. Update set
- H. Timing
- I. Condition to evaluate

Answer: B E H I

A Business Rule in ServiceNow is a server-side script that executes when records are inserted, updated, deleted, or queried in a specified table. Business Rules allow automation and customization of workflows by defining logic that runs under specific conditions.

Key Elements to Specify When Creating a Business Rule:

Table (B) – Q Correct

A Business Rule must be associated with a specific table where it will execute (e.g., Incident, Change, Task). This determines which records the rule applies to.

Script to Run (E) – Q Correct

A script must be provided when defining advanced logic in a Business Rule. Business Rules use server-side JavaScript to perform various actions, such as setting field values, enforcing validation, or triggering workflows.

Timing (H) – Q Correct

The execution timing of a Business Rule determines when it runs relative to a database transaction. Business Rules can run:

Before (before record is saved)

After (after record is saved)

Async (after the transaction completes)

Display (when a form loads)

Condition to Evaluate (I) – Q Correct

Conditions define when the Business Rule should execute based on specific criteria.

Example: A Business Rule might run only when the priority is set to High.

Incorrect Options:

A . UI Action X (Incorrect)
UI Actions (buttons, links, context menus) are separate from Business Rules and are used for UI

C . Fields to update X (Incorrect)

While Business Rules can update fields, you do not specify "fields to update" as a required setting. Instead, updates are made via scripts within the rule.

D . Who can run X (Incorrect)

Business Rules always run on the server-side and do not require user-specific execution settings.

F . Application Scope X (Incorrect)

Although Business Rules belong to an application scope, this is automatically determined based on the current application.

G . Update Set X (Incorrect)

Business Rules are captured in an Update Set, but this is not a configuration setting while creating the rule.

Official Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Business Rules Overview:

<https://docs.servicenow.com/bundle/utah-application-development/page/script/server-scripting/concept/business-rules.html>

Creating Business Rules:

https://docs.servicenow.com/en-US/bundle/utah-application-development/page/script/server-scripting/task/t_CreateABusinessRule.html

Question: 155

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

D. Response Time Clock

E. Business Time Remaining

Answer: B

Explanation:

A Service Level Agreement (SLA) in ServiceNow is a tracking mechanism that ensures tasks are completed within a specified time frame. SLAs help in monitoring and enforcing deadlines for various tasks, such as incidents, changes, or service requests.

Key Features of SLAs in ServiceNow:

Tracks Task Duration

SLAs calculate the elapsed time since a task was created and determine if it meets or breaches the defined resolution targets.

Ensures Timely Completion

SLAs define start, pause, and stop conditions based on specific criteria (e.g., an incident must be resolved within 8 hours).

Visual Indicators

SLAs include progress bars, warning alerts, and breach notifications to help users track deadlines.

Works with Business Rules and Workflows

SLAs can trigger escalations, notifications, or automated actions if a task is at risk of breaching the SLA.

Incorrect Options:

A . Task Escalation Clock ✗ (Incorrect)

No such feature called "Task Escalation Clock" exists in ServiceNow. Escalations are handled using SLA workflows and escalation rules.

C . Inactivity Monitor ✗ (Incorrect)

The Inactivity Monitor is used to detect when a task has not been updated for a specific period, but it

D . Response Time Clock **X** (Incorrect)

No specific "Response Time Clock" exists in ServiceNow. Response SLAs track the time taken to acknowledge a task, but this is part of the broader SLA system.

E . Business Time Remaining **X** (Incorrect)

This is not a specific feature but rather a calculated field within SLAs that shows the time remaining before an SLA breaches.

Official Reference from Certified System Administrator (CSA) Documentation:

Service Level Agreements (SLA) Overview:

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/service-level-management/concept/c_ServiceLevelAgreements.html

How SLAs Work in ServiceNow:

<https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/service-level-management/concept/slas-how-work.html>

Question: 156

What is a quick way to create a report from a list view?

A. Click on filter breadcrumb, drag and drop on the Report > Create New module

B. Click Funnel, define filter conditions, click Create Report

C. Click Context Menu, select Create Report

D. Apply filter, right click on column header, select Bar Chart

E. Apply filter, right click on column header, select Create Report

Explanation:

In ServiceNow, users can quickly generate a report from a list view without needing to navigate to the Reports module. The two main ways to do this are:

1. Using the Context Menu (Option C)

Steps:

Open any list view (e.g., Incident, Change, or any table-based list).

Click the three-line (hamburger) context menu on the top-left of the list.

Select Create Report to generate a basic report based on the current list view.

Modify report settings (e.g., visualization type, filters, groupings).

Save the report for future reference.

2. Right-click on a Column Header (Option E)

Steps:

Apply the necessary filters to refine the list view.

Right-click on a column header (e.g., Priority, State, Category).

Select Create Report from the context menu.

Configure the report visualization and save it if needed.

Incorrect Answer Choices

✗ A. Click on filter breadcrumb, drag and drop on the Report > Create New module

There is no such drag-and-drop functionality for report creation in ServiceNow.

✗ B. Click Funnel, define filter conditions, click Create Report

The Funnel icon is used to filter list views but does not directly generate reports.

✗ D. Apply filter, right-click on column header, select Bar Chart

Official CSA Documentation Reference:

Creating Reports from List Views

Reference: https://ut.service-now.com/sp?id=kb_article&number=KB0014148

Question: 157

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-> When importing data using an Import Set, ServiceNow provides multiple mapping utilities. If the field names in the Import Set match the field names in the Target Table, the system can automatically map them without requiring manual intervention.

Definition: A feature that automatically links import set fields to target table fields when their names match exactly.

Key Benefit: Saves time by eliminating the need to manually map each field.

How to Use:

Navigate to System Import Sets > Load Data and upload the file.

Create a new Transform Map.

Click "Auto Map Matching Fields" – ServiceNow will automatically pair fields with the same names.

Validate and run the transformation process.

Incorrect Answer Choices

X A. Schema Mapping

No such import utility exists; ServiceNow does not use "Schema Mapping" for import sets.

X C. Mapping Assist

This is a manual mapping tool that helps users drag and drop field mappings. It is used when fields do not match automatically.

X D. Mapping Dashboard

This term is incorrect; there is no Mapping Dashboard in ServiceNow.

Official CSA Documentation Reference:

Import Set Field Mapping

Transform Maps and Automatic Mapping

Question: 158

As an IT employee what interface would you use, if you wanted to browse internal IT documentation,

like troubleshooting scripts and FAQs?

A. Knowledge

- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

Answer: A

Explanation:

Reference: The Knowledge Management application in ServiceNow is the primary interface IT employees use to browse internal IT documentation, such as troubleshooting scripts, FAQs, and other reference materials.

Why is the Correct Answer "Knowledge"?

Centralized Repository: The Knowledge module in ServiceNow is designed to store, manage, and share IT documentation efficiently.

Search and Categorization: IT employees can use the global search or category-based navigation to quickly find relevant articles.

Access Control: Knowledge articles can be restricted based on roles, groups, and permissions, ensuring the right audience has access.

Version Control: Knowledge articles can be updated, reviewed, and maintained with version tracking.

Why Not the Other Options?

B . ServiceNow Wiki: **X** ServiceNow deprecated the Wiki and moved its documentation to the ServiceNow Docs site.

The Wiki is not used for internal IT documentation.

C . Knowledge Now: **X** No such interface exists in ServiceNow.

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D . SharePoint: **X** SharePoint is a Microsoft product used for document sharing and collaboration but is not integrated with ServiceNow's Knowledge Management.

E. Stack Overflow: **X** Stack Overflow is an external developer community and not related to internal IT documentation within an organization.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Knowledge Management Overview: ServiceNow Docs

Question: 159

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

- A. Have them clear their cache.
- B. Have them use the gear icon to set the employee’s time zone.
- C. Recommend they use Chrome, instead of Explorer.
- D. Use the system properties to correct the instance’s time zone.
- E. Have them correct the time zone on their computer.

Answer: B

Explanation:

Reference: If a new Service Desk employee in Latin America notices incorrect create dates and times in their Incident list, it is most likely due to a mismatch between their personal time zone settings and the

Why is the Correct Answer "Have them use the gear icon to set the employee's time zone"?

ServiceNow allows each user to set their personal time zone:

Users can update their time zone through the Settings (gear icon) > Preferences > Time zone option in the top-right corner of their instance.

Time zones in ServiceNow affect date/time fields:

If the user's personal time zone is incorrect, all timestamps (e.g., created, updated, resolved times) may appear incorrect.

Instance-level vs. User-level time zones:

The ServiceNow instance has a default time zone (set in System Properties).

However, individual users can override this setting using their profile preferences.

Why Not the Other Options?

A . Have them clear their cache: **X** Clearing cache refreshes stored data but does not affect time zone settings.

C . Recommend they use Chrome instead of Explorer: **X** Browser choice does not impact time zone settings in ServiceNow.

D . Use the system properties to correct the instance's time zone: **X** This would change the entire instance's time zone for all users, which is not necessary in this case.

E. Have them correct the time zone on their computer: **X** While this might help in some applications, ServiceNow uses the user's profile settings for time zone calculations, not the local computer settings.

Reference from the Certified System Administrator (CSA) Official Documentation:

How to Set User Preferences in ServiceNow: ServiceNow Docs

Time Zone Management in ServiceNow: [Knowledge Base](#)

By setting their personal time zone in their user settings, the Service Desk employee will see correct timestamps without affecting other users.

Question: 160

What are three security modules often used by the System Administrator? (Choose three.)

A. System Properties > Security

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- B. Utilities > Migrate Security
- C. System Security > Security
- D. Self-Service > My Access
- E. System Security > Access Control (ACL)
- F. Password Management > Security Questions
- G. System Security > High Security Settings

Answer: A, E, G**Explanation:**

ServiceNow provides multiple security-related modules that a System Administrator frequently uses to manage access, authentication, and overall system security.

Why These Options Are Correct?

Q A. System Properties > Security

This module allows administrators to configure general security settings, including password policies, session timeout, and encryption settings.

It helps manage security parameters at a system-wide level.

Q E. System Security > Access Control (ACL)

Access Control Lists (ACLs) define what data users can access, modify, and delete within the instance.

ACLs operate at the table, field, and record levels, ensuring proper role-based access control (RBAC).

This is one of the most commonly used security modules by admins.

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Q G. System Security > High Security Settings

High Security Settings (previously known as Security Hardening) enforce strict security controls, such as requiring multi-factor authentication (MFA) and enforcing strict password policies.

It is often used for compliance with security regulations like HIPAA, GDPR, and ISO 27001.

Why the Other Options Are Incorrect?

X B. Utilities > Migrate Security

This option does not exist in ServiceNow. There is no "Migrate Security" under Utilities.

X C. System Security > Security

There is no "System Security > Security" module in ServiceNow. The correct structure is System Security > Access Control or System Properties > Security.

X D. Self-Service > My Access

This is a self-service module for end users to request and review their access.

It is not a tool that System Administrators use to manage security settings.

X F. Password Management > Security Questions

This is used to configure security questions for password recovery but is not a core security module that admins frequently use.

Reference to Official Certified System Administrator (CSA) Documentation:

[General Security Settings in ServiceNow](#)

ServiceNow Access Control (ACL) Best Practices

ServiceNow System Security and Role Management

Question: 161

When testing a catalog item, having a manager approval flows, which of these best practices would you

Follow? (Choose three.) PDF

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.

E. Create and select your Testing Update Set, before starting the test cases.

F. Use your Admin account, so you can approve the items quickly.

Answer: A C D

Explanation:

When testing a catalog item with a manager approval flow, it's important to verify that the request submission, approval process, and workflow execution are working as expected. Following best practices ensures that the process functions correctly before deployment.

Why These Options Are Correct?

Q A. Make sure the latest flows are activated.

ServiceNow flow designer allows admins to create and manage approval flows for catalog items.

Before testing, it's crucial to verify that the latest version of the flow is activated, ensuring that the system runs the correct approval logic.

Q C. Impersonate the requester to ensure the form works.

Impersonation allows administrators to test the user experience without logging in as different users manually.

This is essential to verify that non-admin users can correctly submit the request and trigger the approval process.

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Q D. Make sure the requester's user record has a manager specified.

The manager approval flow relies on the requester's Manager field in their user record.

If this field is empty, the approval request will not be sent to the correct manager, causing the workflow to fail.

Why the Other Options Are Incorrect?

X B. Use the instance Incognito setting to quickly toggle between requester and approver.

There is no "Incognito setting" in ServiceNow to toggle users.

The correct method is using the impersonate feature.

X E. Create and select your Testing Update Set, before starting the test cases.

While Update Sets track customizations, they are not required for testing a catalog item’s approval workflow.

Update Sets are primarily used for migrating changes between instances (e.g., from Dev to Test).

X F. Use your Admin account, so you can approve the items quickly.

Admin accounts override approval workflows and do not provide an accurate test.

The correct method is to impersonate the requester and approver roles separately to ensure the workflow works as expected.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Flow Designer - Approval Workflow Testing Best Practices

ServiceNow Impersonation Feature for User Testing

ServiceNow ITSM - Catalog Item Testing & Validation

Question: 162

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:

A UI Policy is the preferred no-code approach in ServiceNow to dynamically control the mandatory, readonly, or visibility state of form fields based on specified conditions. Unlike Client Scripts, which require JavaScript coding, UI Policies provide an easy-to-configure, rule-based solution.

Why Use UI Policies?

They allow administrators to control form behavior without scripting.

They are faster and more efficient than Client Scripts.

They run on the client-side, meaning changes occur dynamically as users interact with the form.

How UI Policies Work:

Define conditions (e.g., "Priority is High").

Set actions (e.g., make "Due Date" mandatory, read-only, or hidden).

Apply the UI Policy to the form automatically when the condition is met.

Why Other Options Are Incorrect:

A . UI Action → UI Actions create buttons, links, or context menu items; they do not control form fields.

B . Client Script → While Client Scripts can achieve similar functionality, they require JavaScript coding, making them a low-code rather than a no-code solution.

Ques. UI Rule → No such feature exists in ServiceNow.
D . UI Rule → No such feature exists in ServiceNow.

Reference:

ServiceNow Docs: UI Policies

ServiceNow Docs: [Field Administration - Data Policies](#)

ServiceNow CSA Official Study Materials

Question: 163

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>

When moving multiple update sets at once, ServiceNow allows users to move them in a batch. This makes it easier to handle large numbers of updates efficiently.

Key Benefits of Using Batch for Update Sets:

Saves Time – Instead of moving update sets one by one, you can transfer multiple at the same time.

Prevents Errors – Ensures all related update sets are moved together, preventing dependency issues.

Improves Deployment Efficiency – Helps when deploying updates across development, test, and production instances.

How to Move Multiple Update Sets in a Batch:

Navigate to System Update Sets > Update Set Batches.

Create a new batch and select multiple update sets.

Move the batch to the target instance.

Preview and commit the update sets together.

Why Other Options Are Incorrect:

B . Verify → While it is important to verify updates before committing, "Verify" is not a function for moving update sets.

C . Test → Update sets should be tested, but "Test" is not a feature for moving them.

D . Preview → The preview function checks for conflicts or missing dependencies before committing update sets, but it does not facilitate moving them.

Reference:

ServiceNow Docs: Managing Update Sets

ServiceNow CSA Official Study Materials

Question: 164

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

Question and Answer PDF

Answer: C

Explanation:

An Access Control rule (ACL) in ServiceNow defines who can access data and what actions they can perform on that data. Each ACL consists of three primary components:

Object being secured – The specific table, field, or record that the rule applies to.

Operation – The type of action that is being secured (e.g., Read, Write, Create, Delete).

Permissions required – The conditions, roles, or scripts that determine whether access is granted.

How ACLs Work in ServiceNow:

ACLs evaluate whether a user has permission to access a specific table, field, or action.

The security rules are processed from most specific to least specific (e.g., field-level > table-level).

Permissions can be granted based on roles, conditions, or custom scripts using GlideSystem (gs).

Explanation of Incorrect Options:

A . Groups, Conditional Expressions, and Workflows X (Incorrect)

ACLs do not manage workflows or directly control group assignments.

B . Table Schema, CRUD, and User Authentication X (Incorrect)

CRUD (Create, Read, Update, Delete) permissions are controlled by ACLs, but User Authentication is managed separately through login policies (LDAP, SSO, etc.).

D. security_admin X (Incorrect)

security_admin is a special elevated role required to modify security settings, but it is not what an ACL specifies.

Official Reference from Certified System Administrator (CSA) Documentation:

Access Control Rules Overview:

<https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/security/concept/access-control-rules.html>

Question ID: 165

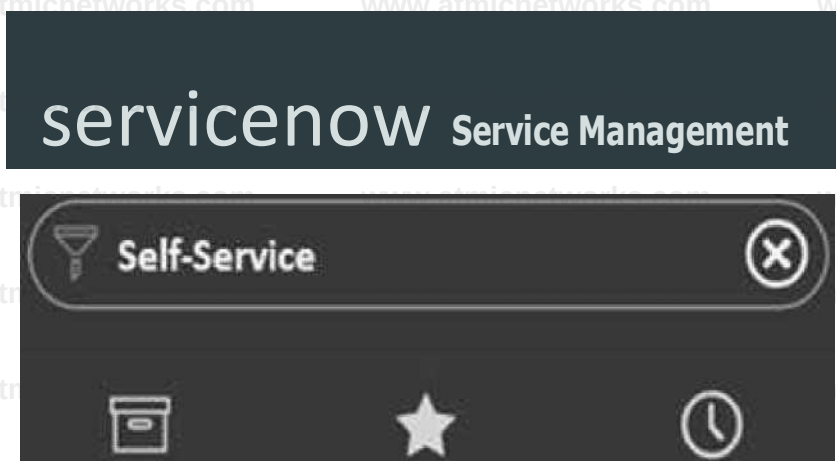
ENFOW:

https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/security/task/t_CreateOrModifyAnAccessControl.html

Question:

165

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

Answer:

C

Explanation:

Question: ServiceNow's Application Navigator allows users to browse and access Applications and Modules^{3.21/732}. To

expand or collapse the Application Navigator, users interact with the Application Menu icon (E), commonly known as the "Hamburger" menu.

How to Expand/Collapse Applications & Modules:

Locate the three-line "Hamburger" icon (E) at the top-left of the Application Navigator.

Double-click or single-click to expand/collapse the list of applications and modules.

Explanation of Incorrect Options:

A . Star (Incorrect)

The Star icon () represents Favorites, allowing users to mark frequently used modules for quick access.

B . Clock (Incorrect)

The Clock icon () is for Recently Viewed Items, showing the user's most recent navigations. D .

Funnel (Incorrect)

The Funnel icon () is a filter used to refine search results or application lists, not to expand/collapse the navigator.

Official Reference from Certified System Administrator (CSA) Documentation:

Navigating the Application Menu:

https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/navigation-and-ui/concept/c_NavigationAndTheUserInterface.html

Question: 166

What do you call any component that needs to be managed in order to deliver services?

A. CSDM Items

B. CMDB

D. Service Offerings

E. Asset

Answer: C

Explanation:

A Configuration Item (CI) is any component that needs to be managed to deliver IT services. In ServiceNow, CIs are stored in the Configuration Management Database (CMDB) and can include servers, applications, databases, network devices, and more.

Why Are Configuration Items Important?

Tracking & Management: Helps organizations track IT assets and their relationships.

Service Impact Analysis: Identifies how an issue with one component can affect related services.

Change Management Support: Ensures changes to IT assets are controlled and well-documented.

Incident & Problem Resolution: Provides insights into troubleshooting and root cause analysis.

Examples of Configuration Items (CIs):

Hardware: Servers, network devices, storage systems.

Software: Applications, databases, operating systems.

Services: Business services, IT services.

Documentation: Policies, SLAs, knowledge articles.

Incorrect Answer Choices

X A. CSDM Items – The Common Service Data Model (CSDM) is a framework for structuring CMDB data, but individual components in the CMDB are called Configuration Items (CIs).

X B. CMDB – The CMDB (Configuration Management Database) is the database that stores Configuration Items, but it is not a CI itself.

Questions and Answers PDF

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X D. Service Offerings – A Service Offering represents a set of capabilities available to customers but is not the same as a CI.

X E. Asset – An IT Asset refers to a physical or virtual resource owned by the organization, but not all assets are CIs (e.g., a computer mouse may be an asset but not a CI).

Official CSA Documentation Reference:

ServiceNow CMDB Overview

Configuration Items (CIs)

Question: 167

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

- A. Specify the Dept_Mgr role on the catalog content block
- B. Add the Department Manager group to the catalog item's user criteria
- C. Add the Department Manager group to the catalog item's ACL
- D. Only publish the item in the HR service catalog
- E. Use a Dept_Mgr ACL on the HR service catalog

Answer: B

Explanation:

In ServiceNow, User Criteria is the best method for controlling who can see or request catalog items. To ensure that only HR Department Managers can view the service catalog item, we need to apply User

Question: Criteria by adding the Department Manager group.

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Steps to Restrict Catalog Item Visibility Using User Criteria:

Navigate to Service Catalog > Catalog Items.

Open the specific catalog item.

Scroll down to the Available For section.

Click Edit and select User Criteria.

Add the Department Manager group.

Save the changes.

Effect: Only users in the Department Manager group will be able to see and request this catalog item.

Incorrect Answer Choices

☐ A. Specify the Dept_Mgr role on the catalog content block

Roles control system permissions but are not used to filter visibility of catalog items.

☐ C. Add the Department Manager group to the catalog item's ACL

Access Control Lists (ACLs) restrict who can modify a catalog item but do not control visibility.

☐ D. Only publish the item in the HR service catalog

Publishing an item in a specific catalog does not restrict access to a specific user group.

☐ E. Use a Dept_Mgr ACL on the HR service catalog

ACLs are not the correct approach for managing catalog item visibility; User Criteria is the best practice.

Official CSA Documentation Reference:

ServiceNow User Criteria for Service Catalog

Restricting Access to Service Catalog Items

Question: 168

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: C

Explanation:

In ServiceNow, when applying filters, the Funnel icon opens the condition builder, allowing users to set criteria for displaying records.

Understanding the requirement:

The user wants to see Incidents where the state is Closed OR Incidents where the Assignment Group is Network.

The key word here is OR, meaning records satisfying either condition should be displayed.

Steps to apply this filter in ServiceNow:

Click the Funnel icon to open the condition builder.

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Define the first condition → Select State = Closed.

Click the OR button (since we want records meeting either condition).

Define the second condition → Select Assignment Group = Network.

Press Enter to apply the filter.

Why is the Correct Answer "C"?

Since the user wants either condition to be true, OR is the correct logical operator.

Pressing Enter after defining the second condition executes the filter.

Why Not the Other Options?

A . Define the first condition; click AND button; define second condition; click Run: **X** Incorrect because AND would require both conditions to be true simultaneously, which is not what the user wants.

B . Define the first condition; click AND button; define second condition; press enter: **X** Same issue as option A—AND will narrow the results instead of expanding them.

D . Define the first condition; click > icon on breadcrumb, define second condition; click Run: **X** The breadcrumb navigation is used to modify filters after applying them, not to create them initially.

E . Define the first condition; click > icon on breadcrumb, define second condition; press enter: **X** Same issue as option D—breadcrumb navigation is for modifying, not for initial filter creation.

Reference from the Certified System Administrator (CSA) Official Documentation:

Using Filters and Condition Builder in ServiceNow: ServiceNow Docs

ServiceNow Querying and Filtering Best Practices

Using OR ensures both conditions are considered independently, displaying incidents that are either Closed or assigned to Network.

Question: 169

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

A. Incident.Major_Incident

B. incident=>major_incident

- C. incident<=>major_incident
- D. incident||major_incident
- E. incident.major_incident

Answer: E

Explanation:

Access Control rules in ServiceNow define who can create, read, write, or delete records in a table or specific fields. These rules are applied at the table or field level and follow a specific naming convention:

TableName.FieldName

Why is the Correct Answer "incident.major_incident"?

Naming Convention for Access Control Rules:

If an Access Control rule applies to a specific table, its format is TableName (e.g., incident).

If it applies to a specific field, it follows TableName.FieldName (e.g., incident.major_incident).

Major Incident is a field in the Incident table:

The incident table represents the ITSM Incident Management module.

Major Incident is a specific field within the incident table.

To apply an Access Control Rule to this field, the rule name must be incident.major_incident.

Why Not the Other Options?

A . Incident.Major_Incident: ✗ Incorrect because ServiceNow Access Control rules do not use uppercase table or field names—they are always lowercase.

B . incident=>major_incident: ✗ Incorrect syntax—ServiceNow does not use => in Access Control

C . incident<=>major_incident: X Incorrect syntax—ServiceNow does not use <=> in rule naming conventions.

D . incident||major_incident: X Incorrect syntax—ServiceNow does not use || (logical OR) in Access Control naming.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Access Control Rules Guide: ServiceNow Docs

How to Create and Manage Access Control Rules in ServiceNow

By using incident.major_incident, we correctly define field-level security for the Major Incident field in the Incident table.

Question: 170

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

- A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
- B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
- C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities
- D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Answer: B**Explanation:**

ServiceNow allows a single Catalog Item to be published to multiple service catalogs, avoiding duplication while ensuring accessibility for the right users.

Why is Option B Correct?

Instead of creating duplicate catalog items (which would require managing two separate items with the same functionality), we create one Catalog Item and publish it in both catalogs (HR and Facilities).

This approach ensures centralized management while maintaining accessibility for both departments.

It simplifies updates—any changes to the form or workflow will apply to both catalogs automatically.

Why Are the Other Options Incorrect?

X A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.

Incorrect because it creates duplicate catalog items with the same functionality, increasing maintenance effort.

X C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.

Incorrect because there is no "Parent Catalog" concept in ServiceNow.

ServiceNow allows publishing a single item to multiple catalogs, but there is no need for a parent catalog.

X D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Incorrect because ACLs restrict access at a field, table, or record level, but they do not control where a Catalog Item appears.

The correct approach is to publish the item to multiple catalogs rather than using ACLs.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Service Catalog Management - Publishing Items to Multiple Catalogs

ServiceNow ITSM - Best Practices for Catalog Item Reusability

ServiceNow CSA Guide - Managing Service Catalogs and Items

Question: 171

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

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

Answer: B

Explanation:

When using High Security Settings in ServiceNow, administrators often gain temporary elevated privileges. To revert to normal security levels, they must log out and back in to refresh their session.

Why is Option B Correct?

High Security Settings provide elevated security configurations and may override standard role-based access controls.

Logging out clears any temporary security settings and restores normal administrator privileges.

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This is the recommended practice after making security changes.

Why Are the Other Options Incorrect?

☒ A. Select Normal role

Incorrect because there is no "Normal" role in ServiceNow.

☒ C. Use System Administration > Normal Security module

Incorrect because there is no "Normal Security" module in ServiceNow.

☒ D. Select Global Update Set

Incorrect because Update Sets control customizations and configurations, not security settings.

☒ E. End Impersonation

Incorrect because ending impersonation only switches back to the admin account if you were impersonating a user.

It does not reset security settings from High Security Mode.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow CSA Guide - High Security Settings

ServiceNow Best Practices - Managing Security Configurations

Question: 173

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:

The Flow Designer module in ServiceNow is used to create and manage automations that involve business logic such as approvals, tasks, notifications, and integrations. It provides a no-code/low-code environment where users can define automated workflows without needing to write scripts.

Why Use Flow Designer for Business Logic Automation?

Automates Processes – Handles approvals, notifications, and task assignments.

Question: No-code Interface – Users can build workflows using a drag-and-drop interface.

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Replaces Legacy Workflows – Flow Designer is the modern alternative to Workflow Editor.

Integrates with Spokes – Can connect to other systems using Integration Hub.

Key Features of Flow Designer:

Triggers – Define when a flow starts (e.g., record changes, schedules, API calls).

Actions – Define what happens (e.g., create a task, send an email, update a record).

Conditions – Add logic to control execution paths.

Why Other Options Are Incorrect:

B . Process Automation > Flow Administration → Used for managing existing flows, not creating new ones.

C . Process Automation > Workflow Editor → This is the legacy workflow automation tool, replaced by Flow Designer.

D . Process Automation > Process Flow → No such module exists in ServiceNow.

E . Process Automation > Active Flows → Displays already running flows, but does not allow new flow creation.

Reference:

ServiceNow Docs: Flow Designer

ServiceNow CSA Official Study Materials

Question: 174

Which module is used as the first step for importing data?

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A. Coalesce Data

B. Transform Data

D. Load Data

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Answer: D

Explanation:

When importing data into ServiceNow, the first step in the Import Set process is loading the data into a temporary Import Set table. This is done using the Load Data module.

Steps in Importing Data:

Load Data (First Step) 

This step imports raw data from a source file (e.g., CSV, Excel, XML) into an Import Set table in ServiceNow.

No transformation occurs at this stage; it simply moves data into a temporary staging table.

Create Transform Map & Apply Transform

After loading, a Transform Map is used to map fields from the Import Set table to the target table (e.g., Incident, CMDB, Users).

The Transform Data step converts and inserts data into the final table.

Coalesce to Avoid Duplicates

Coalescing is an optional step that determines whether existing records should be updated or if new records should be created.

Explanation of Incorrect Options:

A . Coalesce Data  (Incorrect)

Coalescing is used during the Transform phase to prevent duplicate records but is not the first step.

B . Transform Data  (Incorrect)

Transforming data occurs after it has been loaded into the Import Set table.

C . Import Data  (Incorrect)

No such specific module exists as "Import Data"; the process begins with "Load Data."

Importing Data Using Import Sets:
https://docs.servicenow.com/bundle/utah-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

Load Data Module in ServiceNow:
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/import-sets/task/t_LoadData.html

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www.atmicnetworks.com When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use? www.atmicnetworks.com

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www.atmicnetworks.com Explanation: www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Flow Designer is a no-code/low-code automation tool in ServiceNow that enables users to orchestrate business processes across different services with minimal technical knowledge. It allows non-technical users to build complex workflows using drag-and-drop functionality. www.atmicnetworks.com

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No-Code/Low-Code Automation

Users can design, test, and manage business processes without coding skills.

Actions can be executed sequentially or conditionally based on logic.

Integration with ServiceNow Applications

Flow Designer works with IntegrationHub, allowing ServiceNow to interact with external systems like Slack, Microsoft Teams, and Jira.

Trigger-Based Execution

Flows can be triggered by conditions, schedules, or user actions.

Prebuilt Spokes & Actions

ServiceNow provides prebuilt "Spokes" with reusable actions that simplify workflow automation.

Explanation of Incorrect Options:

A . Flow Manager ✗ (Incorrect)

No such module called "Flow Manager" exists in ServiceNow.

C . Flow Editor ✗ (Incorrect)

The term "Flow Editor" is not used in ServiceNow; the correct name is Flow Designer.

D . Workflow Editor ✗ (Incorrect)

Workflow Editor is part of the older Legacy Workflow Engine, which requires scripting and is not recommended for no-code automation.

E . Workflow Designer ✗ (Incorrect)

This is not an official ServiceNow tool; Flow Designer has replaced older workflow tools for modern automation needs.

Official Reference from Certified System Administrator (CSA) Documentation:

Flow Designer Overview:

<https://docs.servicenow.com/en-US/bundle/utah-automation/page/administer/flow-designer/concept/flow-designer.html>

Building Flows in Flow Designer:

<https://docs.servicenow.com/en-US/bundle/utah-automation/page/administer/flow-designer/concept/flow-designer.html>

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Question: 176

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Initiate a Connect Chat session
- C. Install the Bomgar plug-in
- D. Impersonate the user
- E. Launch a NowChat window

Answer: D

Explanation:

If a user reports that they cannot see certain modules in the Application Navigator, the best way to troubleshoot is to impersonate the user. Impersonation allows an administrator to see exactly what the user sees without needing their password.

Steps to Impersonate a User in ServiceNow:

Click on your profile icon (top-right corner).

Select Impersonate User.

Search for and select the user's name.

Question: The instance will reload, and you will see the UI as the user experiences it.

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Navigate to the Application Navigator and check for missing modules.

Once done, click Stop Impersonation.

Why is Impersonation Useful?

Ensures security (no need to reset or look up passwords).

Speeds up troubleshooting by allowing admins to replicate user issues.

Helps verify role-based access permissions.

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Incorrect Answer Choices

X A. Look up their password, so you can login with their account

This is a security violation and not an acceptable practice.

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X B. Initiate a Connect Chat session

Chatting with the user can help gather information, but it does not allow you to see what they see.

www.X C. Install the Bomgar plug-in www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Bomgar is a remote support tool, but impersonation is the built-in and recommended method for troubleshooting in ServiceNow.

www.X E. Launch a NowChat window www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

NowChat is used for customer support and collaboration, not for verifying module visibility.

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Official CSA Documentation Reference:

Impersonate Users in ServiceNow

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Question: 177

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Question: What is a key difference between Reporting and Performance Analytics? 340/732

- 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: A

Explanation:

The key difference between Reporting and Performance Analytics (PA) is how they handle data over time.

Reporting

Shows real-time data from tables.

Runs queries on data at the moment the report is generated.

Cannot analyze historical trends unless data is manually stored.

Used for static reports, lists, charts, or dashboards.

Performance Analytics (PA)

Captures snapshots of data at scheduled intervals (e.g., daily, weekly).

Tracks trends and KPIs (Key Performance Indicators) over time.

Helps organizations forecast and analyze historical patterns.

Used for business intelligence and proactive decision-making.

Incorrect Answer Choices

☐ B. Performance Analytics can show trends; Reports cannot.

Reporting can show trends using aggregated data (e.g., grouped by date), but PA is specifically designed for tracking trends over time.

☐ C. Reports can be run on a scheduled basis; Performance Analytics cannot.

Both Reports and PA can be scheduled to run at regular intervals.

☐ D. Performance Analytics data can be published to Dashboards; Reports cannot.

Reports can be published to dashboards, just like Performance Analytics.

☐ E. Performance Analytics shows KPIs; Reporting does not.

Reports can display KPIs using calculated metrics and aggregations, but PA is optimized for KPI tracking over time.

Official CSA Documentation Reference:

Performance Analytics vs. Reporting

ServiceNow Reporting Overview

Question: 178

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

☐ A. Configure Lists

☐ C. Configure Task

☐ D. Show Choices

☐ E. Show Choice List

☐ F. Configure Options

Answer: D

Explanation:

In ServiceNow, Priority is a choice field, meaning it has predefined values (e.g., 1 - Critical, 2 - High, etc.). If a customer wants to change the values to display P1, P2, P3, P4 consistently across all tasks, you must modify the choice list values for the Priority field.

Steps to Modify the Priority Field Choices:

Right-click on the Priority field in the Incident form.

Select “Show Choices” from the context menu.

In the Choice List Entries table, modify the Label values to match the internal terminology (P1, P2, P3, P4).

Ensure that the changes apply to all Task-related tables (such as Incident, Change, and Problem).

Why is the Correct Answer "Show Choices"?

The “Show Choices” option displays the choice list for that specific field, allowing modifications to the values displayed in the dropdown.

This ensures consistency across all records using the Priority field.

Why Not the Other Options?

A . Configure Lists: ✗ Configures list views, not choice field values.

B . Show Options: ✗ Not a valid option in ServiceNow for modifying choice fields.

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C . Configure Task: ✗ Configures the task table settings, not choice list values.

E . Show Choice List: ✗ Not a valid ServiceNow menu option.

F . Configure Options: ✗ Not a valid option in ServiceNow for modifying choice fields.

Reference from the Certified System Administrator (CSA) Official Documentation:

Modifying Choice Lists in ServiceNow: ServiceNow Docs

How to Customize Dropdown Fields in ServiceNow

Using “Show Choices”, administrators can update choice values while preserving the existing backend values, ensuring consistency in workflows and reports.

Question: 179

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. System Notification > Email > Notifications
- B. Administration > Notification Overview
- C. System Properties > Email > Settings
- D. User Preferences > Email > Notifications
- E. Click Gear > Notifications > New

Answer: A

Explanation:

To create a new email notification in ServiceNow for users affected by network outages, you must

Question: Navigate to the "Notifications" module under System Notification.

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Steps to Create a New Notification:

Navigate to:

System Notification > Email > Notifications

Click New to create a new notification.

Configure the notification with the following:

Name: "Network Outage Notification"

Table: Select the relevant table (e.g., Incident, Task)

When to Send: Define the trigger (e.g., when an Incident is created or updated with a Network Outage category).

Who Will Receive: Specify affected users.

Message Content: Create the email subject and body using dynamic fields (such as affected user's site).

Save and test the notification.

Why is the Correct Answer "System Notification > Email > Notifications"?

Notifications are managed in System Notification.

The Notifications module allows you to configure email triggers, recipients, conditions, and templates for system alerts.

Why Not the Other Options?

B . Administration > Notification Overview: ✗ No such module in ServiceNow.

C . System Properties > Email > Settings: ✗ This configures email server settings, not individual notifications.

D . User Preferences > Email > Notifications: ✗ User preferences only enable or disable personal notifications, not create new ones.

E . Click Gear > Notifications > New: ✗ The gear icon does not provide access to email notifications.

Reference from the Certified System Administrator (CSA) Official Documentation:

Creating and Managing Email Notifications in ServiceNow: ServiceNow Docs

ServiceNow Notification Configuration Guide

By using System Notification > Email > Notifications, administrators can create a targeted email notification to alert users of network outages effectively.

Question: 180

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: In ServiceNow Flow Designer, a data pill represents variables, record fields, or outputs from previous steps that can be used dynamically in the flow.

Why is Option D Correct? Data pills allow flow designers to reference record data without manually specifying table fields.

Dragging a data pill onto a flow step ensures that the correct values are automatically mapped from the referenced record. This is the recommended method for using record data within a flow.

Why Are the Other Options Incorrect?

A. Drag the table icon onto the flow definition

Incorrect because Flow Designer does not use table icons for referencing records.

Instead, it utilizes data pills and actions to retrieve and manipulate record data.

☐ B. Use the condition builder to specify the desired values

Incorrect because the condition builder is used for decision logic (e.g., If-Else conditions), not for referencing record data.

☐ C. Specify the source table on the data pill related list

Incorrect because you cannot manually specify a table in a data pill.

Data pills are automatically created when an action retrieves data from a record.

☐ E. Add the table reference using the slush bucket

Incorrect because slush buckets are used in ServiceNow for selecting multiple items (e.g., roles, groups), not for referencing record data in a flow.

Reference to Official Certified System Administrator (CSA) Documentation:

[ServiceNow Flow Designer - Using Data Pills](#)

ServiceNow Flow Designer - Best Practices for Record Referencing

ServiceNow ITSM - Automating Workflows with Flow Designer

Question: 181

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

☐ A. Group

☐ C. My reports

☐ D. Team

☐ E. Dashboards

☐ F. Global

☐ G. Admin

☐ H. Analytics

I. All

J. Company

Answer: C E F I

Explanation:

On the Reports page in ServiceNow, different sections allow users to see which reports are visible to various audiences.

Why These Options Are Correct?

Q C. My reports

Displays reports created by the logged-in user.

These reports are private unless explicitly shared.

Q E. Dashboards

Dashboards consolidate multiple reports and make them visible to specific audiences.

Users can share dashboards with groups or individuals.

Q F. Global

Global reports are available to all users with reporting access.

These reports are not restricted to a specific user or group.

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☒ I. All

The "All" section lists every report the user has access to, including:

Personal reports

Shared reports

Global reports

Reports from dashboards

Why the Other Options Are Incorrect?

☐ A. Group

There is no "Group" section in the Reports page.

However, reports can be shared with groups, but there is no direct "Group" view.

☐ B. Department

Departments do not determine report visibility in the Reports page.

Report access is controlled by roles, users, and groups, not departments.

☐ D. Team

Teams are not a standard report visibility category in ServiceNow.

Reports are shared at user, role, and global levels, not by "Team."

☐ G. Admin

There is no "Admin" section in the Reports page.

However, Admins can access all reports via the "All" section.

☐ H. Analytics

Analytics is a separate module in ServiceNow, primarily used for Performance Analytics (PA) and dashboards.

It is not a standard report visibility section.

☐ J. Company

There is no "Company" section in the Reports page.

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Reports can be shared at a global level, but not specifically by "Company."

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Reports - Managing Visibility and Access

ServiceNow Reporting Guide - Sections of the Reports Page

ServiceNow Dashboards and Report Sharing Best Practices

Question: 182

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

Answer: D

Explanation:

A Transform Map in ServiceNow is a tool used to define relationships between fields in an import set table and fields in a target table. It helps map incoming data to the appropriate fields within the

Question: ServiceNow data tables are used for importing data from external sources.

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How Transform Maps Work:

Data is loaded into an Import Set Table.

A Transform Map is created to define how fields from the import set correspond to fields in the target table.

The Transformation Process is executed, applying the mapping rules.

The data is stored in the Target Table with any specified transformations applied.

Key Features of Transform Maps:

Supports field mapping, scripted transformations, and coalesce fields (for avoiding duplicate records).

Allows for data cleansing and standardization during the transformation process.

Can be reused for multiple data imports.

Why Other Options Are Incorrect:

A . Transform Schema → No such concept exists in ServiceNow.

B . Schema Map → Provides a visual representation of table relationships but does not define field mappings for imports.

C . Dictionary Map → Used for mapping between dictionary definitions, not for transforming import set data.

E . Field Transformer → Not a ServiceNow tool.

F . Import Designer → No such module in ServiceNow.

Reference:

ServiceNow Docs: [Import Sets Key Concepts](#)

ServiceNow Docs: Transform Maps

ServiceNow CSA Official Study Materials

Question: 183

Question: Which ServiceNow capability provides assistance to help users obtain information make decisions and perform common work tasks via a messaging interface?

A. Agent Workspace

B. Chat bot

- C. Virtual Agent
- D. Knowledge Chat
- E. Now Support

Answer: C

Explanation:

Virtual Agent is ServiceNow’s AI-powered chatbot that provides assistance via a messaging interface. It helps users obtain information, make decisions, and complete common tasks without human intervention.

Key Capabilities of Virtual Agent:

- Conversational Interface → Users interact through chat to get information and perform tasks.
- Automated Responses → Uses predefined topics and natural language understanding (NLU) to provide relevant answers.
- Integration with ServiceNow Applications → Can create incidents, reset passwords, check order statuses, etc.
- Available on Multiple Channels → Works with Microsoft Teams, Slack, and the ServiceNow portal.

Why Other Options Are Incorrect:

- A . Agent Workspace → A unified interface for agents to manage cases, not an AI chatbot.
- B . Chat bot → A generic term; Virtual Agent is the official chatbot in ServiceNow.

QuD . Knowledge Chat → No such feature exists; however Virtual Agent can integrate with the Knowledge Base.

E. Now Support → ServiceNow’s customer support portal, not an AI-driven assistant.

Reference:

- ServiceNow Docs: Virtual Agent Overview
- ServiceNow CSA Official Study Materials

Question: 184

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

Answer: A

Explanation:

The correct answer is "Flows", which refers to Flow Designer in ServiceNow.

Flow Designer is a no-code/low-code automation tool that allows users to automate business logic for a specific application or process, such as:

Approvals

Notifications

Record operations (such as updating or deleting records)

Why "Flows" is the Correct Answer:

A Flow is a sequence of automated actions that are triggered by specific events.

It is part of Flow Designer, which is the modern alternative to the legacy Workflow Engine.

It provides trigger-based execution, meaning it can run when a record is created, updated, or upon a specific condition.

Explanation of Incorrect Options:

B . Action Sequences ✗ (Incorrect)

No such term exists in ServiceNow.

C . Action Sets **X** (Incorrect)

No such feature exists in ServiceNow.

D . Task Flows **X** (Incorrect)

This is not a term used in ServiceNow automation.

E . Flow Diagrams **X** (Incorrect)

While Flow Designer visually represents flows, there is no feature named "Flow Diagrams" in ServiceNow.

Official Reference from Certified System Administrator (CSA) Documentation:

Flow Designer Overview:

<https://docs.servicenow.com/bundle/utah-automation/page/administer/flow-designer/concept/flow-designer.html>

How to Create and Use Flows:

https://docs.servicenow.com/en-US/bundle/utah-automation/page/administer/flow-designer/task/t_CreateFlow.html

Question: 185

From a form, what would you click to add additional fields to the form? (Choose two.)

A. Context Menu > Form > Layout

B. Context Menu > Configure > Form Layout

C. Context Menu > Configure > Form Design

D. Right click on header > Add > Field

E. Context Menu > Form > Designer

F. Right click on header > Configure > UX Dashboard

Answer: B, C

Explanation:

In ServiceNow, you can add additional fields to a form using either:

Form Layout (for quick field additions)

Form Designer (for a drag-and-drop UI approach)

Correct Methods:

Context Menu > Configure > Form Layout (B) [Q](#)

This allows administrators to add or remove fields in a simple list-based interface.

Used when only minor modifications are needed.

Context Menu > Configure > Form Design (C) [Q](#)

Opens the Form Designer, a drag-and-drop UI editor for configuring forms.

Allows users to rearrange fields, sections, and tabs easily.

A . Context Menu > Form > Layout **X** (Incorrect)

The correct path is Configure > Form Layout, not "Form > Layout."

D . Right-click on header > Add > Field **X** (Incorrect)

Right-clicking the form header does not provide an option to add fields directly.

E . Context Menu > Form > Designer **X** (Incorrect)

The correct option is Configure > Form Design, not "Form > Designer."

F. Right-click on header > Configure > UX Dashboard **X** (Incorrect)

UX Dashboards are used for analytics and reporting, not form configuration.

Official Reference from Certified System Administrator (CSA) Documentation:

Form Layout in ServiceNow:

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/task/t_ConfigureFormLayout.html

Form Designer Overview:

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_FormDesigner.html

Question: 186

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:

A Many-to-Many (M2M) relationship in ServiceNow allows two or more tables to be related bidirectionally, so that related records are visible in a related list on both tables.

How Many-to-Many Relationships Work in ServiceNow:

Unlike a One-to-Many (1:M) relationship (where only one table references another), M2M relationships link records in both directions.

This is achieved through an intermediary table, known as a Many-to-Many table, which stores the relationships.

A Many-to-Many table contains:

A reference field for each of the tables being linked.

The relationship records, which connect records between the two tables.

Example of a Many-to-Many Relationship:

Suppose you want to relate Incidents to Problems and vice versa.

Instead of adding a reference field in each table, you create an m2m_incident_problem table.

Now, an Incident can be linked to multiple Problems, and each Problem can be linked to multiple Incidents.

These relationships will be visible as related lists in both tables.

Incorrect Answer Choices

✗ A. Database View – Used to combine data from multiple tables for reporting but does not establish a bi-directional relationship between tables.

✗ C. One to Many (1:M) – A single record in one table relates to multiple records in another, but the relationship is not bi-directional.

✗ D. Extended – Refers to table inheritance, where a table inherits fields from its parent table, not a Many-to-Many relationship.

Official CSA Documentation Reference:

Many-to-Many Relationships in ServiceNow

[Understanding Table Relationships](#)

Question: 187

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:

The three-bar icon in the Form header of ServiceNow is commonly referred to as the Hamburger icon. It provides access to additional form actions through a context menu.

Functions of the Hamburger Icon in ServiceNow:

Opens a drop-down menu with options such as:

Configure Form Layout

Configure Form Design

Insert and Stay

Export Options

Helps users access quick actions without navigating away from the form.

Why is it Called a "Hamburger Icon"?

The icon consists of three horizontal lines, resembling a hamburger (bun-patty-bun).

This naming convention is widely used in web and mobile UI design.

Incorrect Answer Choices

X A. Pancake Icon – No such term exists in ServiceNow UI terminology.

X B. Additional Actions or Context Menu – While the icon does provide additional actions, "Context Menu" refers to right-click options or three-dot menus, not the three-bar menu.

X D. Cake Icon – No such UI term exists in ServiceNow or general UI design.

Official CSA Documentation Reference:

Understanding the ServiceNow Form Header

ServiceNow UI Overview

Question: 188

Group records are stored in which table?

- A. Group [sn_user_group]
- B. Group [sys_user_group]
- C. Group [s_sys_group]

Answer: B

Explanation:

Reference: In ServiceNow, groups are collections of users that share a common role, responsibility, or function. Group records are stored in the sys_user_group table, which is used for access control, workflow assignments, and approvals.

Why is the Correct Answer "sys_user_group"?

The sys_user_group table is the official table for storing group records.

Groups are used for assigning tasks, roles, and responsibilities in ServiceNow.

The sys_user_group table contains records for all defined groups, including IT support teams, security groups, and business process groups.

Why Not the Other Options?

A . Group [sn_user_group]: **X** No such table exists in ServiceNow.

C . Group [s_sys_group]: **X** Incorrect, as there is no "s_sys_group" table in ServiceNow.

D . Group [u_sys_group]: **X** "u_" prefix refers to custom tables, but the standard group table is sys_user_group.

Reference from the Certified System Administrator (CSA) Official Documentation:

Managing User Groups in ServiceNow: ServiceNow Docs

ServiceNow Knowledge Base: KB0832548 (Group Table Information)

The sys_user_group table is the correct location for storing group records, allowing efficient role-based access and task assignments in ServiceNow.

Question: 189

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What function do you use to add buttons, links, and context menu items on forms and lists?

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

Answer: C

Explanation:

In ServiceNow, UI Actions are used to add buttons, links, and context menu items on forms and lists to enhance user interaction.

Why is the Correct Answer "UI Actions"?

UI Actions provide interactive elements such as buttons, links, and context menu options on forms and lists.

UI Actions allow execution of server-side and client-side scripts, including GlideAjax and GlideRecord calls.

They can be configured to execute under specific conditions, such as user roles, field values, or record states.

Examples of UI Actions include:

Submit, Update, and Delete buttons on forms.

Custom action buttons such as "Escalate Incident" or "Resolve Task".

List context menu items such as "Approve" or "Reject" for workflow items.

Why Not the Other Options?

A . UI Policies: ✗ Used for dynamically showing, hiding, or making fields mandatory, but not for adding buttons or links.

Questions and Answers PDF

B . UI Settings: ✗ No such module in ServiceNow.

D . UI Config: ✗ Not a valid option; UI Actions, not "UI Config," control buttons and menus.

Reference from the Certified System Administrator (CSA) Official Documentation:

UI Actions Overview: ServiceNow Docs

Configuring UI Actions for Forms and Lists

By using UI Actions, developers can enhance the user experience by providing interactive buttons and menu options in ServiceNow.

Question: 190

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

Answer: A

Explanation:

In ServiceNow, Business Rules are server-side scripts that execute at specific times relative to database operations. The "When" setting determines when the Business Rule runs in relation to a record action (Insert, Update, Delete, Query).

Why is Option A Correct?

Executes before a record is saved to the database.

Used to validate data, modify values, or prevent an action (e.g., stopping an invalid update).

Q After

Executes after a record is inserted, updated, or deleted.

Commonly used for triggering notifications or creating related records.

Q Async (Asynchronous)

Runs after a database operation but executes in the background.

Ideal for long-running or performance-heavy tasks (e.g., integrating with external systems).

Q Display

Executes before a form loads, allowing modifications to fields before they are displayed to the user.

Typically used for pre-filling form fields based on user roles or conditions.

Why Are the Other Options Incorrect?

X B. Prior to, Synchronous, on Update

"Prior to" is not a valid Business Rule execution timing.

"Synchronous" is a general term but is not a specific execution timing option in Business Rules.

"on Update" is a database operation, not an execution timing.

X C. Insert, Update, Delete, Query

These are database operations that trigger Business Rules, not execution timings.

Execution timing determines when (before, after, etc.), while these determine what triggers it.

X D. Before, Synchronous, Scheduled Job, View

"Synchronous" is not a Business Rule timing option.

"Scheduled Job" refers to Scheduled Jobs (not Business Rules).

"View" is a UI-related concept, not a Business Rule execution timing.

Reference to Official Certified System Administrator (CSA) Documentation:

[ServiceNow Business Rules - How They Work](#)

ServiceNow Best Practices - Business Rule Execution Timing

Question: 191

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

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

Answer: A, C, D, F

Explanation:

In ServiceNow, Data Sources define external data that can be imported into the platform. These sources feed data into Import Sets, which are then transformed into ServiceNow tables.

Why These Options Are Correct?

- A. Local Sources (i.e. XML, CSV, Excel)

Allows importing structured data files stored locally or uploaded manually.

Commonly used for one-time data migrations or periodic imports.

Q D. JDBC Connection

JDBC (Java Database Connectivity) allows ServiceNow to connect directly to external databases (e.g., MySQL, Oracle, SQL Server).

Useful for real-time integrations with legacy systems.

Q E. Network Server

Allows importing data from a file stored on a remote server via SFTP/FTP.

Common for automated batch data imports.

Q F. LDAP Connection

LDAP (Lightweight Directory Access Protocol) allows ServiceNow to sync user and group data from enterprise directories (e.g., Active Directory).

Used for HR, ITSM, and Identity Management.

Why Are the Other Options Incorrect?

X B. Implementation Spoke

Incorrect because "Implementation Spoke" is not a data source but a ServiceNow IntegrationHub component used for automating ITSM tasks.

X C. DataHub

Incorrect because "DataHub" is not a ServiceNow data source.

ServiceNow uses IntegrationHub, JDBC, REST, and SOAP APIs for data ingestion.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Data Sources - Importing External Data

ServiceNow LDAP Integration - Best Practices

ServiceNow JDBC and File-Based Data Import Methods

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Question: 192

What are the components that make up a filter condition? (Choose three.)

- A. Operator
- B. Match Criteria
- C. Value
- D. Column
- E. Field

Answer: A, C, D

Explanation:

A filter condition in ServiceNow consists of three essential components that define how data is filtered in lists, reports, and queries. These components determine which records meet specific criteria.

Components of a Filter Condition:

Column (D) – Represents the field in the table that is being filtered (e.g., "Priority" in the incident table).

Operator (A) – Defines the comparison method, such as is, contains, starts with, greater than, etc.

Value (C) – Specifies the criteria used for filtering (e.g., "High" for Priority).

Example of a Filter Condition in an Incident Table:

Priority is High

Column: Priority

Operator: is

Why Other Options Are Incorrect:

B . Match Criteria → Not a defined component; filtering is based on column, operator, and value.

E . Field → While "Field" is a general term, ServiceNow officially uses "Column" in filter conditions.

Reference:

ServiceNow Docs: [Using Filters in Lists](#)

ServiceNow CSA Official Study Materials

Question: 193

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

- A. Turn your computer off and on again
- B. Clear browser cache
- C. End Impersonation
- D. Log out and back in

Answer: C

Explanation:

When you impersonate a user in ServiceNow for testing, you temporarily assume their permissions and role-based access. To return to your own user session, the best way is to End Impersonation.

Click on the User Menu (top right corner).

Select "End Impersonation".

You will immediately return to your original user session.

Why Other Options Are Incorrect:

- A . Turn your computer off and on again → Unnecessary and does not affect session management.
- B . Clear browser cache → Cache clearing is not required; impersonation is session-based.
- D . Log out and back in → While this works, it is not the best method because End Impersonation is a faster and direct solution.

Reference:

ServiceNow Docs: Impersonating Users

ServiceNow CSA Official Study Materials

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html

Question: 194

What controls the publishing and retiring process for knowledge articles?

- A. Approval Policies
- B. Approval Definitions
- C. Workflow Designer
- D. Workflows
- E. State Lifecycle

Answer: D

Explanation:

In ServiceNow Knowledge Management, the publishing and retiring process for knowledge articles is managed through Workflows. These workflows define the steps an article must go through before it is published, updated, or retired.

How Workflows Control Knowledge Article Publishing & Retiring:

Submission:

A user creates a knowledge article and submits it for approval.

Approval Process:

Based on the workflow, an article may require manager or SME (Subject Matter Expert) approval.

Publishing:

Once approved, the article is published and made available in the Knowledge Base.

Updating & Versioning:

If edits are needed, the article enters a draft or review state.

Retirement:

When an article is no longer needed, it follows the workflow to retire or archive it.

Common Knowledge Workflows in ServiceNow:

Knowledge Approval Publish (requires approval before publishing)

Knowledge Instant Publish (automatically publishes the article)

Knowledge Retire (handles retiring or archiving articles)

Explanation of Incorrect Options:

A . Approval Policies ❌ (Incorrect)

ServiceNow does not use a separate "Approval Policy" for knowledge articles; approvals are managed

B . Approval Definitions ❌ (Incorrect)

There is no such specific feature in ServiceNow. Approvals are configured within workflows, not separate definitions.

C . Workflow Designer ❌ (Incorrect)

The Workflow Designer is a tool used to create workflows, but it does not control the publishing process directly. The

workflows themselves do.

E . State Lifecycle X (Incorrect)

While knowledge articles have a lifecycle (Draft → Review → Published → Retired), this is controlled by workflows, not by an independent "State Lifecycle" feature.

Official Reference from Certified System Administrator (CSA) Documentation:

Knowledge Workflows Overview:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

ServiceNow Knowledge Management Process:

<https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/knowledge-management/concept/knowledge-management-overview.html>

Topic 3, Exam Pool C

Question: 195

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query

- 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: B, D, C

Explanation:

In the ServiceNow Service Catalog module, tables have a One-to-Many (1:M) relationship, meaning a single record in one table can relate to multiple records in another table. This is especially important for handling Service Catalog requests, as multiple items, approvals, and tasks may be associated with a single request.

Breakdown of Correct Answers:

One Request can have many Requested Items (REQ → RITM) [Q](#)

A Request (REQ) is a container for multiple Requested Items (RITM).

When a user submits a catalog request, multiple items (such as a laptop and a phone) can be ordered in the same request.

Table Relationship: sc_request (Request) → sc_req_item (Requested Item)

One Requested Item can have many Approvals (RITM → Approval) [Q](#)

Some Requested Items (RITM) require approval before being fulfilled

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For example, a laptop purchase might need approvals from both the IT department and a manager.

Table Relationship: sc_req_item (Requested Item) → sysapproval_approver (Approval)

One Requested Item can have many Catalog Tasks (RITM → SCTASK) Q

A Requested Item (RITM) can generate multiple Catalog Tasks (SCTASK) for different fulfillment teams.

For example, if an employee requests a new laptop, one task might go to IT to set it up, while another goes to finance for cost approval.

Table Relationship: sc_req_item (Requested Item) → sc_task (Catalog Task)

Incorrect Answers

A . One Approval can have many Requests X

Approvals do not relate to multiple requests. Instead, a request may contain multiple approvals.

E . One Cart can have many Requests X

The Cart is only a temporary storage of items before checkout. Once submitted, it generates a single Request (REQ), not multiple requests.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → "Understanding Service Catalog Tables and Relationships"

ServiceNow Data Model → "Request, Requested Item, and Catalog Task Relationships"

Question: 197

On a filter condition, which component is always a choice list?

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

Answer: A

Explanation:

In ServiceNow, when building filter conditions using the Condition Builder, there are three key components:

Field (Filter Criteria): The specific database field you are filtering on.

Operator: A choice list that defines the condition (e.g., "is", "contains", "starts with").

Value: The value you are checking against.

Among these components, the Operator is always a choice list, as it provides predefined options for filtering. The Operator determines how the Field and Value should be compared. For example:

"State is Active" (where "is" is the Operator)

"Priority is greater than 2" (where "is greater than" is the Operator)

Other components, such as Filter Criteria (fields) and Match Criteria, do not always function as choice lists.

Reference:

[ServiceNow Condition Builder Documentation](#)

ServiceNow CSA Training Material

Question: 198

A Role is defined as what?

A. A collection of permissions

B. A set of user access policies

D. A set of access control rules

Answer: A

Explanation:

In ServiceNow, a role is a collection of permissions that control what actions a user can perform and what data they can access within the system.

Roles are used to grant access to applications, modules, and records, and they are assigned to users based on their job functions. Users can have multiple roles, which collectively define their permissions.

For example:

The admin role provides full system access.

The itil role allows access to Incident and Change Management.

The catalog_admin role grants permissions to manage Service Catalog items.

Why the other options are incorrect:

B . A set of user access policies → Incorrect, because user access policies are more granular security rules, whereas a role is a broader concept grouping multiple permissions.

C . A Persona in a workflow → Incorrect, because a role is not the same as a persona in a workflow; personas are more conceptual.

D . A set of access control rules → Incorrect, because roles do not define access control rules directly; they are used within ACLs (Access Control Lists) to determine access permissions.

Reference:

ServiceNow Roles Documentation

ServiceNow CSA Training Material

Question: 199

A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You have confirmed that they can see the Inventory application, and the Create New module on the application navigator.

What could be the cause of this issue?

- A. Create New module has a broken link
- B. Known intermittent issue with U115
- C. User should be using Chrome instead of Explorer for their browser
- D. User has read role, but not the write role on the Inventory table
- E. User session has timed out

Answer: D

Explanation:

In ServiceNow, role-based access control (RBAC) determines what a user can see and do within the platform. If a user can see an application and its module but encounters a blank page when attempting to create a new record, the most likely reason is insufficient permissions.

Understanding the Issue:

The user can see the application and module, which indicates they have at least read access.

The blank page appears when they attempt to create a new record, which suggests a lack of write access.

Role-Based Access Control in ServiceNow:

Every table in ServiceNow can have ACLs (Access Control Rules) that define what users can do based on their roles.

If a user has only read access to the Inventory table (x_inventory), they can view records but cannot create new ones.

Questions are created and ACLs are required to allow the user to insert new records into the table.

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Why Other Answers Are Incorrect:

A . Create New module has a broken link → If the module had a broken link, the user would likely get an error or a "Page not found" message rather than a blank page.

B . Known intermittent issue with U115 → No such known issue exists in official CSA documentation.

C . User should be using Chrome instead of Explorer for their browser → While browser compatibility issues can exist, they do not typically result in a blank page specifically when trying to create a new record.

E . User session has timed out → If the session had expired, the user would be redirected to the login page rather than seeing a blank page.

Best Practice Solution:

Verify the ACLs on the Inventory table (x_inventory) to check if the user has write and create permissions.

Check the roles assigned to the user under User Administration → Users and ensure they have the appropriate roles for Inventory management.

Review the Application Menu and Module settings to confirm proper configuration.

Reference:

ServiceNow System Security: Access Control Rules

ServiceNow Role-Based Permissions Model (CSA Official Documentation)

ServiceNow Docs: Understanding Access Control Rules

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Question: 200

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Question Search and Answer PDF

C. CMDB Use Case Modeler

D. Common Service Data Model (CSDM) product view

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Answer: C

Explanation:

Understanding CMDB and Use Case Modeler:

The CMDB (Configuration Management Database) contains information about Configuration Items (CIs) and their relationships.

CMDB Use Case Modeler is a tool within ServiceNow that helps users visualize and analyze CIs and tables related to a specific business use case.

Why CMDB Use Case Modeler is the Correct Answer:

It maps tables and CIs to specific use cases, providing an organized view of how different components interact.

It helps analyze dependencies and understand the impact of changes on IT services.

It assists with troubleshooting and compliance checks by offering a graphical representation of CIs.

Why Other Answers Are Incorrect:

A . Scenario Dashboard → Not a recognized ServiceNow tool for viewing CIs or tables related to a use CASE.

B . CI Use Case Modeler → No such feature exists; it may be confused with the correct answer (CMDB Use Case Modeler).

D . Common Service Data Model (CSDM) product view → The CSDM provides a standardized framework for organizing CMDB data but does not specifically offer a tool for viewing tables and CIs related to a use CASE.

Best Practice Solution:

To access CMDB Use Case Modeler in ServiceNow:

Navigation to CMDB WorkSpace → Use Case Modeler

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Select the relevant use case and analyze the related CIs and tables

Ensure that your CMDB is properly populated and maintained to get accurate results.

Reference:

ServiceNow CMDB Best Practices (CSA Official Documentation)

ServiceNow Docs: CMDB Use Case Modeler

CSDM and CMDB Overview

Question: 201

A manager wants to view a snapshot of month-end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time, and forecasted into the future. What capability do you suggest for this manager?

- A. Scheduled Reports, a custom snapshot table, and a Trend report
- B. Scheduled Reports and Excel
- C. Scheduled Reports, a custom snapshot table, and a Projection report
- D. Performance Analytics
- E. Key Performance Indicators

Answer: D

Explanation:

Performance Analytics (PA) is the best solution for the manager's requirements because it provides:

Question 201: Snapshot of Sales Performance Data – PA allows the creation of historical and real-time dashboards to track sales performance against targets.

Trend Analysis Over Time – With PA, historical data is captured and can be visualized in trend reports, showing patterns over time.

Forecasting Capabilities – PA includes predictive intelligence that can project future trends based on past performance, helping managers make data-driven decisions.

Why Not Other Options?

A . Scheduled Reports, a custom snapshot table, and a Trend report – While reports and snapshots provide historical data, they do not offer forecasting capabilities.

B . Scheduled Reports and Excel – Excel is static and does not provide built-in forecasting or trend analysis.

C . Scheduled Reports, a custom snapshot table, and a Projection report – This approach is manual and lacks the dynamic analytics that PA provides.

E. Key Performance Indicators (KPIs) – KPIs track metrics but do not inherently provide trend analysis or forecasting.

Reference:
[ServiceNow Performance Analytics - Forecasting Data](#)

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Question: 202

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What are advantages of using Flow Designer? (Choose three.)

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A. Supports advanced developers

B. Enables complicated scripting

C. Reduces technical debt

D. Less manual scripting

E. Smooth integration with 3rd party systems

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Answer: C, D, E

Explanation:

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Flow Designer is a modern, low-code automation tool in ServiceNow that allows users to build workflows efficiently. Here's why the correct answers are:

Reduces technical debt (C)

Flow Designer enables reusability of workflows, reducing the need for custom scripting and minimizing long-term maintenance efforts.

Reducing technical debt means fewer dependencies on custom scripts, which can become difficult to manage over time.

Less manual scripting (D)

Flow Designer uses a visual drag-and-drop interface, allowing non-technical users to build workflows without deep scripting knowledge.

This helps in creating automated processes without writing complex business rules or scripts.

Smooth integration with 3rd party systems (E)

Flow Designer supports IntegrationHub, which provides pre-built connectors (Spokes) for various third-party applications such as Slack, Microsoft Teams, and Azure.

This makes it easier to create automated integrations with external services.

Why Not Other Options?

A . Supports advanced developers – Flow Designer is primarily designed for low-code/no-code automation, not specifically for advanced developers.

B . Enables complicated scripting – While Flow Designer allows some scripting via Script Actions, it is not meant for creating "complicated" scripts. Instead, it focuses on simplifying automation.

Reference:

ServiceNow Flow Designer Documentation

Question: 203

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn_log_write] to the Impersonator Group
- B. Create user update set for impersonation tracking
- C. Activate the glide.sys.log_impersonation prop
- D. From User icon, select Elevate Roles
- E. On the Impersonator role record, right click and select Create Log

Answer: C

Explanation:

To monitor which users are performing impersonations in a ServiceNow instance, administrators can activate the system property glide.sys.log_impersonation. When enabled, this property logs impersonation activities in the system logs, providing full traceability of who is impersonating whom.

Here's how it works:

By default, impersonation is not logged unless this system property is explicitly activated.

Once enabled, all impersonation activities are recorded in the syslog table (System Log > All), making it easy to track when and by whom impersonations were performed.

This helps in security audits and compliance tracking, ensuring that only authorized users impersonate others in the system.

Steps to Enable Logging of Impersonations:

Navigate to System Definition > System Properties.

Question: In the filter navigator, search for glide.sys.log_impersonation

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Set the value to true.

Save the changes.

Alternative Verification Methods:

Check logs manually: Navigate to System Logs > All and filter logs by message containing "impersonation".

Audit the impersonation role assignments under System Security > Roles.

Reference:

ServiceNow KB Article: [KB0717055 – How to Log Impersonations](#)

ServiceNow Docs: Logging and Monitoring in ServiceNow

Question: 204

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

- A. Trigger runtime value
- B. Sequence runtime value
- C. Starting runtime value
- D. Data pill runtime value
- E. Input runtime value

Answer: D

In ServiceNow Flow Designer, when an action is executed within a flow, it generates a runtime value that remains consistent throughout the flow execution. This value is known as a data pill runtime value.

Understanding Data Pill Runtime Values:

Definition: A data pill represents dynamic data retrieved from a trigger, action, or step in a flow.

Behavior: When a flow runs an action, it produces a data pill that stores the generated value. This value remains unchanged for the duration of the flow's execution.

Usage: These values can be used in conditions, other actions, or as inputs to subsequent steps.

Key Features of Data Pills in Flow Designer:

Persistency: The data pill's value remains the same throughout the flow's execution.

Accessibility: Data pills can be referenced throughout different actions in the flow.

Dynamic Population: Data pills dynamically capture runtime values, eliminating the need for hardcoding.

Example Scenario:

Suppose a flow is triggered when a new incident is created. The incident's sys_id is stored as a data pill and can be referenced in subsequent actions, such as sending an email notification or updating the record.

Reference:

ServiceNow Docs: Understanding Data Pills in Flow Designer

ServiceNow Flow Designer Training: Flow Designer Basics

Question: 205

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

A. Request + Response

C. Write + Read

D. Submit + Query

E. Insert + Verify

Answer: A

Explanation:

In ServiceNow, the wait time for end users is influenced by the round-trip time between the client (browser) and the server.

The round-trip consists of two key activities:

Request – The client sends a request to the server (e.g., when a user opens a record, submits a form, or performs an action).

Response – The server processes the request and sends back the required data to the client.

This cycle directly affects the perceived performance of the ServiceNow instance, as delays in request processing or data retrieval can lead to a slower user experience.

Performance Considerations:

Minimizing client-server interactions is a best practice for optimizing performance.

Using GlideAjax or Asynchronous Calls can help reduce unnecessary round-trips.

Client-side scripting best practices (e.g., reducing the number of server lookups) improve response times.

Incorrect Answers

- B . Save + Update ✗ – Saving and updating are database operations, but they do not define the full round-trip.
- C . Write + Read ✗ – Writing and reading refer to database interactions, not the client-server exchange process.
- D . Submit + Query ✗ – Submission and querying are user actions, but they do not encompass the entire round-trip process.
- E . Insert + Verify ✗ – Inserting a record and verifying it are database actions, not the round-trip process.

ServiceNow Documentation → ["Client-Side Scripting Best Practices"](#) www.atmicnetworks.com www.atmicnetworks.com

ServiceNow Performance Best Practices → "Understanding Client-Server Round-Trips" www.atmicnetworks.com www.atmicnetworks.com

Question: 206 www.atmicnetworks.com www.atmicnetworks.com

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www.atmicnetworks.com When importing data, what happens to imported rows, if no coalesce field is specified? www.atmicnetworks.com

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- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new records. No existing records are updated.

www.atmicnetworks.com C. Duplicate rows are rejected from the import. www.atmicnetworks.com

www.atmicnetworks.com D. All rows are treated as new records, but errors will be flagged in the import log. www.atmicnetworks.com

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www.atmicnetworks.com Answer: B www.atmicnetworks.com

www.atmicnetworks.com Explanation: www.atmicnetworks.com

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com When importing data into ServiceNow via an Import Set, the system determines whether to update existing records or create new ones based on the Coalesce field setting. www.atmicnetworks.com

www.atmicnetworks.com Behavior When No Coalesce Field is Specified: www.atmicnetworks.com

www.atmicnetworks.com If no Coalesce Field is defined, ServiceNow treats every imported row as a new record. www.atmicnetworks.com

www.atmicnetworks.com The import process does not check for existing records, meaning no records in the target table are updated. www.atmicnetworks.com

www.atmicnetworks.com This can result in duplicate entries if the imported data includes records that already exist in the target www.atmicnetworks.com

www.atmicnetworks.com How Coalescing Works: www.atmicnetworks.com

www.atmicnetworks.com A Coalesce Field is used to match incoming data to existing records. www.atmicnetworks.com

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If a matching record is found, it is updated instead of inserting a new one.

If no matching record is found, a new record is created.

Incorrect Answers

A . All rows are rejected from the import, as coalesce field is required **X**

This is incorrect because the import does not require a coalesce field to proceed. The system will still import all rows.

C . Duplicate rows are rejected from the import **X**

Without a coalesce field, duplicates are not rejected. Instead, every row is inserted as a new record, even if it already exists in the target table.

D . All rows are treated as new records, but errors will be flagged in the import log **X**

Errors are only flagged in cases of data mismatches, validation failures, or incorrect mappings, not just because coalescing is missing.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Documentation → "Importing Data - Coalescing Best Practices"

ServiceNow Import Set Documentation → "Understanding Import Set Behavior Without Coalescing"

Question: 207

What is the most common role that has access to almost all platform features, functions, and data?

A. Security Admin [security_admin]

B. Sys Admin [sys_admin]

C. Admin [sn_admin]

Question: What feature do you use to specify which users are able to access a Service Catalog Item?

E. Base Admin [base_admin]

Answer: D

Explanation:

The System Administrator (admin) role is the most powerful and common role in ServiceNow, providing access to nearly all platform features, functions, and data. Users with this role have full control over system configurations, user management, security settings, application access, and more.

Key Capabilities of the "admin" Role:

Full system access to all applications, modules, tables, and records.

Ability to configure and customize the platform.

Create, update, and delete records in any table.

Manage roles and users, including assigning roles to others.

Configure Access Control Rules (ACLs) to define security policies.

Why the other options are incorrect:

A . Security Admin [security_admin] → Incorrect. The security_admin role is primarily for managing security settings and access control rules. While powerful, it does not inherently provide access to all platform functions like the admin role does.

B . Sys Admin [sys_admin] → Incorrect. There is no such role as "sys_admin" in ServiceNow. The correct role is admin.

C . Admin [sn_admin] → Incorrect. sn_admin is not a standard ServiceNow role. The official role is simply admin.

E. Base Admin [base_admin] → Incorrect. This is not a standard role in ServiceNow.

Reference:

[ServiceNow Developer Glossary](#)

ServiceNow Role Documentation

Question: 208

What feature do you use to specify which users are able to access a Service Catalog Item?

- A. Can Read Role
- B. Catalog User Role
- C. Can Order Tab
- D. User Criteria

Answer: D

Explanation:

In ServiceNow Service Catalog, the User Criteria feature is used to specify which users are eligible to access (view or order) a Service Catalog Item. User Criteria allows administrators to define rules that determine whether a user can see or request a catalog item based on attributes such as roles, groups, departments, and locations.

How User Criteria Works:

User Criteria is created to define the conditions (e.g., users in the IT department can order a laptop).

It is then applied to Catalog Items, Categories, or Access Control Rules.

If a user meets the criteria, they can see and order the item. If not, it remains hidden.

Why the other options are incorrect:

- A . Can Read Role → Incorrect. There is no such feature named "Can Read Role" in ServiceNow Service Catalog.
- B . Catalog User Role → Incorrect. ServiceNow does not have a predefined "Catalog User Role." However,

Question: The catalog_admin role can manage catalog items, but it does not control access for end users.

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C . Can Order Tab → Incorrect. This is not a valid ServiceNow feature. Ordering permissions are controlled through User Criteria.

Reference:

User Criteria for Service Catalog

ServiceNow CSA Training Material

Question: 209

Which component of a table contains a piece of data for one record?

- A. Factor
- B. Field
- C. Datapoint
- D. Element
- E. Item

Answer: B

Explanation:

Understanding Table Structure in ServiceNow:

A table in ServiceNow is a structured collection of data, similar to a database table.

Each record (row) in a table consists of multiple fields (columns), where each field holds a specific piece of information.

Question: Why is "Field" the correct answer?

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A field is a single unit of data storage in a table.

Each field corresponds to a specific data attribute (e.g., Name, Email, Phone Number).

A record (also called a row) consists of multiple fields.

Why Other Answers Are Incorrect:

A . Factor → Not a recognized ServiceNow term related to tables or data storage.

C . Datapoint → While a field may contain a data point, ServiceNow does not use this term in table structure definitions.

D . Element → In ServiceNow, "element" is sometimes used in scripting but does not specifically refer to a field in a table.

E . Item → "Item" is used in catalog and asset management but does not refer to a component of a table.

Best Practice Solution:

Use Table Dictionary to explore fields in a table.

Navigate to System Definition → Tables & Columns to review the structure of any table.

Reference:

[ServiceNow Docs: Data Dictionary Tables](#)

ServiceNow CSA Documentation on Tables and Fields

Question: 210

What type of field has a drop down list, from which you can pick from pre-defined options?

A. Choice

B. Picker

C. Drop down

Answer: A

Explanation:

Understanding Choice Fields in ServiceNow:

A Choice field provides a drop-down list of predefined values that users can select from.

These fields are useful when standardized inputs are required (e.g., Status: Open, In Progress, Closed).

Why "Choice" is the Correct Answer:

A Choice field stores predefined options that users can select from a dropdown.

It ensures data consistency by limiting inputs to a set of defined values.

Administrators can configure Choice fields in System Definition → Tables & Columns by adding choices to specific fields.

Why Other Answers Are Incorrect:

B . Picker → ServiceNow does have reference pickers (e.g., User Picker, Date Picker), but these are not used for predefined choice selections.

C . Drop down → While a Choice field appears as a dropdown, "Drop down" is not an official ServiceNow field type.

D. Option → "Option" is a general term and not a specific ServiceNow field type.

Best Practice Solution:

To create or modify Choice fields, go to System Definition → Tables & Columns, select the desired table, and edit the field properties.

Use Choice Lists to manage predefined values efficiently.

Reference:

ServiceNow Docs: Choice Fields

ServiceNow CSA Documentation on Field Types

Questions and Answers PDF

Question: 211

User records are stored in which table?

A. User [sys_user]

B. User [sn_user]

C. User [u_sys_user]

D. User [s_user]

Answer: A

Explanation:

In ServiceNow, user records are stored in the sys_user table. This table contains all user-related information such as username, email, department, roles, and active status.

sys_user Table Structure:

Stores all user accounts in the system.

Contains fields like user_name, email, first_name, last_name, and roles.

Administrators can manage users via User Administration > Users in the ServiceNow navigation panel.

Why Not Other Options?

B . User [sn_user] – There is no such table named sn_user in ServiceNow.

C . User [u_sys_user] – The u_ prefix indicates a custom table, which is not the default ServiceNow table.

D . User [s_user] – This table does not exist in ServiceNow.

Reference:

[ServiceNow User Administration - sys_user Table](#)

Question: 212

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

A. Notifications

B. Alerts

C. Texts

D. Events

E. Emails

Answer: A

Explanation:

ServiceNow Notifications are used to inform users about events or activities occurring within the system. They can be triggered based on system events and can be delivered via multiple channels, such as email, SMS, and push notifications.

How Notifications Work:

Triggered by events (e.g., when an incident is assigned to a user).

Configurable through System Notification > Email > Notifications.

Can be sent via Email, SMS, or Push Notifications.

Why Not Other Options?

Question: Alerts and Alerts provide system messages but are not tied to the notification system.

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- C . Texts – Not a ServiceNow feature; SMS notifications are handled within the Notification system.
- D . Events – Events trigger notifications but do not directly inform users.
- E . Emails – Email is one of the delivery methods for notifications, but Notifications is the actual ServiceNow feature managing them.

Reference:
ServiceNow Notifications - Official Documentation

Question: 213

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

Answer: B

Explanation:

The Virtual Agent in ServiceNow provides a conversational messaging interface that allows users to interact with the system via chatbots. One of its key capabilities is delivering knowledge articles in response to user queries, enhancing self-service support.

Why Virtual Agent?

Virtual Agent uses Natural Language Understanding (NLU) to understand user questions and deliver knowledge

articles as part of its automated responses.

It can interact through ServiceNow’s messaging interfaces like Microsoft Teams, Slack, and Service Portal chat.

Virtual Agent integrates with the Knowledge Management system, providing users with relevant knowledge articles based on their inquiries.

Incorrect Options Explained:

A . Agent Assist – This feature helps support agents by recommending knowledge articles inside agent workspaces but is not a conversational interface for end-users.

C . Now Messenger – This does not exist as a ServiceNow product or feature.

D . Connect Agent – There is no specific feature called "Connect Agent" in ServiceNow. Connect Chat is a real-time messaging tool but does not provide automatic knowledge articles.

Reference:

[Virtual Agent Overview – ServiceNow Docs](#)

Virtual Agent and Knowledge Integration

Question: 214

Explanation:

The knowledge_admin role in ServiceNow provides the ability to manage multiple knowledge bases. This includes creating, editing, publishing, retiring, and configuring settings for knowledge bases and articles.

Why knowledge_admin?

Manages all knowledge bases in the instance.

Has permissions to create, edit, and delete knowledge bases.

Can assign knowledge base-specific roles such as knowledge_manager or knowledge_editor to users.

Controls workflows, article approvals, and permissions for knowledge management.

Incorrect Options Explained:

A . knowledge_base_admin – This is not a valid ServiceNow role.

B . kb_admin – This is not an officially recognized role in ServiceNow.

C . sn_kb_admin – This role does not exist in the default ServiceNow configuration. The correct role is knowledge_admin.

Reference:

Knowledge Management Roles – ServiceNow Docs

Managing Knowledge Bases in ServiceNow

Question: 215

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

Question: A Client Script executes on the server and a Business Rule executes on the client

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- 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: In ServiceNow, Client Scripts and Business Rules are both used to control the behavior of records, but they execute in different environments and serve different purposes.

Key Differences Between Client Scripts and Business Rules:

Feature	Client Script	Business Rule
Execution Location	Runs in the user's browser (client-side)	Runs on the ServiceNow server (serverside)
Execution Timing	Runs when a form loads, is submitted, or a field changes	Runs when a record is inserted, updated, deleted, or queried
Performance Impact	Can impact page load time if not optimized	Can impact database performance if not optimized
Cases	Used for form validation, auto-filling fields, UI enhancements	Used for data validation, automation, and enforcing business logic

Explanation of Answer Choices:

A . A Client Script executes before a record is loaded, and a Business Rule executes after a record is loaded X

Incorrect. Business Rules do not execute only after a record is loaded. They can execute on insert, update, delete, or query actions.

B . A Client Script executes on the server and a Business Rule executes on the client X

Incorrect. Client Scripts run on the client (browser), and Business Rules run on the server.

C . A Client Script executes on the client and a Business Rule executes on the server □

Correct. This is the fundamental difference between Client Scripts and Business Rules.

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D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated

X

Incorrect. Client Scripts run at different times (onLoad, onChange, onSubmit), and Business Rules can execute on multiple database operations, not just after an update.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → "Client Scripts Overview"

ServiceNow Product Documentation → "Business Rules Overview"

Question: 216

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: A B C D

Explanation:

Assigning work tasks to a Group instead of an individual offers flexibility, better workload management, and ensures tasks are handled efficiently.

Benefits of Assigning Tasks to a Group:

Group members can choose their tasks from "My Groups Work" Q

The "My Groups Work" module in ServiceNow allows group members to see all unassigned tasks for their group and take ownership of available tasks.

This is particularly useful when multiple team members share responsibility for completing tasks.

Groups can assign tasks to users based on on-call schedules Q

ServiceNow's On-Call Scheduling feature allows automatic assignment of tasks to available members based on a predefined schedule.

This ensures that work is distributed fairly among team members who are on shift.

Site support members can pick tasks, based on Location □

Tasks can be assigned dynamically based on the location of the request.

This is particularly useful for IT support teams, field service teams, and facilities management teams, where physical presence is required to complete a task.

Groups can assign tasks to users based on skills Q

Using Skill-Based Routing, ServiceNow can match tasks to users who have the right skills for the job.

For example, if a request requires expertise in "Windows Server Management," the system will assign it to a group member with that skill.

Incorrect Answers

E . Group members can avoid tasks that are nearing SLA breach X

This is incorrect because ServiceNow prioritizes SLA breaches and usually escalates such tasks rather than allowing users to avoid them.

F . Groups can assign tasks to users based on availability X

While On-Call Scheduling can assign tasks based on availability, ServiceNow does not automatically assign tasks dynamically based on real-time availability. Availability tracking is not a standard assignment mechanism in ServiceNow unless customized.

Reference from Certified System Administrator (CSA) Documentation:

incident.opened_by.email

This is useful for reporting when you need to include data from multiple related tables without needing custom joins.

Why the other options are incorrect:

A . SQL → Incorrect. ServiceNow does not use direct SQL queries for reports. It relies on GlideRecord and Dot Walking instead.

C . Outer Join → Incorrect. ServiceNow does not provide traditional SQL joins for reports. Instead, it uses Dot Walking and Database Views.

D . Joins → Incorrect. While Database Views allow for joins, Dot Walking is the primary method used to include related table data in reports.

Reference:

[ServiceNow: How to Access Related Tables with Dot Walking](#)

ServiceNow CSA Training Material

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Question: 218

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style

Questions and answers background outlined color

H. Banner Image

Answer: A, B, D, G, H

Explanation:

The System Properties > Basic Configuration UI16 page in ServiceNow allows administrators to customize the UI appearance for end users. It provides basic branding and theming options for the ServiceNow instance.

Attributes You Can Manage in Basic Configuration UI16:

Browser tab title → (A) You can modify the browser tab title that appears when users open ServiceNow.

Module text color → (B) This setting allows you to change the text color of the left navigation menu items.

Base theme → (D) You can select a base theme for the platform UI, impacting overall styling.

Header background color → (G) This setting changes the background color of the header in UI16.

Banner Image → (H) Allows uploading a custom banner/logo to replace the default ServiceNow logo.

Why the other options are incorrect:

C . Preferred browser → Incorrect. ServiceNow does not allow setting a preferred browser from System Properties. Users must configure this on their own.

E . Font style → Incorrect. UI16 Basic Configuration does not provide font customization options. Fonts are controlled through system themes and CSS.

F . Animation style → Incorrect. ServiceNow UI16 does not provide options to change animation styles from Basic Configuration.

Reference:

ServiceNow Basic Configuration UI16

ServiceNow CSA Training Material

Questions and Answers PDF

Question: 219

Which field (or fields) is used as a unique key during imports?

A. Match Fields

B. Coalesce Fields

C. Key Fields

D. Sys IDs

Answer: B

Explanation:

Understanding Data Imports in ServiceNow:

When importing data into ServiceNow, you need to determine how incoming data matches existing records to avoid duplication.

Coalescing fields are used to identify whether an incoming record already exists in the target table.

Why "Coalesce Fields" is the Correct Answer:

Coalescing means using specific fields as unique identifiers to determine if a record should be updated or inserted as a new record.

If a match is found based on the coalesce field, ServiceNow updates the existing record.

If no match is found, a new record is inserted.

Why Other Answers Are Incorrect:

A . Match Fields → Not an official ServiceNow term related to import sets. Matching is done through coalescing, but "Match Fields" is not the correct terminology.

QuC. Key Fields → This is a general database term but in ServiceNow "Coalesce Fields" is the term used^{404/732} for identifying unique keys during imports.

D . Sys IDs → The Sys ID is a unique identifier for each record in ServiceNow, but it is not used for coalescing unless explicitly set as the coalesce field.

Best Practice Solution:

Set a single or multiple fields as coalesce fields in the Transform Map to ensure proper data deduplication.

Navigate to System Import Sets → Transform Maps, select the relevant transform map, and mark the coalescing fields.

Reference:

[ServiceNow Docs: Coalescing Fields in Data Imports](#)

ServiceNow CSA Documentation on Data Imports & Transform Maps

Question: 220

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

Understanding Service Catalog Components:

In ServiceNow, the Service Catalog provides a structured way for users to request services.

A Record Producer is a special type of catalog item that creates records in a specific table (e.g., creating an Incident record when submitting a "Get Help" form).

Why "Create Record Producer" is the Correct Answer:

A Record Producer allows users to submit requests using a form that creates records in a specified table (in this case, the Incident table).

The submitted form automatically routes the record to the Service Desk based on assignment rules.

It improves user experience by simplifying the incident creation process.

Why Other Answers Are Incorrect:

B . Create Catalog Item → Catalog Items are used for ordering products or services (e.g., laptop requests) but do not create Incident records.

C . Create Order Guide → Order Guides are used for grouping multiple Catalog Items into a single request, not for creating Incidents.

D . Create Content Item → Content Items provide links or information, but they do not create records in ServiceNow.

Best Practice Solution:

Navigate to Service Catalog → Record Producers and create a new Record Producer for the Incident **table**.

Set appropriate fields, workflow, and assignment rules to ensure proper routing to the Service Desk.

Reference:

ServiceNow Docs: Creating Record Producers

ServiceNow CSA Documentation on Service Catalog & Record Producers

Question: 221

Question: What is the result of the order in which access controls are evaluated?

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- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

Answer: D

Explanation:

In ServiceNow, Access Control Rules (ACLs) determine user permissions for accessing tables, records, and fields. The evaluation order follows a structured hierarchy to ensure security and proper access control enforcement.

Access Control Evaluation Order:

Table-Level Access Control – The system first checks if the user has access to the table. If the user does not have access at the table level, field-level ACLs are not evaluated.

Field-Level Access Control – If table access is granted, the system evaluates field-level access. A user must pass both the table-level and field-level conditions to access specific fields.

Row-Level Access – If there are row-level ACLs (e.g., access based on record ownership), they are also evaluated.

Why Not Other Options?

A . Ensures user has access to the fields in a table, before considering their access to the table – Incorrect because table access is evaluated first, not field access.

B . Ensures user can get to work as quickly as possible – Access controls prioritize security over speed, so this is not the primary result of ACL order evaluation.

C . Ensures user has access to the application, before evaluating access to a module within the

Application Access is controlled separately from ACLs and does not follow the same hierarchy.

Reference:

[ServiceNow KB0541355 - Access Control Evaluation Order](#)

Question: 222

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

- A. Schema Map
- B. Dependency View
- C. Dependency Map
- D. Database View

Answer: B

Explanation:

The Dependency View graphically represents Configuration Items (CIs) and their relationships in ServiceNow's Configuration Management Database (CMDB). It provides an interactive visualization of dependencies and relationships between infrastructure components, helping administrators understand system architecture.

Key Features of Dependency View:

- Displays CI relationships in an interactive graphical format.
- Helps identify upstream and downstream dependencies (e.g., how a failed server affects dependent applications).

Can be accessed via the Configuration Item (CI) form under the Related Links section.

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Used in Impact Analysis for Change Management and Incident Management.

Why Not Other Options?

- A . Schema Map – Used to visualize table relationships, not CI dependencies.
- C . Dependency Map – Not a ServiceNow term; the correct term is Dependency View.
- D . Database View – Used to create virtual tables combining data from multiple tables but does not display CI dependencies graphically.

Reference:

ServiceNow Dependency Views - Official Documentation

Question: 223

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident
- D. Work, Caller, Timecard

Answer: C

Explanation:

In ServiceNow, Core Tables are foundational tables that are included by default in the platform. These tables store essential records used across various applications and modules.

Task (task) – A core table that serves as the parent for several other tables, such as Incident, Change, and Problem.

User (sys_user) – Stores all user records in the instance.

Incident (incident) – A child table of task, used to track issues and requests reported by users.

Why Option C is Correct?

User (sys_user) – Essential for user management in ServiceNow.

Task (task) – A fundamental table that many other tables extend from.

Incident (incident) – A widely used table in IT Service Management (ITSM), which extends from task.

Incorrect Options Explained:

A . Configuration, Connect, Chat – Configuration is broad and does not refer to a single table, and Connect and Chat are part of ServiceNow’s communication framework but are not core tables.

B . Team, Party, Awards – These tables do not exist in ServiceNow’s core platform.

D . Work, Caller, Timecard – While Caller may refer to users, and Timecard is a table used in timetracking applications, these are not considered core tables.

Reference:

[Creating Tables in ServiceNow](#)

ServiceNow Task Table Documentation

[Understanding Core Tables in ServiceNow](#)

Question: 224

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

A. Access List

C. Accessible to

D. Can Read

Answer: D

Explanation:

In ServiceNow Knowledge Management, access to knowledge articles is controlled through access settings in the Knowledge Base record. The "Can Read" tab is used to specify which users, groups, or roles can view knowledge articles in a particular Knowledge Base.

Why "Can Read"?

The Can Read list defines the users, groups, or roles that can access and view articles in a specific Knowledge Base. This ensures that sensitive or restricted knowledge is only available to authorized users.

If no restrictions are set in the Can Read tab, the knowledge base is publicly accessible to all users.

Steps to Configure "Can Read" Permissions:

Navigate to Knowledge Management > Knowledge Bases.

Open a specific Knowledge Base record.

Go to the Can Read tab.

Add the users, groups, or roles that should be able to read the articles.

Save the record.

Incorrect Options Explained:

A . Access List – No such tab exists in Knowledge Management.

B . Can Access – Incorrect name; the correct tab is Can Read.

C . Accessible to – Does not exist in the Knowledge Base settings.

Reference:

Question: 225

What are the main components of the Form Design interface? (Choose three.)

A. Field Layout

B. Page Header

C. Field Navigator

D. Field Picker

E. Form Layout

Answer: B, C, E

Explanation:

The Form Designer in ServiceNow allows administrators to create, edit, and configure forms to control how records are displayed and interacted with in the system. It consists of three key components:

Page Header – This section contains controls such as "Save," "Undo," and "Redo." It allows users to manage their changes while designing forms. The Page Header also displays the name of the form being edited.

Field Navigator – This panel provides a categorized list of available fields that can be dragged and dropped onto the form layout. The fields are divided into different sections, such as "Available Fields" and "Existing Fields," helping users to manage the form's data structure effectively.

Form Layout – This is the central workspace where users design the form by arranging fields. Users can add new fields, move existing ones, and configure their properties. The layout determines how the form

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Product Documentation – Form Designer

ServiceNow CSA Training Module: "Configuring Forms and Fields"

"ServiceNow System Administration Guide – Form Customization Best Practices"

Would you like me to verify and format more questions in the same manner?

Question: 226

What is used to determine user access to knowledge bases or a knowledge article?

- A. `sn_kb_read`, `sn_article_read`
- B. Privacy Settings
- C. Read Access Flag
- D. User Criteria

Answer: D

Explanation:

In ServiceNow, User Criteria is the mechanism used to control and determine user access to knowledge bases (KBs) and knowledge articles. User criteria define which users, groups, or roles can read, write, and contribute to a knowledge base or specific articles within it.

How User Criteria Works:

User Criteria are applied at both the knowledge base level and the knowledge article level to manage

Qua^ua^ac^cc^ee^es^ss^s. The^enⁿy^yc^ca^anⁿ b^be^e c^co^onⁿf^fiⁱg^gu^ur^re^ed with specific conditions to allow or restrict access based on:

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Users (specific users can be added directly)

Groups (access can be granted to a specific user group)

Roles (users with specific roles can be given access)

Advanced conditions (such as department, company, location, etc.)

A knowledge base can have multiple user criteria, and a single user criterion can apply to multiple knowledge bases.

Key Features of User Criteria in Knowledge Management:

Read User Criteria – Determines who can view the knowledge base or an article.

Write User Criteria – Determines who can create, edit, or contribute knowledge articles.

Exclusions – You can exclude users or groups from accessing specific knowledge bases or articles even if they meet other conditions.

Why Other Options Are Incorrect?

A . sn_kb_read, sn_article_read:

These are not standard ServiceNow permissions for controlling knowledge access.

In ServiceNow, permissions are managed through roles and user criteria, not direct ACL names like these.

B . Privacy Settings:

ServiceNow does not use "Privacy Settings" as an access control mechanism for knowledge bases.

Privacy settings might be relevant in other contexts, such as user profiles or system preferences, but not for knowledge access control.

C . Read Access Flag:

There is no "Read Access Flag" in ServiceNow's knowledge management module.

Access is controlled via User Criteria, Roles, and Knowledge Base Settings.

Official ServiceNow Documentation Reference:

For more details, refer to the official ServiceNow documentation:

User Criteria for Knowledge Bases

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Question: 227

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn_cmdb_bak
- C. cmdb_rel_ci
- D. sn_cmdb
- E. cmdb_bak
- F. cmdb_ci
- G. sn_cmdb_ci

Answer: A, C, F

Explanation:

The Configuration Management Database (CMDB) in ServiceNow is a core component of IT Service Management (ITSM), allowing organizations to track Configuration Items (CIs) and their relationships. There are three key tables that form the foundation of the CMDB:

cmdb (Base CMDB Table):

This is the parent table for all Configuration Items (CIs) in the CMDB.

It contains the foundational structure upon which all other CMDB-related tables are built.

www.atmicnetworks.com It does not store CI records itself but serves as the primary reference table www.atmicnetworks.com

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cmdb_ci (CI Base Class Table):

This is the base class for all Configuration Items (CIs).
All specific CI classes (such as servers, applications, networks) extend from this table.

It holds general CI attributes that are common across all CI types.

cmdb_rel_ci (CMDB Relationship Table):

This table defines relationships between different Configuration Items.
It stores dependencies and associations between CIs, such as a server hosting an application.

Relationships are critical for impact analysis and dependency mapping.

Incorrect Answer Choices Explained:

B . sn cmdb bak & E. cmdb bak:

These tables do not exist in the standard CMDB schema. They may be mistaken for potential backup tables, but they are not official CMDB tables.

D . sn_cmdb & G. sn_cmdb_ci:

Prefix "sn_" generally indicates Scoped Application Tables in ServiceNow.
Standard CMDB tables exist in the global scope without the "sn_" prefix.

"sn_cmdb" and "sn_cmdb_ci" are not key tables in the global CMDB architecture.

Reference:

Official ServiceNow CSA (Certified System Administrator) Training Documentation
ServiceNow Product Documentation: CMDB Tables and Relationships
ServiceNow CMDB Overview and Best Practices: CMDB Guide

Question: 228

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Merge Default update sets before moving between instances
- B. Submit Default update set to application repository

- C. You should not use the Default Update sets for moving between instances
- D. Keep Default update set to maximum of 20 records, for troubleshooting purposes

Answer: C

Explanation:

In ServiceNow, an Update Set is a mechanism used to package and transfer customizations from one instance to another. The Default Update Set is automatically created for every instance and captures all unassigned configuration changes. However, it is considered a best practice not to use the Default Update Set for moving customizations between instances.

Reasons Why You Should Not Use the Default Update Set for Moving Between Instances:

Lack of Organization & Traceability

The Default Update Set collects all modifications automatically, making it difficult to track specific changes related to a particular project or feature.

If multiple administrators or developers work in an instance, their changes will all be mixed together in the Default Update Set, leading to confusion and conflicts.

Risk of Losing Changes

Default Update Sets are not automatically complete. Since users can forget to mark their customizations explicitly for an update set, some changes might not get captured.

If a system admin forgets to move a customization into a named update set, those changes may not be included in the migration process.

Cannot Be Moved Between Instances

The Default Update Set cannot be retrieved or moved between instances because it is system-managed. This makes it impossible to use it for transferring customizations effectively.

Named Update Sets, on the other hand, allow developers to package only the required changes for controlled migration.

Best Practice: Use Named Update Sets

It is highly recommended to create a named Update Set (e.g., "Incident_Enhancements_Q1_2025") for each set of related changes.

This provides a structured way to track, test, and promote configurations from development → test → production environments in a controlled manner.

Incorrect Answer Choices Analysis:

A . Merge Default Update Sets before moving between instances

X Incorrect – The Default Update Set cannot be moved between instances, so merging it would not serve any purpose.

B . Submit Default Update Set to Application Repository

X Incorrect – The Application Repository is used for Scoped Applications, not for update sets. The Default Update Set is system-managed and should not be used for structured deployments.

D . Keep Default Update Set to a maximum of 20 records, for troubleshooting purposes.

X Incorrect – While keeping the Default Update Set small might be useful for tracking small changes, there is no such best practice limit of "20 records." It is still not recommended for migrations.

Official ServiceNow Documentation Reference:

ServiceNow Product Documentation – Update Sets Best Practices

Update Set Best Practices

ServiceNow Community Best Practices – Managing Update Sets

Managing Update Sets

Conclusion:

The correct answer is C. You should not use the Default Update Set for moving between instances. The best practice is to always create named Update Sets to ensure controlled, traceable, and reliable migrations of customizations between ServiceNow instances.

Question: 229

On what part of the ServiceNow instance, would you find the option to Impersonate User?

A. Module

B. Content Frame

C. Application Navigator

D. User Menu

Answer: C

Explanation:

In ServiceNow, an Update Set is a mechanism used to package and transfer customizations from one instance to another. The Default Update Set is automatically created for every instance and captures all unassigned configuration changes. However, it is considered a best practice not to use the Default Update Set for moving customizations between instances.

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www.atmicnetworks.com Named Update Sets, on the other hand, allow developers to package only the required changes for controlled migration. www.atmicnetworks.com www.atmicnetworks.com

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www.atmicnetworks.com It is highly recommended to create a named Update Set (e.g., "Incident_Enhancements_Q1_2025") for each set of related changes. www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com This provides a structured way to track, test, and promote configurations from development → test → production environments in a controlled manner. www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Incorrect Answer Choices Analysis: www.atmicnetworks.com www.atmicnetworks.com

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www.atmicnetworks.com X Incorrect – The Default Update Set cannot be moved between instances, so merging it would not serve any purpose. www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com B . Submit Default Update Set to Application Repository www.atmicnetworks.com www.atmicnetworks.com

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www.atmicnetworks.com D . Keep Default Update Set to a maximum of 20 records, for troubleshooting purposes www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com X Incorrect – While keeping the Default Update Set small might be useful for tracking small changes, there is no such best practice limit of "20 records." It is still not recommended for migrations. www.atmicnetworks.com www.atmicnetworks.com

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Managing Update Sets www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com Conclusion: www.atmicnetworks.com www.atmicnetworks.com

www.atmicnetworks.com The correct answer is C. You should not use the Default Update Set for moving between instances. The best practice is to always create named Update Sets to ensure controlled, traceable, and reliable migrations of customizations between ServiceNow instances. www.atmicnetworks.com www.atmicnetworks.com

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Question: Which application is used primarily to load data into ServiceNow?

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

Answer: D

Explanation:

In ServiceNow, the Impersonate User feature allows administrators to assume the identity of another user within the system to test permissions, troubleshoot issues, and validate user-specific configurations.

The option to Impersonate User is found in the User Menu, which is accessed by clicking on the user profile icon (located in the top-right corner of the interface). This menu provides essential user-related options, such as:

Profile Settings

Logout

Impersonate User (available to users with the admin role or those explicitly granted the impersonator role)

Why is "User Menu" the Correct Answer?

The User Menu is specifically designed for user-related actions such as logging out, modifying settings, and impersonation.

The Impersonate User function is not found in the Application Navigator, Content Frame, or Module sections of the ServiceNow interface.

ServiceNow Documentation Reference:

The ServiceNow CS Admins Documentation states:

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“Administrators can impersonate a user by selecting ‘Impersonate User’ from the User Menu, allowing them to experience the platform from that user’s perspective.”

Why the Other Options Are Incorrect?

A . Module X

A module in ServiceNow refers to a specific feature or functionality within an application, such as "Incident Management" or "Change Requests." The Impersonate User function is not listed as a module.

B . Content Frame X

The content frame is the main working area where forms, lists, and dashboards appear. It does not contain the User Menu options.

C . Application Navigator X

The Application Navigator allows users to browse and access different ServiceNow applications and modules but does not provide an option to impersonate a user.

Reference:

ServiceNow CSA Official Documentation – User Menu & Impersonation

ServiceNow Product Documentation – <https://docs.servicenow.com>

Question: 231

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. itil users
- B. Any user with an article's permalink
- C. Any active user
- D. No users

Answer: C

Explanation:

Reference: In ServiceNow, access to knowledge base (KB) articles is controlled by user criteria. If a knowledge base has no access details specified, it means that there are no restrictions applied to it. In this case, any active user in the system can read the articles in that knowledge base.

Knowledge Base Access Control: By default, access to a knowledge base is managed through user criteria.

If no user criteria (read or write access) are defined, all authenticated users (any active user with a ServiceNow account) can view the articles.

Guests (unauthenticated users) do not have access unless specifically allowed via the Public setting.

Why Other Answers Are Incorrect:

A . itil users – The itil role provides access to incident management and other ITSM functions but does not automatically grant access to knowledge bases unless explicitly configured.

B . Any user with an article's permalink – A permalink only works if the user has the appropriate permissions to access the knowledge base. If access is restricted, the permalink alone won't grant visibility.

D . No users – If no access details are specified, the default behavior is that all active users can access the articles.

E. Users with kb_user role – The kb_user role allows users to contribute to knowledge bases, but it is not a default requirement for reading articles.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Knowledge Management: User Criteria & Access Control

ServiceNow CSA Training Module: "Knowledge Management Access Control & Permissions"

Question: 232

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

A. Report Dashboard > Create New

B. Reports > Getting Started

C. Performance Analytics > Reports

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D. Self-Service > Reports

E. Reports > Create New

Answer: E**Explanation:**

When an analyst needs to build a new report in ServiceNow, the best place to start is Reports > Create New. This option provides a structured interface for selecting data sources, choosing visualization types, applying filters, and generating reports.

Steps to Create a New Report in ServiceNow:

Navigate to Reports > Create New.

Select a data source (table) for the report.

Choose a report type (Bar Chart, List, Pie Chart, etc.).

Apply filters and groupings to refine the data.

Preview and save the report.

Why Other Answers Are Incorrect:

A . Report Dashboard > Create New – Dashboards display multiple reports but do not provide a direct interface for creating a new report.

B . Reports > Getting Started – This is a helpful guide, but it is not where reports are created.

C . Performance Analytics > Reports – Performance Analytics focuses on advanced trend analysis and KPIs, not general reporting.

D . Self-Service > Reports – This allows end-users to view and run reports, but it is not meant for creating new reports.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Reports and Dashboards

ServiceNow CSA Training Module: "Creating and Managing Reports in ServiceNow"

Question: 233

What are the steps for applying an update set to an instance?

- A. Retrieve, Preview, Commit
- B. Specify, Transform, Apply
- C. Retrieve, Assess, Apply
- D. Get, Test, Push
- E. Pull, Review, Push

Answer: A

Explanation:

Applying an Update Set in ServiceNow follows a structured process to ensure that changes are correctly transferred from one instance to another.

Steps for Applying an Update Set:

Retrieve – The update set is fetched from the remote instance or uploaded manually.

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Preview – The system analyzes the update set for potential conflicts or missing dependencies.

Commit – The update set is applied to the target instance, implementing the changes.

Explanation of Each Step:

Retrieve:

The update set is pulled from a remote instance (such as from a development to a test instance) using the "Retrieve Update Set" option.

Alternatively, an XML file containing the update set can be manually uploaded.

Preview:

Before applying, ServiceNow checks for conflicts or missing dependencies.

It ensures that the update set will not introduce errors or inconsistencies.

If conflicts are detected, they must be resolved before committing.

Commit:

The update set is permanently applied to the instance.

The system integrates the changes into the instance's configuration and logs the update.

Why Other Options Are Incorrect?

B . Specify, Transform, Apply:

This does not reflect the correct update set process.

"Transform" is a term used in data imports, not update sets.

C . Retrieve, Assess, Apply:

There is no official "Assess" step in the update set process.

The correct term is "Preview" because it checks dependencies and conflicts before committing.

D . Get, Test, Push:

"Push" is not a valid step in applying an update set.

Instead, update sets are retrieved and committed, not "pushed."

E . Pull, Review, Push:

Question: "Push" is not part of the Update set application process.

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The official process uses "Retrieve," not "Pull."

Official ServiceNow Documentation Reference:

For more details, refer to the official ServiceNow documentation:

[Update Set Overview](#)

Applying Update Sets

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Question: 234

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When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

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A. Run Transform

B. Run Import

C. Import Dataset

D. Execute Transform

E. Schedule Transform

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Answer: A

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Explanation:

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When importing spreadsheet data into ServiceNow using the Import Set process, data is transferred in multiple stages. The step where data gets written to the receiving table is called "Run Transform."

Question: "Import Set" process in ServiceNow:

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Load Data: The spreadsheet or data file is uploaded to a temporary table (Import Set table).

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Run Transform: The system processes the import set data and writes it to the target table.

Verify Data: After transformation, the data is checked for accuracy.

Explanation of Each Step:

Load Data:

The spreadsheet or external data is first imported into a staging table (Import Set table) in ServiceNow.

At this stage, the data is not yet written to the actual destination table.

Run Transform (Correct Answer):

The Transform Map applies field mappings and business logic.

The data is processed and written from the import set table to the target table (e.g., Incident, CMDB, or any other receiving table).

Any data transformation (such as field mappings, lookups, or script-based modifications) happens here.

Verify Data:

After transformation, users should validate the imported records to ensure that data was written correctly.

Why Other Options Are Incorrect?

B . Run Import:

This step only loads the data into a temporary Import Set table.

It does not write data to the receiving table.

C . Import Dataset:

"Import Dataset" is not an actual step in the ServiceNow data import process.

D . Execute Transform:

There is no "Execute Transform" step in ServiceNow.

The correct term is "Run Transform."

E . Schedule Transform:

While you can schedule transforms, this is not the step where data gets written to the final table.

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The actual transformation and writing occur during "Run Transform."

Official ServiceNow Documentation Reference:

For more details, refer to the official ServiceNow documentation:

Importing Data into ServiceNow

Transform Maps in Import Sets

Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html

Question: 235

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category
- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

Answer: A, E

Explanation:

In ServiceNow, lists allow users to view, filter, and group records dynamically. If you want to group records based on a particular column (e.g., Category), you can use the "Group By" functionality.

Correct Answers

A . On list Context Menu, select Group By > Category

The List Context Menu (right-clicking anywhere in the list header) provides an option to group records by a specific column.

Selecting "Group By > Category" organizes records into expandable sections based on the selected field.

This is one of the quickest ways to group records in a list.

E . On the Category column title, click Context menu > Group By Category

Each column header in a list has its own Column Context Menu (accessible by clicking the three-line menu or right-clicking the column title).

Clicking "Group By Category" on the Category column will instantly rearrange the list based on the values in that column.

Incorrect Answer Choices

B . On the Filter Menu, select Group By > Category X

The Filter Menu is used for setting up filters and conditions, but it does not provide a "Group By" option.

It allows users to filter records but does not change the list structure.

C . Click Group On icon, select Category X

There is no "Group On" icon in ServiceNow lists.

Grouping is done through context menus, not a dedicated "Group On" button.

D . On Navigator Filter, type tablename.group.category and press enter X

The Application Navigator Filter is used for searching applications, modules, and tables—not for modifying list views.

Entering something like incident.group.category will not perform a grouping action on a list.

Reference:

Official ServiceNow Documentation: [Grouped Lists](#)

ServiceNow User Interface Guide: List Control Features

Question: 236

What is the definition of a group?

- A. An escalation pod
- B. A department
- C. A collection of users
- D. A collection of subject matter experts
- E. A team of users

Answer: C

Explanation:

In ServiceNow, a Group is a collection of users who share common responsibilities and access rights within the system.

Groups are primarily used to facilitate:

Role-Based Access Control (RBAC): Assigning roles and permissions collectively to a set of users.

Task Assignment: Groups can be assigned to handle incidents, change requests, and approvals.

Notification Management: Groups can be used for sending system notifications to multiple users at once.

Correct Answer

- C . A collection of users Q

A group in ServiceNow consists of multiple users who work together on tasks, approvals, or system activities.

Groups simplify user administration by allowing permissions and responsibilities to be assigned collectively instead of individually.

Examples of groups:

Service Desk (handles incident tickets)

Question: Change Advisory Board (CAB) (approves change requests)

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HR Team (manages HR cases)

Incorrect Answer Choices

A . An escalation pod X

ServiceNow does not use the term "escalation pod" to define a group.

Escalations are handled through priority rules and workflows, not groups.

B . A department X

A department is an organizational unit (e.g., HR, IT, Finance), while a group is a functional collection of users.

Departments and groups are separate entities in ServiceNow.

D . A collection of subject matter experts X

While some groups may consist of SMEs, this is not the definition of a group.

Groups can have users of different expertise levels, not just experts.

E . A team of users X

Although groups may act as "teams," the official ServiceNow definition of a group is a collection of users, which is more precise.

"Team" is a more informal term, while "group" is the structured term used in the platform.

Reference:

Official ServiceNow Documentation: Groups and Users

ServiceNow Administration Guide: User and Group Management

Question: 237

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationship?

A. CSDM Schema

C. Dependency View

D. CI Class Map

Answer: C

Explanation:

In ServiceNow, the Dependency View provides an interactive graphical interface to visualize Configuration Items (CIs) and their relationships. It helps IT teams understand the dependencies between infrastructure components, applications, and services.

Key Features of Dependency View:

Graphical Representation of CI Relationships:

Displays Configuration Items (CIs) and their dependencies using a dynamic, interactive visualization.

Uses lines/arrows to represent relationships such as depends on, runs on, hosted by, etc.

Real-Time Impact Analysis:

Helps identify how an outage or change to one CI affects related components.

Useful for change management, incident resolution, and troubleshooting.

Integration with CMDB (Configuration Management Database):

Dependency Views pull data from the CMDB and display it visually.

Supports ITSM (IT Service Management), ITOM (IT Operations Management), and IT Asset Management.

Supports Multiple Relationship Types:

Application-to-Application relationships

Infrastructure dependencies (e.g., servers, databases, cloud resources)

Business Services mapping to technical services

Incorrect Answer Choices Analysis:

A . CSDM Schema

X Incorrect – The Common Service Data Model (CSDM) is a framework for organizing CMDB data

Question: 238
Which of the following is true? A. Dependency View provides a graphical interface for visualizing dependencies.

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B . Business Service Map

X Incorrect – Business Service Maps are part of Service Mapping (ITOM feature), showing high-level business service dependencies, but Dependency View provides a more detailed, real-time interactive visualization of CIs in CMDB.

D . CI Class Map

X Incorrect – The CI Class Map shows CMDB class structures, not live dependency relationships between CIs.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Dependency Views

Dependency Views Overview

ServiceNow Community – CMDB Best Practices

CMDB and Dependency Views

Conclusion:

The correct answer is C. Dependency View because it provides a modern interactive graphical interface to visualize CIs and their relationships in CMDB.

Question: 238

You have been asked to configure a form so an employee could a tablet and select the standard accessory options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take?

Choose 3 answers

- A. Create Catalog item for the tablet, and on the form, add a check box variable for each accessory option.
- B. Create Catalog item for the tablet, and add a variable set to the form, for the accessory options.
- C. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.
- D. Create a Records producer, and on the form, add a check box variable for each accessory option.
- E. On shopping Cart configuration, select option to show the Add Accessories button.

Answer: A, B, E

Explanation:

In ServiceNow Service Catalog, the best practice for handling accessory selections is to use variables or variable sets within a single catalog item rather than creating multiple separate catalog items.

Best Practices for Configuring the Tablet and Accessories:

A . Create a Catalog Item for the tablet and add a checkbox variable for each accessory option.

Correct – Adding checkbox variables for accessories allows users to select multiple options within a single request.

Example variables:

[✓] Carrying Case

[✓] Screen Cleaner

[✓] Tablet Stand

[✓] Screen Protector

This makes ordering simpler and more user-friendly.

B . Create a Catalog Item for the tablet, and add a variable set to the form for accessory options.

Correct – A Variable Set is a reusable collection of variables that can be applied to multiple catalog items.

This approach is beneficial if multiple devices (e.g., laptop, phone, tablet) share the same accessory options.

The Variable Set can include checkboxes for selecting accessories.

E . In Shopping Cart configuration, select the option to show the "Add Accessories" button.

Correct – Enabling the "Add Accessories" button in the Shopping Cart allows users to add related products as separate items in their order.

This works well when accessories are separate items in the catalog but need to be linked for convenience.

Quick and easy way to find the correct answer: C is incorrect because it forces users to order accessories separately, making the process less efficient.

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C. Create one Catalog Item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.

X Incorrect – This forces users to order accessories separately, making the process less efficient.

Best practice is to keep accessories within the same form unless they are standalone items.

D. Create a Record Producer, and on the form, add a checkbox variable for each accessory option.

X Incorrect – Record Producers create records in tables (e.g., Incident, Request, HR Case) but are not used for Service

Catalog ordering.

The correct approach is to use a Catalog Item with variables instead.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Creating and Managing Catalog Items

Creating Service Catalog Items

ServiceNow Docs – Variable Sets

Service Catalog Variable Sets

ServiceNow Docs – Shopping Cart Configuration

Shopping Cart Configuration

Conclusion:

The correct answers are:

- ☒ A. Create a Catalog item for the tablet and add checkbox variables for accessories.
- ☒ B. Use a Variable Set for the accessory options.
- ☒ E. Enable the "Add Accessories" button in Shopping Cart configuration.

This approach enhances user experience, ensures flexibility, and aligns with ServiceNow Service Catalog best practices.

Question: 239

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

Questions and Answers PDF

- A. Employee Workflows
- B. Infrastructure Workflows
- C. Federal Workflows
- D. Manufacturing Workflows
- E. Customer Workflows
- F. IT Workflows

Answer: A, F, E

Explanation:

The ServiceNow platform provides pre-built workflows that help organizations automate processes across different domains.

These workflows are designed to streamline operations, improve efficiency, and enhance user experience. The three primary types of workflows included in the platform are:

Employee Workflows – Designed to improve employee experiences, covering HR services, onboarding, workplace services, and more.

Customer Workflows – Focused on customer service management (CSM), case management, field service management, and proactive customer engagement.

IT Workflows – These workflows enable IT Service Management (ITSM), IT Operations Management (ITOM), and IT Business Management (ITBM) for efficient IT operations.

Why Are Other Options Incorrect?

B . Infrastructure Workflows **X** – No specific "Infrastructure Workflows" exist as a built-in category in ServiceNow. Infrastructure processes are generally managed under IT Workflows (ITOM/ITSM).

C . Federal Workflows **X** – Not an official workflow category. Federal agencies use ServiceNow’s Government, Risk, and Compliance (GRC) solutions, but this is not classified as a workflow.

D . Manufacturing Workflows **X** – ServiceNow does not have a dedicated "Manufacturing Workflows" category. However, manufacturers often use Customer and IT Workflows for managing operations.

Reference:

ServiceNow CSA Documentation – Workflows Overview

Final Answer: A, E, F (Employee Workflows, Customer Workflows, IT Workflows)

Explanation:

Question: 240

What Service Catalog feature do you use to organize items into logical groups?

A. Variable sets

B. Catalog items

C. Sections

D. Categories

Explanation:

Answer: D

In Service Catalog Management, categories are used to logically group catalog items to make navigation easier for users. Categories help organize items into meaningful sections, ensuring that users can quickly locate the services they need.

For example:

"Software Requests" can be a category containing catalog items like "Microsoft Office," "Adobe Photoshop," and "VPN Access."

"Hardware Requests" can include items like "Laptops," "Monitors," and "Keyboards."

Why Are Other Options Incorrect?

A . Variable Sets **X** – Variable sets are reusable groups of variables for catalog items, but they do not organize items into groups.

B . Catalog Items **X** – Catalog items refer to individual service requests (e.g., "Request a Laptop"), but

Questions are grouped using categories, not other catalog items.

C. Sections X – Sections are used in forms to group related variables together, not for organizing catalog items.

Reference:

ServiceNow CSA Documentation – Service Catalog Management

ServiceNow Official Product Documentation – Organizing Catalog Items (<https://docs.servicenow.com>)

ServiceNow Official Product Documentation – Organizing Catalog Items (<https://docs.servicenow.com>)

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Question: 241

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A customer requests the following data quality measures be added:

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1. Incident numbers should be read-only on all lists and forms, for all users.

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2. Short Description field should be mandatory, on all records, across all applications, on insert.

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Which type of policy would you use to meet this requirement?

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A. Data policy

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B. Dictionary Design Policy

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C. Data Quality Policy

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D. Field Criteria Policy

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Answer: A

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Explanation:

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In ServiceNow, data policies enforce rules to ensure data consistency and integrity across the platform. They can be applied at both the server-side and client-side, even outside the standard UI (such as data imports and APIs).

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How Data Policies Apply to This Scenario:

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Incident numbers should be read-only on all lists and forms, for all users.

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Question: Data policies can enforce field read-only rules globally.

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The Incident number (Number field) is typically auto-generated and should not be editable by users. A data policy can ensure it remains read-only across all interfaces.

Short Description field should be mandatory, on all records, across all applications, on insert.

Data policies can make a field mandatory across the system, not just on specific forms.

Unlike UI policies (which work only in forms), a data policy ensures this rule applies even during imports and API updates.

Why Other Answers Are Incorrect:

B . Dictionary Design Policy – No such policy exists in ServiceNow.

C . Data Quality Policy – This is not a defined policy type in ServiceNow.

D . Field Criteria Policy – Not a recognized policy type in ServiceNow.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Data Policies Overview

ServiceNow CSA Training Module: "Data Policies vs. UI Policies – When to Use Each"

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Question: 242

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When creating a new notification, what must you define?

Choose 3 answers

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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

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Answer: A, C, D

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Explanation:

When setting up a notification in ServiceNow, you must define three critical elements:

What is the content of the notification?

This includes email subject, body, variables, and templates that define how the notification will be displayed to the recipient.

Under what conditions is the notification sent?

Notifications are triggered based on conditions such as:

- Record Insert/Update/Delete
- Specific field value changes
- Events generated by business rules

Who receives the notification?

The recipients can be configured using:

- Specific users or groups
- Scripted recipients

Users associated with the record (e.g., Caller, Assigned To)

Why Other Answers Are Incorrect:

- B . The associated knowledge base – Notifications are not tied to knowledge bases; they are triggered by records and events.
- E . Settings for handling inactive user accounts – While user preferences exist, this is not a required step in notification creation.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Notifications Guide

ServiceNow CSA Training Module: "Creating and Managing Notifications in ServiceNow"

Question: 243

Question: Which type of ServiceNow script runs on the web browser?

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- A. Server script
- B. Local script
- C. Database script
- D. Client script

Answer: D

Explanation:

In ServiceNow, Client Scripts are scripts that execute in the user's web browser rather than on the server. They are used to enhance user experience by dynamically controlling form behavior, validating user input, or performing real-time updates without requiring a server request.

Types of Scripts in ServiceNow:

Script Type	Runs On	Purpose
Client Script	Web browser (client-side)	Modify UI behavior, perform field validations, or respond to user interactions.
Server Script	ServiceNow backend (server-side)	Processes data, enforces business rules, and performs side background operations.
Database Script	Database layer	Used for stored procedures or database triggers (not applicable in ServiceNow).
Local Script	Not an actual ServiceNow	No such category exists in ServiceNow. script type

Key Features of Client Scripts:

- Runs in the web browser when a form is loaded, changed, or submitted.
- Can manipulate field values, display messages, or enforce rules in real time.
- Uses GlideForm (g_form) and GlideUser (g_user) APIs.
- Reduces server load by executing logic without sending requests to the backend.

Question: Why are the other options incorrect?

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- A . Server script:

Runs on the server-side, not in the browser.

Examples: Business Rules, Script Includes, Scheduled Jobs.

B . Local script:

No such script type in ServiceNow.

C . Database script:

ServiceNow does not allow direct database scripting.

Official ServiceNow Documentation Reference:

Client Scripts Overview

Scripting Best Practices

Question: 244

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 table. Parent class tables may be extended from another table.
- C. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
- D. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

Answer: B

Explanation:

Q u | e | s | t | i | o | n | S | e | r | v | i | c | e | N | o | w | A | n | s | w | e | r | s | f | o | l | l | o | w | F
The distinction between Base Class tables and Parent Class tables is as follows:

Definitions:

Base Class Table:

A Base Class table is not extended from any other table.

It exists at the top level in the table hierarchy.

Example: Task [task], Configuration Item [cmdb_ci] are base tables.

Parent Class Table:

A Parent Class table may be extended from another table but also has tables extending from it.

It acts as a bridge between the base table and other extended tables.

Example: Change Request [change_request] extends from Task [task], making Task the base class and Change Request a parent class to other change-related tables.

Why Other Options Are Incorrect?

A . Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.

Incorrect because not all base tables have extensions.

Parent tables do have extended tables.

C . Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.

Incorrect because extended tables can inherit from other extended tables in a multi-level hierarchy.

D . Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables.

Incorrect because extended tables can come from either Base or Parent tables, not just Parent tables.

Official ServiceNow Documentation Reference:

Table Inheritance in ServiceNow

Extending Tables

Question: 245

What types of entities can receive task assignments, in ServiceNow?

Choose 2 answers

- A. Groups
- B. Users
- C. Departments
- D. Teams

Answer: A, B

Explanation:

In ServiceNow, tasks (such as Incidents, Change Requests, and Service Requests) can be assigned to individual users or groups to manage workload distribution efficiently.

Correct Answers

A . Groups Q

Groups in ServiceNow represent a collection of users with common roles or responsibilities.

Tasks are often assigned to groups first, allowing any member to take ownership.

Example:

IT Support Group for handling incident tickets.

Change Advisory Board (CAB) for approving changes.

B . Users Q

Individual users can receive task assignments directly.

Assigned users are responsible for completing or updating the task.

Example:

A specific Service Desk Agent assigned to resolve an incident.

C . Departments X

Departments in ServiceNow represent organizational divisions (e.g., HR, IT, Finance), but they do not receive task assignments.

Assignments are made to groups or individuals within departments, not the department itself.

D . Teams ✗

"Teams" is not a structured entity in ServiceNow for task assignments.

While some organizations may informally refer to groups as "teams," the platform recognizes Groups and Users as valid task recipients.

Reference:

Official ServiceNow Documentation: Assigning Tasks

ServiceNow Administration Guide: Users and Groups

Question: 246

What are examples of UI Actions relating to forms?

Choose 3 answers

- A. Form Context Menu
- B. Form View
- C. Form Buttons
- D. Form Links.
- E. Form Columns

Answer: A, C, D

Explanation:

In ServiceNow, UI Actions are customizable elements that enhance user interaction with forms and other UI components. When applied to forms, UI Actions allow users to trigger workflows, scripts, or system operations efficiently.

Correct Answers

- A . Form Context Menu ✔

The Form Context Menu (accessible by right-clicking on a form header or field) contains UI Actions such as:

Save, Insert, Insert and Stay, Configure Form Layout, etc.

Admins can customize this menu to include additional actions.

C . Form Buttons Q

Buttons appear at the top or bottom of a form, allowing users to take specific actions.

Examples include:

Submit, Update, Resolve, Approve, Reject

These actions can be customized using UI Action scripting.

D . Form Links Q

Form Links appear as clickable links at the bottom of a form.

Example:

“Show Related Incidents” link on an incident form.

These links allow users to navigate quickly between related records.

Incorrect Answer Choices

B . Form View X

Form View is a layout configuration that determines how fields appear but is not a UI Action.

UI Actions trigger actions, while Form Views define appearance.

E . Form Columns X

Form Columns refer to the arrangement of fields within a form.

Columns help with form design but do not serve as UI Actions.

Reference:

Question: 247

Which is the most efficient way to move large amounts of data between instances?

- A. Export to Data Package
- B. Export to XML
- C. Update Sets
- D. Export to Zip

Answer: A

Explanation:

When transferring large amounts of data between ServiceNow instances, the most efficient and recommended method is Export to Data Package. This method allows for bulk data transfer, ensuring that relationships, dependencies, and data integrity are maintained.

Why "Export to Data Package" is the Best Choice?

Optimized for Large Data Transfers

Data Packages are designed to efficiently handle large datasets without performance degradation.

They maintain relationships between records, unlike simple XML exports.

Preserves Data Integrity

Ensures that all referenced records (e.g., related tables) are included in the export.

Prevents data loss by preserving dependent records.

Faster and More Reliable than XML or Update Sets

XML exports are less efficient for large datasets.

Update Sets do not transfer actual table records, only configurations (metadata).

Supports Complex Data Structures

Useful for moving entire tables or a large subset of records while maintaining relationships.

Incorrect Answer Choices Analysis:

B . Export to XML

✗ Incorrect – XML exports are not efficient for large data transfers because:

It does not manage relationships between records.

Importing large XML files can cause performance issues.

More suitable for moving individual records rather than large datasets.

C . Update Sets

✗ Incorrect – Update Sets do NOT transfer actual data, only configurations (e.g., fields, forms, workflows).

They are meant for customization changes, not for moving large data records.

D . Export to Zip

✗ Incorrect – There is no "Export to Zip" option for large data transfers in ServiceNow.

This is likely a distractor option.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Data Export and Import Best Practices

Data Export and Import

ServiceNow Docs – Moving Data Between Instances

Exporting and Importing Data Packages

Conclusion:

The correct answer is A. Export to Data Package because it is the most efficient and scalable way to transfer large amounts of data between ServiceNow instances while maintaining relationships and data integrity.

Question: 248

When a custom table is created, which access control rules are automatically created?

Choose 4 answers

- A. delete
- B. create
- C. execute
- D. read
- E. update
- F. write

Answer: A, B, D, E

Explanation:

In ServiceNow, when a custom table is created, the system automatically generates four Access Control Rules (ACLs) to control the basic operations on that table. These rules define who can create, read, update, and delete records in the table.

Default Access Control Rules Created for a New Table:

Read (ACL: table_name.*.read)

Q Allows users to view (read) records in the table.

Without this ACL, users cannot see any records in the table.

Create (ACL: table_name.*.create)

Q Allows users to insert new records into the table.

Without this ACL, users cannot add new records.

Update (ACL: table_name.*.update)

Questions and Answers PDF

Q Allows users to modify (edit) existing records in the table.

Users cannot edit records if this ACL is missing.

Delete (ACL: table_name.*.delete)

Q Allows users to remove (delete) records from the table.

Users cannot delete records without this ACL.

Incorrect Answer Choices Analysis:

C . execute

X Incorrect – The execute permission applies to Scripts or UI Actions, not table records.

No execute ACL is automatically created for tables.

F . write

X Incorrect – "Write" is NOT an ACL permission in ServiceNow.

Instead, "update" is the correct term for editing records.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Access Control Rules (ACLs)

Access Control Best Practices

ServiceNow Docs – Creating Custom Tables

Custom Tables and Security

Question: 249

What does Natural Language Query allow you to do on a list?

- A. Automatically select a filter, based on keywords
- B. Filter list by typing in a phrase
- C. Predict the filter desired by the user
- D. Speak to the condition builder

E. Set list filter, using audible commands

Answer: B

Explanation:

Natural Language Query (NLQ) in ServiceNow allows users to filter a list by typing a natural language phrase, making it easier to search and retrieve data without manually building filters.

For example, users can type:

- * "Show me all open incidents assigned to John Doe"
- * "Incidents created this week"

The platform interprets the phrase and automatically applies the correct filter to the list.

Why Are Other Options Incorrect?

- A . Automatically select a filter, based on keywords – NLQ does not automatically select filters based on keywords; instead, it processes full phrases into a filter.
- C . Predict the filter desired by the user – NLQ does not predict filters but rather converts typed queries into list filters.
- D . Speak to the condition builder – NLQ does not interact with the condition builder directly; it translates text queries into filters.
- E. Set list filter, using audible commands – NLQ does not support voice commands, only typed queries.

Reference:

ServiceNow CSA Documentation – Natural Language Query (NLQ)
ServiceNow Official Documentation – List Filters & Search (<https://docs.servicenow.com>)

Final Answer: B. Filter list by typing in a phrase

Explanation:

Question: 250

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

Explanation:

In ServiceNow Knowledge Management, access to who can write articles in a knowledge base is controlled using the "Can Contribute" permission.

The "Can Contribute" tab allows administrators to specify which users or groups can create, edit, and manage knowledge articles within a specific knowledge base.

For example:

- If a user is granted "Can Contribute" access, they can write and edit knowledge articles.
- If a user only has "Can Read" access, they can view articles but cannot create or modify them.

Why Are Other Options Incorrect?

- A . Can Read **X** – Defines who can view knowledge articles, but not who can write them.
- B . Can Write **X** – No such tab exists in ServiceNow knowledge base settings. Instead, the correct term is "Can Contribute."
- D . Can Author **X** – "Can Author" is not an official permission setting in ServiceNow. The correct term is "Can Contribute."
- E . Cannot Author **X** – No such option exists in ServiceNow Knowledge Base permissions.

Reference:

Question: The "Unload Portal Page" option forces the homepage to be included in the update set.

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This is necessary when moving homepages from development to production environments.

Why Other Answers Are Incorrect:

- A . To publish a Homepage to the Portal – This step does not publish a homepage; it just makes it available for update sets.
- B . To retire a Homepage – Retiring a homepage involves disabling or removing it, not adding it to an update set.
- C . To delete a Homepage – Deleting a homepage is done via the UI but does not require these specific steps.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Update Sets and Homepages

ServiceNow CSA Training Module: "Moving Configuration Changes Between Instances"

Question: 252

What is the platform name for the Group table?

- A. Sys_User_group
- B. Sys_group
- C. group
- D. sys_groups

Answer: A

Explanation:

In ServiceNow, every table has a system name (platform name) that follows a consistent naming convention. The Group table stores information about user groups and is named:

Q sys_user_group

Understanding the Naming Convention: 455/732

sys_user_group = System table for user groups.

sys_user = Table for individual user records.

sys_user_role = Table for user roles.

Why Other Answers Are Incorrect:

B . sys_group – No such table exists in ServiceNow.

C . group – This is not the correct system name; ServiceNow uses "sys_user_group" for clarity.

D . sys_groups – Incorrect pluralization; ServiceNow tables are typically singular (e.g., sys_user, sys_user_role).

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Tables and Data Structure

ServiceNow CSA Training Module: "User and Group Administration"

Question: 253

When selecting the Target table for an import, which tables can you select?

Choose 3 answers

A. Tables within the global scope

B. Tables within the existing application scope

C. Tables outside of ServiceNow

D. Tables which allow write access to other applications

E. Related tables, using Dot Walk

Answer: A, B, E

Explanation:

When selecting a target table for an Import Set, you must choose a table that exists within the ServiceNow system and falls within your scope of permissions. The following types of tables are eligible as target tables:

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Tables within the Global Scope (A - Correct Answer)

If the table exists within the global application scope, it is accessible from all applications.
Example: Task [task], User [sys_user], Configuration Item [cmdb_ci]

Tables within the Existing Application Scope (B - Correct Answer)

Tables belonging to the same application scope as the import set can be selected.
Example: If you are working in a scoped application like HR Service Delivery, you can import data into HR-related tables.

Related Tables Using Dot Walk (E - Correct Answer)
You can select related tables using dot-walking to reference data from linked tables.

Example: If importing into Incident [incident], you can reference data from Caller (sys_user) via dotwalking.
Why Other Options Are Incorrect?

C . Tables outside of ServiceNow

ServiceNow cannot directly import data into external databases or non-ServiceNow tables.
Instead, you can export data to an external system after processing.

D . Tables which allow write access to other applications
ServiceNow enforces scope protection, so you cannot write to tables in a different application scope unless explicitly allowed.

You need cross-scope privileges to modify tables in another application.
Official ServiceNow Documentation Reference:
Importing Data into ServiceNow

Understanding Application Scope

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Question: 254

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Question: In ServiceNow, what would you click, to modify the order of the fields on the form?

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Choose 2 answers

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- 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

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Answer: A, C

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Explanation:

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To modify the order of fields on a form in ServiceNow, you have two main options:

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Form Layout (A - Correct Answer)

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Navigation: Context Menu > Configure > Form Layout

Allows you to rearrange fields using a simple list-based interface.

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You can add, remove, or reorder fields quickly.

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Form Design (C - Correct Answer)

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Navigation: Right-click on the form header > Configure > Form Design

Opens a drag-and-drop interface for modifying form layout.

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Provides more advanced customization options, including sections, tabs, and field arrangements.

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Why Other Options Are Incorrect?

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B . Context Menu > Form > Layout

No such menu option exists in ServiceNow.

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D . Context Menu > Configure > Form Designer

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There is no direct "Form Designer" option in the context menu; instead, it's accessed via Configure >

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E . Right-click on header > Configure > UX Dashboard

UX Dashboard is used for UI pages, dashboards, and workspace configurations, not form layout changes.

Official ServiceNow Documentation Reference:

Configuring Forms in ServiceNow

Using Form Designer

Question: 255

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: C

Explanation:

In ServiceNow, Templates are used to quickly populate fields in a form with pre-defined values, improving efficiency and consistency.

Correct Answer

C . Stamp Q

The Stamp icon () on the form header provides access to Template features.

Clicking this icon allows users to apply pre-configured templates to quickly fill out form fields.

Users can also create, manage, and apply personal or global templates from this menu.

A Service Desk Agent applying an "Urgent Incident" template to auto-fill priority, assignment group, and category fields.

Incorrect Answer Choices

A . Paper Clip

The Paper Clip icon is used for attaching files to a record, not for templates.

B . More Options (...) X

The More Options menu provides additional record actions, but templates are accessed through the Stamp icon.

D . Context Menu

The Context Menu (right-click or three-line menu) provides form options but does not directly access templates.

Reference:

ServiceNow Documentation: Using Form Templates

ServiceNow Admin Guide: Creating and Managing Templates

Question: 256

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**

The Report Designer in ServiceNow is used to create, configure, and format reports. It contains multiple sections to control different aspects of the report.

Correct Answer

C . Style Q

The Style section is responsible for adjusting the visual appearance of the report, including:

Colors

Font styles

Legend layout

Gridlines and chart elements

This section allows users to customize the report to enhance readability and visual impact.

Example Usage:

Changing a bar chart's colors to align with corporate branding.

Adjusting the legend placement for better visualization.

Incorrect Answer Choices

A . Format X

"Format" is not a specific section in the Report Designer.

Formatting options are controlled within the Style section.

B . Layout X

The Layout section controls how the report data is arranged, but not the appearance.

Example: Setting a two-column layout for a report.

D . Configure X

The Configure section is used for defining the data source, conditions, and filters for the report, not its appearance.

Reference:

ServiceNow Documentation: Report Designer Guide

Question: 257

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

Explanation:

In ServiceNow, Tags allow users to categorize and quickly find records without modifying the database structure. They act as labels that can be applied to records dynamically.

To add a Tag such as "Special Handling" to an Incident record, follow these steps:

Open the Incident record in the platform.

Click the More options (.,.) icon in the top-right corner of the record.

Select "Add Tag."

Type "Special Handling" and press Enter to apply the tag.

Once applied, the tag will appear in the Tags field of the record, making it easier for users to search and filter incidents with similar labels.

Incorrect Answer Choices Analysis:

B . On the Special Handling field, check the box

X Incorrect – There is no standard "Special Handling" field in the Incident table that acts as a tag.

Question: If such a field exists, it would be a custom field and not related to Tags functionality.

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- C . On the Tag field, select Special Handling from the choice list
- X Incorrect – Tags are not stored in a field with a choice list.

Tags are user-defined labels that can be dynamically added using the "More options" menu.

- D . Click on the Context menu, select Add Tag, type Special Handling, press Enter
- X Incorrect – The Context Menu (right-click menu) does not provide an option to add a Tag.

Tags are added using the More options (.,.) icon, not the Context Menu.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Using Tags

How to Use Tags

ServiceNow Docs – Searching Records with Tags

Search and Filter with Tags

Conclusion:

The correct answer is:

- Q A. Click on the More options (.,.) icon, click Add Tag, type Special Handling, press Enter.

This is the standard way to add a Tag in ServiceNow without modifying any database fields.

Question: 258

Which best describes a field in a SeniceNow table?

- A. A field is a table cell that stores data
- B. A field is a table row
- C. A field is an item that appears in a menu list
- D. A field is a record in a table

Explanation:

In ServiceNow, a field is a single data point in a table, similar to a cell in a spreadsheet.

Understanding Fields in ServiceNow:

Fields store specific data in a table, such as:

Short Description (text field)

Priority (choice field)

Assignment Group (reference field)

Each record consists of multiple fields

Example: In the Incident table, a single Incident record contains multiple fields such as:

Number (INC0012345)

State (In Progress)

Assigned To (John Doe)

Fields have different data types

Text, Integer, Choice, Date/Time, Reference, etc.

Incorrect Answer Choices Analysis:

B . A field is a table row

X Incorrect – A table row represents an entire record, not just a single field.

A record consists of multiple fields (columns).

C . A field is an item that appears in a menu list

X Incorrect – Menu items are UI elements, not database fields.

A field is part of a table, while a menu contains navigation links.

D . A field is a record in a table

X Incorrect – A record is a full row of data, which includes multiple fields.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Understanding Tables, Records, and Fields

Tables and Fields Overview

ServiceNow Docs – Field Types and Definitions

Field Data Types

Conclusion:

The correct answer is:

A. A field is a table cell that stores data.

A field is a single piece of data within a record, much like a cell in a spreadsheet.

Question: 259

While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

- A. There is a business rule, excluding Bob.Smith from any approvals.
- B. Bob Smith does not have a delegate set up on his account,
- C. The Bob Smith user account, does not have a manager specified.
- D. The manager does not have a delegate assigned,
- E. Bob Smith is a VIP.

Answer: C

Explanation:

In ServiceNow Catalog Item Workflows, an approval process often includes a Manager Approval step,

Question: Which of the following is typically required for a request to be approved? (465/732)

If Bob Smith's user record does not have a manager specified, the system cannot determine who should approve the request, which may result in the approval step being skipped.

Why Are Other Options Incorrect?

A . There is a business rule, excluding Bob Smith from any approvals. **X**

While business rules can affect approvals, it is unlikely that a rule would exist specifically to exclude Bob Smith unless explicitly configured, which is uncommon.

B . Bob Smith does not have a delegate set up on his account. **X**

Delegates are optional and only apply when a manager is unavailable. This does not affect whether the approval is skipped.

D . The manager does not have a delegate assigned. **X**

A delegate only comes into play if an approver is out of office or unavailable. This does not impact whether an approval is skipped entirely.

E . Bob Smith is a VIP. **X**

Being marked as a VIP does not automatically bypass approval workflows. Approval processes follow defined rules in workflow configurations.

Reference:

ServiceNow CSA Documentation – Approval Workflows & Manager Approvals

ServiceNow Official Documentation – sys_user Manager Field & Approval Configuration

(<https://docs.servicenow.com>)

Q Final Answer: C. The Bob Smith user account does not have a manager specified.

Explanation:

Question: 260

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

B. Performance Analytics

C. Scheduled Reports

D. Reporting

Answer: B**Explanation:**

Performance Analytics (PA) in ServiceNow allows users to create dashboards with widgets that visualize trends over time to monitor and improve processes.

Key Features of Performance Analytics:

- ✓ Data Visualization: Users can track KPIs, measure performance trends, and create meaningful insights.
- ✓ Dashboards & Widgets: Custom dashboards with interactive widgets display real-time analytics.
- ✓ Historical & Trend Analysis: Unlike standard reports, PA analyzes trends over time, helping organizations improve their services.
- ✓ Predictive Insights: Uses historical data to identify patterns and drive informed decisions.

Why Are Other Options Incorrect?**A . Analytics Reports**

No such feature exists in ServiceNow under this name. The correct term is Performance Analytics.

C . Scheduled Reports

Scheduled reports allow users to automate report delivery, but they do not provide interactive dashboards or trend analysis.

D . Reporting

Standard Reporting provides snapshot views of data but does not support trend analysis over time like Performance Analytics.

Reference:

ServiceNow CSA Documentation – Performance Analytics Overview

ServiceNow Product Documentation – Creating Dashboards & Widgets with PA

(<https://docs.servicenow.com>)

Question: 261

When building an extended table from a base table, which fields do you need to create? Choose 2 answers

- A. The mandatory fields for the base table.
- B. The reference fields for the base table.
- C. The fields that are not in the base table.
- D. The fields that are specific to the extended table.

Answer: C, D

Explanation:

When creating an extended table in ServiceNow, it inherits all fields from the base table, meaning you do not need to recreate those fields. Instead, you only need to define fields that are:

Not present in the base table – If a field does not exist in the base table but is required for the extended table, it must be created.

Specific to the extended table – Custom fields that are unique to the child table need to be added.

Why Other Answers Are Incorrect:

- A . The mandatory fields for the base table – Since the extended table inherits the base table's fields, mandatory fields from the base table are already included automatically.
- B . The reference fields for the base table – Reference fields are not always required unless they are specific to the extended table's functionality.

Example Scenario:

If you extend the Task table to create a Custom Task table, the new table automatically gets all Task fields (like Number, Short Description, etc.).

If you want to add a new field, such as Custom Priority, you need to create it manually.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow CSA Training Module: "Data Schema and Extending Tables"

Question: 262

On a form, which type of Geld has this icon which can be clicked, 10 500 a preview of the associated record?

— incident

= INC0010112

Number INC0010112	
^ Caller survey user	Q 0
Category Inquiry/Help	V
Subcategory -Norte-	V

- A. Drilldown
- B. Lookup
- C. Quickview
- D. Preview
- E. Snapshot
- F. Reference:

Answer: F

Explanation:

Question: The icon highlighted in the image is the Reference Icon (i inside a circle). It is used for Reference fields in ServiceNow forms.

How Reference Fields Work:

A Reference field links to a record in another table (e.g., the Caller field in an Incident form references the sys_user table).

Clicking the Reference Icon (i) opens a preview of the referenced record without navigating away from the form.

This feature is helpful for quickly viewing user details, CI information, or related records.

Why Other Answers Are Incorrect:

- A . Drilldown – This term is not used for form field behavior in ServiceNow; "drilldowns" are usually associated with reports.
- B . Lookup – While lookups are used to search for values, they do not display previews of referenced records.
- C . Quickview – This is not a defined ServiceNow field type.
- D . Preview – While the icon allows previewing, the correct term is Reference field, not "Preview field."
- E . Snapshot – No such field type exists in ServiceNow.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Reference Fields & Preview

ServiceNow CSA Training Module: "Configuring Forms and Fields – Reference Fields and Their Behavior"

Question: 263

How would you navigate to the Schema map for a table?

- A. System Dictionary > Show Schema Map; Select Table
- B. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- C. System Definition > Show Schema Map; Select Table
- D. System Definition > Dictionary: Select Table; Go to Related links and click Show Schema Map

Answer: B

Explanation:

A Schema Map in ServiceNow provides a visual representation of a table's relationships, including its extensions, references, and dependencies. This is useful for administrators and developers to understand how data is structured within an instance.

How to Access the Schema Map for a Table:

Navigate to System Definition > Tables

Select the desired table (e.g., incident, task, cmdb_ci, etc.)

Scroll to the "Related Links" section at the bottom of the form

Click "Show Schema Map"

This will open a graphical representation of the table, showing:

Q Tables that extend from the selected table

Q Tables that reference the selected table

Q Fields that establish relationships

Why Other Options Are Incorrect?

A . System Dictionary > Show Schema Map; Select Table

The Schema Map is not accessed via the System Dictionary.

C . System Definition > Show Schema Map; Select Table

There is no direct "Show Schema Map" menu under System Definition; you must go through Tables first.

D . System Definition > Dictionary: Select Table; Go to Related Links and click Show Schema Map

The Dictionary module does not provide a Schema Map option directly for tables.

Official ServiceNow Documentation Reference:

Schema Maps Overview

Viewing Table Relationships with Schema Map

Question: 264

‘Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the

HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category’s Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any

category.

D. Add User Criteria for HR Manager Group on the Can Read list of the article

Answer: D

Explanation:

In ServiceNow Knowledge Management, User Criteria is used to control who can view, contribute, or edit knowledge articles and knowledge bases.

Scenario Requirements Breakdown:

- Q The HR Knowledge Base is already restricted to HR department members.
- Q A new knowledge article needs to be published in the Quarterly Review category.
- Q Only HR Managers should be able to read this specific article.

Best Approach (Correct Answer: D)

Explanation:

To restrict access to the article itself (not the entire knowledge base or category), we:

Open the knowledge article

Go to the "Can Read" field

Add a User Criteria that includes the "HR Manager" group

This ensures that only HR Managers can read this specific article while the rest of the HR department cannot see it.

Why Other Options Are Incorrect?

A . On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category

This would restrict all articles in the knowledge base, not just the single article.

B . Add User Criteria for HR Manager Group on the Category's Can Read list

User criteria can only be applied at the Knowledge Base or Article level, not at the category level.

C . On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category

ACLs (Access Controls) are not used for Knowledge Article permissions. User Criteria is the correct method.

Official ServiceNow Documentation Reference:

Managing User Criteria in Knowledge Management

Restricting Article Access

Question: 265

When adding a related list to a form, you choose the related list from the list collector,

What is an example of a related list you might see on the list collector? Choose 3 answers:

A. Release Phase==Parent

B. Catalog Task->Parent

C. HR Case-=Parent

D. Problem==Parent

E. Outage->Task number

Answer: B, C, D

Explanation:

In ServiceNow, related lists display records that have a relationship with the current record based on reference fields or database

relationships. When adding a related list to a form, users select from a List Collector, which shows available related lists based on table relationships.

Correct Answers

B . Catalog Task → Parent Q

Catalog Tasks are individual work items that belong to a Request Item (RITM).

The Parent field links a Catalog Task to its corresponding RITM.

This related list allows users to view all Catalog Tasks associated with a parent request.

C . HR Case → Parent Q

In HR Service Delivery (HRSD), HR Cases track employee requests.

The Parent field links an HR Case to a parent HR Case or HR Service Request.

This related list allows HR agents to see all related sub-cases.

D . Problem → Parent Q

Problem Records can have a Parent-Child relationship where a child problem is linked to a larger problem.

The Parent field is used to establish this hierarchy.

This related list helps track all sub-problems linked to a main problem.

Incorrect Answer Choices

A . Release Phase == Parent X

"Release Phase" is not a standard related list in ServiceNow.

The Release Management module uses phases, but they do not typically function as a Parent reference.

E . Outage → Task Number X

While Outages can be linked to Tasks, they are not commonly referenced as a related list in standard

A more appropriate relationship would be "Affected CI" rather than Task Number.

Reference:

ServiceNow Documentation: Related Lists Overview

ServiceNow Configuration Guide: Adding Related Lists to Forms

Question: 266

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: B, C, A, F

Explanation:

Flow Designer in ServiceNow allows users to automate workflows with actions. Actions are reusable operations that execute tasks like creating records, sending notifications, and approvals.

Correct Answers

A . Wait for Condition 

This action pauses the flow until a specified condition is met.

Example: Wait until an Incident is resolved before proceeding with follow-up actions.

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B . Ask for Approval Q

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Sends an approval request to a user or group.

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Example: Ask a manager for approval before escalating an incident.

C . Create Record Q

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Creates a new record in any table.

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Example: Create a new Change Request when an Incident reaches a critical priority.

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

F . Look Up Record Q

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Retrieves records based on specified criteria.

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Example: Find the user's manager based on the requested user's ID.

Incorrect Answer Choices

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D . Wait for Match X

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There is no core Flow Designer action called "Wait for Match."

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This is likely confused with "Wait for Condition", which is the correct action.

E . Look for Update X

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There is no standard action named "Look for Update."

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Instead, flows use "Wait for Condition" or "Look Up Record" to detect changes.

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

Reference:

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

ServiceNow Documentation: Flow Designer Actions

ServiceNow Training: Using Flow Designer

www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com

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Question: 267

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A form displays information about one record at the top, for example a User, Additional records, which are associated with that

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User, are displayed on tabs at the bottom of the form. What are those tabs called?

A. Additional Info

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B. More Info

C. Related Links

D. Related Lists

Answer: D

Explanation:

In ServiceNow, when viewing a record in a form view, the top section of the form displays details about that record, while the bottom section (if enabled) displays related records that are associated with it.

These sections at the bottom of the form are called Related Lists.

Key Characteristics of Related Lists:

Displays Records from Related Tables

Related Lists show one-to-many or many-to-many relationships between records.

Example: On a User form, Related Lists might include:

Groups (shows all groups the user belongs to)

Roles (lists roles assigned to the user)

Incidents Assigned (shows all incidents assigned to the user)

Automatically Generated Based on Table Relationships

ServiceNow automatically generates Related Lists based on Reference Fields, Many-to-Many (M2M) tables, or Database Views.

Admins can configure which Related Lists appear via Form Layout settings.

Configurable in Form Design & UI Policies

Related Lists can be enabled or disabled using:

Form Layout (Configure → Related Lists)

UI Policies and Client Scripts

Incorrect Answer Choices Analysis:

A . Additional Info

✗ Incorrect – There is no "Additional Info" feature in ServiceNow related to form layouts.

B . More Info

X Incorrect – This is not a term used in ServiceNow for displaying related records.

C . Related Links

X Incorrect – Related Links provide quick actions (e.g., "Create New Task") but do not display related records.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Related Lists

Related Lists Overview

ServiceNow Docs – Configuring Related Lists on Forms

How to Configure Related Lists

Question: 268

What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

A. Categories

B. Roles

C. User Criteria

D. Groups

Answer: C

Explanation:

In ServiceNow Knowledge Management User Criteria is the best practice method for restricting access to knowledge articles.

Why is "User Criteria" the Correct Answer?

Controls Who Can Read or Contribute to a Knowledge Base

Read Access – Determines which users can view articles in a Knowledge Base.

Contribute Access – Determines which users can create, edit, or publish articles.

Can Be Based on Multiple Factors

User Criteria can include or exclude users based on:

Roles

Groups

Departments

Locations

Flexible & Scalable

Instead of manually assigning permissions article-by-article, User Criteria applies rules to the entire Knowledge Base.

This method provides a centralized way to manage permissions for large teams.

Incorrect Answer Choices Analysis:

A . Categories

✗ Incorrect – Categories organize knowledge articles into groups, but they do not control access.

B . Roles

✗ Incorrect – While roles can be used within User Criteria, they alone do not determine access.

User Criteria provides more granular control than just assigning roles.

D . Groups

✗ Incorrect – Groups can be included in User Criteria, but groups alone do not directly control knowledge access.

Official ServiceNow Documentation Reference:

Question: 269

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?

Choose 4 answers

- A. Submit KB Errata
- B. Add Comments
- C. CC Click frowning icon
- D. Tag as Helpful
- E. Flag Article
- F. Rate with Stars

Answer: B, D, E, F

Explanation:

In ServiceNow Knowledge Management, several features help support continuous improvement of knowledge articles by allowing users to provide feedback, ratings, and flag issues. These features ensure that knowledge remains accurate, relevant, and useful over time.

Correct Answers & Their Functions:

B . Add Comments [Q](#)

Allows users to provide feedback directly on knowledge articles.

Comments help knowledge managers refine content based on user suggestions.

Users can mark an article as helpful, indicating that it provided useful information.

Helps knowledge managers assess the article's effectiveness.

E . Flag Article Q

Users can flag an article if they find inaccuracies or outdated content.

Flags alert knowledge managers to review and update the content.

F . Rate with Stars Q

Users can rate an article using a star-based rating system (e.g., 1 to 5 stars).

This helps knowledge managers understand which articles are high-quality vs. low-quality.

Why Are Other Options Incorrect?

A . Submit KB Errata X

No such built-in feature exists in ServiceNow Knowledge Management.

C . CC Click Frowning Icon X

No such feature exists. ServiceNow provides a "Helpful" or "Flag" option instead.

Reference:

ServiceNow CSA Documentation – Knowledge Management Features & Feedback Tools

ServiceNow Product Documentation – Knowledge Article Ratings & Improvement
(<https://docs.servicenow.com>)

Q Final Answer: B, D, E, F (Add Comments, Tag as Helpful, Flag Article, Rate with

Explanation:Stars)

Question: 270

What section on the notes tab, shows the history of the work documented on the record?

A. Journal

C. Diary

D. Audit Log

E. Timeline

Answer: B

Explanation:

In ServiceNow, the Activity section on the Notes tab provides a detailed history of all work documented on a record. It logs:

- ✓ Updates & Field Changes (who changed what and when)
- ✓ Comments & Work Notes
- ✓ Approval History
- ✓ Assignment Changes

The Activity Stream is essential for tracking progress, ensuring transparency, and auditing record updates.

Why Are Other Options Incorrect?

A . Journal

ServiceNow does not have a specific "Journal" tab for history tracking. However, journal fields (like work notes and comments) are logged in the Activity section.

C . Diary

No such section called "Diary" exists in ServiceNow for tracking record history.

D . Audit Log

The Audit Log tracks field-level changes in a separate system log but is not displayed in the Notes tab. It requires admin-level access to view detailed changes.

E . Timeline

"Timeline" is not a default section under the Notes tab. It is sometimes used in custom applications, but the correct answer is "Activity."

Reference:

Question: 271

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Field Icon
- B. Field Value
- C. Data Pill
- D. Data Element
- E. Data Trigger

Answer: C

Explanation:

In Flow Designer, when an action is executed, its output (data) is stored as a Data Pill. These Data Pills can be used in subsequent actions within the same flow.

What is a Data Pill?

Data Pills represent pieces of data produced by previous steps in the flow.

They are visually represented as draggable tokens in Flow Designer.

Users can drag and drop Data Pills into fields of subsequent actions to dynamically use the stored data.

Example Scenario:

A "Create Record" action generates a new incident.

The Incident Number is stored as a Data Pill.

A subsequent "Send Email" action can use this Incident Number Data Pill in the email subject/body. ^{483/732}

Why Other Answers Are Incorrect:

A . Field Icon – No such term exists in Flow Designer.

B . Field Value – Field values exist on forms but are not used for storing action data in Flow Designer.

D . Data Element – This is a general term but does not specifically refer to Flow Designer storage.

E . Data Trigger – A trigger initiates a flow but does not store action data.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Flow Designer – Data Pills

ServiceNow CSA Training Module: "Using Data in Flow Designer Actions"

Question: 272

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

- A. Self Service Module
- B. Application Navigator
- C. Service Desk Homepage
- D. Favorites

Answer: B

Explanation:

The Application Navigator is the primary navigation panel in ServiceNow. It provides access to all applications and modules, including Incident Management, Change Management, Service Catalog, and more.

Where is the Application Navigator Located?

It is found on the left-hand side of the ServiceNow interface.

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Users can search, expand, and collapse applications for easy navigation.

Common applications include Incident, Problem, Change, and CMDB.

Why Other Answers Are Incorrect:

- A . Self-Service Module – This module is for end users to submit requests but does not provide access to all applications.
- C . Service Desk Homepage – This is a dashboard, not a navigation tool.
- D . Favorites – The Favorites section stores frequently accessed modules but does not list all applications.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Navigation – Application Navigator

ServiceNow CSA Training Module: "Navigating the ServiceNow Platform"

Question: 273

For your implementation, the following tables are extended from each other:

- * Incident table is extended from Task table.
- * Super Incident table is extended from Incident table,

In this situation, which table(s) are Parent, Child and Base tables?

Choose 5 answers

- A. Incident table is a Base table
- B. Incident table is a Parent table
- C. Incident table is a Child table
- D. Super Incident table is a Child table
- E. Super Incident table is a Parent table
- F. Super Incident table is a Base table

H. Task table is a Parent table

I. Task table is a Child table

Answer: B, C, D, G, H

Explanation:

In ServiceNow Table Inheritance, tables can be categorized as Base, Parent, or Child depending on how they relate to other tables.

Understanding Table Relationships in the Given Scenario:

Task Table:

Base Table: Since it is not extended from any other table, it serves as the foundation for other tables.

Parent Table: Because the Incident table extends from Task, Task acts as a Parent table.

Incident Table:

Parent Table: Because Super Incident extends from Incident, it becomes a Parent to Super Incident.

Child Table: Since it extends from Task, it is a Child table to Task.

Super Incident Table:

Child Table: Because it extends from Incident, it is a Child table.

Not a Parent or Base Table because no other table extends from it.

Final Table Classification:

Table	Base Table?	Parent Table?	Child Table?

Task	☒ Yes	☒ Yes	☒ No

Incident	☒ No	☐ Yes	☐ Yes

Super Incident	☒ No	☒ No	☒ Yes

Why Other Options Are Incorrect?

A . Incident table is a Base table → ☒ Incorrect

Q. The Task table is the Base table, not Incident.

E . Super Incident table is a Parent table → ☒ Incorrect

No table extends from Super Incident, so it cannot be a Parent table.

F . Super Incident table is a Base table → **X** Incorrect

It is extended from Incident, meaning it is not a Base table.

I . Task table is a Child table → **X** Incorrect

Since no other table extends to Task, it is not a Child table.

Official ServiceNow Documentation Reference:

Table Inheritance in ServiceNow

Extending Tables

Question: 274

When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Client
- B. Server
- C. Browser
- D. Network

Answer: B

Explanation:

When setting a data policy in ServiceNow, it applies to all data entered into the platform, regardless of whether the data comes from:

UI Forms

Web Services (APIs, integrations, etc.)

Where Does the Data Policy Run?

Q Data Policies Run on the Server-Side

Data policies enforce data consistency and validation at the server level.

They apply uniformly across all data entry points, ensuring that validation rules are enforced before storing data in the database.

Why Other Options Are Incorrect?

A . Client → X Incorrect

Data Policies do not run on the client-side (browser).

Client Scripts and UI Policies handle client-side validation.

C . Browser → X Incorrect

Data Policies do not operate within the browser; they work at the database level on the server.

D . Network → X Incorrect

ServiceNow does not enforce policies at the network layer; all validations occur on the application server (Server-Side Processing).

Key Differences Between Data Policies and Other Validation Methods:

Validation Type	Runs On	Applies To	Purpose
Data Policy	Server	UI, Import Sets, Web Services	Enforces rules across all data sources
UI Policy	Client (Browser)	UI Forms	Dynamically changes form behavior
Client Script	Client (Browser)	UI Forms	Runs JavaScript in the user's browser
Business Rule	Server	Database Transactions	Executes logic when records are inserted, updated, or deleted

Official ServiceNow Documentation Reference:
Difference Between UI Policies and Data Policies

Question: 275

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them
- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

Answer: C

Explanation:

When moving homepages or dashboards between ServiceNow instances (e.g., from development to production), they are not automatically included in an update set. Instead, they must be manually added to the update set before migration.

Correct Answer

C . Manually add them to the update set [Q](#)

Homepages and dashboards do not get included in update sets by default.

To move them, you must:

Navigate to System UI > Homepage Admin > Pages or Performance Analytics > Dashboards

Select the homepage or dashboard you want to move.

Use the Add to Update Set function to include them in your active update set.

Once added, move the update set to another instance and commit it.

Incorrect Answer Choices

Questions and Answers PDF

A . Create a separate update set for them

While it's a good practice to keep UI elements in separate update sets, it is not a requirement.

Homepages/dashboards can be added to any active update set manually.

B . They are automatically added to the update set **X**

Incorrect—ServiceNow does not automatically add homepages or dashboards to update sets.

D . They cannot be moved via update set **X**

Incorrect—They can be moved via update sets, but they must be manually added.

Reference:

ServiceNow Documentation: Moving Homepages and Dashboards Between Instances

ServiceNow Best Practices: Working with Update Sets

Question: 276

What tool is used to import data from various data sources, and map that data into ServiceNow tables?

A. Import Set

B. Update Set

C. Data Pack

D. Transform Set

Answer: A

Explanation:

ServiceNow uses Import Sets to bring data from various sources (such as CSV files, Excel spreadsheets, or external databases) into ServiceNow tables. Import Sets provide a flexible way to map incoming data into ServiceNow's database structure.

Correct Answer

Import Sets are a temporary staging table where external data is first loaded.

A Transform Map is then used to map and transfer data from the Import Set table into the target table

(e.g., Incident, Change Request, CMDB, etc.).

Common use cases:

Importing user records from an external HR system.

Migrating CI data into the CMDB.

Loading historical incident records into ServiceNow.

Incorrect Answer Choices

B . Update Set **X**

Update Sets are used for moving customizations (such as UI changes, workflows, or scripts) between instances, not for importing data.

C . Data Pack **X**

No such standard feature in ServiceNow called "Data Pack."

Possibly confused with Data Sources, which define external data locations but do not perform imports themselves.

D . Transform Set **X**

Incorrect terminology—ServiceNow uses Transform Maps, not "Transform Sets."

Transform Maps define how data in an Import Set is mapped to target tables, but the import process itself is handled by Import Sets.

Reference:

ServiceNow Documentation: Importing Data with Import Sets

ServiceNow Developer Guide: Transform Maps Overview

Question: 277

Access controls are evaluated in this order:

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 ACL, Table.Field ACL, Parent Table. Field ACL
- C. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
- D. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL
- E. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL

Answer: E

Explanation:

In ServiceNow, Access Control Rules (ACLs) determine whether a user can access a specific record, table, or field.

When evaluating table ACLs, ServiceNow follows a specific-to-general approach:

First, it checks the most specific ACL (Table ACL)

Example: If the table is incident, ServiceNow first checks ACLs for incident.

Then, it checks the Parent Table ACL (if the table is inherited)

Example: Since incident extends task, it will check ACLs for task.

Finally, it checks the Wildcard ACL (* ACL)

If no specific or parent table ACL is matched, ServiceNow checks for a wildcard ACL (*.read, *.write, etc.).

Order of ACL Evaluation:

Specific Table ACL (e.g., incident.read)

Parent Table ACL (e.g., task.read)

Wildcard ACL (e.g., *.read)

This ensures granular access control, giving priority to more specific rules before applying broader permissions.

Incorrect Answer Choices Analysis:

*A. Specific to general: Table.Field ACL, Parent Table.Field ACL, .Field ACL

X Incorrect – Field ACLs are evaluated after table ACLs. This option confuses table and field evaluation.

B . Bottom to top: Table ACL, Table.Field ACL, Parent Table.Field ACL

X Incorrect – The correct order is Table ACL → Parent Table ACL → Wildcard ACL, not Table.Field ACL order.

C . General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL

X Incorrect – ServiceNow applies specific ACLs first, not general ones.

D. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL

X Incorrect – Wildcard ACLs are evaluated last, not first.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Access Control Evaluation Order

Access Control Rules

ServiceNow Community – ACL Best Practices

Understanding ACL Processing

Question: 278

What are the three key tables in an enterprise CMDB? Choose 3 answers.

A. omadb_rel_ci

B. sn_emdb

C. sn_emdb_ci

D. Ey omdb

F. omdb_ci

G. emdb_bak

Answer: A, D, F

Explanation:

The Configuration Management Database (CMDB) in ServiceNow stores information about configuration items (CIs) and their relationships.

The Three Key CMDB Tables:

cmdb (Configuration Management Database)

Q The main parent table for all CMDB-related data.

Stores core configuration item (CI) data.

Other CMDB-related tables inherit from this table.

cmdb_ci (Configuration Items Table)

Q Stores individual configuration items (CIs).

Every CI (e.g., servers, network devices, software) is stored in this table or one of its child tables.

This table extends cmdb.

cmdb_rel_ci (CI Relationships Table)

Q Stores relationships between CIs.

Defines how CIs connect to each other (e.g., "server hosts application").

Helps with Service Mapping and Impact Analysis.

Incorrect Answer Choices Analysis:

A . omadb_rel_ci

X Incorrect – Not a standard ServiceNow CMDB table.

B . sn_emdb

X Incorrect – sn_emdb is not a CMDB table in ServiceNow.

X Incorrect – No such table in ServiceNow CMDB architecture.

E . sn_emdb_bak

X Incorrect – No such backup table in ServiceNow CMDB.

G : emdb_bak

X Incorrect – No such ServiceNow CMDB table exists.

Official ServiceNow Documentation Reference:

ServiceNow Docs – CMDB Core Tables
CMDB Tables Overview

ServiceNow Docs – Understanding CI Relationships
CMDB Relationship Tables

Question: 279

On Access Control Definitions, what are ways you can set the permissions on a Table?

Choose 3 answers

- A. Groups
- B. CRUD
- C. Roles
- D. Script that sets the answer variable to true or false
- E. Conditional Expressions

Answer: C, D, E

Explanation:

In ServiceNow Access Control Definitions, permissions for a table can be set using Access Control Rules

(ACLs), which define who can create, read, update, and delete (CRUD) records. Permissions can be applied using:

Roles [Q](#)

Roles (sys_user_role) control access by grouping users with similar permissions.

Example: An ACL rule can specify that only users with the itil role can view incidents.

Script that sets the answer variable to true or false [Q](#)

Custom scripts (written in ACL conditions) determine access dynamically.

Example: A script may check if the logged-in user is the record's assigned user before granting permission.

Conditional Expressions Q

Conditional expressions allow rule-based access without scripting.

Example: A condition like "Assigned to is the current user" can be used to restrict access.

Why Are Other Options Incorrect?

A . Groups X

Access Control Rules are applied based on roles, not groups. While roles can be assigned to groups, ACLs do not directly use groups.

B . CRUD X

CRUD (Create, Read, Update, Delete) is not a method of setting permissions but rather the actions that ACLs control.

Reference:

ServiceNow CSA Documentation – Access Control Rules & ACL Conditions

ServiceNow Official Documentation – Defining Table-Level Security (<https://docs.servicenow.com>)

Q Final Answer: C, D, E (Roles, Script that sets answer variable, Conditional

Explanation: Expressions)

Question: 280

Question: In a new integration with a third-party system, which step defines where the incoming data columns will be written in the receiving table?

- A. Field Matching
- B. Load Data
- C. Select Data Source
- D. Schedule Transform
- E. Create Transform Map

Answer: A

Explanation:

When importing data from a spreadsheet into ServiceNow, the step that defines where incoming data columns will be written in the receiving table is Field Matching.

Steps in the Import Process:

Select Data Source – Choose the spreadsheet (CSV, Excel, etc.) that contains the data.

Load Data – Uploads the data into a temporary staging table.

Create Transform Map – Defines the mapping between the source data and the target table.

Field Matching **Q** – This step matches the columns from the source data to the fields in the receiving table.

Schedule Transform (if needed) – Optionally schedule automatic data transformation.

Why Are Other Options Incorrect?

B . Load Data **X**

This step only loads data into a temporary table and does not define field mapping.

C . Select Data Source **X**

This step is only about choosing the input file, not about mapping fields.

Scheduling only determines when a transformation runs but does not define field mappings.

E . Create Transform Map X

While transform maps define relationships between source and target tables, Field Matching is the step that actually aligns specific fields.

Reference:

ServiceNow CSA Documentation – Data Import Process & Field Mapping

ServiceNow Product Documentation – Transform Maps & Field Matching (<https://docs.servicenow.com>)

Question: 281

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Field Transform
- B. Transform Map
- C. Schema Map
- D. Import Map

Answer: B

Explanation:

A Transform Map in ServiceNow is used to define how imported data from external sources (such as CSV files, Excel sheets, or third-party integrations) is mapped into the target table within the platform.

Key Features of Transform Maps:

They allow administrators to define field mappings between the import set table and the target table.

Can include field transformations, such as converting data formats or merging values.

Supports scripted transformations using onBefore and onAfter scripts.

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Why Other Answers Are Incorrect:

- A . Field Transform – No such module exists in ServiceNow. Transform Maps handle field transformations.
- C . Schema Map – The Schema Map visualizes table relationships but does not handle data imports.
- D . Import Map – This is not a valid ServiceNow module. The correct term is Transform Map.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Transform Maps Documentation

ServiceNow CSA Training Module: "Importing Data and Transform Maps"

Question: 282

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: D

Explanation:

When using the Data Pill Picker in Flow Designer, dot-walking is used to access fields in related tables.

The shortcut for dot-walking in the Data Pill Picker is:
Ctrl < and Ctrl >

Dot-walking allows users to access fields in referenced records.

For example, if you have an Incident record with a Caller field (which references the sys_user table), you can dot-walk to the Caller's email using:

CopyEdit

```
incident.caller.email
```

This is useful when building conditions, flows, and reports in ServiceNow.

Why Other Answers Are Incorrect:

A . Arrows – Arrow keys are used for navigation, but they do not support dot-walking.

B . Plus, Minus – These keys are not used for dot-walking in ServiceNow.

C . Ctrl C, Ctrl – These are copy-paste shortcuts, unrelated to dot-walking.

E . Shift F4, Shift F5 – These do not have any function related to dot-walking.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Dot-Walking & Data Pill Picker

ServiceNow CSA Training Module: "Using Dot-Walking in Flow Designer and Reporting"

Question: 283

What table acts as a staging area for records imported from a data source?

A. Transform Table

B. Staging Table

C. Import Set Row Table

D. Temp Table

Answer: C

In ServiceNow, when importing data from an external source (e.g., CSV, Excel, or an external database), the records first go into a staging area before being transformed and inserted into their final destination table.

The Correct Table: Import Set Row Table

The Import Set Row Table (sys_import_set_row) is where records are temporarily stored during an import.

This table holds raw data from the Import Set Table (sys_import_set), allowing transformation and validation before writing to the target table.

Import Process Flow:

Load Data → Records are loaded into the Import Set Row Table (sys_import_set_row).

Transform Data → A Transform Map processes and moves data to the target table.

Clean Up → Processed records are removed from the staging table after transformation.

Why Other Options Are Incorrect?

A . Transform Table → X Incorrect

No such table called "Transform Table" exists in ServiceNow.

Transformation happens via Transform Maps, not a separate table.

B . Staging Table → X Incorrect

The term "staging table" is a general concept but not an actual table name in ServiceNow.

D . Temp Table → X Incorrect

ServiceNow does not use a "Temp Table" for imports.

Temporary data is held in sys_import_set_row, not a table named "Temp Table."

Official ServiceNow Documentation Reference:

Import Sets Overview

Understanding Import Set Row Table

Question: 284

Which modules can you use to create a new table?

Choose 2 answers

- A. Tables & Columns
- B. Schema Map
- C. Dictionary
- D. Tables

Answer: A, D

Explanation:

In ServiceNow, new tables can be created using the Tables & Columns module or the Tables module.

1. Tables & Columns Module (Q Correct Answer)

Navigation: System Definition > Tables & Columns

Allows admins to create and modify tables, including:

Adding columns (fields)

Setting relationships

Defining attributes

2. Tables Module (Q Correct Answer)

Navigation: System Definition > Tables

A simpler interface for creating tables without managing columns immediately.

Why Other Options Are Incorrect?

B . Schema Map → X Incorrect

Schema Map visualizes table relationships but does not allow table creation.

C . Dictionary → X Incorrect

Question: The System Dictionary (sys_dictionary) is used to manage fields and attributes, not create tables.

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Official ServiceNow Documentation Reference:

Creating Tables in ServiceNow

Understanding Tables & Columns

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Question: 285

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How

might you do that?

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A. On the list, locate and right click on the value Hardware, select Show Matching

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B. Click Funnel ten, type Hardware and click enter

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C. On the Category column header, right click and select Show > Hardware

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D. Right dick on magnifier, type Hardware and click enter

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E. On Breadcrumb, click > icon, type Hardware and click enter

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www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com **Answer: A** www.atmicnetworks.com

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Explanation:

www.atmicnetworks.com In ServiceNow, when working with large lists of records, users can quickly filter records based on specific column values using

built-in list functionalities.

www.atmicnetworks.com Correct Answer

www.atmicnetworks.com A . On the list, locate and right-click on the value Hardware, select Show Matching [Q](#) www.atmicnetworks.com

This is the fastest way to filter a list.

Steps:

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Locate a record with the Category = Hardware value.

www.atmicnetworks.com Right-click on the word "Hardware."

www.atmicnetworks.com Question: Select "Show Matching" from the context menu.

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The list is now filtered to display only records with Category = Hardware.

Incorrect Answer Choices

B . Click Funnel icon, type Hardware, and click enter **X**

The Funnel icon (Filter) is used to create advanced filters, but you cannot directly type "Hardware" into it.

You would need to manually create a filter condition:

Category → is → Hardware

C . On the Category column header, right-click and select Show > Hardware **X**

Incorrect terminology—There is no "Show > Hardware" option.

Instead, you would need to use Show Matching (Answer A).

D . Right-click on magnifier, type Hardware, and click enter **X**

There is no "magnifier" (search icon) method that filters records this way.

E . On Breadcrumb, click > icon, type Hardware, and click enter **X**

Breadcrumbs provide a visual representation of existing filters, but you cannot directly type values into breadcrumbs.

Reference:

ServiceNow Documentation: Filtering Lists

ServiceNow User Guide: List Context Menu Actions

Question: 286

When managing tags, you can adjust who is able to see it. What are the visibility options?

Choose 3 answers

A. Admins

B. Everyone

Questions and Answers PDF

D. Roles and Permissions

E. Me

Answer: B, C, E

Explanation:

In ServiceNow, tags are used to categorize and organize records for quick access. When managing tags, users can control their visibility by setting who can see them.

Correct Answers

B . Everyone Q

The tag is public and visible to all users in the instance.

Example: A Service Desk team creates a "High Priority" tag that everyone can use.

C . Groups and Users Q

Tags can be restricted to specific groups or individual users.

Example: A Security Team creates a tag only visible to IT Security staff.

E Me Q

Tags can be private, meaning only the creator (you) can see them.

Example: A user creates a "Follow-up" tag for their own personal tracking.

Incorrect Answer Choices

A . Admins X

Incorrect—Admins can manage tags, but "Admins" is not a visibility setting.

Instead, visibility is set to Everyone, Groups, or Me.

D . Roles and Permissions X

Incorrect terminology—ServiceNow does not provide a tag visibility setting based on "Roles and Permissions."

QuTags are assigned based on specific users or groups, not roles.

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Reference:

ServiceNow Documentation: Managing Tags and Visibility
ServiceNow User Guide: Configuring and Sharing Tags

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Question: 287

Which one of the following describes the primary operations performed against tables in the Service Now platform?

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- A. Create, Rate, Update, Delete
- B. Create, Read, Upload, Delete
- C. Create, Read, Write, Delete
- D. Capture, Rate, Write, Develop

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Answer: C

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Explanation:

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The primary operations performed on tables in ServiceNow follow the CRUD model:

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Create (C) – Adding a new record to a table.

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Read (R) – Viewing or retrieving a record from a table.

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Write (W) – Editing or updating an existing record.

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Delete (D) – Removing a record from a table.

These operations are fundamental to database management and align with ServiceNow's Access Control Rules (ACLs), which enforce security permissions for each operation.

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Incorrect Answer Choices Analysis:

QuA . Create, Rate, Update, Delete

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X Incorrect – "Rate" is not a standard database operation.

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B . Create, Read, Upload, Delete

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X Incorrect – "Upload" is not a standard database operation.

D . Capture, Rate, Write, Develop

X Incorrect – None of these terms (except "Write") relate to database operations.

Official ServiceNow Documentation Reference:

ServiceNow Docs – CRUD Operations in Tables

Tables and CRUD Operations

ServiceNow Docs – Access Control Rules

ServiceNow ACLs for CRUD

Question: 288

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 field changes

Answer: B

Explanation:

A Display Business Rule is a server-side script in ServiceNow that runs before the form is displayed to the user.

Primary Purpose of a Display Business Rule:

Questions and Answers PDF (Prepared Data Object)

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`g_scratchpad` is a temporary object that stores server-side data and makes it available to client-side scripts (e.g., Client Scripts, UI Policies).

Example: If you need to pass user-specific information (e.g., "Manager Name" or "User Role") from the server to the client, you use `g_scratchpad`.

Runs Before the Form Loads

Executes before data is sent to the client, ensuring that preprocessed data is available.

Improves performance by reducing unnecessary server calls.

Does Not Modify Records Directly

Unlike other Business Rules (Before, After, Async), Display rules do not modify the record being loaded.

They only prepare data for the client-side.

Example of a Display Business Rule:

```
// Runs before the form loads
```

```
(function executeRule(current, gScratchpad) {  
  
    gScratchpad.manager_name = current.manager.getDisplayValue();  
  
})(current, gScratchpad);
```

This script retrieves the manager's name from the server and makes it available on the client-side using `g_scratchpad.manager_name`.

A Client Script can then use `g_scratchpad.manager_name` to display the manager's name in a field without making another server call.

Incorrect Answer Choices Analysis:

A . To monitor fields on a form, and provide feedback

☒ Incorrect – This describes Client Scripts and UI Policies, not Display Business Rules.

C . To set fields to mandatory, hidden, and read-only

☒ Incorrect – These actions are handled by UI Policies or Client Scripts, not Display Business Rules.

D . To define what happens on a form when a particular field changes

Questions and Answers PDF

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Incorrect – This is the function of an OnChange Client Script, not a Display Business Rule.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Business Rules Overview
Display Business Rules

ServiceNow Docs – g_scratchpad Usage
Using g_scratchpad in Display Business Rules

Question: 289

What icon do you use to change the icon and color on a Favorite?

- A. Star
- B. Triangle
- C. Pencil
- D. Clock

Answer: C

Explanation:

In ServiceNow, the Favorites feature allows users to quickly access frequently used modules, applications, or records. Users can customize Favorites by changing the icon and color.

To edit a favorite, you need to:

Open the Application Navigator.

Locate your Favorites list.

Click the Pencil (») icon next to the favorite you want to edit.

Choose a new icon and color.

Why Are Other Options Incorrect?

A . Star X

The Star icon is used to add or remove a favorite but not for editing.

B . Triangle X

No Triangle icon is used for Favorites customization.

D . Clock X

The Clock icon represents recently viewed items, not Favorite customization.

Reference:

ServiceNow CSA Documentation – Customizing Favorites

ServiceNow Product Documentation – Personalizing the Application Navigator (<https://docs.servicenow.com>)

Question: 290

What access does a user need to be able to import anicies to a knowledge base?

- A. Can contribute
- B. sn_knowledge_contribute
- C. sn_knowledge_import
- D. Can import

Answer: C

Explanation:

To import articles into a Knowledge Base (KB) in ServiceNow, a user must have the "sn_knowledge_import" role. This role grants permission to bulk import knowledge articles from sources like spreadsheets, text files, or external databases.

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Key Roles in Knowledge Management:

- sn_knowledge_import **Q** – Required to import articles into a KB.
- sn_knowledge_contribute **X** – Allows users to write and edit articles but not import them.
- sn_knowledge_admin – Grants full admin control over KB settings.

Why Are Other Options Incorrect?

- A . Can contribute **X**
"Can Contribute" grants permission to write/edit articles but not import them.
- B . sn_knowledge_contribute **X**
This role only allows creating and modifying articles. It does not grant import access.

- D . Can import **X**
No such role or permission exists in ServiceNow.

Reference:

- ServiceNow CSA Documentation – Knowledge Management Roles & Permissions
- ServiceNow Product Documentation – Importing Knowledge Articles (<https://docs.servicenow.com>)

Question: 291

Answer: D

Explanation:

In ServiceNow, when a user wants to personalize the layout of the columns in a related list, they need to click the Gear icon (\$).

How It Works:

Navigate to a record that contains a related list.

Look at the top-right corner of the related list for the Gear icon.

- D. Gear

Click the Gear icon to open the "Personalize List Columns" interface.

From there, the user can add, remove, or rearrange columns in the related list.

Why Other Answers Are Incorrect:

- A . Magnifier – A magnifying glass is typically used for search functions but not for column customization.
- B . Context Menu – The context menu (right-click) provides other actions but does not allow column layout changes.
- C . Pencil – A pencil icon typically represents editing but not column layout customization.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Personalizing List Views

ServiceNow CSA Training Module: "Personalizing Lists and Forms"

Question: 292

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table.

What is this element called?

- A. Attribute
- B. Label
- D. Column
- E. Data Element

Answer: C

Explanation:

In ServiceNow, when defining a filter condition, the element being filtered is called a Field.

Understanding Fields in Filter Conditions:

A field is an individual piece of data within a table (e.g., Caller, State, Priority in the Incident table).

The available fields in a filter depend on:

The table being filtered

User access rights (roles and permissions)

The columns (fields) available on the table

Example of a Filter Condition:

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[State] [is] [In Progress]

State → This is a Field in the table.

is → This is the Operator used for filtering.

In Progress → This is the Value being compared.

Why Other Answers Are Incorrect:

A . Attribute – Attributes are metadata about a field but do not define filter conditions.

B . Label – The label is the display name of a field but is not used in filtering.

D . Column – While fields are stored as columns in a database, in filtering, they are referred to as Fields.

E . Data Element – This is a general term, not specific to filter conditions.

ServiceNow Filtering and Conditions

ServiceNow CSA Training Module: "Using Filters and Queries in ServiceNow"

Question: 293

What section on a task record would you use to see the most recent update made to a record?

A. Timeline

B. Journal

C. Audit Log

D. Activity

Answer: D

Explanation:

In ServiceNow, the Activity section on a task record provides a real-time log of all recent updates, including field changes, comments, and system-generated events.

Key Features of the Activity Section:

Displays a chronological history of changes made to a record.

Includes Work Notes, Additional Comments, and Field Changes.

Shows who made the change and when it occurred.

Can be filtered to show only specific types of updates (e.g., comments, field changes).

Why Other Options Are Incorrect?

A . Timeline → X Incorrect

There is no standard "Timeline" section on a task record.

Visual Task Boards (VTSBs) have timelines, but task records use Activity.

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B . Journal → X Incorrect

ServiceNow does not have a "Journal" section for task records.

Journal fields (e.g., "Additional Comments" and "Work Notes") store specific updates, but Activity provides the full record history.

C . Audit Log → X Incorrect

The Audit Log (sys_audit table) tracks changes but is not displayed directly on task records.

Admins need to manually query the Audit Log for historical changes.

Official ServiceNow Documentation Reference:

Activity Stream Overview

Understanding Journal Fields

Question: 294

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email

How might you do that?

- A. Click List Magnifier to expand column search, on Short Description, type "email, click enter
- B. Click List Magnifier to expand column search, on Short Description, type *email, click enter
- C. Click List Magnifier to expand column search, on Short Description, type email, click enter
- D. On Search box, select text, type email, click enter

Answer: B

Explanation:

ServiceNow's wildcard search is used to filter lists effectively. To search for records where Short Description contains "email", use the asterisk (*) wildcard.

Steps to Filter a List for "email" in Short Description:

Click the List Magnifier () to enable column search.

In the "Short Description" column search box, type:

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*email

Press Enter to apply the filter.

Why Wildcards Matter?

*email → Finds any record where "email" appears anywhere in the Short Description.

email* → Finds records where "email" is at the beginning of the Short Description.

email → Also works but is redundant, as *email already searches within the text.

Why Other Options Are Incorrect?

A . Click List Magnifier, on Short Description, type "email", click enter → X Incorrect

Typing just "email" only searches for an exact match, not occurrences within the text.

C . Click List Magnifier, on Short Description, type email, click enter → X Incorrect

Same issue as (A) – it does not use a wildcard, so it only returns exact matches.

D . On Search box, select text, type email, click enter → X Incorrect

The global search bar is not column-specific, meaning it searches across multiple tables, not just Short Description.

Official ServiceNow Documentation Reference:

Using List Filters and Wildcards

ServiceNow Search Wildcards

Question: 295

What are the three key tables in an enterprise CMDO?

- A. sn_cmdt_bak
- B. Sh_emdb_ci
- C. cmap_ret_ci
- D. cmdb_bak
- E. cmdb_ci
- F. sh_eomdb
- G. cmap

Answer: C, E, G

Explanation:

In ServiceNow's Configuration Management Database (CMDB), three key tables form the foundation for storing and managing Configuration Items (CIs) and their relationships.

Correct Answers

cmdb_ci (E) - CI Base Class Table [Q](#)

This is the base class for all Configuration Items (CIs) in the CMDB.

Every CI (e.g., servers, applications, network devices) extends from this table.

Stores general attributes like name, serial number, and asset tag.

cmdb (G) - CMDB Parent Table [Q](#)

This is the parent table for all CMDB-related tables.

It does not store CI records directly but serves as a reference structure.

All CMDB tables, including cmdb_ci, inherit from this table.

cmdb_rel_ci (C) - CMDB Relationship Table [Q](#)

This table stores relationships between different CIs.

Helps with impact analysis and dependency mapping.

Incorrect Answer Choices

A . sn_cmdt_bak X

No such table in standard ServiceNow CMDB.

B . sh_emdb_ci X

Typo or incorrect table name—not part of the ServiceNow CMDB model.

D . cmdb_bak X

"bak" suggests a backup table, but there is no standard "cmdb_bak" in ServiceNow.

F . sh_eomdb X

Not a recognized CMDB table in ServiceNow.

Reference:

Official ServiceNow Documentation: CMDB Tables and Relationships

ServiceNow CMDB Best Practices: CMDB Guide

Question: 296

Which role(s) are required to impersonate a user?

Choose 2 answers

A. admin

B. sys_admin

C. security_admin

D. sys_user

E. impersonator

Explanation:

In ServiceNow, impersonating a user allows administrators or authorized users to temporarily assume another user's identity. This is useful for troubleshooting, testing permissions, and verifying user experiences.

Correct Answers

admin (A)

Users with the admin role automatically have impersonation privileges.

Admin users can impersonate any user in the system.

Example: A system admin impersonates a Service Desk Agent to test access restrictions.

impersonator (E)

The impersonator role allows a user to impersonate others without full admin privileges.

This role is useful for support teams or testers who need to verify user permissions.

Example: A QA tester is given the impersonator role to test different roles in the system.

Incorrect Answer Choices

B . sys_admin

No such role as sys_admin in ServiceNow—this is likely a mistyped version of "admin".

C . security_admin

security_admin is used for elevating privileges to modify high-security settings, not for impersonation.

D . sys_user

The sys_user table stores user records but is not a role.

Regular users cannot impersonate others unless they have the impersonator or admin role.

Reference:

[ServiceNow Documentation: Impersonating Users](#)

[ServiceNow Security Best Practices: Understanding User Roles](#)

Question: 297

How is a user defined in ServiceNow?

- A. user is a record stored in the User Preference [Sys_user_preference] table
- B. A User is a record stored in the Profile [sys_user_profile] table
- C. A user is 2 field in the LOAP integration
- D. A user is a record stored in the User [sys_user] table

Answer: D

Explanation:

In ServiceNow, a User is a record stored in the User [sys_user] table. This table contains details about every user in the system, including their name, email, roles, department, and more.

Key Characteristics of the User [sys_user] Table:

Stores Core User Information

Each user in ServiceNow is represented as a record in this table.

Standard fields include:

User ID

Name

Email

Roles

Department

Location

Supports Authentication and Permissions

Users are assigned roles and groups, which control what they can access in ServiceNow.

Question: Authentication methods like LDAP, SSO, OAuth, and Local Authentication rely on this table.

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Integrates with Other ServiceNow Modules

Users in sys_user are referenced in various tables, such as:

sys_user_role (User Roles)

sys_user_group (User Groups)

sys_user_has_role (Mapping between Users and Roles)

Incorrect Answer Choices Analysis:

A . A user is a record stored in the User Preference [sys_user_preference] table

✗ Incorrect – The sys_user_preference table stores user-specific preferences (e.g., UI settings, default views), not user records.

B . A User is a record stored in the Profile [sys_user_profile] table

✗ Incorrect – There is no standard "sys_user_profile" table in ServiceNow.

C . A user is a field in the LDAP integration

✗ Incorrect – While LDAP can import users into ServiceNow, users themselves are stored in the sys_user table, not in an LDAP-specific field.

Official ServiceNow Documentation Reference:

ServiceNow Docs – User Administration

Managing Users in ServiceNow

ServiceNow Docs – User Table (sys_user) sys_user Table Overview

Conclusion:

The correct answer is:

Q D. A user is a record stored in the User [sys_user] table

All user records in ServiceNow are stored in the sys_user table, making it the central repository for user management, authentication, and access control.

Question: 298

In what order are Access Controls evaluated?

- A. Field-level - most 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 most general
- D. Field-level - most specific to most general; then Table-level - most specific to most general

Answer: C

Explanation:

Access Control Rules (ACLs) in ServiceNow determine who can access a record, table, or field. They are evaluated in a specific order to ensure security.

ACL Evaluation Order in ServiceNow:

Table-Level ACLs are evaluated first

ServiceNow first checks if the user has permission to access the table itself.

If the user does not have access at the table level, no further checks are performed.

Field-Level ACLs are evaluated next

Once table access is granted, ServiceNow checks if the user has permission to access individual fields.

More specific ACLs override broader ones (e.g., incident.short_description takes priority over incident.*).

Order of Specificity (Most Specific to Least Specific)

Field-Specific ACL (incident.short_description.read)

Wildcard Field ACL (incident.*.read)

Table-Level ACL (incident.read)

www.atmicnetworks.comThis ensures that specific rules take precedence over general rules for enhanced security.www.atmicnetworks.com

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www.atmicnetworks.comExample of ACL Evaluation in Incident Table:www.atmicnetworks.com

ACL Rule Type	Example ACL	Evaluation Order
Field-Specific	incident.short_description.read	First (Most Specific)
Wildcard Field	incident.*.read	Second
Table-Level	incident.read	Third
Wildcard Table	*.read	Last (Most General)

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www.atmicnetworks.comIncorrect Answer Choices Analysis:www.atmicnetworks.com

- A . Field-level - most general to most specific; then Row-level - most specific to most general
- ✗ Incorrect – Field-level ACLs are not evaluated first; table-level ACLs are checked before field-level.
- B . Table-level - most specific to most general; then Row-level - most specific to most general
- ✗ Incorrect – "Row-level" is not a correct term in ServiceNow ACL processing.
- D . Field-level - most specific to most general; then Table-level - most specific to most general ✗ Incorrect – Table-level ACLs are always evaluated before field-level ACLs.

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www.atmicnetworks.comOfficial ServiceNow Documentation Reference:www.atmicnetworks.com

www.atmicnetworks.comServiceNow Docs – Access Control Evaluation Order
How ACLs Are Processed

www.atmicnetworks.comServiceNow Docs – Managing ACLs in ServiceNow

www.atmicnetworks.comBest Practices for ACLs

www.atmicnetworks.comConclusion:

www.atmicnetworks.comThe correct answer is:www.atmicnetworks.com

www.atmicnetworks.comQ C. Table-level - most specific to most general; then Field-level - most specific to most general

www.atmicnetworks.comQ "This ensures that a general table permissions are granted before checking field-level access following a structured and secure approach to access control in ServiceNow."

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Question: 299

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

Explanation:

In ServiceNow, a Many-to-Many (M2M) relationship exists when records in one table can be associated with multiple records in another table, and vice versa.

A classic example of an M2M relationship is:

- ✓ Vendors can sell multiple products
- ✓ Products can be sold by multiple vendors

Why Is "Vendors & Products" the Correct Answer?

Vendors often sell multiple products across different categories.

A single product can be available from multiple vendors.

This requires an intermediary (join) table to track the many-to-many relationship.

Why Are Other Options Incorrect?

A . Requests & Items

Incorrect because each Request (REQ#) can have multiple requested items (RITM#), but an item does not belong to multiple requests. This is a one-to-many (1:M) relationship.

C . Tasks & Workflows X

Incorrect because workflows are associated at an individual task level, and while multiple workflows may be involved, they do not create a true M2M relationship.

D . Configuration Items & Classes X

Incorrect because a Configuration Item (CI) belongs to only one class, making this a one-to-many relationship, not M2M.

Reference:

ServiceNow CSA Documentation – Many-to-Many Relationships

ServiceNow Product Documentation – Relationship Types & Example Use Cases (<https://docs.servicenow.com>)

Q Final Answer: B. Vendors can sell multiple products; and products can be sold by

Explanation:multiple vendors.

Question: 300

On the Form header, which icon do you use to access form templates?

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

Answer: C

Explanation:

Question 125: In ServiceNow, the Stamp icon () in the Form Header is used to access Form Templates. Templates allow users to quickly populate fields in a form with predefined values, improving efficiency and consistency.

How to Access Form Templates:

Open a record form (e.g., Incident, Change, or Request form).

Click the Stamp () icon in the form header.

Select a template from the list.

The form fields will be pre-filled with the template’s values.

The Employee On-boarding team has asked for a way for managers to order computers, monitors,

Why Are Other Options Incorrect?

A . Paperclip X

The Paperclip icon is used to attach files to a record, not access templates.

B . Pages X

No Pages icon is used for templates in ServiceNow.

D . More Options {...} X

The More Options menu provides access to additional record actions, but templates are accessed using the Stamp icon.

Reference:

ServiceNow CSA Documentation – Using Form Templates
ServiceNow Product Documentation – Creating & Applying Form Templates
(<https://docs.servicenow.com>)

Question: 301

D. Create On-boarding Bot

Answer: B

Explanation:

An Order Guide in ServiceNow is used to group multiple catalog items together so that users can request all necessary items in one streamlined process.

Why an Order Guide is the Best Choice for This Scenario?

The Employee Onboarding team needs a way for managers to order multiple items (computers, monitors, business cards, cell phones) for new employees.

An Order Guide allows managers to request all necessary items in a single request, instead of ordering them one by one.

The guide can also use rules and conditions to determine which items should be included based on user input (e.g., different job roles might require different devices).

Why Other Answers Are Incorrect:

A . Create Record Producer – Record Producers are used to capture information and create records (e.g., Incidents, Requests) but do not group multiple catalog items together like an Order Guide does.

C . Create Requested Item – A Requested Item (sc_req_item) is created when a request is submitted, but it is not the starting point for fulfilling this requirement.

D . Create Onboarding Bot – No such feature exists in ServiceNow; onboarding is typically handled via Order Guides and HR Case Management.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Order Guides Documentation

ServiceNow CSA Training Module: "Service Catalog: Order Guides and Catalog Items"

Question: 302

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: D

Explanation:

When importing spreadsheet data into ServiceNow, the first step is to Define a Data Source.

Why Defining a Data Source is the First Step?

A Data Source defines where the data is coming from (e.g., Excel, CSV, JDBC connection).

It establishes the format and structure of the incoming data before it can be processed by an Import Set.

Without defining the Data Source, the system does not know how to handle the incoming data.

Steps in the Data Import Process:

Define Data Source – Identify where the data is coming from.

Create Import Set – Temporarily store the imported data.

Set Coalesce – Define unique identifiers to prevent duplicate records.

Transform Data – Map fields to the target table.

Run the Import – Move data into the actual ServiceNow tables.

Why Other Answers Are Incorrect:

A . Create Import Set – Import Sets store the data, but they are created after defining the data source.

B . Run Data Scrubber – No such step exists in ServiceNow's import process.

C . Set Coalesce – Coalescing ensures no duplicate records, but it happens after data is loaded into the

E . Select Import Set – The Import Set is selected after defining the data source and loading the data.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Data Import Process

ServiceNow CSA Training Module: "Importing Data into ServiceNow"

Question: 303

After you create a new table, what is the best practice regarding the navigation pane?

Choose 2 answers

- A. Set the filter condition on the Application Menu
- B. Set the font style on both the Application Menu and the Module
- C. Specify which Roles are able ta see the Module
- D. Specify which Roles are able to see the Application Menu
- E. Create Application Menu with the same name as the table label
- F. Create Module with the plural of the table label

Answer: C, E

Explanation:

When you create a new table in ServiceNow, best practices for the navigation pane ensure that the table is properly organized, accessible, and follows role-based visibility standards.

- 1. Specify which Roles can see the Module (Q Correct - C)

Modules allow users to navigate directly to the table from the left navigation pane.

Setting role-based access ensures that only authorized users can view or use the table.

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Navigate to System Definition > Modules, and define who can access the module using roles.

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2. Create an Application Menu with the Same Name as the Table Label (Q Correct - E)

This ensures consistency in navigation and makes it easier for users to locate the table.

Example: If you create a table "Project Tasks", the Application Menu should also be named "Project Tasks".

This follows ServiceNow UI best practices for organization.

Why Other Options Are Incorrect?

A . Set the filter condition on the Application Menu → X Incorrect

Application Menus do not require filter conditions; they are for grouping related modules under a category.

B . Set the font style on both the Application Menu and the Module → X Incorrect

Font styles are not customizable in the navigation pane.

D . Specify which Roles can see the Application Menu → X Incorrect

The Application Menu itself is usually visible to all users unless restricted by module-level roles.

The best practice is to restrict roles at the module level (Correct Answer: C).

Explanation:

F . Create a Module with the Plural of the Table Label → X Incorrect

While it is a common practice, it is not a strict best practice.

Example: If your table is "Incident", the module is typically named "Incidents", but it's not a mandatory rule.

Official ServiceNow Documentation Reference:

Managing Application Menus and Modules

Creating Tables and Modules

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Question: 304

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

Explanation:

The CI Dependency View in ServiceNow visualizes relationships between Configuration Items (CIs), allowing IT teams to trace dependencies between infrastructure components, such as servers, applications, and services.

Key Concept: CI Relationships

Relationships define dependencies between Configuration Items (CIs) in the Configuration Management Database (CMDB).

The CI Dependency View uses relationships to map infrastructure components and their service dependencies.

Example Scenario:

A Server (CI) hosts a Database (CI) → The database supports an Application (CI) → The application provides a Service (CI).

By viewing CI Relationships, you can trace failures upstream or downstream to understand the impact.

Why Other Options Are Incorrect?

A . Service Tracer → **X** Incorrect

No such feature called "Service Tracer" exists in ServiceNow.

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B . Automapping Utility → **X** Incorrect

Auto-Discovery tools help populate the CMDB, but they do not enable tracing in the CI Dependency View.

D . Transform Map → **X** Incorrect

Transform Maps are used in Import Sets to map data between tables, not for dependency mapping.

Official ServiceNow Documentation Reference:

CI Dependency Views

Question: 305

What options can you see, when you right click on a CI, from the CI dependency view map?

Choose 3 answers

- A. View Affected CIs
- B. View Related Tasks
- C. View Recent Outages
- D. View Cases
- E. View Knowledge

Answer: A, B, C

Explanation:

The CI Dependency View Map in ServiceNow is a graphical representation of the relationships and dependencies between Configuration Items (CIs) within the Configuration Management Database (CMDB). Right-clicking on a CI in the Dependency View provides additional options for analyzing its impact and history.

A . View Affected CIs

Shows all CIs impacted by the selected CI.

Example: If a database server goes down, this option lists all applications and services affected.

B . View Related Tasks

Displays tasks (e.g., Incidents, Changes, Problems) associated with the selected CI.

Example: Viewing all open Incidents related to a server CI.

C . View Recent Outages

Shows recently reported outages linked to the selected CI.

Useful for analyzing recurring issues or identifying historical failures.

Incorrect Answer Choices

D . View Cases

Cases are used in Customer Service Management (CSM), not in CMDB CI dependency maps.

E . View Knowledge

While Knowledge Articles may reference a CI, this is not an option in the CI Dependency View Map.

Reference:

ServiceNow Documentation: CI Dependency Views

CMDB Best Practices: Understanding CI Relationships

Question: 306

ServiceNow contains over 25 different report types. What are some of the types?

Choose 5 answers

A. Pie

B. Speedometer

D. Thermometer

E. Horizontal Bar

F. Semi-Donut

G. Donut

Answer: A, B, E, C, G

Explanation:

ServiceNow provides over 25 report types to visually represent data for analysis and decision-making. Reports can be charts, tables, or trend graphs, depending on the data set.

Correct Answers

A . Pie [Q](#)

A circular chart that shows proportions within a whole.

Example: Distribution of Incidents by category (Hardware, Software, Network).

B . Speedometer [Q](#)

A gauge-style report that represents values within a range (low to high).

Example: Incident SLA Compliance Percentage.

C . Odometer [Q](#)

A report type similar to a Speedometer, but shows a single metric value.

Example: Number of Open Tickets in a Queue.

E . Horizontal Bar [Q](#)

Displays bars horizontally, ideal for comparing multiple categories.

Example: Number of Incidents per Assignment Group.

G . Donut [Q](#)

Similar to a Pie Chart, but with a hole in the middle.

Question Example: Percentage of Change Requests by Risk Level (Low, Medium, High).

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Incorrect Answer Choices

D . Thermometer X

Not a standard ServiceNow report type.

No official thermometer-style reports exist.

F . Semi-Donut X

Not a standard report type in ServiceNow.

ServiceNow supports Pie, Donut, and Speedometer, but not "Semi-Donut".

Reference:

ServiceNow Documentation: Report Types Overview

ServiceNow Reporting Best Practices: Creating and Configuring Reports

Question: 307

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. AL Service Dashboard
- B. CI Health Dashboard
- C. Dependency View
- D. Event Management Homepage

Answer: C

Explanation:

In ServiceNow, the Dependency View is a graphical representation that allows Service Desk agents and IT

teams to trace relationships between Configuration Items (CIs) and identify which CIs are experiencing issues that

may be affecting a business service.

Why is "Dependency View" the Correct Answer?

Visualizes Relationships Between CIs and Services

Dependency View displays CIs and their dependencies in an interactive map.

Service Desk agents can quickly see which CIs are impacted and how they affect the business service.

Identifies Impacted Configuration Items (CIs)

If a server, database, or network component is down, Dependency View helps trace which business service is affected.

This is useful for incident management, root cause analysis, and change impact assessment.

Integrated with CMDB (Configuration Management Database)

Dependency Views pull data from the CMDB to map CI relationships.

This helps Service Desk agents identify problems quickly without needing deep technical knowledge.

Incorrect Answer Choices Analysis:

A . AI Service Dashboard

X Incorrect – There is no standard "AI Service Dashboard" in ServiceNow.

B . CI Health Dashboard

X Incorrect – The CI Health Dashboard focuses on the overall health of CIs (e.g., compliance, correctness, completeness) but does not provide a dependency map for tracing service issues.

D . Event Management Homepage

X Incorrect – Event Management (ITOM) is used for monitoring events and alerts, but it does not provide an interactive dependency view for tracing service issues.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Dependency Views

Understanding Dependency Views

ServiceNow Docs – CMDB Relationship Visualization

Using CMDB Relationships

Conclusion:

The correct answer is:

Q C. Dependency View

Dependency View allows Service Desk agents to trace service issues back to the affected CIs, making it an essential tool for incident management and root cause analysis.

Question: 308

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: B, C, E

Explanation:

In ServiceNow, Related Lists display records that are linked to the current record through relationships. To manage records within a Related List, the following buttons are commonly used:

1. "New" Button
 - Q Creates a new record in the related list

Example: In the User Form, the "Groups" related list has a "New" button to add a new Group membership.

- Q Adds an existing record to the related list

Example: In the Incident Form, the "Affected CIs" related list has an "Add" button to associate existing CIs with the incident.

3. "Edit" Button

Q Modifies existing relationships

Opens a multi-record selection view, allowing users to add or remove multiple related records at once.

Example: Editing User Roles in the User Form allows selecting multiple roles at once.

Incorrect Answer Choices Analysis:

A . Publish

X Incorrect – "Publish" is used in Knowledge Management for articles, not related lists.

D . Manage

X Incorrect – There is no standard "Manage" button in Related Lists.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Related Lists Overview

Using Related Lists

ServiceNow Docs – Configuring Related Lists

Configuring Related Lists

Question: 309

A subject matter expert routinely receives tasks which have been worked by first level support, before receiving the assignment

What could you suggest. to make it easier for the expert to read only the work notes in the Activity log?

A. Click Context menu > Work Notes View

Question: Click Personalize icon on the top right of the form and select Activity Stream

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- C. Right click form header > Form Layout > Add Work Notes Section
- D. Click Funnel icon and select only work notes
- E. Click Context menu > History

Answer: D

Explanation:

The Activity Stream in ServiceNow records all updates, comments, work notes, and system events related to a record.

To filter the Activity log to show only Work Notes, follow these steps:

Locate the Activity Stream section on the form.

Click the Funnel (Filter) icon.

Select Work Notes to display only the relevant updates.

This allows the subject matter expert to focus only on work notes left by other users, ensuring quick access to important information.

Why Are Other Options Incorrect?

A . Click Context menu > Work Notes View X

There is no default "Work Notes View" option in the context menu for filtering the Activity log.

B . Click Personalize icon and select Activity Stream X

The Personalize icon is used for UI preferences, not for filtering work notes.

C . Right-click form header > Form Layout > Add Work Notes Section X

Adding a "Work Notes" field to the form does not filter the existing activity log.

E . Click Context menu > History X

The History option tracks user navigation and does not filter Work Notes in the Activity log.

Reference:

ServiceNow Official Documentation – Using the Activity Log & Work Notes (<https://docs.servicenow.com>)

Q Final Answer: D. Click Funnel icon and select only work notes

Explanation:

Question: 310

A task worker asks how they can monitor any updates occurring to recands assigned to him, like responses from customers, What do you suggest?

- A. Open an Agent workspace tab for each record he wants to monitor
- B. Select Service Desk > My Work Dashboard
- C. Click on the eyeglass icon to. expand the Monitor frame
- D. On My Work list, select the Activity Stream icon to show a frame with live updates

Answer: D

Explanation:

The Activity Stream icon (Live Feed) allows users to monitor real-time updates on records assigned to them. This is particularly useful for task workers who need to track customer responses, status changes, and work progress without manually refreshing records.

Steps to Monitor Live Updates:

Navigate to My Work List (or any list view showing assigned tasks).

Click the Activity Stream (Live Updates) icon at the top of the list.

A real-time updates frame appears, showing all changes to the listed records.

Why Are Other Options Incorrect?

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A . Open an Agent Workspace tab for each record he wants to monitor-X

While Agent Workspace offers real-time updates, opening multiple tabs is inefficient and unnecessary when live updates can be monitored in a single stream.

B . Select Service Desk > My Work Dashboard X

The My Work Dashboard provides an overview of assigned tasks but does not show live updates.

C . Click on the eyeglass icon to expand the Monitor frame X

There is no "eyeglass icon" used for monitoring updates in ServiceNow.

Reference:

ServiceNow CSA Documentation – Using the Activity Stream for Live Updates

ServiceNow Product Documentation – Monitoring Tasks in My Work (<https://docs.servicenow.com>)

Question: 311

Which module would you use to customize your instances banner image, text and colors?

A Homepage Admin > Pages > Branding

A. System UI > UI Pages > Branding

B. System Properties > Branding

C. System Properties > Basic Configuration UI16

E. Service Portal > Portals > Branding

Answer: B

Explanation:

To customize the banner image, text, and colors of your instance in ServiceNow, you use the System Properties > Branding module. This module allows administrators to control various UI aspects, including

Key Customizations Available in Branding:

Banner Image: Change the header image seen across the UI.

Text: Customize the text displayed in the header or other branding areas.

Colors: Modify the colors of various UI elements to match your company's branding.

This is typically applied to both UI16 (desktop) and UI11 (classic) interfaces, ensuring a consistent experience across the instance.

Why Other Answers Are Incorrect:

A . Homepage Admin > Pages > Branding – This is used for homepages rather than global instance branding.

C . System Properties > Basic Configuration UI16 – This section allows configuration of the UI layout and elements but does not specifically manage branding elements like banner image and colors.

E . Service Portal > Portals > Branding – This is specific to Service Portal branding, not for global instance customization.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Branding Configuration

ServiceNow CSA Training Module: "System Properties and Branding"

Question: 312

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Community
- B. Help Panel (question mark icon)
- C. Docs
- D. Wiki

Explanation:

In ServiceNow, the Help Panel (represented by the question mark icon) is an integrated resource that provides guidance for users.

It offers guided tours, action instructions, and information on using inputs and outputs within the platform.

Features of the Help Panel:

Guided Tours: Step-by-step walkthroughs for users to get acquainted with ServiceNow features and processes.

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Instructions for Inputs/Outputs: Provides help and clarification on how to use input fields, buttons, and other interactive elements in the interface.

Access to Information: Offers contextual help for specific actions or modules within ServiceNow.

This makes it the most efficient resource for users needing on-the-spot assistance as they interact with the platform.

Why Other Answers Are Incorrect:

A . Community – The Community is a forum where users can discuss issues, share knowledge, and ask questions but is not directly related to in-context help or guided tours.

C . Docs – ServiceNow documentation provides in-depth guides and best practices but is not built into the user interface for in-context help and guided tours.

D . Wiki – Similar to Docs, the Wiki is more of a knowledge repository but does not provide interactive, contextual guidance in the instance.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Help Panel Usage

ServiceNow CSA Training Module: "User Experience: Help Panel and Guided Tours"

Question: 313

Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

- B. Process Automation Designer
- C. Process Workflow Designer
- D. Workflow Editor

Answer: B

Explanation:

Process Automation Designer (PAD) is a feature in ServiceNow that allows business process owners to create unified and digitized cross-enterprise processes using a task board interface.

Key Features of Process Automation Designer:

- Organizes multiple flows into a single process

- Uses a visual task board-style interface to manage process stages

- Integrates with Flow Designer to create, manage, and execute automation tasks

- Allows role-based task assignment and collaboration

Use Case Example:

Imagine a company has a New Employee Onboarding process that involves:

- IT setting up hardware

- HR completing paperwork

- Security providing building access

Instead of managing this manually across multiple flows, Process Automation Designer brings all these steps into one unified process, making it easy to track and automate.

Why Other Options Are Incorrect?

A . Flow Designer → **X** Incorrect

Flow Designer is used to create individual automated workflows, but it does not provide a unified digitized task board.

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C . Process Workflow Designer → **A** Incorrect

No feature called "Process Workflow Designer" exists in ServiceNow.

D . Workflow Editor → **X** Incorrect

Workflow Editor (Legacy tool) is used to create graphical workflows, but it does not support crossenterprise digitized task boards.

Official ServiceNow Documentation Reference:
Process Automation Designer Overview

Using Process Automation Designer

Question: 314

Which type of scripts run in the browser?

- A. Policies and Client Scripts
- B. Access Contral Scripts
- C. script Include Scripts
- D. Business Rule Scripts

Answer: A

Explanation:

Scripts that run in the browser (client-side) help control UI behavior, form validation, and field interactions in real-time without needing a server request.

Types of Client-Side Scripts in ServiceNow:

Q Client Scripts

Run directly in the user's browser.

Useful for form validation, auto-populating fields, or UI interactions.

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Example:

```
javascript
CopyEdit
function onLoad() {
    g_form.setValue('priority', '2');
}
```

Q UI Policies

Control field visibility, mandatory status, and read-only state dynamically.

Example: If category = Hardware, make Serial Number field mandatory.

Why Other Options Are Incorrect?

B . Access Control Scripts → X Incorrect

Access Control Lists (ACLs) run server-side, not in the browser.

C . Script Includes → X Incorrect

Script Includes run server-side and are used for reusable functions and API logic.

D . Business Rules → X Incorrect

Business Rules also run on the server, not in the browser.

Official ServiceNow Documentation Reference:

Client Scripts Overview

UI Policies in ServiceNow

Question: 315

What are advantages of using spokes for integrations? Choose 3 answers

- A. Reduces the need for code
- B. Features scale and control mechanisms
- C. Free spokes are available in the ServiceNow Store
- D. Ensures discoverability and reuse
- E. Automated event management

Answer: A, D, B

Explanation:

Spokes in ServiceNow IntegrationHub are pre-built connectors that allow organizations to integrate with external systems without requiring custom scripting. They provide low-code/no-code solutions, making integrations faster and more scalable.

Correct Answers

A . Reduces the need for code **Q**

Spokes come with prebuilt actions, reducing the need for custom scripting.

Example: Instead of writing a REST API script to send a message via Slack, a Slack Spoke provides an action for it.

B . Features scale and control mechanisms **Q**

Spokes support enterprise scalability with built-in governance, security, and control mechanisms.

Example: Rate limits prevent excessive API calls, ensuring stability in large-scale integrations.

D . Ensures discoverability and reuse **Q**

Spokes allow actions to be reused across different flows and automations.

This enhances maintainability by ensuring integrations are not duplicated.

Incorrect Answer Choices

C . Free spokes are available in the ServiceNow Store **X**

While some spokes are free, many require a separate license

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IntegrationHub Standard and Enterprise subscriptions cover most advanced spokes.

E . Automated event management X

Event Management is part of ITOM, not IntegrationHub Spokes.

While spokes trigger actions based on events, they do not manage events like ITOM Event Management.

Reference:

ServiceNow Documentation: IntegrationHub and Spokes

ServiceNow Developer Guide: Using Spokes in Flow Designer

Question: 316

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

Explanation:

In ServiceNow Service Catalog, approvals for catalog item requests are handled through workflows. Since the approval policy is based on the total cost of a request, it is managed within the Service Catalog Request workflow.

Correct Answer

This workflow handles approvals for catalog item requests, including purchase approvals.

Since the policy change involves adjusting an approval threshold, this workflow needs to be updated.

The approval logic is likely configured in a conditional activity (if total cost > \$3,100, require approval), which must be modified to \$3,150.

Incorrect Answer Choices

A . Services Approval Processing X

Not a standard ServiceNow workflow for managing purchase approvals.
Service approvals are typically handled within the Service Catalog Request workflow.

B . 6 Services Catalog Item Request X

Likely a custom workflow, but not a default ServiceNow workflow for purchase approvals.

D . Purchasing Process Flow X

There is no default "Purchasing Process Flow" in ServiceNow.
The approval workflow for purchases is managed within Service Catalog Request workflows.

Reference:

ServiceNow Documentation: Service Catalog Workflows

ServiceNow Developer Guide: Modifying Approval Conditions in Workflows

Question: 317

How would you define an Access Control, to allow a user with iti role to have permission to create incident records?

A. Name: incident"; Permission: write; Role: itil

B. Name: incident Any, Operation: write, Permission: itil

C. Name: incident.*; Operation: write; Permission: itil

D. Name: incident; Operation: create; Permission: create; Role: itil

E. Name: incident. None; Operation: create; Role: itil

Answer: E

Explanation:

In ServiceNow, Access Control Rules (ACLs) are used to grant or restrict permissions for performing actions on a table or field.

To allow a user with the itil role to create Incident records, the correct Access Control Rule must:

Apply to the incident table

Grant the "create" operation

Be restricted to users with the "itil" role

Breaking Down the Correct ACL Configuration:

ACL Field Correct Value

Name incident.None (applies to the table-level, not a field)

Operation create (allows creating new records)

Role itil (only users with the itil role can create incidents)

Why is "incident.None" used instead of "incident.*"?

incident.None → Applies to the entire table (for record creation).

incident.* → Applies to all fields in the table (not needed for create operations).

Incorrect Answer Choices Analysis:

A . Name: incident"; Permission: write; Role: itil

X Incorrect – The "write" permission allows editing existing records, but does not allow creating new ones.

B . Name: incident Any, Operation: write, Permission: itil

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X Incorrect – There is no such name format "incident Any" in ACLs. Also, "write" does not allow record creation.

C . Name: incident.*; Operation: write; Permission: itil

X Incorrect – "incident.*" applies to all fields in the table, but does not apply to record creation.

D . Name: incident None, Permission: create: Role: itil

X Incorrect – The correct format uses "Operation: create", not "Permission: create".

Official ServiceNow Documentation Reference:

ServiceNow Docs – Access Control Rules

How ACLs Work

ServiceNow Docs – Configuring ACLs for Tables and Fields

Table-Level vs Field-Level ACLs

Question: 318

What are the components that make up a filter condition?

Choose 3 answers

- A. Column
- B. Match Criteria
- C. Field
- D. Value
- E. Operator

Answer: A D E

Explanation:

In ServiceNow, a filter condition is used to query data from tables. It consists of three main components:

1. Column (Field)

Q Represents the database column (or field) that is being filtered.

Example: Priority, State, Assigned To

In ServiceNow UI, this appears as the first dropdown in a filter condition.

2. Operator

Q Defines the comparison condition for the filter.

Examples: is, is not, greater than, contains, starts with

In ServiceNow UI, this appears as the middle dropdown in a filter condition.

3. Value

Q Specifies the criteria being matched against the column.

Example: High, Closed, John Doe

In ServiceNow UI, this is the third input field in a filter condition.

Example of a Filter Condition in ServiceNow UI:

Column (Field) Operator Value

Priority	is	High

State	is not	Resolved

This filter will return records where:

The Priority field is set to High

The State field is NOT Resolved

Incorrect Answer Choices Analysis:

B . Match Criteria

X Incorrect – No such term exists in ServiceNow filters.

C. Field

X Incorrect – "Field" is another word for "Column", but "Column" is the correct term in ServiceNow

Official ServiceNow Documentation Reference:

ServiceNow Docs – Filtering Data
How to Create Filters in ServiceNow

ServiceNow Docs – Query Builder and Operators
Building Filter Queries

Question: 319

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: C

Explanation:

In ServiceNow, Flows (Flow Designer) is the recommended way to manage multi-level approvals and notifications for catalog items like ordering a new iPhone.

Why Flows?

✓ Automates Approval Processes - Flows allow sequential and parallel approval steps to ensure that the request goes through multiple levels of approval.

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Built-in Notifications – Automatically sends email or system notifications to requesters and approvers at each step.

✓ Low-Code Solution - Eliminates the need for complex scripting by using a graphical interface to configure approvals and

actions.

How It Works?

A user submits a request for a new iPhone through the Service Catalog.

The Flow Designer workflow starts and routes the request to the first-level approver.

If approved, it moves to the second-level approver.

Notifications are sent to the requestor and approvers at each step.

Why Are Other Options Incorrect?

A . Parent-Child Approvers

No such built-in feature exists in ServiceNow. Approvals are handled via Flow Designer or Workflow Engine.

B . Approval Chains

Approval Chains are not an official ServiceNow feature. The correct term is Flow Designer Approval

Actions.

D . Approval Criteria

ServiceNow uses conditions to define approval requirements, but Approval Criteria is not a standalone feature.

E . Approver Delegates

Delegates allow users to assign approvals to others, but they do not manage multi-level approvals.

Reference:

ServiceNow CSA Documentation – Flow Designer & Approval Management

ServiceNow Product Documentation – Automating Approvals in Flow Designer

(<https://docs.servicenow.com>)

Question: 320

What is the language used for scripting in ServiceNow?

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- A. JavaScript
- B. C++
- C. PHP
- D. Python

Answer: A

Explanation:

ServiceNow uses JavaScript as its primary scripting language for automation, business rules, UI actions, and server-side scripts.

Key Areas Where JavaScript Is Used in ServiceNow:

- ✓ Client-side Scripting: UI Policies, Client Scripts
- ✓ Server-side Scripting: Business Rules, Script Includes, Scheduled Jobs
- ✓ Workflow & Flow Designer: Custom scripts for approvals, conditions, and notifications
- ✓ Integration Scripts: REST API, SOAP API calls

Why Are Other Options Incorrect?

B . C++

C++ is a compiled language primarily used for system software, not for ServiceNow scripting.

C . PHP

PHP is used for web development, but not supported in ServiceNow.

D . Python

Python is not used in ServiceNow for scripting. JavaScript is the standard for both client-side and serverside scripting.

Reference:

ServiceNow CSA Documentation – Scripting in ServiceNow

ServiceNow Official Documentation – JavaScript in ServiceNow (<https://docs.servicenow.com>)

Question: 321

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: A

Explanation:

In ServiceNow, to import articles into a Knowledge Base (KB), a user must have the `sn_knowledge_import` role.

Key Knowledge Management Roles:

`sn_knowledge_import` → Required to import articles into a knowledge base.

`sn_knowledge_contribute` → Allows users to create, edit, and publish knowledge articles but not import them.

`sn_knowledge_admin` → Grants full administrative access to manage the knowledge base, including permissions, categories, and workflows.

Why Other Answers Are Incorrect:

B . `sn_knowledge_contribute` – This role allows contributing and editing articles but does not grant import capabilities.

C . Can contribute – Not a valid ServiceNow role; the correct role is `sn_knowledge_contribute`.

D . Can import – Not a recognized role in ServiceNow. The correct role is `sn_knowledge_import`.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow and Knowledge Management Roles

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ServiceNow CSA Training Module: "Managing Knowledge Bases and Importing Articles"

Question: 322

Groups are stored in what table?

- A. Group [sys_user_group]
- B. Group [sn_sys_user_group]}
- C. User Group [user_groups]
- D. User Groups [sn_user_groups]
- E. Groups [sys_user_groups]

Answer: A**Explanation:**

In ServiceNow, groups are stored in the sys_user_group table. This table defines groups of users who share common responsibilities, such as IT support teams, HR teams, or security teams.

Key Details about sys_user_group:

Groups are used to assign roles and permissions to multiple users at once.

Common groups include Service Desk, IT Support, Change Advisory Board (CAB), and HR teams.

The sys_user_group table is linked to sys_user (Users) and sys_user_role (Roles).

Why Other Answers Are Incorrect:

- B . Group [sn_sys_user_group] – No such table prefix (sn_) exists for user groups in ServiceNow.
- C . User Group [user_groups] – Incorrect table name; ServiceNow follows the sys_ naming convention.
- D . User Groups [sn_user_groups] – Not a valid ServiceNow table.
- E . Groups [sys_user_groups] – Incorrect pluralization; ServiceNow tables typically use singular names

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow sys_user_group Table Documentation

ServiceNow CSA Training Module: "User and Group Administration"

Question: 323

An IT user calls the service desk because they need to work on task records. All they can see is Self

Service on their homepage when they login to the

ServiceNow instance. What issue could explain this?

Choose 2 answers

- A. Their user account failed LDAP authentication
- B. Their user account is not logged in properly
- C. Their user account was not approved by their manager
- D. Their user account does not have itil role
- E. Their user account does not belong to any groups, which contain the itil role

Answer: D E

Explanation:

In ServiceNow, roles determine what users can see and do within the platform.

Issue:

The IT user only sees the Self-Service homepage instead of the full ServiceNow interface, including task records.

This suggests that their account does not have the necessary role(s) to access task records.

Q D. Their user account does not have the itil role

The itil role is required to work with ITSM task records (e.g., Incidents, Problems, Changes).

Without this role, users only have access to the Self-Service portal.

Q E. Their user account does not belong to any groups, which contain the itil role

Even if a user is not directly assigned the itil role, they can inherit it through a group membership.

If their user account is not part of an ITSM-related group that has the itil role, they will not be able to access tasks.

Why Other Options Are Incorrect?

A . Their user account failed LDAP authentication → X Incorrect

If LDAP authentication failed, the user would not be able to log in at all.

In this case, they are logged in but only see Self-Service, meaning authentication is not the issue.

B . Their user account is not logged in properly → X Incorrect

If the login was incorrect, they would be logged out or receive an error message.

The issue here is a lack of permissions, not a login failure.

C . Their user account was not approved by their manager → X Incorrect

Manager approval is not required for standard ITSM roles and access.

Official ServiceNow Documentation Reference:

User Roles in ServiceNow

Assigning Roles and Group Memberships

Question: 324

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the

following fields will be mandatory on the forms:

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* Requested for

* Requested by

* Approving manager

* Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
- B. Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
- C. Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
- D. Create an Order Guide, which includes all variables: then copy and hide variables as needed.
- E. Create a Variable Set Template: then apply to all of the catalog items.

Answer: A

Explanation:

When designing Service Catalog items, Variable Sets allow you to reuse common fields across multiple catalog items.

Best Approach (Correct Answer: A)

Explanation:

Instead of creating the same four fields (Requested for, Requested by, Approving manager, Delivery instructions) 80 times,

You can define them once in a Variable Set and apply it to all catalog items.

Advantages of Using a Variable Set:

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- Q Reusability – The same Variable Set can be added to multiple catalog items.
- Q Consistency – Ensures the four mandatory fields are always included.
- Q Easier Maintenance – Changes to these fields only need to be made in one place.

Why Other Options Are Incorrect?

B . Create a Record Producer that contains the four fields → **X** Incorrect

A Record Producer is used to create records in a specific table (e.g., Incident, Request, Change).

It is not designed for defining reusable fields across multiple catalog items.

C . Create a Flow Designer Action with Variable Set Data Pill → **X** Incorrect

Flow Designer is for process automation, not for defining form variables.

It does not allow you to create reusable fields for catalog item forms.

D . Create an Order Guide and hide variables as needed → **X** Incorrect

Order Guides are used for ordering multiple catalog items together.

They do not provide a structured way to manage common fields across different catalog items.

E . Create a Variable Set Template → X Incorrect

There is no concept of a "Variable Set Template" in ServiceNow.
Variable Sets themselves act as templates.

Official ServiceNow Documentation Reference:

Using Variable Sets in Service Catalog
Building Service Catalog Forms

Question: 325

What are the steps for importing data using an import set?

- www.atmicnetworks.com B. Set up LDAP; Test map; Create update set; Run import; Apply update set www.atmicnetworks.com
- www.atmicnetworks.com C. Identify source; Import transform map; Run transformer; Verity import www.atmicnetworks.com
- www.atmicnetworks.com D. Load the data; Create transform map; Transform data; Clean up import table www.atmicnetworks.com

www.atmicnetworks.com Answer: D www.atmicnetworks.com

www.atmicnetworks.com Explanation: www.atmicnetworks.com

www.atmicnetworks.com Importing data into ServiceNow involves using Import Sets, which act as temporary staging tables before transferring data to the target table. The correct sequence of steps is as follows:

www.atmicnetworks.com Correct Answer www.atmicnetworks.com

www.atmicnetworks.com Load the Data Q www.atmicnetworks.com

www.atmicnetworks.com Upload data from an external source (CSV, Excel, XML, JDBC, or API). www.atmicnetworks.com

www.atmicnetworks.com The data is stored in an Import Set table (temporary staging table). www.atmicnetworks.com

www.atmicnetworks.com Create Transform Map Q www.atmicnetworks.com

www.atmicnetworks.com A Transform Map defines how data from the Import Set should be mapped to the target table (e.g., incident, cmdb_ci). www.atmicnetworks.com

www.atmicnetworks.com Example: Mapping "Full Name" in Import Set → "User Name" in sys_user table. www.atmicnetworks.com

www.atmicnetworks.com Transform Data Q www.atmicnetworks.com

www.atmicnetworks.com Executes the Transform Map, moving data from the Import Set into the target table. www.atmicnetworks.com

www.atmicnetworks.com Any data conversion rules or business logic (such as field mapping, script processing) are applied. www.atmicnetworks.com

www.atmicnetworks.com Clean Up Import Table Q www.atmicnetworks.com

www.atmicnetworks.com After a successful import, the temporary Import Set table can be deleted to free up space. www.atmicnetworks.com

www.atmicnetworks.com Incorrect Answer Choices www.atmicnetworks.com

www.atmicnetworks.com A . Select source file; Run autopmap; Transform data; Clean up target table X www.atmicnetworks.com

www.atmicnetworks.com Autopmap is optional and does not apply in every scenario. www.atmicnetworks.com

www.atmicnetworks.com Question: Select source file; Run autopmap; Transform data; Clean up target table. 562/732 www.atmicnetworks.com

www.atmicnetworks.com B . Set up LDAP; Test map; Create update set; Run import; Apply update set X www.atmicnetworks.com

www.atmicnetworks.com LDAP is for user authentication, not for importing data. www.atmicnetworks.com

Update Sets are used for moving configurations, not data imports.

C . Identify source; Import transform map; Run transformer; Verify import X

"Run transformer" is incorrect—the correct step is "Transform Data".

Importing does not require a verification step; instead, data is reviewed using Transform History.

Reference:

ServiceNow Documentation: Import Set Process

ServiceNow Developer Guide: Creating Transform Maps

Question: 326

To apply a UI Policy to all views, which field should be set to true in its definition record?

- A. Inherit
- B. Reverse if false
- C. On lowed
- D. Global

Answer: D

Explanation:

UI Policies in ServiceNow allow administrators to dynamically control the behavior of form fields based on user input or conditions. If you want a UI Policy to apply to all form views, you must set the Global field to true.

D . Global **Q**

When the Global field is set to true, the UI Policy applies to all views of the form.

This ensures that fields remain consistent across different layouts, regardless of the view being used.

Example:

A UI Policy hides the "Resolution Notes" field unless the "State" is Resolved.

Setting Global = true ensures this rule applies in all form views (Default, Mobile, or Workspace).

Incorrect Answer Choices

A . Inherit **X**

Not a standard UI Policy field in ServiceNow.

Likely confused with role inheritance in security settings.

B . Reverse if false **X**

"Reverse if false" only reverses the policy's action when the condition is not met.

It does not control whether the UI Policy applies to all views.

C . On lowed **X**

Incorrect and not a valid ServiceNow UI Policy field.

Possibly a typo or misunderstanding of "Allowed Roles".

Reference:

ServiceNow Documentation: UI Policies and Actions

ServiceNow Developer Guide: Creating Global UI Policies

Question: 327

You have heard about a new application released by SericeNow, You want to try it out, to-see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

A. Check the latest release notes at docs.servicenow.com.

B. Activate the application plug in, on your personal dev instance.

C. Search the wiki for the sales demo request form,

D. Activate the application plug in, on your company's production instance.

Answer: B

Explanation:

When testing a new ServiceNow application, the best practice is to first try it in a safe, non-production environment to avoid any unintended impact on your company's live instance.

Why is "Activate the application plugin on your personal dev instance" the Correct Answer?

Safe Testing Environment

A personal developer instance (PDI) is provided by ServiceNow for testing and development.

Activating a plugin in a PDI does not affect the company's production system.

Allows Hands-On Experience Without Risk

You can explore, configure, and test the new application in a personal dev instance.

Any issues encountered will not disrupt business operations.

Best Practice for ServiceNow Development

ServiceNow recommends testing all new features in a sandbox or development instance before enabling them in a production environment.

Incorrect Answer Choices Analysis:

A . Check the latest release notes at docs.servicenow.com.

✗ Incorrect – While the release notes provide valuable information, they do not provide hands-on experience with the application.

C . Search the wiki for the sales demo request form.

✗ Incorrect – ServiceNow has moved away from using wikis. Also, requesting a sales demo is not the

Question: Which of the following is the best way to test an application on yourself.

- D . Activate the application plugin on your company's production instance.
- X Incorrect – Never test a new application directly in production. This can cause unexpected issues and impact live operations.

Official ServiceNow Documentation Reference:

ServiceNow Developer Program – Personal Developer Instances (PDI)

ServiceNow Developer Instances

ServiceNow Docs – Managing Plugins

How to Activate Plugins

Conclusion:

The correct answer is:

Q B. Activate the application plugin on your personal dev instance.

This method allows safe testing and evaluation before considering implementation in a production environment.

Question: 328

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Insert, Update, Delete. Query
- B. 4G} Before, After, Async, Display
- C. Prior to, Synchronous, on Update
- D. Before, Synchronous, Scheduled Job, View

Answer: B

In ServiceNow, Business Rules are server-side scripts that execute when a record is created, updated, deleted, or queried. The "When" setting in a Business Rule determines when the rule runs in relation to database operations.

The Four Timing Options for Business Rules:

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Before

Executes before a record is inserted, updated, or deleted.
Used for validations, data modifications, and setting field values before saving.

After

Executes after a record has been committed to the database.
Used for triggering notifications, writing logs, or updating related records.

Async (Asynchronous)

Executes after a short delay, allowing the main transaction to complete first.
Used for long-running processes like API calls, email sending, or external system updates.

Display

Executes before the record is sent to the client (UI).
Used to populate g_scratchpad for client-side scripts.

Example Use Cases for Business Rule Timings:

Business Rule	When It Runs	Use Case
Timing		
Before	Before saving to the database	Validate data, auto-populate fields
After	After saving to the database	Send notifications, update related records
Async	Shortly after the transaction completes	Call an external API, send an email
Display	Before the form loads	Pass server data to client-side scripts (g_scratchpad)

Incorrect Answer Choices Analysis:

- Answers: Insert, Update, Delete, Query
- Incorrect – These are database operations, not the execution timing options for Business Rules.
- C . Prior to, Synchronous, on Update
- Incorrect – These terms do not match the standard ServiceNow Business Rule timing settings.
- D . Before, Synchronous, Scheduled Job, View
- Incorrect – "Scheduled Job" is not a Business Rule timing option (it is part of Scheduled Script Executions).

Official ServiceNow Documentation Reference:

ServiceNow Docs – Business Rules Overview
Understanding Business Rules

ServiceNow Docs – Best Practices for Business Rules
Best Practices for Business Rules

Question: 329

What icon do you use to change the boon and color on a Favorite?

- A. Pencil
- B. Star
- c. Clack
- D. Tringle

Answer: A

Explanation:

In ServiceNow, the Pencil (®) icon is used to edit and customize Favorites in the Application Navigator.

How to Change the Icon and Color of a Favorite:

Locate the Favorites section.

Click the Pencil (») icon next to the favorite you want to edit.

Choose a new icon and color.

Click Save to apply changes.

Why Are Other Options Incorrect?

B . Star

The Star icon is used to add or remove a favorite, not edit it.

C . Clock

D . Triangle

No Triangle icon is used for modifying Favorites in ServiceNow.

Reference:

ServiceNow Product Documentation – Personalizing the Application Navigator (<https://docs.servicenow.com>)

Question: 330

What are examples of UI Actions, relating to Lists?

Choose 4 answers

F . List Choices

Answer: A, B, C, D

Explanation:

UI Actions related to Lists in ServiceNow provide ways to interact with and modify list data through different UI elements.

Correct Answers & Their Functions:

A . List Links

Appear at the bottom of lists and provide actions such as "Create New" or "Save as Template."

B . List Control

Located in the list title bar, allowing users to configure views, export data, and refresh lists.

C . List Buttons

Buttons added to a list form that trigger specific actions, such as "Approve" or "Reject."

D . List Context Menu

Right-click menu on list records providing actions like Edit, Delete, Assign, and Export.

Why Are Other Options Incorrect?

E . List Override

No such feature called "List Override" exists in ServiceNow.

F . List Choices

This term is not a recognized UI Action for lists in ServiceNow.

Reference:

ServiceNow CSA Documentation – UI Actions in Lists

ServiceNow Official Documentation – List Controls and Actions (<https://docs.servicenow.com>)

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Final Answer: A, B, C, D (List Links, List Control, List Buttons, List Context Menu)

Explanation:

Question: 331

Which type of scripts run in the browser?

- A. Script Include Scripts
- B. Business Rule Scripts
- C. Access Control Scripts
- D. UI Policies and Client Scripts

Answer: D

Explanation:

In ServiceNow, scripts that run in the browser (client-side) include UI Policies and Client Scripts. These scripts execute on the user's web browser, allowing real-time interaction with forms and fields without requiring a server request.

1. Client Scripts:

Executed in the user's browser when a form is loaded, saved, changed, or submitted.

Used for real-time form validation, auto-population, and dynamic UI changes.

Written in JavaScript and runs on the client side.

2. UI Policies:

Apply rules to make fields mandatory, visible, or read-only dynamically.

More efficient than Client Scripts because they don't require scripting in most cases.

Why Other Answers Are Incorrect:

A . Script Include Scripts – These run on the server, not in the browser. They are reusable functions that

cannot be called from different scripts.

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B . Business Rule Scripts – Business Rules execute on the server-side, triggered by database operations (Insert, Update, Delete).

C . Access Control Scripts – These are server-side security rules (ACLs) that restrict user access to records and fields.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Client Scripts and UI Policies

ServiceNow CSA Training Module: "Client-Side Scripting in ServiceNow"

Question: 332

The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against the data?

- A. Style
- B. Format
- C. Data
- D. Configure
- E. Group by

Answer: C

Explanation:

In Report Designer, the Data section is used to specify grouping and calculations to be performed on the report's dataset.

What Happens in the "Data" Section?

You select the table from which the report will pull data.

You can define filters to limit the dataset.

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You specify "Group By" fields to categorize data.

You apply aggregations (SUM, COUNT, AVG, etc.) to perform calculations on fields.

Why Other Answers Are Incorrect:

A . Style – Controls visual appearance (colors, fonts, chart type, etc.) but does not handle data grouping or calculations.

B . Format – Used for formatting elements but does not control grouping or data calculations.

- D . Configure – There is no "Configure" section in Report Designer; settings are managed under other sections.
- E . Group By – While "Group By" is used within the Data section, it is not a separate section itself.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Report Designer – Data Configuration

ServiceNow CSA Training Module: "Creating and Configuring Reports"

Question: 333

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

Explanation:

In ServiceNow, the Approver [approver-user] role is specifically designed for users who need to authorize requests but should not have any other permissions or administrative access to the platform.

Key Features of the Approver Role:

Can approve or reject requests (e.g., Change Requests, Service Catalog Requests).

No additional platform permissions (cannot create, modify, or view records beyond approvals).

Assigned automatically to users designated as approvers in approval workflows.

Example Use Case:

An IT Manager receives an approval request for a new laptop.

The manager logs in and sees only the approval request (no other system access).

They approve/reject the request without modifying any records.

Why Other Options Are Incorrect?

B . Authorize [authorize-user] → **X** Incorrect

No such role exists in ServiceNow.

C . Reviewer [reviewer_user] → **X** Incorrect

No such role exists in ServiceNow.

D . Approver Group [approval_group] → **X** Incorrect

Approval groups allow multiple users to approve a request collectively, but it is not a standalone role.

The approver-user role is the correct answer for individual approvals.

E . Verification [verify_user] → **X** Incorrect

No such role exists in ServiceNow.

Official ServiceNow Documentation Reference:

Approval Configuration

User Roles in ServiceNow

Question: 334

What module do you use to access the reports that are available to you?

A. Report > View /Run

B. Reports > Homepage

C. Self-Service>My Reports

D. Report > Overview

Answer: A

Explanation:

To access reports in ServiceNow, users navigate to:

Reports > View / Run

Key Features of "View / Run" Module:

Displays all reports available to the user.

Allows running, modifying, and creating new reports (if permissions allow).

Users can filter reports by category (e.g., incidents, requests, changes).

Why Other Options Are Incorrect?

B . Reports > Homepage → **X** Incorrect

No such module named "Reports > Homepage."

C . Self-Service > My Reports → **X** Incorrect

The Self-Service module is primarily for end users, not for accessing platform-wide reports.

D . Report > Overview → **X** Incorrect

"Overview" provides reporting summaries but does not list all available reports.

Official ServiceNow Documentation Reference:

Running and Managing Reports

Question: 335

What do you click when you have made modification to your report, and your want to see the results without saving?

A. Execute

B. Try it

C. Run

D. Test

E. Preview

Answer: C

Explanation:

In ServiceNow Reporting, when modifying a report, users can preview the results without saving by clicking the "Run" button. This executes the report with the current settings and displays the updated results before committing any changes.

Correct Answer

C . Run

The "Run" button allows users to execute the report immediately to see updated results.

It helps users verify if filters, conditions, or visualizations are correct before saving the report.

Example: If a user changes the date range on an incident report, clicking "Run" updates the chart without saving the report permanently.

Incorrect Answer Choices

There is no "Execute" button in ServiceNow Reporting.

"Execute" is used in scripting (e.g., Business Rules, Scheduled Jobs), not for reports.

B . Try it **X**

Not a valid option in ServiceNow Reporting.

Possibly confused with "Try It" in Flow Designer or Catalog Items.

D . Test **X**

"Test" is used in Workflows, Business Rules, and Flow Designer, not in reports.

E . Preview **X**

There is no "Preview" button for running reports.

"Preview" is typically used in UI Policies and Forms.

Reference:

ServiceNow Documentation: Creating and Running Reports

ServiceNow Reporting Guide: Modifying Reports in Report Designer

Question: 336

Security rules are defined to restrict the permission of users from viewing and interacting with dat

a. 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

Explanation:

Access Control Rules (ACLs) in ServiceNow define security rules that control user permissions for viewing, creating, updating, and deleting records in the system. These rules ensure that users can only see and interact with the data they are authorized to access.

Correct Answer

D . Access Control Rules Q

ACLs define security restrictions at the field, table, and record level.

These rules use conditions, scripts, and role-based permissions to enforce security.

Example: A user with the itil role may view incidents, but only users with the admin role can delete them.

Incorrect Answer Choices

A . Role Assignment Rules X

ServiceNow assigns roles to users, but roles alone do not define security rules.

ACLs control what users can do, while roles only grant potential access.

B . CRUD Rules X

CRUD (Create, Read, Update, Delete) defines permission types, but not security rules.

ACLs enforce CRUD operations based on roles and conditions.

C . Scripted User Rules X

No such term as "Scripted User Rules" in ServiceNow security.

Possibly confused with Scripted ACLs, which are part of Access Control Rules.

E . User Authentication Rules X

Authentication rules control user login mechanisms (LDAP, SSO, OAuth) but do not define access to data.

ACLs manage data security, while authentication ensures users are who they claim to be.

Reference:

ServiceNow Documentation: Access Control Rules Overview

Question: 337

Which is the base table of the configuration management database hierarchy?

- A. cmdb_d
- B. ucmdb
- C. cmdb_ret_Oi
- D. cmdb

Answer: D

Explanation:

In ServiceNow's Configuration Management Database (CMDB), the cmdb table is the base table from which all Configuration Item (CI) tables inherit.

Why is cmdb the Correct Answer?

cmdb is the Parent Table of All CMDB-Related Tables

The cmdb table contains basic attributes shared by all Configuration Items (CIs).

Every CI in ServiceNow inherits from cmdb or one of its child tables.

Hierarchy of CMDB Tables in ServiceNow:

cmdb (Base Table) → Stores general CI data.

cmdb_ci (Stores specific CI details) → Extends cmdb to store devices, applications, and services.

cmdb_rel_ci (Stores relationships between CIs) → Used to track dependencies.

Incorrect Answer Choices Analysis:

A. cmdb_d

✗ Incorrect – No such standard table exists in ServiceNow's CMDB.

B . ucmdb

✗ Incorrect – uCMDB (Universal CMDB) is an HP product, not part of ServiceNow's CMDB.

C . cmdb_rel_ci

✗ Incorrect – This table stores CI relationships, but it is not the base table.

Official ServiceNow Documentation Reference:

ServiceNow Docs – CMDB Core Tables
CMDB Table Structure

ServiceNow Docs – CMDB Best Practices

Question: 338

How would you describe the relationship between the incident and Task table?

- A. Incident table has a many to many relationships 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

Explanation:

In ServiceNow, the task table is the parent table for many ITSM processes, including incidents, problems, changes, and requests.

Why is "Incident Table is Extended from Task Table" the Correct Answer?

task is a Parent Table

Question: Incident is a physical table that extends task.

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Official ServiceNow Documentation Reference:

ServiceNow Docs – Understanding Table Extensions

How Tables Extend in ServiceNow

ServiceNow Docs – Task Table and its Extensions

ServiceNow Task Table Overview

Conclusion:

The correct answer is:

Q C. incident table is extended from the task table.

The incident table inherits fields from the task table, making it a specialized version of a task in ServiceNow.

Question: 339

Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. UI policy
- C. Predictive Intelligence
- D. Assignment Rule

Answer: D

Explanation:

Assignment Rules in ServiceNow automatically assign tasks (such as incidents, service requests, or change requests) to the appropriate group or individual based on predefined criteria.

A critical, high-priority service request is created.

The Assignment Rule checks conditions (e.g., priority, category, requester, etc.).

The system assigns the request to the correct assignment group or individual.

Example Scenario:

If an incident is Priority 1 (P1) and the category is Network, an assignment rule can automatically route it to the "Network Support" group.

Why Are Other Options Incorrect?

A . User Policy X

No such feature exists in ServiceNow for task assignments.

B . UI Policy X

UI Policies control form behavior (visibility, field conditions, etc.), not assignment logic.

C . Predictive Intelligence X

Predictive Intelligence uses machine learning to suggest assignments, but Assignment Rules are the primary mechanism for automatic task allocation.

Reference:

ServiceNow CSA Documentation – Configuring Assignment Rules

ServiceNow Official Documentation – Automating Task Assignments (<https://docs.servicenow.com>)

Q Final Answer: D. Assignment Rule

Explanation:

Question: 340

What setting allows users to view a Knowledge Base article even if they are not logged in?

A. The View All setting

- C. The ESS role
- D. The Public setting

Answer: D

Explanation:

In ServiceNow Knowledge Management, articles are typically restricted to specific users or roles. However, if you want an article to be accessible without requiring login, you must enable the Public setting.

How to Make a Knowledge Article Public:

Navigate to Knowledge Base Settings.

Enable the Public checkbox.

Save the changes.

The article is now viewable by anyone, even without logging into ServiceNow.

Why Are Other Options Incorrect?

A . The View All setting **X**

No such setting exists for public access in ServiceNow.

B . The Allow role **X**

"Allow roles" restricts access to specific roles, but does not make the article public.

C . The ESS role **X**

The ESS (Employee Self-Service) role allows access to logged-in users, not public users.

Reference:

ServiceNow CSA Documentation – Public Knowledge Articles

ServiceNow Product Documentation – Configuring Knowledge Base Permissions

(<https://docs.servicenow.com>)

Question: 341

You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

- A. On the list of records, locate the right-click on the Resolved value, select Exclude.
- B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
- C. On state column title, right-click, select Filter Out > Resolved
- D. On Search, select State, type not Resolved, press enter
- E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

Explanation:

In ServiceNow, when viewing a list view, you can easily filter out specific values by right-clicking on the field value and selecting "Filter Out". This action dynamically updates the filter to exclude records with that value.

Steps to Exclude Incidents with the State "Resolved":

Navigate to the Incident List.

Locate a record with State = Resolved.

Right-click on the "Resolved" value in the State column.

Select "Filter Out" from the context menu.

The list automatically refreshes, showing only incidents excluding "Resolved".

Why Other Answers Are Incorrect:

A . On the list of records, locate the right-click on the Resolved value, select Exclude.

"Exclude" is not an option in the ServiceNow list filter menu. The correct option is "Filter Out".

Question: Click Funnel in the Application, click AND, Select Resolved, is Not State click Run.

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The funnel icon opens the filter panel, but this answer is unnecessarily complex. Right-clicking and filtering out is faster.

C . On state column title, right-click, select Filter Out > Resolved.

You cannot right-click the column title to filter out a specific value; you must right-click on a specific field value.

D . On Search, select State, type not Resolved, press enter.

The correct syntax in the filter bar is "State != Resolved", but right-clicking is a more user-friendly method.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Filtering and List Views

ServiceNow CSA Training Module: "Working with Lists and Filters"

Question: 342

While showing a customer their incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that?

Choose 2 answers

- A. Right click on Priority and select Configure Dictionary
- B. Right click on Priority and select Configure Display Settings
- C. Right click on Priority and select Configure Label
- D. Right click on Priority and select Configure Column

Answer: A, C

Explanation:

To rename a field label in ServiceNow (such as changing "Priority" to "PValue"), you must either update

Question: Which of the following is a standard definition for changing the field label?

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Option 1: Configure Dictionary (Recommended for Full Customization)

Right-click on the "Priority" field label in the form.

Select "Configure Dictionary".

Update the "Label" field to "PValue".

Save the changes.

The new label will now be reflected across the system where applicable.

Option 2: Configure Label (Quick Change for Display Purposes)

Right-click on the "Priority" field label in the form.

Select "Configure Label".

Update the label text to "PValue".

Save the changes.

This method only changes the field label for display purposes without affecting the underlying database structure.

Why Other Answers Are Incorrect:

B . Right-click on Priority and select Configure Display Settings

There is no "Configure Display Settings" option when right-clicking on a field label in ServiceNow.

D . Right-click on Priority and select Configure Column

"Configure Column" is used for list views, not for changing field labels on forms.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Field Labels and Dictionary

ServiceNow CSA Training Module: "Configuring Forms and Fields"

Question: 343

Which testing framework is used to test ServerNew Applications?

- A. Selenium
- B. Test Driven Framework (TDF)
- C. Junit
- D. Automated test Framework (ATF)

Answer: D

Explanation:

The Automated Test Framework (ATF) is the built-in testing framework in ServiceNow used to test applications, including Server-side scripts and logic.

Key Features of ATF:

Enables automated testing of ServiceNow applications without manual effort.

Can test server-side scripts (e.g., Business Rules, Script Includes, and Workflows).

Supports UI testing for forms, lists, and portals.

Reduces testing time and enhances release reliability.

Why ATF is Used for Testing ServiceNow Applications?

ServiceNow is a low-code/no-code platform, so ATF provides a platform-specific testing tool.

ATF allows test creation without coding, making it easy for administrators and developers to use.

Integrates with Continuous Integration (CI/CD) pipelines to ensure smooth updates.

Why Other Options Are Incorrect?

A . Selenium → **X** Incorrect

Selenium is used for web UI automation, but it is not built into ServiceNow.

ATF is the preferred testing framework for ServiceNow applications.

B . Test Driven Framework (TDF) → **X** Incorrect

Question: Which framework is called "Test Driven Framework" in ServiceNow.

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TDD (Test-Driven Development) is a software development methodology, not a testing tool.

C . JUnit → X Incorrect

JUnit is a Java-based testing framework used for Java applications.

ServiceNow scripts use JavaScript, not Java.

Official ServiceNow Documentation Reference:

Automated Test Framework (ATF)

Question: 344

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: A

Explanation:

The Properties section in the Report Designer is used to:

Specify the report name

Select the table or data source for the report

Key Features of the Properties Section:

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Allows renaming the report for better identification.

Defines the primary data source (table) for the report.

Sets report-level settings such as visibility, sharing options, and description.

Why Other Options Are Incorrect?

B . Data → X Incorrect

The Data section is used to filter and refine the data but not to set the table or name the report.

C . Configure → X Incorrect

No such section named "Configure" exists in the Report Designer.

D . Type → X Incorrect

The Type section is used to select the type of report (e.g., Pie Chart, Bar Chart, List, etc.).

E. Sources → X Incorrect

No "Sources" section exists in the Report Designer.

Official ServiceNow Documentation Reference:

Report Designer Overview

Question: 345

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

- A. UI Policy
- B. Assignment Rule
- C. Action
- D. Predictive intelligence

Answer: D

Explanation:

Predictive Intelligence (PI) in ServiceNow is an AI-powered framework that helps automate classification and decision-making based on historical data. It can automatically populate values for fields like Priority and Category based on the Short Description field value.

Correct Answer

D . Predictive Intelligence Q

Uses machine learning models to analyze patterns in previous records.

Automatically suggests or assigns values for fields like Priority, Category, and Assignment Group.

Example:

If a user submits an incident with "Email not working" in the Short Description, Predictive Intelligence can:

Set Category to Email

Set Priority to Medium

Assign the ticket to the appropriate Support Group

Incorrect Answer Choices

A . UI Policy X

UI Policies control form behavior (e.g., showing/hiding fields) but do not dynamically assign values based on machine learning.

B . Assignment Rule X

Assignment Rules determine who gets assigned a record based on conditions but do not populate Priority or Category automatically.

C . Action X

"Action" is not a framework—it refers to Flow Designer actions, which require manual configuration.

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E. CSDM (Common Service Data Model)-X

CSDM is a data framework for managing CIs and services, but it does not handle automatic field population.

Reference:

Question: 346

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

Explanation:

In ServiceNow, High Security Settings require elevating privileges to make changes. Administrators need to elevate to the security_admin role to access and modify sensitive settings.

Correct Answer

A : Select Elevate Roles Q1

Admins must go to User Menu (top-right corner) > Elevate Roles.

Select security_admin, then click OK to temporarily gain elevated privileges.

This allows access to High Security Settings, including ACLs and security configurations.

Incorrect Answer Choices

Questions and Answers PDF B . Add security_admin role t

Only an existing admin with security_admin can grant this role.

Even if a user has security_admin, they still need to elevate to access high-security settings.

C . Impersonate Security Admin X

Impersonation does not work for security_admin.

Users must elevate their own privileges instead.

D . Use System Administrator < Elevate Roles module X

There is no module named "Elevate Roles" under System Administrator.

Elevation is done via the User Menu (top-right corner of ServiceNow UI). Reference:

ServiceNow Documentation: Elevate Roles to Access Security Settings

ServiceNow Best Practices: Managing Security Roles

Question: 347

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

Explanation:

✓ UI Policies are the best way to implement dynamic form behavior such as making fields mandatory, hiding/showing fields, and setting values based on conditions.

Breaking Down the Requirements:

Making "Resolution Code" mandatory when "State" is changed to "Resolved"

This requires a UI Policy that:

Condition: State = Resolved

Action: Set "Resolution Code" field to Mandatory = True

Hiding the "Major Incident" checkbox unless the logged-in user has the "Major Incident Manager" role

This requires another UI Policy that:

Condition: User does NOT have the role `major_incident_manager`

Action: Hide the field

Why the Other Options Are Incorrect:

Option A (Dictionary Design)

The dictionary defines the structure of fields but does not control dynamic form behavior like field visibility or conditions.

Option B (Field Limiter)

There is no such feature called "Field Limiter" in ServiceNow.

Option D (UI Design)

"UI Design" is not a recognized concept in ServiceNow. UI Policies are used for form behavior changes.

Option E (Form Constraint)

There is no "Form Constraint" feature in ServiceNow; ACLs and UI Policies control field behavior instead.

Question: 348

What framework can be used to manage the tables and CIs associated with a use case?

- A. Common Service Date Model (CSDM) product view
- B. Scename Dashboard
- C. CMDB Use Case Modelar
- D. CI Use Case Modeler

Answer: C

Explanation:

The CMDB Use Case Modeler is a framework in ServiceNow that helps manage tables, Configuration Items (CIs), and relationships in the CMDB based on specific use cases.

Why "CMDB Use Case Modeler" is the Correct Answer?

Manages Tables and CIs for Specific Use Cases

Helps organizations align their CMDB with business needs.

Provides visual modeling tools to structure tables and relationships.

Supports CMDB Best Practices

Ensures data integrity, compliance, and governance in CMDB.

Helps optimize CMDB for ITSM, ITOM, and ITAM use cases.

Facilitates CMDB Implementation and Maintenance

Simplifies the process of defining relationships between CIs.

Enables visualization of how CIs interact within business services.

Incorrect Answer Choices Analysis:

A. Common Service Data Model (CSDM) product view

X Incorrect – CSDM is a framework for structuring CMDB data but does not include a modeling tool like the CMDB Use Case Modeler.

B. Service Dashboard

X Incorrect – No such feature directly manages tables and CIs for a use case.

D. CI Use Case Modeler

X Incorrect – No standard "CI Use Case Modeler" exists in ServiceNow.

Official ServiceNow Documentation Reference:

ServiceNow Docs – CMDB Use Case Modeler

Understanding CMDB Use Case Modeler

ServiceNow Docs – CSDM vs CMDB Use Case Modeler

How CMDB Aligns with CSDM

Question: 349

What is the name of the string that display filter criteria?

A. Topic

B. Choice

C. Breadcrump

D. Menu

Answer: C

Explanation:

ServiceNow's Breadcrump is the string of filter criteria displayed at the top of a list when filters are applied. Breadcrumbs help users navigate and refine filters without having to manually edit conditions.

How Breadcrumbs Work:

Navigate to a list view (e.g., Incidents, Requests).

Apply a filter (e.g., "Priority is High" AND "State is New").

A breadcrumb string appears, displaying the filter conditions.

Users can click on different parts of the breadcrumb to adjust or remove filter conditions dynamically.

Why Are Other Options Incorrect?

A . Topic **X**

Topics are used in Knowledge Management and Virtual Agent but do not represent filter criteria.

B . Choice **X**

A Choice refers to dropdown options in ServiceNow fields, not filters.

D . Menu **X**

Menus provide navigation options, but they do not display filters.

Reference:

ServiceNow CSA Documentation – Using Breadcrumbs for Filtering Lists

ServiceNow Product Documentation – Filtering and Navigating Lists (<https://docs.servicenow.com>)

Q Final Answer: C. Breadcrumb

Explanation:

Question: 350

A new employee joins the IT deployment and needs to perform work assigned to Network and Hardware groups. How would you set up their access?

Choose 3 answers

- B. Add User Account to ACL
- C. Add User Account to network group
- D. Add User Account to IT Knowledgebase
- E. Create User Account
- F. Add User Account to Hardware group

Answer: E, C, F

Explanation:

To allow a new employee to work on tasks assigned to the Network and Hardware groups, they must have:

A User Account (sys_user) created in ServiceNow.

Group Membership in both the Network and Hardware groups.

Correct Steps to Set Up Access:

E . Create User Account Q

Every user needs an account in ServiceNow before they can be assigned work.

C . Add User Account to Network Group Q

Membership in the Network group allows the user to be assigned Network-related tasks.

F . Add User Account to Hardware Group Q

Membership in the Hardware group allows the user to work on Hardware-related tasks.

Why Are Other Options Incorrect?

A . Add User Account to itil group X

While the itil role grants access to ITSM functions, it does not automatically provide assignment rights to the Network and Hardware groups.

Access Control Lists (ACLs) define permissions, but group membership is required to receive assignments.

D . Add User Account to IT Knowledgebase X

The IT Knowledge Base only grants knowledge article access, not task assignments.

Reference:

Questions and Answers PDF

B . Add User Account to ACL x

ServiceNow CSA Documentation – Managing Users & Groups

ServiceNow Product Documentation – Assigning Users to Groups (<https://docs.servicenow.com>)

Q Final Answer: C, E, F (Create User Account, Add User Account to Network Group,

Explanation:Add User

Question: 351

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: A

Explanation:

In ServiceNow, a Record Producer is used to create a task-based record (such as an Incident, Change, or Request) from the Service Catalog.

Why Record Producers Are the Correct Choice?

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Record Producers provide a customized form that allows users to submit data to create a record in a specific table (e.g., Incident, Change, Request, or a custom table).

They are different from catalog items, which typically create a Requested Item (sc_req_item) instead of directly creating a task record.

They allow simplified user input while automating record creation in a structured way.

Example Use Case:

A user submits a New Hire Request via the Service Catalog.

A Record Producer is triggered, creating a task-based record (such as a request or a custom HR case).

Why Other Answers Are Incorrect:

B . UI Builder – Used for designing UI pages, not for creating task-based records.

C . Assignment Rule – Determines who a task is assigned to, but does not create records.

D . Flow Designer – Automates workflows after a record is created, but does not create task records from the Service Catalog.

E . UI Actions – Custom buttons and links for UI interaction, but not used for record creation from the Service Catalog.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Record Producers

ServiceNow CSA Training Module: "Service Catalog and Record Producers"

Question: 352

The customer has asked that you change the default layout of the task list.

* Number

* Task Type

* Parent

* Short Description

* Assignment Group

* Updated

After navigation to the list, where would you click, to meet this requirement?

- A. Right click on any column header, Context menu > Configure > List Layout
- B. Right click List Gear icon > Configure > Columns
- C. Click List Context Menu > Personalize List
- D. Click List Context Menu > Configure Columns

Answer: A

Explanation:

To change the default layout of a task list in ServiceNow, you should right-click on any column header and select Configure > List Layout.

Steps to Modify the Task List Layout:

Navigate to the Task list view (e.g., Incident, Change, or another task-based list).

Right-click on any column header (e.g., "Number" or "Short Description").

Select Configure > List Layout.

Add, remove, or reorder columns as required.

Click Save to apply changes.

Why Other Answers Are Incorrect:

B . Right-click List Gear icon > Configure > Columns

The Gear icon (\$) allows personalizing columns for an individual user, but does not change the default list layout for all users.

C . Click List Context Menu > Personalize List

Personalization only affects the user’s view, not the global list layout.

D . Click List Context Menu > Configure Columns

There is no "Configure Columns" option in the list context menu; the correct path is "Configure > List Layout".

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow List Layout Configuration

ServiceNow CSA Training Module: "Working with Lists and Configuring Layouts"

Question: 353

Here is an example of the criteria set for a knowledge base:

- * Companies: ACME North America
- * Department: HR
- * Groups: ACME Manager

* Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

Answer: A

Explanation:

In ServiceNow Knowledge Management, User Criteria is used to control access to knowledge bases (KBs)

Questions and articles based on user profile attributes such as company, department, group, and roles.

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Understanding the Given Criteria:

Criteria Value

Companies ACME North America

Department HR

Groups ACME Manager

Match All Yes

The Match All: Yes setting means that only users who meet ALL the specified criteria will have access.

Who Gets Access?

Q Users must be:

A member of the ACME Manager group

Part of the HR department

An employee of ACME North America

Why Other Options Are Incorrect?

B . Employees of ACME North America, who are members of HR Department or the ACME Manager group → X Incorrect

The "OR" condition is incorrect because Match All: Yes requires users to meet ALL conditions.

C . Users which are members of either ACME North America, or HR Department, or ACME Manager Group → X Incorrect

Again, Match All: Yes means users must meet all criteria, not just one.

D . Member of the ACME Manager group, and HR department, regardless of geography → X Incorrect

Company (ACME North America) is part of the criteria, so it cannot be ignored.

Official ServiceNow Documentation Reference:

User Criteria for Knowledge Bases

Question: 354

What actions are taken to filter a long list of records to show only those which have "email" Short Description?

- A. Click List Magnifier to expand column search, on Short Description type %email. click enter
- B. Click List Magnifier to expand column search, on Short Description, type email, click enter
- C. On Search box. select text, type email, click enter
- D. Click List Magnifier to expand column search, on Short Description type 'email, dick enter

Answer: B

Explanation:

To filter a long list of records and find those where Short Description contains "email", the best practice is to use the column search feature:

Steps to Filter a List by "email" in Short Description:

Click the List Magnifier () to open the column search options.

In the "Short Description" column search box, type:

email

Press Enter to apply the filter.

This method automatically applies a "contains" filter, meaning it will show any records where "email" appears anywhere in the Short Description field.

- A . Click List Magnifier to expand column search, on Short Description, type %email, click enter → X Incorrect
- % (percent sign) is not a valid wildcard in ServiceNow's list filters.
- C . On Search box, select text, type email, click enter → X Incorrect
- The global search box searches across multiple tables, not just the Short Description field.
- D . Click List Magnifier to expand column search, on Short Description type 'email, click enter → X Incorrect

Single quotes ('email') are not required in column searches.

Official ServiceNow Documentation Reference:

Using List Filters in ServiceNow

ServiceNow Search Operators

Question: 355

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: B, D, E

Explanation:

UI Policies in ServiceNow dynamically control form field behaviors without scripting. They help maintain data consistency and improve user experience.

Correct Answers

B . Setting fields hidden 

UI Policies can hide form fields based on conditions.

Example: Hide the "Resolution Notes" field unless State = Resolved.

D . Setting fields read-only 

UI Policies can make fields read-only to prevent users from modifying certain data.

Example: Set "Requested For" field read-only after submission.

E . Setting fields mandatory 

UI Policies can enforce mandatory fields based on conditions.

Example: Make the "Justification" field mandatory if Priority = High.

Incorrect Answer Choices

A . Setting fields to accept the data with 'n' number of characters **X**

Field length restrictions are set in the Dictionary Definition, not UI Policies.

C . Setting fields to accept the data in an expected format **X**

Data formatting (e.g., date, phone number) is controlled by Field Types and Data Policies, not UI Policies.

Reference:

ServiceNow Documentation: UI Policies Overview

ServiceNow Developer Guide: Creating UI Policies

Question: 356

An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?

Choose 2 answers

- A. His user account failed LDAP authentication
- B. His user account does not Belong to any groups, which contain the ITIL role
- C. His user account was not approved by his manager
- D. His user account does not have ITIL role
- E. His user account Is not logged in properly

Answer: B, D

Explanation:

In ServiceNow, a user only sees modules and records they have permission for, based on roles and group memberships. If an IT user can only see Self-Service, it's likely because they lack the required roles for IT tasks.

Correct Answers

B . His user account does not belong to any groups that contain the ITIL role Q

The ITIL role is assigned via user groups (e.g., "Service Desk," "IT Support").

If the user is not in an ITIL role group, they will not see IT-related modules.

D . His user account does not have the ITIL role Q

The ITIL role (itil) is required to access Incidents, Changes, Tasks, and Service Catalog Management.

Without it, the user only sees Self-Service options (e.g., requesting services, reporting issues).

Incorrect Answer Choices

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A . His user account failed LDAP authentication-X

If LDAP authentication failed, the user would not be able to log in at all.

The issue here is role-based access, not authentication.

C . His user account was not approved by his manager X

User approval may be required for account creation, but it does not affect role permissions.

E . His user account is not logged in properly X

If the user was not logged in properly, they would not see any homepage at all.

The issue here is limited access due to missing roles.

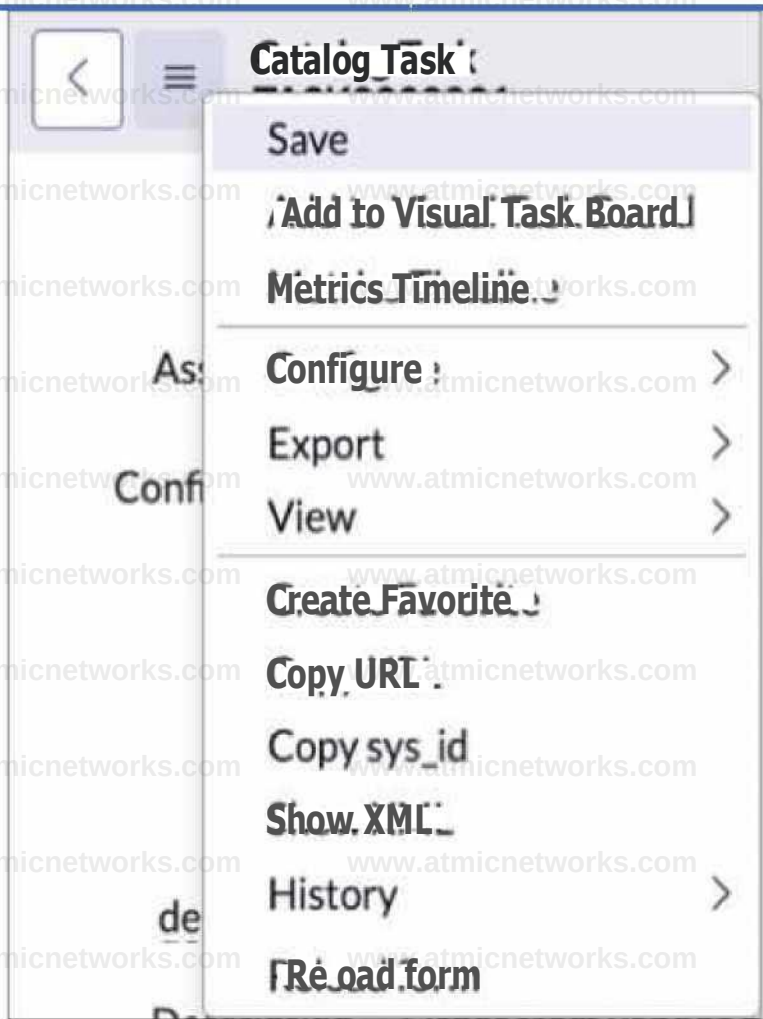
Reference:

ServiceNow Documentation: User Roles and Permissions

ServiceNow Best Practices: Managing ITIL Roles and Groups

Question: 357

Refer to the exhibit.



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

Explanation:

Question 609/732: In ServiceNow, the table configuration page allows administrators to modify table settings, fields, relationships, and properties.

To access this page from a form view, you must use the Form Context Menu (E in the top-left corner of the form) and navigate to:

Configure > Table

This will open the Table Configuration Page, where you can:

- View and edit table properties.
- Manage fields, relationships, and indexing.
- Configure security settings (ACLs) for the table.

Step-by-Step Navigation:

Open a record in a form view (e.g., a Catalog Task form).

Click the Form Context menu (E at the top-left).

Select "Configure" from the dropdown.

Click "Table" to access the Table Configuration Page.

Why "Configure > Table" is the Correct Answer?

- Directly accesses the table's configuration page
- Allows modification of table-level settings
- Best practice method for modifying table properties

Incorrect Answer Choices Analysis:

A . The Form Context menu > View > Table

Incorrect – There is no "View > Table" option in the context menu.

C . The Form Context menu > Configure > Dictionary

Incorrect – The "Dictionary" option allows editing individual field properties but not the entire table configuration.

D . The Form Context menu > View > Show Table

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[Incorrect](#) – No such "Show Table" option exists in the Form Context Menu.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Configuring Tables
Table Administration

ServiceNow Docs – Modifying Table Properties
Configuring a Table

Conclusion:

The correct answer is:

Q B. The Form Context menu > Configure > Table

This is the correct navigation path to access the table configuration page from a form in ServiceNow.

Question: 358

A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense.
What type of client script would you recommend to meet this requirement?

- A. onSubmission()
- B. onSubmit()
- C. onLoad
- D. onUpdate()

Answer: B

Explanation:

Q In ServiceNow, Client Scripts^D run on the client-side (browser) and modify form behavior dynamically.^{611/732}

To validate form data before submission, you must use an onSubmit() Client Script.

Why is "onSubmit()" the Correct Answer?

Executes Before Form Submission

The onSubmit() Client Script runs just before the form is submitted, allowing validation checks.

If an issue is found, you can prevent form submission using return false;

Best for Data Validation

Can check if required fields are filled.

Can enforce business rules on the client-side.

Example: Preventing submission if the "Short Description" field is empty.

Example onSubmit() Client Script:

```
function onSubmit() {  
  
    var shortDesc = g_form.getValue('short_description');  
  
    if (!shortDesc) {  
  
        alert('Short Description is required before submitting.');  
        return false; // Stops the form from being submitted  
    }  
  
    return true; // Allows form submission  
}
```

Incorrect Answer Choices Analysis:

A . onSubmit()

✗ Incorrect – This is not a valid ServiceNow Client Script type.

C . onLoad

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X Incorrect – Runs when the form loads, but does not validate form submission.

D . onUpdate()

X Incorrect – Runs when a record is updated, but does not control form submission.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Client Scripts Overview

Understanding Client Scripts

ServiceNow Docs – Using onSubmit() Client Scripts

Client Script Examples

Question: 359

What action will allow you to personalize layouts of columns in a list?

- A. Click Gear icon > Personalize window options > Select the appropriate columns
- B. Select the column to be personalized > Click Edit icon (Penal) > Choose me options to personage
- C. Context Menu > View > Personalize
- D. Select the column to be personalized and right at the header > Choose the options to personalize

Answer: A

Explanation:

In ServiceNow List Views, users can customize and personalize the displayed columns to fit their needs.

Steps to Personalize List Layout (Columns):

Open any list view (e.g., Incidents, Requests).

Click the Gear icon (\$) in the top-right corner of the list.

Then the Personalize List Columns window appears.

Select or remove columns as needed.

Click Save to apply changes.

This customization is user-specific, meaning it only affects the logged-in user's view.

Why Are Other Options Incorrect?

B . Select the column to be personalized > Click Edit icon (Pencil) > Choose options to personalize X

No Edit icon (Pencil) for column customization exists in List Views.

C . Context Menu > View > Personalize X

The Context Menu (right-click menu) allows you to filter or sort data but does not customize columns.

D . Select the column to be personalized and right-click the header > Choose options to personalize X

Right-clicking the column header provides sorting and grouping options, not full column customization.

Reference:

ServiceNow CSA Documentation – Customizing List Views

ServiceNow Product Documentation – Personalizing List Layouts (<https://docs.servicenow.com>)

Q Final Answer: A. Click Gear icon > Personalize window options > Select the

Explanation:appropriate columns

Question: 360

Refer to the exhibit.

Questions and Answers PDF

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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 this newly ordered item?

Choose 2 answers

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

Answer: A, B

Explanation:

When an item is ordered from the Service Catalog, two main records are created in ServiceNow:

sc_req_item (Requested Item - RITM) [Q](#)

Represents each individual item in the order.

Tracks the approval process, fulfillment, and delivery for that specific item.

sc_task (Service Catalog Task - SCTASK) [Q](#)

Use it to assign work to different fulfillment teams (e.g., IT, HR).

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A single sc_req_item may generate multiple sc_task records.

Example Scenario:

A user orders a MacBook Pro from the Service Catalog.

A Request (REQ#) is created.

A Requested Item (RITM#) is generated to track the MacBook order.

One or more Service Catalog Tasks (SCTASK#) are created for fulfillment (e.g., Procurement, Shipping).

Why Are Other Options Incorrect?

C . A change record X

Change records (chg_request) are created only if the catalog item is linked to Change Management, which is not always the case.

D . An Incident record X

Incidents (incident) are created for issues or break/fix cases, not for service requests.

E . A problem record X

Problem records (problem) are used for root cause analysis, not service catalog requests.

Reference:

ServiceNow CSA Documentation – Service Catalog & Request Fulfillment

ServiceNow Product Documentation – Request, RITM, and SCTASK Relationships (<https://docs.servicenow.com>)

Q Final Answer: A, B (A record of sc_task, A record of sc_req_item table)

Explanation:

Question: 361

Which admin role is required to make changes to High Security Settings?

- B. sn_ad_admin
- C. high_sec_admin
- D. admin

Answer: A

Explanation:

The security_admin role in ServiceNow is required to make changes to High Security Settings (now part of System Security Settings).

What Can the security_admin Role Do?

Modify high-security settings in ServiceNow.

Elevate privileges to make changes to sensitive security configurations.

Manage Access Control Lists (ACLs) to define security rules.

Why Elevation is Required?

Users with the admin role alone cannot modify high-security settings.

The security_admin role requires elevation via the "Elevate Role" option in the user menu.

This ensures that only authorized administrators can modify security-related configurations.

Why Other Answers Are Incorrect:

B. sn_ad_admin – No such role exists in ServiceNow.

C. high_sec_admin – This is not a valid ServiceNow role.

D. admin – The admin role alone does not grant access to high-security settings without elevating to security_admin.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Security Admin Role and Elevated Privileges

ServiceNow CSA Training Module: "Managing Security Settings and Access Controls"

Question: 362

What component of the ServiceNow infrastructure defines every table and field in the system?

- A. Data Atlas
- B. Table Class Manager
- C. Schema
- D. Dictionary
- E. Field Map

Answer: D**Explanation:**

In ServiceNow, the Dictionary is the component that defines every table and field in the system.

What is the Dictionary in ServiceNow?

It stores metadata about every table and field.

It contains details like data type, field properties, default values, and relationships.

It is managed through the sys_dictionary table.

Example:

If you navigate to System Definition > Dictionary, you can view and edit field properties for any table.

The Dictionary defines whether a field is mandatory, read-only, or referenceable.

Why Other Answers Are Incorrect:

A . Data Atlas – Not a valid ServiceNow concept.

B . Table Class Manager – Manages table extensions and inheritance, but does not define individual fields.

Question: Schema and References to the overall structure of a database, but in ServiceNow, the Dictionary manages table and field definitions.

E . Field Map – Used for data imports and transformations, not for defining tables and fields systemwide.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Dictionary Overview

ServiceNow CSA Training Module: "Understanding Tables and Fields"

Question: 363

An order for new office equipment has been placed through the Service Catalog. How would you view the lists of requests after the order has been placed?

- A. All > Service Catalog > Open Records > Items
- B. In the Navigation Filter, type 'requests. Let' and press the Enter key.
- C. All > Tables and Columns > Requests
- D. All > Service Catalog > Requests

Answer: D

Explanation:

When a user places an order through the Service Catalog, it generates a Request [sc_request] record in ServiceNow.

How to View Service Catalog Requests:

Navigation Path:

All > Service Catalog > Requests

All submitted service catalog requests

Their current status (e.g., Pending Approval, Fulfilled)

Associated Requested Items (RITM) and Tasks (SCTASK)

Why Other Options Are Incorrect?

A . All > Service Catalog > Open Records > Items → **X** Incorrect

The "Items" module does not show submitted requests; it lists available catalog items.

B . In the Navigation Filter, type 'requests' and press Enter → **X** Incorrect

Typing "requests" might bring up multiple unrelated records, making it inefficient.

The correct approach is to navigate to Service Catalog > Requests.

C . All > Tables and Columns > Taste → **X** Incorrect

"Tables and Columns" is used for table management and is not related to service catalog requests.

Also, "Taste" is a typo (likely meant to be "Tasks").

Official ServiceNow Documentation Reference:

Service Catalog Requests Overview

Question: 364

Roles can inherit permissions from other roles. Which role inherits all of the permissions of the catalog role and the user_critena_admm role plus has permissions to create Items and Services?

A. item Admin [sn_item_admin]

B. Sys Admin [sys_admin]

C. Catalog Admin [catalog_admin]

Question: 364: Which role inherits all of the permissions of the catalog role and the user_critena_admm role plus has permissions to create Items and Services?

Answer: C

Explanation:

The Catalog Admin [catalog_admin] role:

Inherits permissions from both:

Q catalog role (Basic Service Catalog access)

Q user_criteria_admin role (User Criteria management)

Has additional permissions to:

Q Create and manage Catalog Items and Services

Q Configure Catalog Categories, Order Guides, and Variables

Why the Other Options Are Incorrect?

A . Item Admin [sn_item_admin] → X Incorrect

This role does not inherit user_criteria_admin permissions.

It is specific to managing Catalog Items but does not have full Catalog Admin permissions.

B . Sys Admin [sys_admin] → X Incorrect

The sys_admin role has full system access but is not Service Catalog-specific.

D. Catalog Author [sn_catalog_write] → X Incorrect

The Catalog Author role can edit catalog items but cannot create new ones.

Official ServiceNow Documentation Reference:

ServiceNow Catalog Roles

Question: 365

Quick question: If a user 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: CD

Explanation:

In ServiceNow, users can self-assign tasks directly from the List View without opening the record. This improves efficiency by allowing users to quickly take ownership of unassigned tasks.

Correct Answers

C . Select the record using the check box then select the Assign To Me UI action on the List Header **Q**

Users can select one or multiple records using the checkbox and then click the "Assign to Me" action in the list header.

This is useful for bulk assignment when multiple tasks need to be assigned at once.

D . Right-click on the Task number and select the Assign to me option in the menu **Q**

Right-clicking on the Task Number opens a context menu with the "Assign to me" option.

This is a quick way to take ownership of a task without opening the record.

Question Correct Answer Choices DF

A . Select the record using the check box, then select the Person icon **X**

There is no "Person icon" in the List View for task assignment.

B . Double-click on the Assigned to value, type the name of the user, and select the green check **X**

Inline editing (double-clicking) on the Assigned to field only works if the field is editable, but it's not the preferred way to self-assign a task.

E . Select the Task number, and select the Assign to me UI action on the form **X**

This requires opening the record, while the question specifically asks for list view actions.

Reference:

ServiceNow Documentation: Assigning Tasks to Yourself

Question: 366

What actions are taken to filter a long list of records to show only those with the Category of Hardware?

- A. On Breadcrumb, click the > icon, type Hardware and click enter
- B. On the Category column header, right-click and select Show > Hardware
- C. On the list, locate and right-click on the value Hardware, select Show Matching
- D. Right-click on magnifier type Hardware and click enter
- E. Click Funnel icon, type Hardware and click enter

Answer: C

Explanation:

When working with a long list of records, users can filter data quickly using the Show Matching feature.

Correct Answer

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- C . On the list, locate and right-click on the value Hardware, select Show Matching-S

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Right-clicking on the "Hardware" value and selecting "Show Matching" filters the list to only show records where the Category is Hardware.

This is the fastest way to apply a quick filter.

Incorrect Answer Choices

- A . On Breadcrumb, click the > icon, type Hardware and click enter X

Breadcrumbs do not support direct text input for filtering.

Breadcrumbs show existing filters but are not used to type new values.

- B . On the Category column header, right-click and select Show > Hardware X

Incorrect menu option—There is no "Show > Hardware" selection.

Instead, users would need to use "Show Matching" (Correct Answer C).

- D . Right-click on magnifier, type Hardware, and click enter X

There is no "magnifier" option for filtering in list view.

E . Click Funnel icon, type Hardware and click enter X

The Funnel (Filter) icon is used to create advanced filters, but it does not support direct text input like this.
The correct way to use the Filter would be:

Click the Funnel icon

Set Category = Hardware

Click Run

Reference:

[ServiceNow Documentation: Filtering Data in a List](#)

[ServiceNow UI Guide: Using the Show Matching Feature](#)

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Question: 367

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Question: What section of a task record is used to see the most recent updates made to a record?

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- A. Related List
- B. Activity Stream
- C. Audit Log
- D. Timeline

Answer: B

Explanation:

In ServiceNow, the Activity Stream section on a task record displays the most recent updates made to that record. It logs changes in fields, comments, work notes, and system updates in real time.

Why is "Activity Stream" the Correct Answer?
Displays a chronological history of changes

Shows who made the update, when it was made, and what changed.

Includes comments, work notes, system-generated updates, and field value changes.

Real-time updates for collaboration

If multiple users are working on the same record, they can see updates in real-time.

Useful for ITSM workflows (Incidents, Change Requests, Tasks).

Integrated with Comments and Work Notes

Users can add comments (visible to users) or work notes (internal notes) directly in the Activity Stream.

Example View of Activity Stream in a Task Record:

Timestamp	User	Action
10:15 AM	John Doe	Updated Priority from "Low" to "High"
10:20 AM	Jane Smith	Added a work note: "Waiting for user confirmation"
10:30 AM	System	State changed from "New" to "In Progress"

Incorrect Answer Choices Analysis:

A . Related List

X Incorrect – Related Lists show linked records (e.g., affected CIs, approvals, attachments) but not recent updates.

C . Audit Log

X Incorrect – The Audit Log (sys_history_line table) tracks database-level changes but is not displayed as an Activity Stream on a task record.

D . Timeline

X Incorrect – No standard "Timeline" section exists in ServiceNow task records.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Activity Streams

Understanding Activity Streams

ServiceNow Docs – Viewing Record History in Activity Stream

Using Activity Streams in Task Records

Question: 368

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

Explanation:

When working with High Security Settings in ServiceNow (such as security_admin role), the system temporarily elevates your security privileges. To return to normal admin security levels, the most effective way is to log out and log back in.

Why Logging Out and Back In is the Correct Answer?

Resets Elevated Security Permissions

The security_admin role is temporarily assigned and will be removed upon logout.

Logging out ensures that you return to default admin security levels.

Prevents Unintended Access

If you remain in High Security Mode, you might make unauthorized changes.

Logging out ensures security compliance.

Best Practice in ServiceNow Security Administration

ServiceNow recommends logging out after making security changes to avoid accidentally altering critical configurations.

Incorrect Answer Choices Analysis:

A . Use System Administration > Normal Security module

X Incorrect – No such module exists in ServiceNow.

B . Select Normal role

X Incorrect – You cannot manually remove the security_admin role. It expires upon session logout.

D . Select Global Update Set

X Incorrect – The Update Set selection does not affect security roles.

E . End impersonation

X Incorrect – Ending impersonation only applies when using the "Impersonate User" feature. It does not affect elevated security roles.

ServiceNow Docs – Managing High Security Settings Elevating Security Roles in ServiceNow

ServiceNow Docs – Logging Out to Reset Security Roles Best Practices for Security Admin Role

Conclusion:

The correct answer is:

C. Log out and back in

Logging out removes elevated security roles, restoring normal admin security levels.

Question: 369

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:

In ServiceNow Access Control Lists (ACLs), rules can be applied at different levels:

Table-level – Applies to all fields and records in a table.

Field-level – Applies to specific fields within a table.

To create an ACL rule that applies to all rows and all fields of the Incident table the correct object name is:

*** incident.***

How Access Control Naming Works:

incident.* – Grants or restricts access to all fields and records in the Incident table.

incident.number – Restricts access to the "Number" field in the Incident table.

incident.short_description – Controls access to the "Short Description" field only.

Why Are Other Options Incorrect?

B . incident.all

No such ACL naming convention exists in ServiceNow.

C . incident.!

This is not a valid ACL syntax in ServiceNow.

D . incident.None

This is not a recognized ACL format in ServiceNow.

Reference:

ServiceNow CSA Documentation – Access Control Rules (incident.* Format)

ServiceNow Product Documentation – Configuring ACLs & Table-Level Security
(<https://docs.servicenow.com>)

Final Answer:

A . incident.*

Question: 370

On a list, what does each row show?

A. A filter

B. A record

D. A field

Answer: B

Explanation:

In a ServiceNow list view, each row represents a single record from the table being viewed.

For example:

In the Incident table (incident), each row represents one Incident record.

In the User table (sys_user), each row represents one User record.

List View Structure:

Each row = A single record

Each column = A field from the record

Why Are Other Options Incorrect?

A . A filter **X**

Filters are used to narrow down results but do not define what each row represents.

C . A table **X**

The table contains multiple records, but each row only represents one record.

D . A field **X**

Fields represent individual attributes of a record (e.g., "Priority" or "Category"), but a row contains multiple fields that make up a record.

Reference:

ServiceNow CSA Documentation – Understanding List Views & Records

ServiceNow Product Documentation – Working with Lists in ServiceNow (<https://docs.servicenow.com>)

Question: 371

Which action enables personalization in a form for the admin role, only?

- A. Navigate to sys_form_properties.list and set the property glide.ui.enable_personalize_form.admin to true.
- B. Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization' and Enter the 'admin' role.
- C. Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.

D. Navigate to sys_properties.list find the property glide.ui.personalize_form.role and set the Value to admin.

Answer: D

Explanation:

In ServiceNow, form personalization allows users to customize the visibility and arrangement of fields on a form. To restrict form personalization to the admin role, you must configure the glide.ui.personalize_form.role system property.

Steps to Enable Personalization for Admin Only:

Navigate to: sys_properties.list (System Properties).

Find the property: glide.ui.personalize_form.role.

Set the value to: admin.

Save the changes and refresh the instance.

This ensures that only users with the "admin" role can personalize forms.

Why Other Answers Are Incorrect:

A . Navigate to sys_form_properties.list and set glide.ui.enable_personalize_form.admin to true.

The property glide.ui.enable_personalize_form.admin does not exist in ServiceNow.

B . Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization'.

There is no such option in "Form Layout" settings.

C . Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.^{1/732}

This modifies table permissions but does not control form personalization.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Personalization System Properties

ServiceNow CSA Training Module: "Customizing Forms and System Properties"

Question: 372

Which element is used to track items not saved with a field, in a record?

- A. Sidebar
- B. List Editor
- C. Activity formatter
- D. Dictionary

Answer: C

Explanation:

The Activity Formatter in ServiceNow is a UI element that tracks changes and updates made to a record, including actions not saved directly within a field.

Key Features of the Activity Formatter:

Displays a timeline of record updates, including comments, work notes, and field changes.

Captures system-generated events (such as status changes).

Allows users to view historical activity on a record.

Why Other Answers Are Incorrect:

A . Sidebar – The sidebar provides quick access to navigation menus, but does not track unsaved field changes.

B . List Editor – The List Editor allows inline editing of records but does not track changes separately.

D . Dictionary – The Dictionary defines fields and tables but does not track changes made to records.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Activity Formatter

ServiceNow CSA Training Module: "Working with Activity Streams and Record History"

Question: 373

What does ServiceNow recommend as a best practice regarding data imports?

- A. Adjust your Transform maps, after the data is loaded into the target table.
- B. Use extremely large Import Sets, instead of multiple large Import Sets.

- C. Create a new Import set table for each new data load.
- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

Answer: D

Explanation:

When importing data into ServiceNow, data integrity and accuracy are critical. ServiceNow recommends cleaning and verifying data before importing it into the system.

Best Practice: Clean Data Before Importing

Obsolete or inaccurate data can cause duplicate or incorrect records.

Pre-cleaning ensures only relevant, high-quality data is loaded into ServiceNow.

Improves system performance by preventing unnecessary data clutter.

Recommended Pre-Import Steps:

Identify and remove obsolete records (e.g., inactive users, old assets).

www.atmicnetworks.com Fix formatting issues (e.g., date formats, duplicate values).

www.atmicnetworks.com Verify data mappings to ensure correct field alignment.

www.atmicnetworks.com Use a small test import before a full-scale import.

www.atmicnetworks.com

www.atmicnetworks.com Why Other Options Are Incorrect?

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www.atmicnetworks.com A . Adjust your Transform maps, after the data is loaded into the target table → **X** Incorrect

www.atmicnetworks.com Transform Maps should be set before importing, not after.

www.atmicnetworks.com Adjusting them afterward may require reloading data.

www.atmicnetworks.com B . Use extremely large Import Sets, instead of multiple large Import Sets → **X** Incorrect

www.atmicnetworks.com Large imports can cause performance issues.

www.atmicnetworks.com Best practice: Use incremental imports with data validation.

www.atmicnetworks.com C . Create a new Import Set table for each new data load → **X** Incorrect

www.atmicnetworks.com Reusing Import Set tables is more efficient.

www.atmicnetworks.com New tables are needed only for major structural differences.

www.atmicnetworks.com E . Monitor data quality and clean imported data, using the Data Scrub Workspace → **X** Incorrect

www.atmicnetworks.com No such feature as "Data Scrub Workspace" exists in ServiceNow.

www.atmicnetworks.com Data should be cleaned before importing, not after.

www.atmicnetworks.com

www.atmicnetworks.com Official ServiceNow Documentation Reference:

www.atmicnetworks.com Best Practices for Importing Data

www.atmicnetworks.com Preparing Data for Import

www.atmicnetworks.com

Question: 374

www.atmicnetworks.com When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where does this policy run by default?

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- A. Network
- B. Server
- C. Client
- D. Browser

Answer: B

Explanation:

When an administrator sets a policy (such as Data Policies) that applies to all data entered into ServiceNow, it runs on the server-side.

Why Data Policies Run on the Server?

Q Data Policies apply to all data sources:

UI forms

Import Sets

Web Services (APIs, integrations)

Q Enforces field validation at the database level

Ensures data consistency across all entry points.

Reduces client-side dependency for validation.

Q Applies uniformly regardless of how the data is entered

Unlike UI Policies (which only work on forms), Data Policies ensure field rules are enforced everywhere.

Why Other Options Are Incorrect?

A . Network → X Incorrect

Policies are not enforced at the network level.

They operate within the ServiceNow application.

Client-side scripts (like UI Policies or Client Scripts) only enforce validation within the browser.

Data Policies run at the server level, ensuring broader enforcement.

Questions and Answers PDF

C . Client → X Incorrect

D . Browser → X Incorrect

While UI Policies and Client Scripts run in the browser, Data Policies are applied on the server.

Key Differences Between Client and Server Processing:

Validation

Type	Runs On	Applies To	Purpose
Data Policies	Server	UI, Import Sets, Web Services	Ensures global data consistency
UI Policies	Client (Browser)	Forms (User Interface)	Controls form behavior dynamically
Client Scripts	Client (Browser)	Forms, Fields	Runs JavaScript in the user's browser
Business Rules Server		Database Transactions	Executes logic when records are inserted, updated, or deleted

Official ServiceNow Documentation Reference:

Data Policies in ServiceNow

UI Policies vs. Data Policies

Question: 375

If a user is on an Incident form and is alerted when they change the value of the Priority field, which type of script executes in the Platform?

A. A server script

- C. A fix script
- D. A business rule

Answer: B

Explanation:

Client Scripts in ServiceNow are scripts that run on the client-side (browser) and execute in real-time based on user interactions with a form.

Correct Answer

B . A client script Q

Runs in the user’s browser when they interact with the form.

Can trigger alerts, field changes, or validations instantly.

Example:

If a user changes the Priority field on an Incident form, a Client Script can:

Display an alert

Change other field values (e.g., auto-set Impact and Urgency)

Validate input before submission

Incorrect Answer Choices

A . A server script X

Server-side scripts execute on the server, not in the browser.

These include Business Rules, Script Includes, and Scheduled Jobs.

They run after form submission, not during real-time user interactions.

C . A fix script X

Fix scripts are one-time scripts used for data corrections or instance updates.

They do not execute based on interactions.

D . A business rule X

form

Business Rules run on the server and typically trigger on record insert, update, or delete.

They do not provide real-time alerts in the user's browser.

Reference:

ServiceNow Documentation: Client Scripts Overview

ServiceNow Developer Guide: Creating Client Scripts

Question: 376

Which feature can be used to categorize a set of records from a list and make them visible to other users?

- A. Tags
- B. History
- C. Favorites
- D. Activity Formatter

Answer: A

Explanation:

In ServiceNow, Tags allow users to categorize and group records in a list. Tagged records are visible to others if set to public or shared with specific users or groups.

Correct Answer

A . Tags 

Tags help users organize and quickly locate records.

Tags can be private (Me) or shared (Everyone, Groups, or Specific Users).

Example:

www. Question: Support team might tag critical incidents with "Urgent" for easy tracking. www.

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Incorrect Answer Choices

www. www. www. www.

B . History X

www. www. www. www.

The History module shows recently accessed records but does not categorize or share records.

www. www. www. www.

C . Favorites X

www. Favorites allow users to bookmark specific records or lists for quick access, but they are private and not shared with others. www.

www. www. www. www.

D . Activity Formatter X

www. The Activity Formatter tracks changes and updates in a record (e.g., who modified the record, comments added), but it does not categorize or share records. www.

www. www. www. www.

Reference:

www. ServiceNow Documentation: Using Tags in Lists www.

ServiceNow User Guide: Managing and Sharing Tags

www. www. www. www.

Question: 377

www. www. www. www.

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?

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A. service_desk

www. www. www. www.

B. impersonator

www. www. www. www.

C. admin

www. www. www. www.

D. incognito

www. www. www. www.

Answer: B

Explanation:

www. www. www. www.

Question: In ServiceNow, the impersonation feature allows users to temporarily act as another user without having to log out and log back in. This is particularly useful for testing and troubleshooting.

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www. www. www. www.

Why is "impersonator" the Correct Answer?

Allows Users to Switch Between Accounts Without Logging Out

Users with the impersonator role can impersonate other users from the User Menu (top-right of the screen).

This allows them to see what the other user sees, including roles, permissions, and UI settings.

Commonly Used in Testing and Troubleshooting

Helps test permissions, workflows, and security settings without needing multiple login sessions.

QA and testing teams often use impersonation to validate how different users interact with the system.

Does Not Grant Admin-Level Permissions

Unlike the admin role, impersonator only allows switching between users, without providing systemwide control.

How to Impersonate a User in ServiceNow:

Click on your profile icon (top-right corner).

Select Impersonate User from the dropdown.

Search for and select the user to impersonate.

ServiceNow will reload, and you will now be acting as that user.

Incorrect Answer Choices Analysis:

A . service_desk

X Incorrect – This is a functional role for Service Desk agents but does not allow impersonation.

C . admin

X Incorrect – While admins can impersonate users, the admin role is not required for impersonation.

The impersonator role alone is sufficient.

D . incognito

Questions and Answers PDF

X Incorrect – No such role exists in ServiceNow.

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Official ServiceNow Documentation Reference:

ServiceNow Docs – Impersonation Feature

How to Impersonate a User

ServiceNow Docs – Roles and Permissions

Understanding the Impersonator Role

Conclusion:

The correct answer is:

☒ B. impersonator

The impersonator role allows users to switch between user accounts without logging out, making it ideal for testing and troubleshooting.

Question: 378

Which tables are available by default in a ServiceNow instance?

Choose 3 answers

☐ A. User

☐ B. Incident

☐ C. Item

☐ D. Issue

☐ E. Project

☐ F. Task

Answer: ABF

Every ServiceNow instance comes with a set of default tables that support core platform functionality.

The Three Default Tables in ServiceNow:

User (sys_user)

Q Stores user records for authentication and authorization.

Contains user details such as username, email, roles, department.

Incident (incident)

Q Stores incident records for ITSM (IT Service Management).

Part of the default ITSM application used for managing issues and requests.

Task (task)

Q Base table for all task-related records in ServiceNow.

Many other tables (e.g., Incident, Change, Problem) extend from Task.

Stores common task fields like Assignment Group, State, and Short Description.

Incorrect Answer Choices Analysis:

C . Item

X Incorrect – No default table named "Item" exists in ServiceNow.

Possible confusion with sc_cat_item (Service Catalog Items), but this is part of the Service Catalog module, not a core default table.

D . Issue

X Incorrect – No "Issue" table exists by default in ServiceNow.

Possible confusion with Problem Management (problem table), which is separate from Incident Management.

E . Project

X Incorrect – Project Management (pm_project) is part of the Project Portfolio Management (PPM) plugin, which is not enabled by default.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Default Tables Overview ServiceNow Table Structure

ServiceNow Docs – Task Table and Extensions Understanding Task-Based Tables

Question: 379

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

- A. customer.all
- B. customer.*
- C. customer.field
- D. customer.none

Answer: B

Explanation:

In ServiceNow Access Control Rules (ACLs), if an administrator wants to grant access to all rows and all fields of a custom table (e.g., customer table) to specific roles (customer_table_admin and customer_table_user), they should create an ACL rule using the format:

* tablename.*

For the Customer Table, the correct ACL format is:

* customer.*

This rule allows both customer_table_admin and customer_table_user full access to all fields and records in the customer table.

Why Are Other Options Incorrect?

Incorrect syntax; ServiceNow does not use .all in ACL rules.

C . customer.field X

This would apply only to a specific field, not all rows and fields.

D . customer.none X

No such ACL naming convention exists in ServiceNow.

Reference:

ServiceNow CSA Documentation – Creating and Managing ACL Rules

ServiceNow Product Documentation – Table-Level and Field-Level ACLs (<https://docs.servicenow.com>)

Question: 380

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:

An Update Set in ServiceNow is a container that captures configuration changes (such as form modifications, business rules, or UI policies) made in an instance. These changes can then be migrated from a development (Dev) environment to a test or production environment.

Key Features of Update Sets:

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Captures form modifications, ACLs, scripts, and configurations.

- ✓ Helps in migrating changes between instances (Dev ^ Test ^ Prod).
- ✓ Ensures consistency across environments.

Why Are Other Options Incorrect?

B . Transform maps

Used for mapping data fields during an import, not for migrating configuration changes.

C . System dictionaries

Defines table and field attributes but does not store configuration changes for migration.

D . Import sets

Used for importing external data into ServiceNow, not for transferring configuration changes.

Reference:

ServiceNow CSA Documentation – Using Update Sets for Configuration Migration

ServiceNow Product Documentation – Best Practices for Update Sets (<https://docs.servicenow.com>)

Question: 381

Which set of steps is used to import spreadsheet data into a ServiceNow table?

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

Answer: A

Explanation:

Importing spreadsheet data into a ServiceNow table follows a structured process that ensures data is accurately mapped and transformed before being added to the target table. The correct process consists

1. Load Data (Import Set Creation)

Navigate to System Import Sets > Load Data.

Upload the spreadsheet (CSV, Excel, etc.) or connect to an external data source.

The system creates an Import Set Table to temporarily store the imported data.

2. Create Transform Map (Mapping Fields to Target Table)

A Transform Map is created to define how fields from the Import Set map to fields in the target table (e.g., incident, cmdb_ci).

Field mappings can be manually configured or auto-mapped if field names match.

Coalesce fields are defined to prevent duplicate records by identifying unique keys.

3. Run Transform (Apply Data to the Target Table)

The Transform Map is executed, transferring data from the Import Set to the final target table.

Any transformation scripts (such as data conversions) are applied during this process.

The imported data is now available in the production table.

Why Other Answers Are Incorrect:

B . Select Import Set, Select Transform Map, Run Transform

You must first load data before selecting an Import Set. Import Sets are created after data is loaded into the system.

C . Select Data Source, Schedule Transform

While Data Sources define where data comes from, they do not load data directly. Scheduling transformations is optional, but it's not the primary step-by-step method for importing data.

D . Define Data Source, Select Transform Map, Run Transform

Defining a Data Source is part of setting up external integrations, but it is not required for a basic spreadsheet import.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow and Data Import and Transform Maps

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ServiceNow CSA Training Module: "Importing Data and Managing Import Sets"

Question: 382

What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared by the entire organization?

A. Self Service Management

- B. Knowledge Management
- C. Knowledge-Centered Management
- D. Information Portal Management
- E. Business Information Management

Answer: B

Explanation:

Knowledge Management (KM) in ServiceNow is the process that enables users to create, categorize, review, approve, and browse important information in a centralized repository that is shared across the organization.

Key Features of Knowledge Management:

- Q Centralized knowledge base for storing important information.
- Q Categorization and tagging for easy search and retrieval.
- Q Approval workflows to ensure content accuracy.
- Q Role-based access control (User Criteria) for managing visibility.
- Q Integration with Self-Service and Service Catalog for user assistance.

Example Use Case:

A company's IT support team documents solutions to common IT issues. Employees can search the Knowledge Base for solutions before opening a ticket, reducing the number of support requests.

A . Self-Service Management → X Incorrect

Self-Service allows users to submit requests and incidents but does not manage knowledge articles systematically.

C . Knowledge-Centered Management → X Incorrect

No such term as "Knowledge-Centered Management" in ServiceNow.

The correct industry term is Knowledge-Centered Service (KCS), but ServiceNow uses Knowledge Management (KM).

D . Information Portal Management → X Incorrect

No such concept in ServiceNow; portals provide UI access but do not manage structured knowledge bases.

E . Business Information Management → X Incorrect

Business Information Management (BIM) focuses on business data strategy, not knowledge sharing.

Official ServiceNow Documentation Reference:

Knowledge Management Overview

Creating and Managing Knowledge Articles

Question: 383

A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

A. Click Personalize List

B. Right click on any column header. Context Menu > Configure > List Layout

C. Click List Context Menu > Personalize List

D. Click List Content Menu > Configure > List Layout

Answer: B

Explanation:

In ServiceNow, users can customize their list views by rearranging, adding, or removing columns. This is done through the List Layout Configuration.

Correct Answer

B . Right-click on any column header. Context Menu > Configure > List Layout **Q**

The quickest way to modify columns in a list view.

Steps:

Right-click on any column header in the list.

Select Configure > List Layout from the context menu.

Add, remove, or rearrange columns as needed.

Click Save.

Incorrect Answer Choices

A . Click Personalize List **X**

Incorrect terminology—there is no "Personalize List" option for configuring list columns.

"Personalize" is used for setting personal preferences, not list layouts.

C . Click List Context Menu > Personalize List **X**

The List Context Menu does not have a "Personalize List" option for column arrangement.

D . Click List Content Menu > Configure > List Layout **X**

Typo in "List Content Menu"—the correct term is "List Context Menu".

However, right-clicking on the column header (Answer B) is the recommended method.

Reference:

ServiceNow Documentation: Configuring List Layouts

ServiceNow User Guide: Modifying List Columns

Question: 384

Which feature ensures data consistency while importing data using import sets and web services?

A. Client Script

- B. UI Policy
- C. Data Policy
- D. CSDM
- E. Business Rule

Answer: C

Explanation:

A Data Policy in ServiceNow ensures data consistency by enforcing mandatory fields and read-only field rules when data is imported via Import Sets or Web Services.

Why is "Data Policy" the Correct Answer?

Applies Business Rules to Imported Data

Unlike UI Policies (which work only on forms), Data Policies enforce rules even when data is imported.

Ensures fields marked mandatory, read-only, or restricted maintain their constraints.

Ensures Data Integrity During Import Set Operations

Data coming from external sources (e.g., API, CSV imports) might lack required values.

Data Policies prevent incomplete or incorrect records from being created.

Works Across Multiple Data Entry Methods

Data Policies apply to:

Forms (Optional)

Import Sets **Q**

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comExample of a Data Policy in Action:

Field	Condition	Action
State	If empty onimport	Set to "New"
Priority	If not provided	Set to "Medium"
Short Description	If empty	Reject the record

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www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comIncorrect Answer Choices Analysis:

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comA. Client Script
X Incorrect – Client Scripts only run on the user interface (browser-side), not on imports.

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comB. UI Policy
X Incorrect – UI Policies only apply to form interactions, not to Import Sets or Web Services.

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comD. CSDM (Common Service Data Model)
X Incorrect – CSDM is a framework for organizing CMDB data, but it does not enforce data integrity rules during imports.

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comE. Business Rule
X Incorrect – Business Rules can enforce logic, but they run after the record is inserted, meaning they do not prevent bad data from being imported.

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www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comOfficial ServiceNow Documentation Reference:

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comServiceNow Docs – Data Policies
Understanding Data Policies

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comServiceNow Docs – Data Policies vs UI Policies
When to Use Data Policies

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www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comQuestion: 385

www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comWhich low components allow you to specify when a flow should be run?

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www.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comwww.atmicnetworks.comA. Trigger and Condition Pill

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

Answer: C

Explanation:

In ServiceNow Flow Designer, a flow is an automated process that consists of actions, conditions, and triggers. Two key components determine when a flow should run:

Trigger

Defines when the flow should execute.

Examples:

When a record is created/updated/deleted.

When an API call is received.

On a scheduled basis.

Condition

Specifies additional criteria that must be met for the flow to proceed.

Examples:

If the priority is High.

If the status is Resolved.

Example Scenario:

A flow is designed to send an email notification when a high-priority incident is assigned.

Trigger: "Incident table → When a record is updated."

Condition: "Priority = High" AND State = Assigned."

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Why Are Other Options Incorrect?

A . Trigger and Condition Pill **X**

No such term as "Condition Pill" exists in Flow Designer.

B . Scope and Trigger Condition **X**

"Scope" defines the application boundary, not when a flow runs.

D . Trigger Criteria and Clock **X**

"Clock" is not used for defining flow execution.

E . Condition and Table **X**

A table does not define when a flow runs; it only stores records.

Reference:

ServiceNow CSA Documentation – Flow Designer: Triggers & Conditions

ServiceNow Product Documentation – Automating Workflows with Flow Designer

(<https://docs.servicenow.com>)

Question: 386

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

In Flow Designer, a Flow Execution is initiated by a trigger. A trigger determines when and under what conditions a flow starts.

Types of Triggers in Flow Designer:

Record-Based Trigger

Executes the flow when a record is created, updated, or deleted in a specific table.

Example: A flow runs when an Incident is created with a specific priority.

Schedule-Based Trigger

Executes the flow at a specific time or on a recurring schedule.

Example: A flow runs every Monday at 8 AM to check overdue tasks.

Application-Based Trigger (Inbound Actions, API Calls, or Events)

Executes the flow when a specific event occurs in ServiceNow.

Example: A flow runs when an email is received in ServiceNow.

Why Other Answers Are Incorrect:

B . An existing subflow

Subflows are reusable flows that can be called within a parent flow.

A subflow does not initiate execution on its own; it must be triggered by a flow or script.

C . Allow logic

No such term exists in Flow Designer; logic applies within a flow but does not initiate execution.

D . An execution data pill

Data pills represent stored data within a flow but do not trigger execution.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Flow Designer – Triggers

ServiceNow CSA Training Module: "Building Flows with Flow Designer"

Question: 387

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_impersonation

C. glide.sys.log_impersonation

D. glide.impersonation_setting

E. glide.sys.admin_login

Answer: C

Explanation:

In ServiceNow, impersonation allows administrators to act as another user to troubleshoot, test permissions, or verify user experiences.

To log impersonation events in the System Log, the system property:

CopyEdit

glide.sys.log_impersonation

must be added and set to true (true).

Key Features of glide.sys.log_impersonation:

- Q Logs who impersonated whom in the System Log.
- Q Captures timestamp, user details, and session activity.
- Q Helps with auditing and security compliance.

How to Enable Impersonation Logging:

Navigate to System Definition > System Properties.

Search for glide.sys.log_impersonation.

Name: glide.sys.log_impersonation

Type: True/False

Value: true

Save the property and test impersonation.

Why Other Options Are Incorrect?

A. glide.user_setting → **X** Incorrect

Not related to impersonation logging.

Deals with user preferences and settings.

B . glide.sys.all_impersonation → **X** Incorrect

No such property exists in ServiceNow.

D . glide.impersonation_setting → **X** Incorrect

Incorrect property name; does not exist.

E . glide.sys.admin_login → **X** Incorrect

Logs admin logins, not impersonation events.

Official ServiceNow Documentation Reference:

Impersonating Users in ServiceNow

System Logs & Impersonation Tracking

Question: 388

A customer wants to be able to identify and track components of their infrastructure that support their ecommerce service. What ServiceNow products could support this requirement?

Choose 3 answers

- A. Performance Analytics
- B. Configuration Management (CMDB)
- C. Financial Management
- D. Discovery
- E. Service Mapping

Answer: B, D, E

Explanation:

To track and manage infrastructure components that support an eCommerce service, a customer needs tools that provide visibility into IT assets, relationships, and dependencies.

Correct Answers

B . Configuration Management (CMDB) [Q](#)

The CMDB is a central repository that stores information about Configuration Items (CIs) such as servers, databases, applications, and network devices.

Helps track relationships between components supporting the eCommerce service.

Example: Tracking which servers host the online store application.

D . Discovery [Q](#)

Discovery automatically identifies and updates IT assets and infrastructure in the CMDB.

Scans on-premise and cloud environments to find servers, applications, and databases.

Example: Detecting newly deployed servers supporting the eCommerce platform.

E . Service Mapping [Q](#)

Service Mapping builds a visual map of how infrastructure components (CIs) relate to a business service.

Helps identify dependencies between applications and underlying infrastructure.

Example: Mapping how web servers, databases, and payment systems interact to support eCommerce transactions.

A . Performance Analytics X

Performance Analytics (PA) is used for trend analysis and reporting, but it does not track infrastructure components.

PA could be used later to analyze eCommerce performance, but it does not discover or track components.

C . Financial Management X

Financial Management (Now ITFM or TBM) tracks IT costs and budgets, not infrastructure components.

It helps analyze IT spending related to infrastructure but does not provide technical tracking of eCommerce components.

Reference:

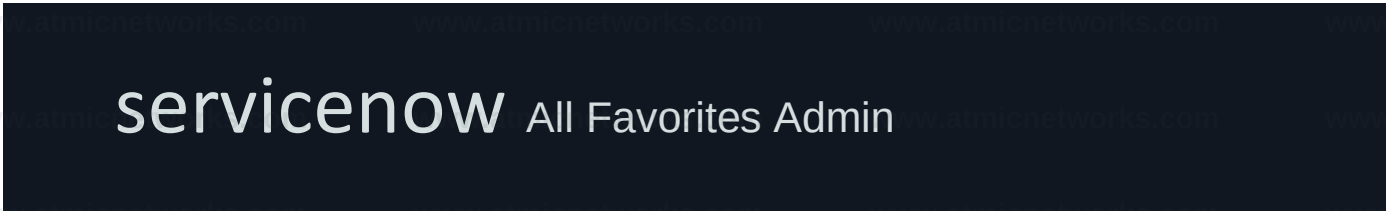
ServiceNow Documentation: CMDB Overview

ServiceNow Documentation: Discovery Overview

ServiceNow Documentation: Service Mapping Overview

Question: 389

Refer to the exhibit.



servicenow All Favorites Admin



Incident
New record

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

QuC.A>UI>nsSystem>Properties>UI Properties > Turn on the "Save" button

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D. Context Menu > Form Layout > add the Save* button.

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Answer: A

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Explanation:

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In ServiceNow, by default, the "Save" button is not displayed on the form header. Instead, users typically use the "Submit" or "Update" buttons.

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To enable the "Save" button on the form header, you must enable the glide.ui.advanced system property.

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Why is "Turning on glide.ui.advanced" the Correct Answer?

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Enables the "Save" Button in the Form Header

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The glide.ui.advanced property activates additional UI options, including the Save button on forms.

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Once enabled, users will see the "Save" button alongside "Submit" and "Update" in the form header.

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Allows Partial Record Saves Without Submitting

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Unlike "Submit" (which creates a new record) or "Update" (which modifies an existing record), "Save" allows users to retain changes without submitting the form.

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Useful for drafts or in-progress edits.

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Controlled via System Properties

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The "Save" button is not a field or UI action that can be manually added through Form Design or Layout.

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It is enabled at the system level via System Properties > UI Properties.

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How to Enable the Save Button in ServiceNow?

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Navigate to All > System Properties > UI Properties

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Find the glide.ui.advanced property

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Set it to "true"

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Save the changes

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Question 390: In the Incident form, the "Save" button will now appear

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Incorrect Answer Choices Analysis:

B. Context Menu > Form Design > Add the "Save" button

X Incorrect – The "Save" button is not a UI action that can be added via Form Design. It must be enabled through system properties.

C. All > System Properties > UI Properties > Turn on the "Save" button

X Incorrect – No such specific "Save" button setting exists in UI Properties. The correct setting is `glide.ui.advanced`.

D. Context Menu > Form Layout > Add the "Save" button

X Incorrect – Form Layout only controls fields, not form buttons. The "Save" button is controlled via UI Properties.

Official ServiceNow Documentation Reference:

ServiceNow Docs – Enabling the Save Button

Configuring UI Properties

ServiceNow Docs – Using the `glide.ui.advanced` Property

Understanding `glide.ui.advanced`

Conclusion:

The correct answer is:

Q A. All > System Properties > UI Properties > Turn on the `glide.ui.advanced` property

This enables advanced UI options, including the "Save" button, allowing users to save records without submitting them.

Question: 390

Which tables are children of the Task table and come with the base system?

- A. Incident
- B. Problem
- C. Change Request
- D. Configuration
- E. Dictionary
- F. cmdb

Answer: ABC

Explanation:

In ServiceNow, the Task (task) table is a parent table that provides a common structure for work-related records. Several core tables inherit from the Task table, meaning they reuse its fields, business rules, and workflows.

The following tables are children of the Task table in the base system:

Incident (incident) Q

Used for managing break/fix issues reported by users.

Inherits fields like Assigned To, State, Priority from the Task table.

Problem (problem) Q

Use d for root cause analysis of recurring incidents.

Inherits Task table properties, making it easy to relate problems to incidents.

Change Request (change_request) Q

Used to manage changes in IT infrastructure (e.g., software updates, hardware replacements).

Inherits fields like Assignment Group, Description, State from the Task table.

Why Are Other Options Incorrect?

D . Config X

No such table named "Config" exists as a child of the Task table. Configuration-related data is stored in CMDB tables.

E . Dictionary X

The Dictionary (sys_dictionary) table stores metadata about database fields, not task-related records.

F . cmdb X

The CMDB (cmdb) table is not a child of the Task table. It stores Configuration Items (CIs) like servers, routers, and software, which are separate from task-based workflows.

Reference:

ServiceNow CSA Documentation – Task Table and Child Tables

ServiceNow Product Documentation – Incident, Problem, and Change Management (<https://docs.servicenow.com>)

Q Final Answer: A, B, C (Incident, Problem, Change Request)

Explanation:

Question: 391

What are the benefits of building flows using Flow Designer? Choose 3 answers

A. Supports easy integration with 3rd party systems

B. Provides IDE for complicated scripting

D. Supports No-Code application development

E. Automatically populates SLA records

F. Provides built-in libraries /API for complex coding

Explanation:

Answer: ACD

<https://www.adzuna.in/details/3252834223>

The following are the benefits of building flows using Flow Designer:

C . Provides natural-language descriptions of flow logic: This allows users without programming experience to understand and modify flows, making them more accessible to a wider range of users.

D . Supports No-Code application development: Flow Designer provides a visual interface and pre-built actions that allow users to automate processes without writing code. This can significantly reduce development time and effort.

A . Supports easy integration with 3rd party systems: Flow Designer integrates with a variety of 3rd party systems through the Integration Hub, making it easy to connect your ServiceNow instance to external applications.

Flow Designer offers a low-code/no-code approach to building automation, simplifies complex logic with natural language descriptions, and integrates seamlessly with external systems.

Reference:

ServiceNow Product Documentation: Exploring Flow Designer -

<https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html>

ServiceNow Community: Flow Designer vs Workflow -

<https://www.servicenow.com/community/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/m-p/1407094>

Question: 392

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.

Reference:

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/mp/410421>

Question: 393

What component causes a flow to run after a record has been created or updated?

Question based on the ServiceNow PDF

- B. Record-based trigger
- C. On-change trigger
- D. Application-based trigger

E. Updated-date trigger

Answer: B

Explanation:

A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table1. It allows users to define conditions and actions for the flow based on the record's state and values1. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority1.

Reference

[Flow trigger types - Product Documentation: San Diego - ServiceNow1](#)

Question: 394

A manager is complaining that they can't get the data they need on a report because the data resides in two different tables. This data is used for many different reports in their department. You have checked to see if dot-walking will meet the requirement, and it is not possible. What else might you try to help this manager?

- A. Create a custom table
- B. Create a Report Template
- C. Create a Database View
- D. Export the tables to a spreadsheet
- E. Create a Report Source

Answer: C

Detailed

In ServiceNow, when reporting data is required from multiple tables and dot-walking isn't feasible, creating a Database View is often the best approach. A Database View allows joining multiple tables virtually without creating new records, making it highly efficient for reporting. This view can then be used as a data source for reports, pulling information across tables without physically combining data. According to ServiceNow documentation, this is especially useful for creating complex reports that rely on data relationships across tables without altering the underlying data structure. (Reference: [ServiceNow Documentation - Database Views](#))

Question: 395

What type of table has a name starting with u_ or x

- A. Custom table
- B. Parent table
- C. Core table
- D. Base table

Answer: A

Explanation:

Detailed
In ServiceNow, tables with names that start with u_ or x_ are Custom Tables. The prefix u_ is automatically assigned to custom tables created within a ServiceNow instance to distinguish them from core (standard) tables. Tables with the x_ prefix indicate they are custom tables associated with a scoped application, created within a ServiceNow application scope. Custom tables are crucial for extending ServiceNow’s functionality and tailoring applications to meet specific business requirements. (Reference: ServiceNow Documentation - Custom Tables and Table Naming Conventions)

Question: 396

What policies are applied to all data entered into the platform (i.e., through a record form (UI), Import

Questions and Answers CSV PDF

- A. Data Policies
- B. Data Integrity Policies
- C. Write Policies
- D. Data Submission Policies

Answer: A

Explanation:

Detailed

Data Policies in ServiceNow are designed to enforce data consistency across all entry points into the platform, including record forms (UI), Import Sets, and Web Services. Data Policies ensure that required fields, read-only fields, and other data integrity rules are maintained consistently. Unlike UI Policies, Data Policies apply universally to data imported or integrated, ensuring platform-wide data governance.
(Reference: ServiceNow Documentation - Data Policies and Data Consistency)

Question: 397

What action would an administrator perform on a list if they wanted to show the records in groups, based on the Category column? (Choose 2 answers)

- A. On the list Context Menu, select Group By > Category
- B. On the Category column title, select the Context menu > Group By Category
- C. On the Application Navigator, type group.category and press Enter
- D. Select the Group icon, then select Category
- E. On the Filter Menu, select Group By > Category

Answer: A, D

Explanation:

Detailed

Question: In ServiceNow, list views can be customized to group records by specific fields to enhance data organization. To group records by the Category column:

Option A allows administrators to use the list context menu to group records by category, providing easy data visualization based on the selected column.

Option D involves using the Group icon (usually located in the column header) and selecting the category for grouping. These grouping options simplify navigating and analyzing data by sorting records based on relevant columns, like Category. (Reference: ServiceNow Documentation - List Controls and List Context Menu)

Question: 398

Which script can run when a record is displayed, inserted, updated, deleted, or when a table is queried?

- A. Business Rule
- B. Client Script
- C. Record Rule
- D. UI Script
- E. Scheduled Job

Answer: A

Explanation:

Detailed Business Rules in ServiceNow are server-side scripts that execute in response to database operations, such as when a record is displayed, inserted, updated, deleted, or queried. They are critical for automating processes, ensuring data integrity, and performing backend operations without user intervention. Business Rules can be set to run at different times, such as before or after the database action, depending on the requirement. (Reference: ServiceNow Documentation - Business Rules and Server-side Scripting)

Question: 399

Question: Which field on every record contains a unique identifier for that record?

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- A. sys_number
- B. sc_req_item
- C. sys_id
- D. sys_number_id

Answer: C

Explanation:

Detailed

In ServiceNow, the sys_id field serves as a unique identifier for every record within the platform's database. The sys_id is a 32-character globally unique identifier (GUID) that ServiceNow automatically generates for each record, ensuring that every record is uniquely identifiable and can be referenced across the system. This sys_id is essential for integrations, queries, and relationships between records. (Reference: ServiceNow Documentation - Record Identification and sys_id Field)

Question: 400

When you are viewing a record, like an incident, how can you detect if someone else is also actively working on the Incident? (Choose 2 answers)

- A. A chat bubble automatically launches, so you can collaborate
- B. An icon appears to the left of fields that have been updated by other users
- C. A notification appears asking the new user to collaborate
- D. The Work notes list contains names of the other users
- E. User presence icon shows initials of users actively viewing the record

Answer: B, E

Explanation:

Detailed

Question: In ServiceNow, User Presence features provide real-time visibility into record collaboration. This includes:

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Option B: An icon that appears beside fields updated by other users, indicating recent changes.

Option E: A user presence icon showing initials of users currently viewing the record. These real-time indicators improve collaboration and prevent conflicts during data entry. (Reference: ServiceNow Documentation - Real-time Collaboration and User Presence)

Question: 401

If you have the Impersonate role, what type of user are you not able to impersonate?

- A. Customer
- B. VIP
- C. System Administrator
- D. Approver
- E. Catalog User

Answer: C

Explanation:

Detailed

In ServiceNow, users with the Impersonate role can impersonate other users to troubleshoot and validate user permissions and experiences. However, System Administrator accounts cannot be impersonated to maintain security and prevent unintended administrative access. This restriction ensures that sensitive administrative functions are secure and can only be accessed directly. (Reference: ServiceNow Documentation - User Impersonation and Security Restrictions)

Question: 402

Which actions would you take to edit the title on an application menu? (Choose 2 answers)

- Question: Select a configuration for Applications, then select the application
- B. Select the form for the Application, then right-click Configure > Form Designer
 - C. Select the Application name on the Navigator, then select the pencil icon
 - D. Select System Definitions > Application Menus, then select the application
 - E. Select System Definition > Dictionary > Application

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Answer: C, D

Explanation:

Detailed

To edit the title of an application menu in ServiceNow:

Option C: Using the Navigator, selecting the application name, and clicking the pencil icon allows quick title adjustments.

Option D: Going to System Definitions > Application Menus and selecting the application provides comprehensive options for editing the application menu title and related settings. These approaches streamline menu customization and improve navigation. (Reference: ServiceNow Documentation - Application Menu Customization)

Question: 403

Which storefront is a single location for accessing pre-built spokes to quickly integrate with third-party services to build and share content?

- A. Integration Spoke Store
- B. ServiceNow Store
- C. Spoke Store
- D. ServiceNow Spoke Store

Answer: B

Explanation:

Detailed

The ServiceNow Store is the primary marketplace for accessing pre-built integrations known as spokes for ServiceNow. These spokes enable rapid integration with third-party services, streamlining the development of automation

and integration workflows. The store includes various applications and plugins tailored for ServiceNow workflows, facilitating the quick deployment of additional capabilities.

(Reference: ServiceNow Documentation - ServiceNow Store and Integration Hub Spokes)

Question: 404

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

Answer: A, B

Explanation:

Detailed

To assign a task to themselves, users in ServiceNow can:

Option A: Use the check box to select the record, then click the Person icon to assign it.

Option B: Select the Task number and use the Assign to me UI action available on the form. These methods provide quick ways for users to take ownership of tasks directly from the list view. (Reference: ServiceNow Documentation - Task Assignment and List Actions)

Question: 405

Which term best describes something that is created, has work performed upon it, and is eventually moved to a state of closed?

Questions and Answers PDF

- B. Report
- C. Task
- D. Flow

Answer: C

Explanation:

In ServiceNow, a Task is a fundamental record type that represents work that needs to be completed. Tasks can be assigned to users or groups, tracked through various states, and eventually marked as closed when the work is completed.

Event (A) refers to a system-generated log of an occurrence (e.g., an email sent or a user action), but it is not a record that moves through states like a task.

Report (B) is used for analyzing and visualizing data but does not track work progress.

Flow (D) refers to Flow Designer flows, which automate processes but are not individual work items themselves.

Tasks are widely used across ServiceNow applications, such as Incident Management, Change Management, and Service Requests, to track and manage work.

Reference: ServiceNow Platform Fundamentals – Task Management Concepts

Question: 406

How can an administrator modify the layout of a form using Table Builder?

- A. By configuring form sections
- B. By changing the database schema
- C. By editing system scripts
- D. By altering the page header theme

Answer: A

Explanation:

Table Builder is a ServiceNow feature that allows administrators to modify table structures, configure forms, and manage relationships within a visual interface.

When modifying form layouts in Table Builder, administrators can:

- ✓ Add, remove, or rearrange fields on the form.
- ✓ Create new form sections to organize fields logically.
- ✓ Configure default values and field properties.
- ✓ Manage related lists and relationships between tables.

Option B (Changing the database schema) is incorrect because modifying form layouts does not require schema changes (though Table Builder can modify schemas, it's not necessary for layout changes).

Option C (Editing system scripts) is incorrect because form layout changes do not require scripting.

Option D (Altering the page header theme) is incorrect because themes affect the UI appearance, not form structure.

Reference: ServiceNow Platform Fundamentals – Table Builder & Form Configuration

Question: 407

Your customer wants to update a notification so it is sent to the Caller's Manager. Which action supports this requirement?

- A. On the 'Who will receive' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.
- B. On the Notification record, create a flow and include a notification in the flow for "All receivers".
- C. On the 'Send to' tab on the Notification record, set "Who will receive" to Subscribable.
- D. On the 'Send to' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.

Answer: D

Explanation:

In ServiceNow Notification Configuration, dot-walking allows administrators to reference related records dynamically.

- ✓ To send a notification to the Caller's Manager, you need to:

Open the Notification record.

Navigate to the 'Send to' tab.

Add the Caller field.

Use dot-walking to select the Caller's Manager field (e.g., caller_id.manager).

Option A is incorrect because dot-walking is configured under the 'Send to' tab, not the 'Who will receive' tab.

Option B is incorrect because while Flow Designer can trigger notifications, it does not specifically configure recipients based on dot-walking.

Option C is incorrect because setting "Who will receive" to Subscribable is used for opt-in notifications, not direct notifications to the Caller's Manager.

Reference: ServiceNow Administration – Notification Configuration & Dot-Walking

Question: 408

Which roles are required to configure the form layout using Table Builder? (Choose 2 answers)

- A. personalize_form
- B. app_engine_admin
- C. admin
- D. read_only_user
- E. support_specialist

Answer: A, C

Explanation:

In Table Builder, only users with appropriate permissions can modify form layouts.

- ✓ The admin role (Option C) has full access to configure forms, tables, and relationships.
- ✓ The personalize_form role (Option A) allows users to configure form layouts, but not table structures.

Option B (app_engine_admin) is incorrect because this role is used for managing custom applications, not form layouts.

Option D (read_only_user) is incorrect because it does not grant any configuration permissions.

Option E (support_specialist) is incorrect because it is typically for support personnel who handle incidents and cases, not form design.

Reference: ServiceNow Platform Administration – Roles & Permissions

Question: 409

Which feature helps to define the rules to restrict the permissions of users from viewing and interacting with data?

- A. Role Assignment Rules
- B. Scripted User Rules
- C. CRUD Rules
- D. User Authentication Rules
- E. Access Control (ACL)

Answer: E

Explanation:

✓ Access Control Lists (ACLs) in ServiceNow define who can read, write, create, or delete records in the system. ACLs apply to tables, fields, and UI elements.

Option A (Role Assignment Rules) is incorrect because roles grant access but do not define granular security controls.

Option B (Scripted User Rules) is incorrect because there is no such feature in ServiceNow.

Option C (CRUD Rules) is incorrect because CRUD (Create, Read, Update, Delete) permissions are enforced through ACLs.

Option D (User Authentication Rules) is incorrect because authentication rules control login access, not data access.

Reference: ServiceNow Security & Access Control – ACLs & Security Rules

Question: 410

Which action enables a user to view and specify date and time formats in their instance?

- A. Create a UI Script to set the default timezone
- B. Ask the user to adjust the time zone on their personal computer
- C. Select the User menu > Preferences > Language & Region > Set date and time format and time zone
- D. Select the User menu > Preferences > Time Settings > Toggle display time zone
- E. Use the system properties to correct the instance's time zone

Answer: C

Explanation:

Users in ServiceNow can set their personal date and time format via:

- ✓ User menu > Preferences > Language & Region > Set date and time format and time zone

Question 677/732 Option A (Create a UI Script) is incorrect because UI Scripts do not modify user preferences

Option B (Adjust the time zone on their PC) is incorrect because ServiceNow instances have their own time zone settings.

Option D (Toggle display time zone) is incorrect because there is no "Time Settings" option under Preferences.

Option E (System properties to correct time zone) is incorrect because system-wide properties affect all users, but personal settings are changed via Preferences.

Reference: ServiceNow User Preferences – Date & Time Settings

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Question: 411

What is used frequently to move customizations from one instance to another?

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A. Table Templates B. Application Files C. UI Script Includes D. Update Sets

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www.atmicnetworks.com www.atmicnetworks.com www.atmicnetworks.com **Answer: D**

Explanation:

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✓ Update Sets are the primary method for moving customizations from one ServiceNow instance to another. An Update Set records changes made to an instance, including modifications to:

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Forms, fields, and tables

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Business rules, scripts, and workflows

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UI policies and ACLs

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How Update Sets Work:

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When you modify configurations, the changes are captured in an active Update Set.

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The Update Set is then exported from the development instance and imported into the target instance (e.g.,

from Dev to Test to Production).

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Once imported, the Update Set is committed, applying the changes.

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Option A (Table Templates) is incorrect because these define default field structures for tables but do not move

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customizations.

Option B (Application Files) is incorrect because individual application files exist within Update Sets but do not serve as a transport mechanism.

Option C (UI Script Includes) is incorrect because script includes are reusable scripts, not a method for transferring configurations.

Reference: ServiceNow Administration – Update Sets & Instance Migration

Question: 412

Which ServiceNow resource can be used as a blueprint to map your IT services to ServiceNow?

- A. Common Services Data Model (CSDM)
- B. Configuration Management Database (CMDB)
- C. IT Service Management (ITSM)
- D. ServiceNow Wiki

Answer: A

Explanation:

✓ Common Services Data Model (CSDM) is a ServiceNow best-practice framework that standardizes how IT services, applications, and infrastructure are structured in the CMDB. It provides a blueprint for aligning ServiceNow configurations with business and IT operations.

Why CSDM is Important:

Ensures consistency in IT service mapping and asset relationships.

Question: Help's organization's align CSDM DB data with ITSM, ITOM, and other ServiceNow applications.

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Provides data governance and best practices to maintain data integrity.

Option B (CMDB) is incorrect because the CMDB is the database that stores configuration items (CIs), but CSDM defines the model for structuring it.

Option C (ITSM) is incorrect because ITSM includes processes like Incident, Problem, and Change Management, but does not provide a data model blueprint.

Option D (ServiceNow Wiki) is incorrect because ServiceNow no longer uses a wiki for documentation (it has been replaced by the ServiceNow Docs Portal).

Reference: ServiceNow Common Services Data Model (CSDM) Guide

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Question: 413

If you want to manage your personal tasks through a visual, drag-and-drop interface, what application would you use?

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- A. Visual Task Boards
- B. Service Desk
- C. Virtual Agent Homepage
- D. Personal Task Tracker

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Answer: A

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Explanation:

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✓ Visual Task Boards (VTB) provide a Kanban-style interface for tracking and managing tasks visually. Users can:
Create personal or team boards to manage tasks.

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Types of Visual Task Boards:

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Freeform Boards – Simple personal boards for organizing work.

Guided Boards – Based on ServiceNow lists and automatically updated.

Flexible Boards – A mix of Freeform and Guided boards.

Option B (Service Desk) is incorrect because it refers to the Service Desk application for handling incidents and tickets.

Option C (Virtual Agent Homepage) is incorrect because it is used for chatbot interactions, not task management.

Option D (Personal Task Tracker) is incorrect because there is no such feature in ServiceNow.

Reference: ServiceNow Visual Task Boards (VTB) Documentation

Question: 414

When working on a task, which field do you use to share knowledge and other customer-visible details?

- A. Caller note
- B. Customer notes
- C. Additional comments
- D. Description

Answer: C

Explanation:

✓ The "Additional comments" field is used to communicate information that is visible to the customer. This field is commonly used in Incident Management, Service Requests, and other task-based records.

Key Differences Between Fields:

Questions and Answers PDF

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Additional Comments (Correct Answer) – Used for customer-facing communication.

Work Notes – Used for internal team communication (not visible to the customer).

Caller Note (A) – No such standard field exists.

Customer Notes (B) – Not a standard ServiceNow field.

Description (D) – Holds initial details of the issue but is not used for ongoing communication.

Reference: ServiceNow ITSM – Incident Management & Customer Communication

Question: 415

Which actions can you take to open the Context Menu on a list, form, or column? (Choose 2 answers)

- A. Select the Context Menu icon
- B. Double click on the list, form, or column heading
- C. Use Ctrl+M command
- D. Right-click on the list, form, or column heading
- E. Select the Context Menu related link

Answer: A, D

Explanation:

- ✓ The Context Menu in ServiceNow provides quick access to actions related to a list, form, or column.

Ways to Open the Context Menu:

Select the Context Menu icon (✓ A) - Located at the top of lists and forms.

Right-click on the list, form, or column heading (✓ D) - Opens the menu for quick actions.

Option B (Double click on the list, form, or column heading) is incorrect because double-clicking typically edits inline fields.

Option E (Select the Context Menu related link) is incorrect because there is no such link in ServiceNow.

Reference: ServiceNow UI Navigation & Context Menus

Question: 416

Which element allows administrators to add information to a form outside of existing fields on the record?

- A. By duplicating a form view
- B. By adding formatters to a form
- C. By modifying the layout to two columns
- D. By dragging fields from the form elements panel

Answer: B

Explanation:

✓ Formatters in ServiceNow allow administrators to add additional information to a form that is not part of a table's field structure.

Common Formatters in ServiceNow:

Activity Formatter – Displays updates like comments, work notes, and system-generated logs.

Process Flow Formatter – Shows the workflow stages of a record (e.g., Change Request approval process).

Timeline Formatter – Displays a chronological view of activities related to the record.

Option A (Duplicating a form view) is incorrect because duplicating a form view only creates a new layout for different users, but does not add additional information.

Option C (Modifying the layout to two columns) is incorrect because changing the layout does not add new elements, just arranges existing fields differently.

Option D (Dragging fields from the form elements panel) is incorrect because fields already exist in the table, whereas formatters provide extra contextual data.

Reference: ServiceNow Form Design & Formatters Documentation

Question: 417

What is the primary purpose of Form Builder in the Now Platform?

- A. To generate analytical reports from data tables
- B. To edit forms used for populating records
- C. To create new tables within the platform
- D. To configure system settings and permissions

Answer: B

Explanation:

✓ Form Builder is used to design and modify forms that users interact with when entering and updating records.

Key Features of Form Builder:

Drag-and-drop interface to add, remove, or rearrange fields.

Supports sections, tabs, and related lists.

Enables quick modification of forms without writing scripts.

Option A (Generate analytical reports) is incorrect because reports are created using the Report Designer, not Form Builder.

Option C (Create new tables) is incorrect because tables are created via Table Builder or directly in the Table module.

Option D (Configure system settings and permissions) is incorrect because permissions are managed

Reference: ServiceNow Platform UI – Form Builder Guide

Question: 418

Where do you navigate to add a list of Incidents created by a user to the bottom of their user record?

- A. Context Menu > Configure > Related Lists
- B. Right-click on Form > Configure > Related Cases
- C. Right-click on the Form > Configure > Add Lists
- D. Context Menu > Configure > Related Records

Answer: A

Explanation:

✓ Related Lists allow administrators to display associated records at the bottom of a form, such as incidents assigned to a user or requests submitted by a caller.

Steps to Add a Related List:

Open a User record (e.g., sys_user table).

Click on the Form Context Menu (E) > Configure > Related Lists.

Select Incidents (task table with condition "Opened by = current user").

Save changes.

Option B (Related Cases) is incorrect because cases refer to Customer Service Management (CSM), not Incident Management.

Option C (Add Lists) is incorrect because the correct term is Related Lists, not "Add Lists".

Option D (Related Records) is incorrect because there is no such direct menu option.

Question: 419

[Database Administration]

On a Catalog Task record, how would an administrator change the priority choice options?

- A. ☐ Right-click the Priority Label > select Configure Choices
- B. ☐ In the Context menu of the form, select Configure Options
- C. ☐ Open the Data Dictionary > select Values
- D. ☐ Right-click the Priority Label > select Configure Lists

Answer: A

Question: 420

[User Interface and Navigation]

Which path is used on the Filter Navigator to display the list of records from the sys_user table?

- A. sys_user.view
- B. sys_user.display
- C. sys_user.do
- D. sys_user.list

Answer: D

Question: 421

[Database Administration]

Typically, based on Best Practice, which of the following interactions is used to make fields mandatory, read-only, and/or hidden?

- A. ☐ Client Scripts
- B. ☐ UI Policies
- C. ☐ Business Rules
- D. ☐ UI Actions

Answer: B

Question: 422

[Database Administration]

Question: 422 Which interface allows users to search articles, submit requests, and browse communication notices?^{686/732}

- A. Customer Service Management
- B. Service Portal
- C. Employee Self-Service
- D. One Stop Shop

Answer: C

Question: 423

[User Interface and Navigation]
What action can be performed by selecting the Additional actions menu in Table Builder?

- A. Duplicate the selected form view
- B. Add a new module
- C. Create a database index
- D. Schedule a job

Answer: C

Question: 424

[Reporting]
Which options are available in the Data Visualization configuration panel for how the data will be presented? (Choose 2 answers)

- A. ☐ Metrics
- B. ☐ Time maps
- C. ☐ Configuration items
- D. ☐ Chart mapping
- E. ☐ Data sources

Answer: A,D

Question: 425

[User Interface and Navigation]
Which form element displays the list of activities, or history, on a task form?

- A. Sidebar
- B. Action Stream
- C. Action Formatter
- D. Activity Formatter

Question: 426

[User Interface and Navigation]
What actions are required to refine the number of records displayed in a list view?

- A. Right-click to configure relationship list
- B. Add embedded lists and form annotations
- C. Select the filter icon and apply conditions
- D. Modify field properties and duplicate form views

Answer: C

Question: 427

Which action can be selected to apply pre-defined or custom conditions to filter and generate specified data in the Visualization Designer?

- A. Preview
- B. Try It
- C. Execute
- D. Run

Answer: A

Explanation:

In Visualization Designer, used in the Performance Analytics and Reporting space of ServiceNow, the "Preview" button is used to execute the current visualization setup and show how the filters and conditions apply to your data. This allows the report builder to validate the design without finalizing or publishing it.

Try: Not an available action in Visualization Designer.

Execute: More related to scripting or automation contexts.

Run: Used in reports or scripts but not the specific action in Visualization Designer.

Reference:ServiceNow Docs: Visualization Designer Available from Rome and enhanced in San Diego and later

Question: 428

Which applications allow administrators to create and distribute data visualizations?

Choose 2 answers

- B. Data Visualizations
- C. Indicators
- D. Reports
- E. Analytics Center

Answer:
A,E

Explanation:

Question: 429

Which admin role is required to make changes to High Security Settings?

- A. high_sec_admin
- B. security.admin
- C. admin
- D. sn_acl_admin

Answer:
B

Explanation:

Question: 430

Which is used to configure access to Applications and Modules?

- A. RolesB Users
- B. Groups
- C. Departments

Answer:
A

Explanation:

Question: 431

What is the role of form annotations within Table Builder?

- A. To create new form views
- B. To provide additional information on each field
- C. To rearrange fields in a form
- D. To add visual appeal with colors in the designer

Answer: D

Explanation:

Question: 432

How can you visually rearrange fields within a form view in Table Builder?

- A. By duplicating the form view
- B. By adding embedded lists
- C. By dragging fields into the form editor
- D. By modifying field properties

Answer: C

Explanation:

Question: 433

On a form, which type of field has this icon which can be clicked, to see a preview of the associated record?

- A. Preview
- B. Reference
- C. Drilldown
- D. Snapshot
- E. Quickview
- F. Lookup

Answer: B

Explanation:

Question: 434

What attributes of a field can a UI Policy Action change on a form?
Choose 3 answers

- A. Read Only
- B. Visible/Hidden
- C. Length
- D. Format

Answer: A,B,E

Explanation:

Question: 435

Which path would you take to access the table configuration page from a form?

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

Answer: A

Explanation:

Question: 436

A new employee joins the IT department and needs to perform work assigned to Network and Hardware groups. How would you set up their access?

Choose 3 answers

- A. Add User Account to itil group
- B. Add User Account to Hardware group
- C. Create User Account
- D. Add User Account to IT Knowledgebase
- E. Add User Account to Network group
- F. Add User Account to ACL

Answer: B,C,E

Explanation:

Question: 437

What catalog tool would you use to create a catalog item or record producer?

- A. Catalog Formatter
- B. Workflow Designer
- C. Catalog Builder

Answer: C

Explanation:

Question: 438

Which source control operation is available from BOTH Studio and the Git Repository?

- A. Stash Local Changes
- B. Edit Repository Configurations
- C. Apply Remote Changes
- D. Create Branch

Answer: D

Explanation:

Question: 439

Which objects can be used in Inbound Action scripts?

- A. current and Previous
- B. current and producer
- C. current and event
- D. current and email

Answer: D

Explanation:

Question: 440

When crafting a scoped application that contains flow actions, what is the application called?

- A. Flow
- B. Bundle
- C. Action
- D. spoke

Answer: D

Explanation:

Question: 441

Which business requirements and process(es) should be documented as part of the application development plan?

Choose 4 answers

- A. Available licenses
- B. Project schedule
- C. Database capacity
- D. Business problem
- E. Process steps
- F. Users/stakeholders
- G. Data input/output

Answer: A,B,D,E

Explanation:

Question: 442

The source control operation used to store local changes on an instance for later application is called a(n) <blank>.

- A. Tag
- B. 5lasn
- C. Branch
- D. Update set

Answer: B

Explanation:

Question: 443

Which method call returns 'true' only if the currently logged in user has the catalog_admin role and in no other case (e.g. regardless of admin role)?

- A. g_user.hasRole('catalog_admin')
- B. g_user.hasRoleExactly('catalog_admin')

QuDe.s.gti_o"u"s"er" a.h"n" a" sR^A"o"n"le" sFw"ro"e"m" sLi"p"st" D('cF"atalog_admin')

c. g_user.hasRoleOnlyfcatalog_admin')

Answer: B

Explanation:

Question: 444

Which one of the following is the correct Link Type to select when creating a module which opens the Record Producer UI for a user rather than the ServiceNow form UI?

- A. Script (from Arguments:)
- B. HTML (from Arguments:)
- C. URL (from Arguments:)
- D. Content Page

Answer: C

Explanation:

Question: 445

What is required to link a ServiceNow application to a Git repository?

Choose 3 answers

- A. Password
- B. URL
- C. URI
- D. User name
- E. Application name
- F. ACL

Answer: A,D

Explanation:

Question: 446

Here is the Business Rule script template:

```
(function executeRule(current, previous /*null when async*/) {  
  
})(current, previous);
```

This type of JavaScript function is known as:

- A. Scoped
- B. Anonymous
- C. Constructor
- D. Self-invoking

Answer:

D

Explanation:

Question: 447

Which of the following is NOT a trigger type in Flow Designer?

- A. Record
- B. Schedule
- C. Outbound Email
- D. Application

Answer:

C

Explanation:

Question: 448

Which items are valid UI Action types in ServiceNow?

Choose 3 answers

- A. List banner button
- B. Record navigation button
- C. Workflow action
- D. Form button
- E. Form choice
- F. List choice

Answer:

A,B,D

Question: 449

An application called My App has a table. MyAppTable, with this Application Access configuration:
Accessible from: All application scopes Can read: Selected Can delete: Not selected Allow configuration: Selected
Which of the following is true based on this configuration?

- A. Any Application developer can write a Business Rule which successfully deletes all records from the MyAppTable
- B. An application developer working in the My App scope can write a Business Rule for the MyAppTable table which successfully deletes all records from the MyAppTable table
- C. An application developer working in another privately scoped application can write a Business Rule for the MyAppTable table which successfully deletes all records from the MyAppTable table
- D. No Business Rule can be written which successfully deletes all records from the MyAppTable table

Answer: A

Explanation:

Question: 450

What is the REST API Explorer used to do?

- A. Find resources on the web for learning about REST
- B. Practice using REST to interact with public data providers
- C. Create sample code for sending REST requests to ServiceNow
- D. Convert SOAP Message functions to REST methods

Answer: C

Explanation:

Question: 451

Which Application Access configuration field(s) are NOT available if the Can read configuration field is NOT selected?

- A. Allow configuration
- B. Can read does not affect the availability of other Application Access fields
- C. Can create, Can update, and Can delete
- D. All access to this table via web services

Answer: C

Explanation:

Question: 452

What are some of the benefits of extending an existing table such as the Task table when creating a new application?

- a. You can repurpose existing fields by simply changing the label.
 - b. Use existing fields with no modifications.
 - c. Existing logic from the parent table will be automatically applied to the new table.
 - d. All of the parent table records are copied to the new table.
- A. b and c
B. a and b
C. a, b, c, and d
D. a, b, and c

Answer: D

Explanation:

Question: 453

Which one of the following is the baseline behavior of a table in a privately-scoped application?

- A. Any Business Rule can read, write- delete, and update from the table
B. All application scopes can read from the table
C. only artifacts in the table's application can read from the table
D. The table and its data are not accessible using web services

Answer: B

Explanation:

Question: 454

To see what scripts, reports, and other application artifacts will be in a published application:

- A. Open the artifact records individually to verify the value in the Application field
B. Examine the Application Files Related List in the application to be published
C. Enter the name of the Application in the Global search field
D. Open the list of Update Sets for the instance

Answer: B

Explanation:

Question: 455

Which one of the following is true regarding Application Scope?

- A. All applications are automatically part of the Global scope
- B. Applications downloaded from 3rd party ServiceNow application developers cannot have naming conflicts
- C. Any developer can edit any application
- D. Developers can choose the prefix for a scopes namespace

Answer: B

Explanation:

Question: 456

Which roles grant access to source control repository operations such as importing applications from source control, or linking an application to source control?
Choose 2 answers

- A. git_admin
- B. source_control_admin
- C. source_control
- D. admin

Answer: C,D

Explanation:

Question: 457

There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Script the function(s)
- B. Create a class
- C. Create a prototype object from the new class
- D. Identify the table

Answer: D

Explanation:

Question: 458

A graphical view of relationships among tables is a <blank>.

- A. Schema map
- B. Graphical User Interface
- C. Map source report
- D. Dependency view

Answer: A

Explanation:

Question: 459

Once an application is ready to share, which of the following methods of publishing are supported by ServiceNow?
Choose 3 answers

- A. Publish to a local drive
- B. Publish to an Update Set
- C. Publish to an application repository
- D. Publish to a spreadsheet
- E. Publish to a local USB device
- F. Publish to the ServiceNow Store

Answer: B,C,F

Explanation:

Question: 460

When configuring a module, what does the Override application menu roles configuration option do?

- A. Self-Service users can access the module even though they do not have roles
- B. Admin is given access to the module even if Access Controls would ordinarily prevent access
- C. Users with the module role but without access to the application menu access the module
- D. Users with access to the application menu can see the module even if they don't have the module role

Answer: C

Explanation:

Question: 461

When configuring the content of an Email Notification, which syntax should be used to reference the properties of an event triggering the Notification?

- A. `{gs.<property name>}`
- B. `{current.<propertyname>}`
- C. `{event.<propertyname>}`
- D. `{<property name>.getDisplayValue()}`

Answer: C

Explanation:

Question: 462

Which server-side object provides methods for working with dates when writing a script in a privately scoped application?

- A. current
- B. GlideRecord
- C. GlideSystem
- D. GlideDateTime

Answer: D

Explanation:

Question: 463

How must Application Access be configured to prevent all other private application scopes from creating configuration records on an application's data tables?

- A. Set the Accessible from field value to This application scope only
- B. Set the Accessible from field value to All application scopes and de-select the Can create option
- C. You must create Access Controls to prevent all other application scopes from creating configuration records on an application's data tables rather than using Application Access
- D. Set the Accessible from field value to This application scope only and de-select the Allow access to this table via web services option

Answer: A

Explanation:

Question: 464

Which client-side scripts apply to Record Producers?

Choose 2 answers

- A. fix Scripts
- B. UI Scripts
- C. Catalog Client Scripts
- D. Catalog UI Policies
- E. Record Producer Policies

Answer: C,D

Explanation:

Question: 465

In a Business Rule, which one of the following returns the sysjd of the currently logged in user?

- A. g_form.getUserSysID()
- B. gs.getllserSysID()
- C. g_form.getUserID()
- D. gs.getUserID()

Answer: D

Explanation:

Question: 466

When creating an application through the Guided Application Creator, what are the options for creating a table?
Choose 3 answers

- A. Create a table from scratch
- B. Use API calls
- C. Run import jobs
- D. Link to external tables

- F. Upload a spreadsheet
- G. Extend a table

Answer: A,E,F

Explanation:

Question: 467

Which of the following is true about deleting fields from a table?

- A. User-defined non-inherited fields can be deleted
- B. Inherited fields can be deleted
- C. Table records are deleted when a field is deleted
- D. Any field on a table can be deleted

Answer: A

Explanation:

Question: 468

In an Email Notification, which one of the following is NOT true for the Weight field?

- A. Only Notifications with the highest weight for the same record and recipients are sent
- B. A Weight value of zero means the Notification is always sent when the Notifications When to send criteria is met
- C. The Weight value defaults to zero
- D. A Weight value of zero means that no email should be sent

Answer: D

Explanation:

Question: 469

Which is an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

- A. The application needs to run a client-side script at the same time every day.
- B. To validate form input fields before a record is submitted.
- C. The application needs to query the database every day to look for unassigned records.
- D. To display a custom welcome message when a user logs in.

Answer: C

Explanation:

Question: 470

What is the Endpoint when configuring a REST Message?

- A. The provider response indicates there is no data to send back
- B. The URI of the data to be accessed, queried, or modified
- C. The URI of the Webserver
- D. The command to the REST script to stop execution

Answer: B

Explanation:

Question: 471

When creating application tables, a user role is automatically added to the table record. Which other role does an application typically have?

- A. Application Fulfiller
- B. Application Admin
- C. Application Super User
- D. Application Manager

Answer: B

Explanation:

Question: 472

Which of the following methods are useful in Access Control scripts?

- A. `gs.hasRole()` and `current.isNew()`
- B. `_user.hasRole()` and `current.isNewRecord()`
- C. `g_user.hasRole()` and `current.isNew()`
- D. `gs.hasRole()` and `current.isNewRecord()`

Explanation:

Question: 473

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can grant the developer access to security records.
- B. Administrators can grant non-admin users the ability to develop global applications.
- C. Administrators can specify which application file types the developer can access.
- D. Administrators can grant the developer access to script fields.

Answer: A

Explanation:

Question: 474

Why would you build a custom app?
Choose 2 answers A

- A. To create a custom integration for a 3rd party system
- B. To fulfill a specific use case on internal processes
- C. To avoid using a code repository like GitHub or GitLab
- D. To replace ServiceNow base tables

Answer: A,B

Explanation:

Question: 475

Exportitem table is extended from Item Table with the additional column of ItemCountry added. The Item table contains the columns ItemName and ItemQty.
Which fields are available in the Exportitem Table?

- A. Only ItemName, ItemQty
- B. Only ItemCountry
- C. ItemName, ItemQty, and ItemCountry
- D. ItemCountry, Number

Explanation:

Question: 476

What occurs when an existing table is extended in ServiceNow?

- A. The new table inherits the functionality built into the parent table.
- B. The new table does not inherit any of the fields from the parent table.
- C. The parent table's Access Controls are ignored when determining access to the new table's records and fields.
- D. You must script and configure all required behaviors.

Answer: A

Explanation:

Question: 477

What functionality is supported by Flow Designer?

- A. Flows can be "Run as" security_admin.
- B. Call a subflow from a flow.
- C. The role flow_operator can create and edit flows.
- D. Flows can trigger off a record being deleted.

Answer: B

Explanation:

Question: 478

Modules must have a Link type. Which one of the following is a list of Link types?

- A. Assessment, List of Records, Content Page, Roles
- B. List of Records, Separator, Catalog Type, Roles
- C. Assessment, List of Records, Separator, Timeline Page
- D. List of Records, Content Page, Order, URL (from arguments:)

Answer: C

Question: 479

Which objects are used as part of the client-side scripting API?

Choose 2 answers

- A. current and previous
- B. g-form
- C. g-user
- D. gs
- E. workflow.scratchpad

Answer: B,C

Explanation:

Question: 480

Which of the following is true about g_scratchpad?

Choose 2 answers

- A. Has default properties passed by client-side scripts

- B. Used to push information from the server to the client
- C. Has constructors and methods
- D. Does not exist on the mobile platform

Answer: B,D

Explanation:

Question: 481

When troubleshooting and debugging notifications, where do you navigate to see if an email was sent in response to an event?

- A. System Logs > Events
- B. System Logs > Emails
- C. System Logs > Push Notifications
- D. System Logs > ICE Logs

Answer: B

Question: 482

What records are used to track cross-scope applications that request access to an application?

- A. Restricted caller access records
- B. Caller tracking records
- C. Access control level records
- D. Cross-scope access records

Answer: A

Explanation:

Question: 483

What syntax is used in a Record Producer script to access values from Record Producer form fields?

- A. producer.field name
- B. producer.variable_name
- C. current.fieldname
- D. current.variable_name

Answer: A

Explanation:

Question: 484

What intuitive development interface guides users through the initial application development process?

- A. Guided Tour Designer
- B. ServiceNow Studio
- C. Guided Application Creator
- D. Flow Designer

Answer: C

Explanation:

Question: 485

What is the purpose of the coalesce field when importing data?

- A. When a match is found, a new record is inserted
- B. a match "s not found, the existing record is updated
- C. To identify and merge duplicate records
- D. To determine if a record matches an existing record or is a new record

Answer: D

Explanation:

Question: 486

What is the GlideForm Client-side scripting object?

- A. gs.form
- B. sn.form
- C. gs.form
- D. g_form

Answer: D

Explanation:

Question: 487

In a privately-scoped application, which methods are used for logging messages in server-side scripts? Choose 2 answers

- A. `gs.debug()`
- B. `gs.message()`
- C. `gs.logError()`
- D. `gs.error()`
- E. `gs.log()`

Answer: C,D

Explanation:

Question: 488

Which one of the following is the fastest way to create and configure a Record Producer?

- A. use the Record Producer module then add and configure all variables manually
- B. Open the table in the Table record and select the Add to Service Catalog Related Link
- C. Create a Catalog Category, open the category, and select the Add New Record Producer button
- D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

Answer: B

Explanation:

Question: 489

Which are reasons an application could be developed on the ServiceNow platform?

Choose 3 answers

- A. It requires low-level programming libraries.
- B. It needs workflow to manage processes.
- C. It requires reporting capabilities.
- D. It uses forms extensively to interact with data.
- E. it uses multimedia features.

Answer: A,C,D

Explanation:

Question: 490

Which objects can you use in a Scheduled Script Execution (Scheduled Job) script?

- A. GlideUser and GlideRecord
- B. GlideSystem and GlideRecord
- C. GlideSystem and current
- D. GlideRecord and current

Answer: B

Explanation:

Question: 491

Which one of the following is true for a Script Include with a Protection Policy value of Protected?

- A. The Protected Protection Policy is applied only if the application is downloaded from the ServiceNow App Store^{09/732}
- B. Any user with the protected_edit role can see and edit the Script include
- C. The Protection policy option can only be enabled by a user with the admin role
- D. The Protection Policy is applied only if the glide.app.apply.protection system property value is true

Answer: C

Explanation:

Question: 492

When evaluating Access Controls, ServiceNow searches and evaluates:

- A. From the most generic match to the most specific match
- B. From the most specific match to the most generic match
- C. Only for matches on the current field
- D. Only for matches on the current table

Answer: B

Explanation:

Question: 493

Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. g_form.addInfoMsg()
- B. g_form.addInfoMessage()

- C. g_form.showFieldMsg()
- D. g_form.showFieldMessage()

Answer: B

Explanation:

Question: 494

Which one of the following is true for a table with the "Allow configuration" Application Access option selected?

- A. Out of scope applications can create Business Rules for the table
- B. Only the in scope applications scripts can create Business Rules for the table

Question 495: Which Security Center feature helps resolve platform-related security issues and misconfigurations?

D. Any user with the application's user role can modify the application's scripts

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Answer: A

Explanation:

Question: 495

Which Security Center feature helps resolve platform-related security issues and misconfigurations?

- A. Security scanner
- B. Best practices
- C. Security hardening
- D. Customer actions

Answer: C

Explanation:

The Security Hardening feature in the ServiceNow Security Operations Security Center is specifically designed to help identify, resolve, and mitigate platform-related security issues and misconfigurations. Security hardening provides prescriptive guidance on improving your platform's security posture by addressing vulnerabilities and ensuring compliance with security best practices. It includes automated checks and recommendations related to system configurations, access controls, and other settings that, if left unchecked, could expose the system to threats.

The Security Center's Security Hardening dashboard aggregates these findings and allows administrators to track remediation progress effectively. Unlike the Security Scanner, which focuses more on vulnerability scanning of integrated systems, or Customer Actions, which involves manual customer intervention for specific issues, Security Hardening is the proactive tool ServiceNow provides to manage platform security risks internally.

Reference:

ServiceNow System Administrator Study Guide, Security Operations Chapter

ServiceNow Product Documentation, Security Operations > Security Center > Security Hardening ServiceNow Docs: Security Hardening

Question: 496

An Administrator wants to review all the users having privileged access to identify users that no longer need this level of access. Which Security Center feature can help fulfill this requirement?

- A. Security hardening
- B. Security posture console
- C. Security scanner

Answer: D

Explanation:

The Customer Actions feature in the Security Center allows administrators to take targeted actions such as reviewing privileged user access and managing accounts that might pose a risk. It is specifically designed to enable organizations to identify and remediate risks associated with user privileges, such as excessive access rights or orphaned privileged accounts. This feature aggregates risk data and prompts action items, allowing administrators to review, approve, or revoke privileged access based on current organizational policies.

While Security Hardening focuses on platform configurations and the Security Posture Console provides an overview of security metrics and trends, Customer Actions is the practical tool for directly managing and reviewing privileged access to ensure least privilege principles are enforced.

Reference:

ServiceNow Security Operations Product Documentation, Security Center > Customer Actions
ServiceNow System Administrator Study Guide, Security Operations Chapter
ServiceNow Docs: Customer Actions

Question: 497

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes on the server and a Business Rule executes on the client
- B. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
- 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:

The fundamental difference between a Client Script and a Business Rule in ServiceNow lies in where they execute and when. A Client Script runs on the client side — that is, in the user's browser — and is primarily used to control UI behavior, validate data before submission, and enhance user interaction with forms. Client Scripts can run at different stages (onLoad, onChange, onSubmit), but they always execute within the browser environment.

A Business Rule, on the other hand, runs on the server side and executes when records are inserted, updated, deleted, or queried in the database. Business Rules are used for enforcing data integrity, automating server-side logic, and integrating with other systems. They can be set to run before or after a database action (before insert, after update, etc.).

Therefore, the correct statement is that Client Scripts execute on the client and Business Rules execute on the server.

ServiceNow System Administrator Study Guide, Client Scripts and Business Rules chapter

ServiceNow Docs: Client Scripts

ServiceNow Docs: Business Rules

Question: 498

Which components are the responsibility according to the Shared Responsibility Model?

Choose 2 answers

- A. Backup and restore
- B. Media disposal and destruction
- C. Authentication and authorization
- D. Infrastructure management
- E. Data encryption at rest

Answer: B,D

Explanation:

The Shared Responsibility Model in ServiceNow clearly delineates responsibilities between the cloud service provider (ServiceNow) and the customer. ServiceNow manages the infrastructure, including the physical data centers, networking, hardware, and media disposal and destruction, ensuring proper security of the underlying platform. Hence, Media disposal and destruction and Infrastructure management fall under the provider's responsibility.

The customer is responsible for their data, including backup and restore, access management (authentication and authorization), and encryption configuration on their data. While ServiceNow provides encryption capabilities, the customer must configure and manage encryption keys and access controls.

This model is critical for maintaining security and compliance in cloud environments and is explicitly detailed in ServiceNow's official documentation and cloud security best practices.

Reference:

ServiceNow Trust and Security Documentation, Shared Responsibility Model section

ServiceNow System Administrator Study Guide, Cloud Security Chapter

ServiceNow Docs: Shared Responsibility Model

Question: 499

An Administrator wants to display a reminder message to any user submitting an incident. Which feature does this?

- A. Client Script
- B. Business Rule
- C. Policy
- D. Data Policy

Answer: A

Explanation:

To display reminder messages or alerts to users as they interact with forms in ServiceNow, Client Scripts are used. Specifically, an onSubmit Client Script can be configured to display a message or perform validation just before the form is submitted by the user. This script runs on the client (browser) and can prevent submission or prompt the user with informational messages.

Business Rules execute on the server and cannot directly interact with the user interface in real-time.

Policies and Data Policies enforce data consistency but do not provide user messages or reminders during form submission.

Therefore, the Client Script is the correct mechanism to display a reminder message dynamically as the incident is submitted.

Reference:

ServiceNow System Administrator Study Guide, Client Scripts section

ServiceNow Docs: Client Scripts - onSubmit

ServiceNow Docs: Data Policy Overview

Question: 500

What encryption feature is included in ServiceNow by default?

- A. Data in use
- B. Data in transit
- C. Data at rest

Answer: B

Explanation:

By default, ServiceNow encrypts data in transit using industry-standard Transport Layer Security (TLS) protocols. This ensures that any data transmitted between the client and the ServiceNow platform, or between ServiceNow and integrated systems, is encrypted and protected from interception or tampering.

While ServiceNow also offers options for data at rest encryption and customer-managed encryption keys, these features often require additional configuration or subscription services. Encryption of data in use (while data is being processed in memory) is a more advanced concept and not provided by default. Thus, encryption of data in transit is the baseline encryption feature included automatically in all ServiceNow instances.

Reference:

ServiceNow Security Operations Documentation, Encryption section

ServiceNow Trust and Compliance Documentation

ServiceNow System Administrator Study Guide, Security Chapter

ServiceNow Docs: Security and Encryption

Question: 501

Which determines the relationships between field in an import. Set table to field in an existing ServiceNow table?

- A. Transform Map
- B. Business Service Management Map
- C. Schema Map Relationship Builder
- D. Data Sources

Answer: A

Explanation:

Question: 502

Which options are strategies for debugging client-side scripts?

Choose 2 answers

- A. `gs.log ()`
- B. `gs.addErrorMessage()`

- C. gJorm.addInfoMessage()
- D. Jslog()

Answer: A, B

Explanation:

Question: 503

When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?

- A. Table
- B. Script delude
- C. Workflow
- D. REST message

Answer: A

Explanation:

Question: 504

What is not enabled by default to trace the connection from an infrastructure item like a Server to the Services that are dependent on that Server?

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

Answer: A

Explanation:

In the ServiceNow Configuration Management Database (CMDB), the mechanism that enables the tracing of connections between different Configuration Items (CIs) is Relationships.

1. The Role of Relationships in CMDB:

The CMDB is not just a flat list of assets; its true power lies in its ability to map how different components interact. A Relationship defines the dependency or connection between two CIs. For example, a "Web Server" CI might run on a "Linux Server" CI, and an "Email Service" might depend on that "Web Server."

2. The cmdb_rel_ci Table:

Technically, these connections are stored in a specific table called the CI Relationship table (cmdb_rel_ci). This table acts as a bridge, storing three key pieces of information for every connection:

Parent: The upstream item (e.g., the Service or Application).

Child: The downstream item (e.g., the Server or Database).

Type: The nature of the connection (e.g., "Runs on," "Depends on," "Hosted on," "Members of").

3. Dependency Views:

While the Relationship is the underlying data enabler, ServiceNow visualizes these relationships using Dependency Views (formerly known as Business Service Management or BSM maps). Dependency Views use the relationship data to graphically display the infrastructure. By looking at a Dependency View for a Server, you can trace the lines (relationships) upward to see exactly which Business Services will be impacted if that Server goes down.

4. Why the other options are incorrect:

Transform Map: This is a component of the Import Set process. It is used to map source data (from a

Q use p's re a d's h e a t o A r X n s M w L) e r s t o t' a D r g f e t fields in a ServiceNow table during data import. It does not define ^{716/732} infrastructure dependencies.

Automapping Utility: This is not a standard ServiceNow architectural term. While ServiceNow has a "Service Mapping" product that automates the discovery of relationships, "Automapping Utility" is not the specific feature name, nor is it the fundamental element that enables tracing.

Service Tracer: This is a fictitious term and does not exist in the ServiceNow platform.

Reference:

According to ServiceNow Configuration Management documentation, the CMDB relies on the CI Relationship table to define how CIs are connected, allowing for impact analysis and service tracing.

Question: 505

What is the purpose of an application scope?

- A. Scope determines all applications access each other's tables and business logic¹
- B. Scope determines the functionality of core services in the platform
- C. Scope prevents applications from changing their own tables and business logic
- D. Scope determines which parts of an application are available for use by other applications in ServiceNow²

Answer: D

Explanation:

In ServiceNow, Application Scope is a fundamental concept used to protect applications by identifying and restricting access to application artifacts (such as tables, scripts, and business rules).³

1. The Concept of Scope:

Every application in ServiceNow has a scope.⁴

Global Scope: This is the default scope for the baseline ServiceNow instance. Legacy applications and general configurations usually live here.

Private/Scoped Applications: These are distinct namespaces (e.g., x_acme_book_mgmt).⁵

2. Why Option D is Correct (Availability and Protection):

The primary purpose of a private scope is to define boundaries. It acts as a protective layer that does two main things:

Protection: It prevents code in the Global scope or other Scoped applications from modifying your application's data or logic without explicit permission.⁶

Availability (The Answer): It allows the developer to explicitly define which parts of the application are public. By default, artifacts in a private scope are hidden from other applications.⁷ The developer must configure "Cross-scope privileges" or set specific "Access" settings (e.g., making a Script Include "Accessible from: All application scopes") to determine what is available for use by others.⁸

3. Why the other options are incorrect:

A: Scope does the opposite; it restricts access by default, rather than granting "all access."

B: Scope does not determine the functionality of core services; it acts as a container for custom or store-bought applications.

C: Scope prevents other applications from changing your tables, but it allows the application to change its own tables and logic.⁹

Reference:

ServiceNow Application Development documentation defines Application Scope as a way to ensure the application does not interrupt core business services and prohibits other applications from interfering with its normal functioning.¹⁰

Question: 506

You are creating a catalog item for ordering a new desktop computer. The computers have these options:

Color: Black or Silver

RAM: 32 MB or 64 MB

Keyboard: Standard or Ergonomic

Monitor: 24 inch or 32 inch

How do you add these options to the catalog item form?

- A. Add UI options
- B. Add choices
- C. Add fields
- D. Add variables

Answer: D

Explanation:

In the ServiceNow Service Catalog, the mechanism used to capture user input and options on a form is called a Variable.¹¹

1. Service Catalog Variables:

When a user accesses a Catalog Item (like "New Desktop Computer"), they are presented with questions to specify what they need. These questions are not standard columns in a database table; they are Variables. Variables allow the Service Catalog to be dynamic and flexible without requiring schema

Questions (and/or answers) to the underlying request tables for every new item.

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2. Types of Variables:

To achieve the requirements listed in the question, a developer would use specific Variable types:

Select Box / Multiple Choice: Used for "Color" (Black/Silver) and "Keyboard" (Standard/Ergonomic).

Reference: Could be used if selecting from a data source, though simple options usually use Select Boxes.

3. Why the other options are incorrect:

A (UI options): This is not a standard ServiceNow term for Catalog configuration.

B (Choices): "Choices" typically refers to the options within a Choice List field on a standard table (like the State field on an Incident), not the input mechanism on a Catalog Item.

C (Fields): "Fields" are columns on a database table (like Incident or Problem). While Catalog Variables map to fields eventually, the elements added to the Catalog Item form itself are Variables.

Reference:

ServiceNow Service Catalog documentation states that "Variables allow you to gather information from the user...12 You can use variables to ask questions and allow the user to select options."

Question: 507

Before you can do anything with the target instance (e.g. Production) must fetch the completed update set from the source instance (e.g., Development).

Action: You connect to the source instance and click "Retrieve Completed Update Sets." This pulls the XML file into the sys_remote_update_set table on the target instance. The state becomes Previewed or Loaded.

2. Preview (The Validation Step):

Once retrieved, you must validate the data before committing it to the database.

Answer: D

Action: You select the retrieved update set and click Preview Update Set.

Purpose: This checks for potential conflicts (e.g., trying to update a record that doesn't exist or has been modified locally). You must resolve all errors before proceeding.

3. Commit (The Application Step):

1. Retrieve (The First Step):

After the preview is successful (no errors), the changes are ready to be written to the system.

Action: Click Commit Update Set.

Result: The system writes the changes to the local tables/database. The Update Set state changes to **Committed**.

Why the other orders are wrong:

You cannot Preview before you Retrieve (you don't have the file yet).

You should never Commit before Previewing (this skips the safety check for conflicts).

Reference:

ServiceNow System Update Sets documentation outlines the standard process of transferring update sets: Retrieve completed update sets -> Preview update sets -> Commit update set.

Question: 508

What helps to define the structure of a catalog item form that is displayed to the customer?

- A. Catalog Definition
- B. Order Guides
- C. Variables
- D. Catalog Description

Answer: C

Explanation:

In the ServiceNow Service Catalog, the actual form structure—the input fields, checkboxes, and dropdowns that a user interacts with—is built using Variables.

While a standard ServiceNow form is defined by "Fields" on a table, a Catalog Item form is defined by a collection of Variables. These variables determine what data is collected from the user. To further define the "structure" or layout, these Variables can be grouped into Containers (which create sections, columns, or split layouts) and Variable Sets (groups of variables reused across multiple items).

Order Guides are used to group multiple distinct catalog items into a single request process, not to define the structure of a single item's form.

Catalog Description is merely the text field describing the item.

Reference:

ServiceNow Service Catalog documentation explains that variables are the primary method for gathering information from users and defining the questions that appear on a catalog item form.

Question: 509

What protects applications by restricting access to data in another application, in the same instance?

- A. Application Scope
- B. Admin Center
- C. Access Control Rules
- D. Assignment Rules

Answer: A

Explanation:

Application Scope is the architectural boundary that protects the integrity of applications within a shared ServiceNow instance.

Protection: It ensures that a script or configuration in one application (like "Global") cannot inadvertently or maliciously modify the data or schema of a different Scoped Application (like "HR Service Delivery") without explicit permission.

Runtime Access Tracking: When an application is in a private scope, the system enforces "Cross-scope privileges."

ACLs vs. Scope: While Access Control Rules (ACLs) restrict which users can see data, Application Scope restricts which applications (code/scripts) can access data.

Reference:

ServiceNow Application Scope documentation defines scope as a "namespace" that protects an application files and data from conflicts with other applications.

Question: 510

What are the options that can be set to determine when a Business Rule executes?

Choose 4 answers

- A. Load
- B. Display
- C. Change
- D. Before
- E. Click
- F. Async

G. After

H. Submit

Answer: B, D, F, G

Explanation:

Business Rules are server-side scripts that run when a record is displayed, inserted, updated, or deleted. The "When" field on the Business Rule form determines exactly when the logic runs relative to the database operation. The four valid options are:

Display: Runs before the form is presented to the user (used to pass data from server to client via the Scratchpad).

Before: Runs after the user submits the form but before the data is written to the database. (Ideal for validation or updating the current record).

After: Runs immediately after the data is written to the database. (Ideal for updating related records).

Async: Runs after the data is written, but is processed by a background scheduler rather than immediately. (Ideal for external integrations or heavy calculations that shouldn't block the user's screen).

"Load," "Change," "Click," and "Submit" are typically associated with Client Scripts (onLoad, onChange, onSubmit) or UI Actions, not Business Rules.

Reference:

ServiceNow Business Rules documentation lists the "When" options specifically as Display, Before, After, and Async.

Question: 511

In a Knowledge Base record, where can an administrator find the User Criteria for who can read the articles?

A. From the Can Access tab

B. From the Available to tab

C. From the Can Read tab

D. From the Accessible to tab

Answer: C

Explanation:

Access to Knowledge Bases (KB) is controlled via User Criteria. On the Knowledge Base definition record, these criteria are attached via Related Lists (often appearing as tabs at the bottom of the form).

Can Read: This Related List defines which users, groups, roles, or companies are allowed to view articles

Can Contribute: This Related List defines who can create or modify articles.

"Available to" is terminology used in the Service Catalog, not Knowledge Management. "Can Access" and

"Accessible to" are not standard Related List names for KB security.

Reference:

ServiceNow Knowledge Management documentation on "User Criteria for Knowledge Bases" explicitly refers to the

"Can Read" and "Can Contribute" related lists.

Question: 512

When does a Business Rule execute in ServiceNow?

- A. Only when a record is deleted
- B. When a user downloads a report
- C. Before or after a record is saved to the database
- D. Before or after a user logs into the platform

Answer: C

Explanation:

A Business Rule is a server-side script designed to respond to database operations.

Triggers: The specific database operations that trigger a Business Rule are Insert, Update, Delete, and Query.

Timing: As established in Question 510, these rules can run Before the save completes or After the save completes (or Async).

Therefore, the most accurate description of the valid triggers provided in the options is "Before or after a record is saved to the database."

Option B is incorrect because reporting does not trigger business rules (unless it's a "Query" rule, but "downloads a report" is not the definition). Option D refers to Authentication or Installation Exits, not standard Business Rules.

Reference:

ServiceNow Business Rules documentation defines them as server-side logic that executes when

Question: 513

Where do UI Policies run?

- A. Within server-side scripts
- B. Server-side (database)
- C. Client-side (browser)
- D. Knowledge Base

Explanation:

Answer: C

UI Policies execute on the Client-side (browser).

Purpose: They are used to dynamically change the behavior of information on a form based on user interaction or data values.

Actions: They primarily control three attributes of a field:

Mandatory (Required)

Visible (Hidden/Shown)

Read-only (Editable/Locked)

Execution: Because they run in the browser, they provide immediate feedback to the user without needing to query the server or reload the page.

Reference:

ServiceNow Client-side scripting documentation classifies UI Policies (and Client Scripts) as logic that runs in the web browser.

Question: 514

Which stakeholder is responsible for activating failover process, to transfer customer operations to an unaffected colocation facility?

- A. Customer

C. Datacenter provider

Answer: B

Explanation:

ServiceNow operates on an Advanced High Availability (AHA) architecture.

Responsibility: The management of this architecture, including data replication and disaster recovery, is the sole responsibility of ServiceNow.

The Process: In the event of a catastrophic failure at a primary data center, ServiceNow operations teams are responsible for executing the failover procedures to shift traffic to the paired secondary data center.

This is a managed service; the customer does not have buttons or controls to switch data centers themselves.

Reference:

ServiceNow "High Availability and Disaster Recovery" documentation verifies that ServiceNow manages the failover process to ensure business continuity.

Question: 515

What occurs when a user is listed in both the "Available For" and "Not Available For" related lists in a Category record?

- A. The user can access the category only if the catalog items within the category have no restrictions
- B. The user cannot access the category because "Not Available For" overrides "Available For"
- C. The user can access the category but cannot modify it
- D. The user can access the category because "Available For" takes precedence

Answer: B

Explanation:

In ServiceNow User Criteria (used for Service Catalog Items, Categories, and Knowledge Bases), the security logic follows a "deny-first" or "restriction overrides permission" model.

The Rule: If a user matches the criteria defined in the Not Available For list, they are denied access immediately, regardless of whether they also appear in the Available For list.

Logic: Not Available For > Available For.

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This ensures that security restrictions are strictly enforced. For example, you might make a category Available to "All Employees" but Not Available to "Contractors." If a user is both (e.g., an employee record exists but they are tagged as a contractor group), the restriction blocks them.

Reference:

ServiceNow User Criteria documentation states: "If a user is included in both the Available For and Not Available For related lists, the Not Available For settings override the Available For settings."

Question: 516

A customer asks you to make the following updates to a form:

When Caller field is populated, automatically look up caller location and load it in the Location field.

Add notice at the top of the page when the record is submitted.

What type of script would you use to meet this requirement?

- A. UI script
- B. Server script
- C. Client script
- D. JavaScript

Answer: C

Explanation:

To manipulate a form in real-time while the user is viewing it (the browser session), you use a Client Script.

1. Requirement Analysis:

"When Caller field is populated...": This describes an event happening in the browser before the data is sent to the database. This requires an onChange Client Script. When the "Caller" value changes, the script executes (often using GlideAjax to fetch server data) to populate the "Location" field dynamically.

"Add notice... when record is submitted": This describes an action triggered when the user clicks "Save" or "Submit." This requires an onSubmit Client Script. The script can validate data or display a message using `g_form.addInfoMessage()` before the form data is finalized.

2. Why other options are incorrect:

A (UI Script): UI Scripts are typically used to create reusable libraries of JavaScript that can be called from other scripts, or for global UI modifications. They are not the standard tool for specific table-level form logic like "When Caller changes on Incident."

B (Server script): Server scripts (like Business Rules) run after the browser sends data to the database. While a Business Rule could set the location after the fact, it cannot update the screen in real-time while the user is still typing, nor can it easily show a message "at the top of the page" during the submit process in the same way.

D (JavaScript): While Client Scripts are written in JavaScript, "JavaScript" is a language, not the specific ServiceNow feature/object used to configure this behavior.

Reference:

ServiceNow Client Scripts documentation defines them as scripts that run on the client (browser) side, allowing for the modification of forms and fields in response to user actions (onChange, onSubmit, onLoad).

Question: 517

Which access control rule applies to every field in the incident table?

- A. incident<==>
- B. incident.all
- C. incident | | *
- D. incident.*

Answer: D

Explanation:

In ServiceNow Access Control Lists (ACLs), the wildcards used to define rules follow a specific syntax: `table_name.field_name`.

1. The Wildcard (*):

The asterisk * represents "all" or "the rest."

`incident.*`: This is a field-level ACL. It applies to every field on the incident table that does not have a specific ACL defined for it. For example, if you have an ACL for `incident.short_description` and an ACL for `incident.*`, the `.*` rule covers everything else (Priority, State, Caller, etc.).

2. The Record Level (None):

`incident.None` (often displayed just as `incident`): This is a record-level ACL. It grants access to the row (the record itself). A user needs access to the record (`incident.None`) and the field (`incident.*`) to view or edit data.

3. Why other options are incorrect:

A & B: These use invalid syntax (`<==>`, `.all`) that does not exist in the ServiceNow ACL definitions.

C: This appears to be a syntactical error or a distractor. The pipe symbols (`|`) are not used in ACL name definitions.

Reference:

ServiceNow Access Control List (ACL) Rules documentation explains the wildcard syntax, stating that table.* applies to all fields on the table that do not have their own specific field-level rule.

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.

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

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad

E. onEdit

Which one of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities

What is the master table that contains a record for each table in the database?

- A. [sys_master_db]
- B. [sys_db_object]
- C. [sys_master_object]

What is a way that you can mark a knowledge article for review?

- A. Flag article
- B. Review
- C. Bookmark

A change request has been approved and assigned to you as the system administrator to change the to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation

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

Which role can manage multiple knowledge bases?

- A. knowledge_base_admin
- B. kb_admin
- C. sn_kb_admin

From a related list, what would a user click for personalize the layout of the columns?

- A. Magnifier
 - B. Context Menu
 - C. Pencil
- business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Record Producer
- B. Create Order Guide

Which sequence of actions applies an update set to an instance?

- A. Preview, Retrieve, Commit
- B. Preview, Save, Commit
- C. Retrieve, Commit, Preview
- D. Retrieve, Preview, Commit

Explanation:

Moving configuration changes between ServiceNow instances (e.g., from Development to Test) involves a strict lifecycle using Update Sets.¹³ The correct standard operating procedure to apply a remote update set is Retrieve, Preview, Commit.