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NEW QUESTION: 1
Record numbers have to be manually incremented
A. True
B. False
Answer: B (LEAVE A REPLY)

NEW QUESTION: 2
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 (LEAVE A REPLY)
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.
If the status is In Progress, the Update Set cannot be retrieved.
Retrieve Update Set
In the target instance, navigate to System Update Sets > Retrieved Update Sets.
Click "Retrieve Update Set" and provide the remote instance's URL where the update set exists.
The system will fetch the Update Set from the source instance.
Preview Update Set
Before applying changes, ServiceNow provides a preview option to check for potential errors or collisions with existing customizations.

Click "Preview Update Set" to initiate validation.
The preview will highlight any skipped records, collisions, or missing dependencies.
Commit Update Set
If the preview is successful (i.e., no critical errors), click "Commit Update Set" to apply the changes to the instance.
Once committed, the changes in the Update Set will be merged into the system's configuration.
Why the Correct Answer is "D. Verify Update Set is Complete, Retrieve, Preview, Commit"
"Commit" is the correct final step - after previewing, the Update Set must be committed to take effect.
"Apply" is incorrect - ServiceNow does not use "Apply" in the Update Set process; instead, it uses "Commit."
"Test Connection" is not part of the Update Set retrieval process - it is relevant for MID Server connectivity but not for Update Sets.
Thus, the correct sequence is:
✓ Verify Update Set is Complete → Retrieve → Preview → Commit
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow CSA Official Documentation - Update Set Management
ServiceNow Docs - Update Sets (Search for "Update Set Lifecycle")
ServiceNow Community Best Practices on Update Sets
ServiceNow Community (Search for "Best Practices for Update Sets")
ServiceNow Learning Portal - Admin Fundamentals
Available via ServiceNow Now Learning Platform (Look under "Instance Configuration" and "Update Sets")

NEW QUESTION: 3
Which of the following are not included in an Update Set, by default? (Choose four.)
A. Related Lists
B. Homepages
C. Business Rules
D. Data
E. Schedules
F. Report Definitions
G. Database changes
H. Client Scripts
I. Scheduled Jobs
J. Published Workflows
K. Views
Answer: B,D,E,G (LEAVE A REPLY)

NEW QUESTION: 4
Which path is used on the Filter Navigator to display the list of records from the sys_user table?
A. sys_user.display
B. sys_user.view
C. sys_user.list
D. sys_user.do
Answer: (SHOW ANSWER)

NEW QUESTION: 5
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 (LEAVE A REPLY)
Explanation

NEW QUESTION: 6
What controls the publishing and retiring process for knowledge articles?
A. Approval Policies
B. Workflow Designer
C. State Lifecycle
D. Workflows
E. Approval Definitions
Answer: B (LEAVE A REPLY)

NEW QUESTION: 7
What options can you see, when you fight click on a CI, from the CI dependency view map?
Choose 3 answers
A. View Recent Outages
B. View Affected Cis
C. View Knowledge
D. View Cases
E. View Related Tasks
Answer: A,B,E (LEAVE A REPLY)

NEW QUESTION: 8
What tool is used to import data from various data sources, and map that data into ServiceMow tables?
A. Update Set
B. Data Pack
C. Import Set
D. Transform Set
Answer: C (LEAVE A REPLY)

NEW QUESTION: 9
'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 (LEAVE A REPLY)
In ServiceNow Knowledge Management, User Criteria is used to control who can view, contribute, or edit knowledge articles and knowledge bases.
Scenario Requirements Breakdown:
✅ The HR Knowledge Base is already restricted to HR department members.
✅ A new knowledge article needs to be published in the Quarterly Review category.
✅ Only HR Managers should be able to read this specific article.
Best Approach (Correct Answer: D)
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
Publish the article
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

NEW QUESTION: 10
What is NOT an example of a UI Action?
A. Search
B. Form buttons
C. list Buttons
D. Related Links
Answer: A (LEAVE A REPLY)
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 → ✅ Valid UI Action
Appears on forms (e.g., Submit, Save, Update).
C . List Buttons → ✅ Valid UI Action
Used in list views for bulk actions (e.g., Close All, Approve Selected).
D . Related Links → ✅ 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)

NEW QUESTION: 11
What is the purpose of a Data Policy?
A. Data Policies enforce security
B. Data Policies standardize data in Update Sets
C. Data Policies enforce data consistency
D. Data Policies apply to lists to standard data
Answer: C (LEAVE A REPLY)
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?
Data Policies ensure data accuracy and integrity before it is stored.
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

NEW QUESTION: 12
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 (LEAVE A REPLY)
To rename a field label in ServiceNow (such as changing "Priority" to "PValue"), you must eitherupdate the dictionary definitionorchange the field label.
Right-click on the "Priority" field labelin the form.
Select"Configure Dictionary".
Update the"Label" fieldto "PValue".
Save the changes.
The new label will now be reflected across the system where applicable.
Right-click on the "Priority" field labelin the form.
Select"Configure Label".
Update thelabel textto "PValue".
Save the changes.
This methodonly changes the field labelfor display purposeswithout affecting the underlying database structure.
B: Right-click on Priority and select Configure Display Settings
There isno "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 forlist views, not for changing field labels on forms.
ServiceNow Field Labels and Dictionary
ServiceNow CSA Training Module:"Configuring Forms and Fields"
Option 1: Configure Dictionary (Recommended for Full Customization)Option 2: Configure Label (Quick Change for Display Purposes)Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION: 13

What type of field allows you to look up values from one other table?

A. Reference

B. Verity

C. Options

D. Selections

E. Dot walk

F. Lookup

Answer: (SHOW ANSWER)

AReference fieldin ServiceNow allows you tolook up values from another table, effectively creating a relationship between two tables. When a user selects a value in a reference field, they are selecting a record from the referenced table.

Stores asys_id(unique identifier) of a record from another table.

Displays a user-friendly label from the referenced record.

Allowsdot-walking, enabling access to related fields from the referenced table.

Incident Table (source table)# Contains a"Caller"field that references theUser Table(sys_user).

TheCallerfield allows users to select a user from theUser Table.

B: Verity# Not a valid field type in ServiceNow.

C: Options# Options are typically used in choice lists, not for referencing another table.

D: Selections# No such field type exists in ServiceNow.

E: Dot Walk# Dot-walking is afeaturethat allows accessing related fields but is not a field type itself.

F: Lookup# While "Lookup Select Box" exists, it functions differently by filtering choices rather than directly referencing another table.

Reference:ServiceNow Docs: Field Types

ServiceNow Docs: Reference Fields

ServiceNow CSA Official Study Materials

NEW QUESTION: 14

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

A. Add User Account to itll group

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: C,E,F (LEAVE A REPLY)

To allow a new employee to work ontasks assigned to the Network and Hardware groups, they must have:

A User Account(sys_user) created in ServiceNow.

Group Membershipin both theNetworkandHardwaregroups.

E: Create User Account

Every user needs anaccount in ServiceNowbefore they can be assigned work.

C: Add User Account to Network Group

Membership in theNetwork groupallows the user to be assignedNetwork-related tasks.
F: Add User Account to Hardware Group
Membership in theHardware groupallows the user to work onHardware-related tasks.
A: Add User Account to itil group
While theitilrole grants access to ITSM functions, itdoes not automatically provide assignment rightsto the Network and Hardware groups.
B: Add User Account to ACL
Access Control Lists (ACLs)definepermissions, butgroup membership is requiredto receive assignments.
D: Add User Account to IT Knowledgebase
The IT Knowledge Base only grantsknowledge article access, not task assignments.
Reference:ServiceNow CSA Documentation - Managing Users & Groups
ServiceNow Product Documentation - Assigning Users to Groups(https://docs.servicenow.com) Final answer: C, E, F (Create User Account, Add User Account to Network Group, Add User

NEW QUESTION: 15
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 ([LEAVE A REPLY]())
BothUI PoliciesandData Policiesare used to enforce rules on data in ServiceNow, but they work differently in terms ofwhere and howthey apply.
Key Differences Between UI Policies and Data Policies:Feature
UI Policy
Data Policy
Scope
Worksonly on formsin the user interface (UI)
Works onall data entry methods, including forms, imports, and web services Execution Runsclient-sidein the browser Runsserver-sideon the database Purpose Dynamicallyshow/hide, make fields mandatory, or read-onlyon forms Enforcesmandatory and read-only fieldsat thedatabase level Applies to Userinteractions on forms All data sources(Forms, Import Sets, Web 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:Data Policies apply to all data entry methods, ensuring data integrity no matter how the data enters ServiceNow.
UI Policies only apply to the user interface (forms)and dynamically modify field behavior in real-time.
A). Data Policies run only after UI Policies run successfully#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#The opposite is true: UI Policies can be converted into Data Policies, but not the other way around.
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#UI Policies arenot related to web services; they only apply to form interactions.
Why Other Options Are Incorrect:
ServiceNow Documentation:UI Policies vs. Data Policies
CSA Exam Guide:CoversUI Policies and Data Policies differencesin form and system-wide data enforcement.
Reference from CSA Documentation:Thus, the correct answer is:

B). Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions

NEW QUESTION: 16
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 and de-select the Allow access to this table via web services option
B. Set the Accessible from field value to All application scopes and de-select the Can create option
C. Set the Accessible from field value to This application scope only
D. 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
Answer: C (LEAVE A REPLY)

NEW QUESTION: 17
Which one of the following is NOT a type of Visual Task Board?
A. Feature
B. Guided boards
C. Flexible
D. Freeform
Answer: A (LEAVE A REPLY)
Explanation
https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/r_Board

NEW QUESTION: 18
How do you make a list filter available to everyone?
A. Make active, set visibility, and save
B. Assign a name, set visibility, and save
C. Assign a group, set visibility, and save
D. Make active, assign a name, and save
Answer: (SHOW ANSWER)
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:
Assign a Name → The filter must be named so users can identify and reuse it.
Set Visibility → The filter's visibility needs to be adjusted to "Everyone", a specific group, or an individual user.
Save → The filter must be saved for it to be accessible in future sessions.
Steps to Make a List Filter Available to Everyone:

Apply a filter in a list view using the filter conditions.
Click the Save button.
Provide a name for the filter.
Under Visibility, select one of the following:
Me (Private) → Only the creator can use the filter.
Everyone (Public) → All users can access the filter.
Group → Assign the filter to a specific group.
Click Save to store the filter.
Why "B. Assign a Name, Set Visibility, and Save" is Correct:
✅ Assign a Name → The filter needs an identifiable name for users.
✅ Set Visibility → Determines whether everyone, a group, or just the creator can see the filter.
✅ Save → Saves the filter for future use.
Why Other Options Are Incorrect:
A . Make active, set visibility, and save → ❌ 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 → ❌ Assigning a group is optional but does not apply to everyone.
D . Make active, assign a name, and save → ❌ "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:
✅ B. Assign a Name, Set Visibility, and Save

NEW QUESTION: 19
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
G. Header background color
H. Banner Image
Answer: A,B,D,G,H ([LEAVE A REPLY]())
Reference:
https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Conf

NEW QUESTION: 20
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: (SHOW ANSWER)
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

NEW QUESTION: 21
Which module is used as the first step for importing data?
A. Coalesce Data
B. Transform Data
C. Import Data
D. Load Data
Answer: D (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_Import

NEW QUESTION: 22
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: (SHOW ANSWER)
If a user reports that theycannot see certain modulesin theApplication Navigator, the best way to troubleshoot is toimpersonate the user. Impersonation allows an administrator to see exactly what the user seeswithout needing their password.
Click on your profile icon (top-right corner).

SelectImpersonate User.
Search for and select theuser's name.
The instance will reload, and you will see the UI as the user experiences it.
Navigate to theApplication Navigatorand check for missing modules.
Once done, clickStop Impersonation.
Ensures security(no need to reset or look up passwords).
Speeds up troubleshootingby allowing admins to replicate user issues.
Helps verify role-based access permissions.
Steps to Impersonate a User in ServiceNow:Why is Impersonation Useful?
Incorrect Answer Choices Explanation:A. Look up their password, so you can login with their account This is asecurity violationand not an acceptable practice.
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.
C). Install the Bomgar plug-in
Bomgaris a remote support tool, but impersonation is thebuilt-inand recommended method for troubleshooting in ServiceNow.
E). Launch a NowChat window
NowChat is used forcustomer support and collaboration, not for verifying module visibility.
Impersonate Users in ServiceNow
User Roles and Permissions
Official CSA Documentation Reference:

NEW QUESTION: 23
On a filter condition, which component is always a choice list?
A. Operator
B. Filter Criteria
C. Operation
D. Match Criteria
Answer: C (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/common-ui-elements
/concept/c_ConditionBuilder.html

NEW QUESTION: 24
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 (LEAVE A REPLY)
Understanding Service Catalog Components:
In ServiceNow, theService Catalogprovides a structured way for users to request services.

ARecord Produceris a special type of catalog item that createsrecords in a specific table(e.g., creating anIncidentrecord when submitting a "Get Help" form).
Why "Create Record Producer" is the Correct answer:
ARecord Producerallows users to submit requests using a form thatcreates recordsin a specified table (in this case, the Incident table).
The submitted formautomatically routesthe record to theService Deskbased on assignment rules.
Itimproves user experienceby 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 asingle 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 toService Catalog # Record Producersand create a newRecord Producerfor theIncident table.
Set appropriate fields, workflow, and assignment rules to ensure proper routing to theService Desk.
Reference:
ServiceNow Docs: Creating Record Producers
ServiceNow CSA Documentation onService Catalog & Record Producers

NEW QUESTION: 25
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?
A. Network
B. Server
C. Client
D. Browser
Answer: B (LEAVE A REPLY)
When an administrator sets apolicy(such asData Policies) that applies toall data entered into ServiceNow, it runs on theserver-side.
Why Data Policies Run on the Server?Data Policies apply to all data sources:
UI forms
Import Sets
Web Services (APIs, integrations)
Enforces field validation at the database level
Ensuresdata consistencyacrossall entry points.
Reducesclient-side dependencyfor validation.
Applies uniformly regardless of how the data is entered
UnlikeUI Policies(which only work on forms),Data Policiesensure field rules are enforcedeverywhere.
A: Network #Incorrect
Policies are not enforced at thenetwork level.
They operate within theServiceNow application.
C: Client #Incorrect
Client-side scripts (likeUI Policies or Client Scripts)onlyenforce validation within the browser.
Data Policies run at the server level, ensuring broader enforcement.

D: Browser #Incorrect
While UI Policies and Client Scripts run in the browser,Data Policies are applied on the server.
Why Other Options Are Incorrect?
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
Data Policies in ServiceNow
UI Policies vs. Data Policies
Official ServiceNow Documentation Reference:

NEW QUESTION: 26
A role is recorded in which table?
A. Role[sys_user]
B. Role[sys_user_profile]
C. Role[sys_user_record]
D. Role[sys_user_role]
Answer: D (LEAVE A REPLY)
In ServiceNow,rolesdefine the level of access a user has within an instance.Roles are stored in thesys_user_roletable.
Definition of a Role:
Aroleis a collection ofpermissionsthat grant access to different parts of the system.
Example:Theadminrole grants full access, while theitilrole allows incident management access.
sys_user_role Table:
This tablestores role recordsand their associated metadata.
Every role has aunique sys_id, aname, and may be associated withparent roles(role inheritance).

Users are linked to roles through thesys_user_has_roletable.
How Roles Work in ServiceNow:
A user assigned a role gainsall the permissionsassociated with that role.
Roles can behierarchical(one role can inherit permissions from another).
Example:Theitil_adminrole includes all the permissions of theitilrole, plus additional privileges.
Key Details About Roles and sys_user_role Table:Why Option D (sys_user_role) Is Correct?sys_user_role# The correct table where roles are recorded in ServiceNow.
Why Other Options Are Incorrect?A. sys_user# Incorrect; this table stores user records, not roles.
B: sys_user_profile# Incorrect; this table does not exist in ServiceNow.
C: sys_user_record# Incorrect; this is not a valid table in ServiceNow.
ServiceNow Docs - Roles and Role Managementhttps://docs.servicenow.com
ServiceNow Table Schema - sys_user_role
ServiceNow Developer Portal - Role Hierarchy & Best Practices
References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 27
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: (SHOW ANSWER)
Explanation
Tags are labels that you can apply to any task record in ServiceNow. You can use tags to categorize, filter, and search records. You can also share tags with other users to make them visible to others1.
ReferencesUsing tags

NEW QUESTION: 28
Which one of the following statements is true?
A. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section
B. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
C. When an incident form is saved, the impact field is calculated by adding the Prion:, and Urgency values
D. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
Answer: A (LEAVE A REPLY)

NEW QUESTION: 29
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: (SHOW ANSWER)
Flow Designerin ServiceNow allows users to automate workflows withactions. Actions are reusable operations that execute tasks like creating records, sending notifications, and approvals.
A). Wait for Condition
This actionpauses the flowuntil a specified condition is met.
Example:Wait until an Incident is resolved before proceeding with follow-up actions.
B). Ask for Approval
Sends anapproval requestto a user or group.
Example:Ask a manager for approval before escalating an incident.
C). Create Record
Creates a new record in any table.
Example:Create a new Change Request when an Incident reaches a critical priority.
F). Look Up Record
Retrieves records based on specified criteria.
Example:Find the user's manager based on the requested user's ID.
D). Wait for Match
There isnocore Flow Designer action called " Wait for Match. "
This is likely confused with " Wait for Condition " , which is the correct action.
E). Look for Update
There isnostandard action named " Look for Update. "
Instead, flows use " Wait for Condition " or " Look Up Record " to detect changes.
References:ServiceNow Documentation:Flow Designer Actions
ServiceNow Training:Using Flow Designer

NEW QUESTION: 30
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 (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-platform-When importing data using anImport Set, ServiceNow provides multiple mapping utilities. If thefield names in the Import Set match the field names in the Target Table, the system canautomatically mapthem without requiring manual intervention.
Automatic Mapping in ServiceNow:Definition:A feature that automatically links import set fields to target table fields when theirnames match exactly.
Key Benefit:Saves time by eliminating the need to manually map each field.
How to Use:
Navigate toSystem Import Sets > Load Dataand upload the file.
Create a newTransform Map.
Click"Auto Map Matching Fields"- ServiceNow will automatically pair fields with the same names.

Validate and run the transformation process.
Incorrect Answer Choices Explanation:A. Schema Mapping
No such import utility exists; ServiceNow does not use "Schema Mapping" for import sets.
C: Mapping Assist
This is amanual mapping toolthat helps users drag and drop field mappings. It is used when fields do not match automatically.
D: Mapping Dashboard
This term is incorrect; there is noMapping Dashboardin ServiceNow.
Official CSA Documentation Reference:Import Set Field Mapping
Transform Maps and Automatic Mapping

NEW QUESTION: 31
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 ([LEAVE A REPLY]())
In ServiceNow, lists of records from a table are accessed using the .list suffix in theFilter Navigator.
The correct format is: <table_name>.list
To view all records from the sys_user table, the correct navigation path issys_user.list.
Explanation of Incorrect Options:
sys_user.view# Invalid, .view is not a valid ServiceNow navigation path.
sys_user.display# Not a standard navigation path in ServiceNow.
sys_user.do# .do is used forindividual record forms, not lists.
Reference:
ServiceNow Docs - Navigation and Lists

NEW QUESTION: 32
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 Content Item
B. Create Catalog Item
C. Create Record Producer
D. Create Order Guide
Answer: C ([LEAVE A REPLY]())

NEW QUESTION: 33

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: E (LEAVE A REPLY)

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

NEW QUESTION: 34

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

B. Can Access

C. Accessible to

D. Can Read

Answer: (SHOW ANSWER)

In ServiceNowKnowledge Management, access to knowledge articles is controlled through access settings in theKnowledge Baserecord. The"Can Read"tab is used to specify which users, groups, or roles canview knowledge articlesin a particular Knowledge Base.

#Why "Can Read"?

TheCan Readlist defines theusers, groups, or roles that can access and view articlesin a specific Knowledge Base.

This ensures thatsensitive or restricted knowledge is only available to authorized users.

If no restrictions are set in theCan Readtab, the knowledge base ispublicly accessibleto all users.

#Steps to Configure "Can Read" Permissions:

Navigate toKnowledge Management > Knowledge Bases.

Open a specificKnowledge Base record.

Go to theCan Readtab.

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 isCan Read.

C: Accessible to- Does not exist in the Knowledge Base settings.

#Reference:

ServiceNow Knowledge Management User Roles

Managing Knowledge Base Access

NEW QUESTION: 35

Which statement correctly describes the differences between a Client Script and a Business Rule?

A. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded
B. A Client Script executes on the server and a Business Rule executes on the client
C. A Client Script executes on the client and a Business Rule executes on the server
D. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated
Answer: C (LEAVE A REPLY)
Reference:In ServiceNow,Client ScriptsandBusiness Rulesare 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 (server-side)
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
Use 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 Incorrect. Business Rules do not executeonlyafter 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 Incorrect.Client Scripts run on the client (browser), andBusiness 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.
D). A Client Script executes before a record is loaded and a Business Rule executes after a record is updated Incorrect.Client Scripts run at different times (onLoad, onChange, onSubmit), and Business Rules can execute on multiple database operations, not just after an update.
References from Certified System Administrator (CSA) Documentation:ServiceNow Product Documentation# "Client Scripts Overview" ServiceNow Product Documentation# "Business Rules Overview"

NEW QUESTION: 36
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. Users which are members of either ACME North America, or HR Department, or ACME Manager Group

B. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
C. Employees of ACME North America, who are members of HR Department or the ACME Manager group
D. Member of the ACME Manager group, and HR department, regardless of geography
Answer: B (LEAVE A REPLY)

NEW QUESTION: 37
Which modules can you use to create a new table?
Choose 2 answers
A. Schema Map
B. Dictionary
C. Tables & Columns
D. Tables
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 38
What is the difference between a UI Policy and Data Policy?
A. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
C. 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
D. Data Policies run only after UI Policies run successfully
Answer: A (LEAVE A REPLY)

NEW QUESTION: 39
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: B (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/t

NEW QUESTION: 40
An Administrator wants to remove privileged users who have never accessed the platform.
Which Security Center section is checked for these users?
A. Security scanner
B. Security posture dashboard
C. Security metrics
D. Security hardening

Answer: C (LEAVE A REPLY)
Within the ServiceNow Instance Security Center (ISC), administrators monitor and manage the security health of their instance. To track inactive users with high-level access, the administrator must consult Security metrics .
1. Security Metrics in the ISC:
The Security Metrics section is designed to provide actionable data regarding user behavior and access compliance. It includes specific, tracked indicators such as " Privileged users who have never logged in " or " Inactive Privileged Users. " By reviewing these metrics, an administrator can identify accounts holding roles like admin or security_admin that pose an unnecessary risk because they are completely unused.
2. Why the other options are incorrect:
* A (Security scanner): This tool is used to scan the instance for misconfigurations, weak settings, or non-compliant properties, rather than tracking individual user login behaviors over time.
* B (Security posture dashboard): This is an overarching dashboard summarizing the general compliance score and high-level events, but the specific operational lists of inactive user accounts are housed under the detailed metrics.
* D (Security hardening): This section provides a list of recommended security properties to enable or adjust (like password policies or ACL strictness) to fortify the instance, not a behavioral report of users.
Reference:
ServiceNow Instance Security Center documentation details the Security Metrics component as the area responsible for tracking and surfacing metrics related to user access, including inactive privileged accounts.

NEW QUESTION: 41
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 (LEAVE A REPLY)
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.

NEW QUESTION: 42

Which three Variable Types can be added to a Service Catalog Item?

A. True/False, Checkbox, and Number List

B. Multiple Choice, Select Box, and Checkbox

C. Number List, Single Line Text, and Reference

D. True/False, Multiple Choice, and Ordered

Answer: B (LEAVE A REPLY)

NEW QUESTION: 43

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 (LEAVE A REPLY)

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.

Support scripted transformations using onBefore and onAfter scripts.

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"

NEW QUESTION: 44

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 (LEAVE A REPLY)

Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow
/app_store_learnv2_importingdata_quebec_coalescing

NEW QUESTION: 45

Which SericeNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which Cis supporing that service have active issues?

A. AL Service Dashboard

B. CI Health Dashboard

C. Dependency View

D. Event Management Homepage

Answer: B (LEAVE A REPLY)

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management
/task/t_ViewCIHealth.html

NEW QUESTION: 46

A group is stored in which table?

A. Group[user group]

B. Group[sys_user]

C. Group[sys_user_group]

D. Group[sys_user_group_profile]

Answer: C (LEAVE A REPLY)

In ServiceNow, groups are stored in the Group [sys_user_group] table. Groups are used to organize users with similar responsibilities, permissions, or functional roles.

Key Fields in the sys_user_group Table:

Name (name) - The unique name of the group.

Manager (manager) - The user responsible for managing the group.

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

NEW QUESTION: 47
User records are stored in which table?
A. User [u_sys_user]
B. User [sys_user]
C. User [s_user]
D. User [sn_user]
Answer: B (LEAVE A REPLY)

NEW QUESTION: 48
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 (LEAVE A REPLY)
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.
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?
✅ The Submit button appears only when a new record is being created.
Why Other Options Are Incorrect?
❌ A. When saving an old record → Incorrect
The Save button appears when modifying an existing record but does not replace Submit.

❌ 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.
❌ 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
ServiceNow Developer Portal - Understanding Form Actions (Submit vs. Update)

NEW QUESTION: 49
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 (LEAVE A REPLY)
Detailed Explanation: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)

NEW QUESTION: 50
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 (LEAVE A REPLY)
Thethree-bar iconin theForm headerof ServiceNow is commonly referred to as theHamburger icon. It provides access toadditional form actionsthrough acontext menu.
Opens adrop-down menuwith options such as:
Configure Form Layout
Configure Form Design
Insert and Stay
View History
Export Options
Helps users accessquick actionswithout navigating away from the form.
The icon consists ofthree horizontal lines, resembling ahamburger(bun-patty-bun).
This naming convention is widely used in web and mobile UI design.
Functions of the Hamburger Icon in ServiceNow:Why is it Called a "Hamburger Icon"?

Incorrect Answer Choices Explanation:A. Pancake Icon- No such term exists in ServiceNow UI terminology.
B). Additional Actions or Context Menu- While the icondoesprovide additional actions, "Context Menu" refers to right-click options or three-dot menus, not the three-bar menu.
D). Cake Icon- No such UI term exists in ServiceNow or general UI design.
Understanding the ServiceNow Form Header
ServiceNow UI Overview
Official CSA Documentation Reference:

NEW QUESTION: 51

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 Hardware group
B. Add User Account to Network group
C. Add User Account to ACL
D. Add User Account to IT Knowledgebase
E. Add User Account to itil group
F. Create User Account

Answer: (SHOW ANSWER)

NEW QUESTION: 52

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 (LEAVE A REPLY)

Scripts that run in thebrowser (client-side)help controlUI behavior, form validation, and field interactionsin real-time without needing a server request.
Types of Client-Side Scripts in ServiceNow:Client Scripts
Run directly in the user's browser.
Used for form validation, auto-populating fields, or UI interactions.
Example:
javascript
CopyEdit

```
functiononLoad() {
g_form.setValue('priority','2');
}
```

UI Policies
Controlfield visibility, mandatory status, and read-only statedynamically.
Example: Ifcategory = Hardware, makeSerial Number field mandatory.
B: Access Control Scripts #Incorrect
Access Control Lists (ACLs)runserver-side, not in the browser.

C: Script Includes #Incorrect
Script Includesrunserver-sideand are used for reusable functions and API logic.
D: Business Rules #Incorrect
Business Rulesalso run on theserver, not in the browser.
Why Other Options Are Incorrect?
Client Scripts Overview
UI Policies in ServiceNow
Official ServiceNow Documentation Reference:

NEW QUESTION: 53
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. Show Options
B. Show Choice List
C. Show Choices
D. Configure Task
E. Configure Lists
F. Configure Options
Answer: (SHOW ANSWER)

NEW QUESTION: 54
What is the name of the conversational bot platform that provides assistance to help users obtain information,
make decisions, and perform common tasks?
A. live Feed
B. Connect Chat
C. Answer Agent
D. Virtual Agent
Answer: (SHOW ANSWER)

NEW QUESTION: 55
There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.
A. Script the function(s)
B. Identify the table
C. Create a class
D. Create a prototype object from the new class
Answer: B (LEAVE A REPLY)

NEW QUESTION: 56
Which one of the following statements describes the contents of the Configuration Management Database
(CMDB)?

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

NEW QUESTION: 57
Which role can manage multiple knowledge bases?
A. knowledge_base_admin
B. kb_admin
C. sn_kb_admin
D. knowledge_admin
Answer: D (LEAVE A REPLY)
Theknowledge_adminrole in ServiceNow provides the ability to manage multiple knowledge bases. This includescreating, editing, publishing, retiring, and configuring settingsfor knowledge bases and articles.
#Whyknowledge_admin?
Manages all knowledge basesin the instance.
Has permissions tocreate, edit, and deleteknowledge bases.
Can assignknowledge base-specific rolessuch asknowledge_managerorknowledge_editorto users.
Controlsworkflows, article approvals, and permissionsfor 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 thedefaultServiceNow configuration. The correct role isknowledge_admin.
#Reference:
Knowledge Management Roles - ServiceNow Docs
Managing Knowledge Bases in ServiceNow

NEW QUESTION: 58
A customer has asked for the following updates to a form:
* Make Resolution code mandatory, admin state is changed to Resolved.
* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?
A. Dictionary Design
B. Field Limiter
C. UI Policy
D. UI Design
E. Form Constraint
Answer: C (LEAVE A REPLY)
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.
* 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
* 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.
Reference: ServiceNow UI Policy Documentation (Platform Configuration)

NEW QUESTION: 59
What refers to an application or system that accesses a remote service or another computer system, known as a server?
A. Server
B. Client
C. Script
D. Policies
Answer: B (LEAVE A REPLY)
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.
The server is the ServiceNow instance, which processes requests and returns responses.
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.
Why Other Options Are Incorrect:
A . Server → A server receives requests and processes them but is not the requesting entity.
C . Script → A script is a piece of code that executes certain actions but does not represent an entire system accessing a service.
D . Policies → Policies define rules or behaviors (e.g., UI Policies, Data Policies) but do not access a remote service.

Reference from CSA Documentation:
ServiceNow Documentation: Client and Server in ServiceNow
CSA Exam Guide: Covers Client and Server architecture in ServiceNow.

NEW QUESTION: 60
What displays a set of records from a table?
A. View
B. Dashboard
C. Panel
D. List
Answer: (SHOW ANSWER)
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 ❌
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 ❌
A Dashboard is a visual representation of reports and performance analytics.
It does not display raw table records directly.
C . Panel ❌
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: ✅ Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

NEW QUESTION: 61
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 (LEAVE A REPLY)
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?
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 ✕
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 ✕
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)
✅ Final Answer: B. Vendors can sell multiple products; and products can be sold by

NEW QUESTION: 62
Knowledge articles within a knowledge base are grouped by category.
A. True
B. False
Answer: A (LEAVE A REPLY)
InServiceNow, knowledge articles within aKnowledge Base (KB)aregrouped by categoriesto help users easily find and navigate relevant information.
Hierarchical Structure:
Categories can haveparent-child relationships, allowing forsubcategories.
Example:

Key Features of Knowledge Article Categorization:nginx
CopyEdit
ITSupport
Hardware
Laptops
Printers
Software
Windows
MacOS
Improved Search & Filtering:
Users can filter knowledge articlesby categoryin the Service Portal, Knowledge Management homepage, or in the Global Search.
Permissions & Visibility Control:
Categories can havespecific user criteriato restrict access to certain articles based on roles or groups.
Article Organization & Management:
Knowledge managers canreassign articlesto different categories if needed.
Knowledge Base (KB) articlesare always assigned to acategoryfor structured organization.
Without categories, articles would be unstructured and difficult to locate.
Knowledge Management Overview
Knowledge Management in ServiceNow
Creating and Managing Knowledge Categories
Knowledge Base Categories
Why the Answer is True?References from ServiceNow CSA Documentation:Final Verification:Answer is
100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

NEW QUESTION: 63
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: (SHOW ANSWER)
Coalescing is a crucial concept in ServiceNow's data import process. When a set of fields are marked as
"coalesce" in aTransform 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.
How Coalescing Works in ServiceNow Imports:This means that coalescing helps maintain data integrity by preventing duplicate records while ensuring existing records receive updates when necessary.
When a record in the target table matches the value(s) in the coalesce field(s),ServiceNow updates that existing recordinstead of creating a new one.
This ensures that data is synchronized correctly rather than creating duplicate entries.

Option B (Incorrect):"If a match is not found using the coalesce fields, the system does not create a Transform Map." The Transform Map isalways createdbefore 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 isnotfound, anew recordis created, not an update to an existing one.
Why is Option A Correct?Why Are the Other Options Incorrect?
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." Reference from Certified System Administrator (CSA) Documentation:
Conclusion:The correct answer isA. If a match is found using the coalesce fields, the existing record is updated with the information being imported.
#Understanding coalescingis vital for any ServiceNow administrator to ensure data integrity, avoid duplicates, and maintain system efficiency when handling data imports.

NEW QUESTION: 64
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]
D. System Administrator [admin]
E. Base Admin [base_admin]
Answer: (SHOW ANSWER)
Reference: https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer- glossary

NEW QUESTION: 65
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 (LEAVE A REPLY)
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

NEW QUESTION: 66
What type of field allows you to look up values from one other table?
A. Reference
B. Verity
C. Options
D. Selections
E. Dot walk
F. Lookup
Answer: A (LEAVE A REPLY)
Reference:
%20Orders%20table

NEW QUESTION: 67
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 Funnel icon and select only work notes
B. Click Context menu > History
C. Click Personalize icon and select Activity Stream
D. Click Context menu > Work Notes View
E. Right click form header > Form Layout > Add Work Notes Section
Answer: A (LEAVE A REPLY)

NEW QUESTION: 68
A customer wants to use a client script to validate things on a form m 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 (LEAVE A REPLY)
InServiceNow,Client Scriptsrun on the client-side (browser) andmodify form behaviordynamically.
Tovalidate form data before submission, you must use anonSubmit()Client Script.
Executes Before Form Submission
TheonSubmit() Client Scriptrunsjust before the form is submitted, allowing validation checks.
If an issue is found, you canprevent form submissionusingreturn false;.
Best for Data Validation
Can check ifrequired fieldsare filled.
Can enforcebusiness rules on the client-side.
Example: Preventing submission if the " Short Description " field is empty.
Why is " onSubmit() " the Correct Answer?
ExampleonSubmit()Client Script:functiononSubmit() {
varshortDesc = g_form.getValue(' short_description ');
if(!shortDesc) {
alert(' Short Description is required before submitting. ');
returnfalse; // Stops the form from being submitted
}
returntrue;// Allows form submission
}
A). onSubmission()Incorrect-This is not a valid ServiceNow Client Script type.
C). onLoadIncorrect-Runs when the form loads, butdoes not validate form submission.
D). onUpdate()Incorrect-Runs when a record is updated, but doesnot control form submission.
Incorrect Answer Choices Analysis:
ServiceNow Docs - Client Scripts Overview# Understanding Client Scripts ServiceNow Docs - Using onSubmit() Client Scripts# Client Script Examples
Official ServiceNow Documentation References:

NEW QUESTION: 69
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: (SHOW ANSWER)
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and- groups/concept/c_ImpersonateAUser.html

NEW QUESTION: 70

What section on a task record is used to see the most recent updates made to a record?

A. Related List

B. Activity Stream

C. Timeline

D. Audit Log

Answer: B (LEAVE A REPLY)

NEW QUESTION: 71

What does Natural Language Query allow you to do on a list?

A. Speak to the condition builder

B. Automatically select a filter, based on keywords

C. Filter list by typing in a phrase

D. Predict the filter desired by the user

E. Set list filter, using audible commands

Answer: B (LEAVE A REPLY)

NEW QUESTION: 72

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

Answer: A (LEAVE A REPLY)

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

✕ 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
❌ 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
❌ 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.

NEW QUESTION: 73
What are examples of UI Actions, relating to Lists?
Choose 4 answers
A. List Links
B. List Control
C. List Buttons
D. List Context Menu
E. List Override
F. List Choices
Answer: (SHOW ANSWER)
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)
✅ Final Answer: A, B, C, D (List Links, List Control, List Buttons, List Context Menu)

NEW QUESTION: 74
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 ([LEAVE A REPLY](#))
Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept
/c_ServiceNowPlugins.html

NEW QUESTION: 75
What type of query allows you to filter list data using normal words, instead of the condition builder?
A. Alexa Query
B. Auto-suggest Query
C. Natural Language Query
D. Predictive Intelligence Query
E. Machine Learning Query
Answer: C ([LEAVE A REPLY](#))
ANatural Language Query (NLQ)allows users to filter list data using plain English instead of using the traditional condition builder. NLQ interprets human-readable search terms and translates them into system queries, making it easier for non-technical users to retrieve information without having to understand the underlying database structure.
User-friendly: Users can type a question in normal language (e.g., "Show me all open incidents assigned to me").
Automatic Query Conversion: The system translates the NLQ into a structured query that ServiceNow understands.
Faster Search & Filtering: It helps in quickly filtering and finding records without manually setting conditions.
Works on Lists: NLQ is used primarily in list views where users need to filter or search records.
Key Features of NLQ in ServiceNow:Example Usage:If a user enters"Show me all open incidents for John Doe", the NLQ engine will convert it into a structured query like:
[State = Open] AND [Assigned To = John Doe]
ServiceNow Product Documentation# "Natural Language Query Overview"
ServiceNow List Filters and Condition Builder# "Using Natural Language Queries for Filtering" References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 76
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 (LEAVE A REPLY)
Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer
/app_store_learnv2_flowdesigner_paris_using_flow_variables

NEW QUESTION: 77
Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in
common?
A. They direct the user to a catalog client script
B. They direct the user to a catalog UI policy
C. They direct the user to a record producer
D. They direct the user to a catalog property
Answer: C (LEAVE A REPLY)

NEW QUESTION: 78
After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?
A. Use System Administration > Normal Security module
B. Select Normal role
C. Log out and back in
D. Select Global Update Set
E. End impersonation
Answer: A (LEAVE A REPLY)
Explanation
The System Administration > Normal Security module is the recommended way to return to normal admin security levels after finishing your work on High Security Settings. This module will automatically disable all high security settings and restore your permissions to their original state.
References:
ServiceNow Product Documentation: High Security Settings
- https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/reference/high ServiceNow Community: How to disable High Security Settings
- https://www.servicenow.com/community/now-platform-forum/platform-security-everything-you-need-to

NEW QUESTION: 79
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 (LEAVE A REPLY)
ARelated Listin 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.
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.
Key Features of Related Lists:Why "D. To present related records" is the correct answer?Related Lists show records from another table that have a relationship with the current record. For example:
AnIncidentrecord may have a Related List showing allTasksassociated with it.
AUserrecord may have a Related List displayingGroup Memberships.
AChange Requestrecord may have a Related List displaying all relatedCI (Configuration Items).
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 throughreference fields,many-to-many tables, ordatabase 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.
ServiceNow Product Documentation - Related Lists
ServiceNow CSA Study Guide - Configuring Forms and Lists
ServiceNow Docs: Relationships in Tables
Explanation of Incorrect Options:References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 80
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: (SHOW ANSWER)
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 ✅

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)
Change Advisory Board (CAB) (approves change requests)
HR Team (manages HR cases)
Incorrect Answer Choices
A . An escalation pod ✕
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 ✕
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 ✕
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 ✕
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

NEW QUESTION: 81
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: (SHOW ANSWER)
In ServiceNow'sService 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 validvariable typesthat can be added to aService Catalog Itemare:
Multiple Choice:
This variable type presents users with multiple predefined options, but only allows them to selectoneanswer.
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 ofIT, HR, Finance, etc.
Checkbox:
A simpleTrue/Falsevariable 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').
Option A (True/False, Multiple Choice, and Ordered)
True/Falseis not a variable type in the Service Catalog. ServiceNow usesCheckboxfor Boolean (Yes/No) values instead.
Orderedisnot 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.
ServiceNow Docs: Service Catalog Variableshttps://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) Why the other options are incorrect?References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 82
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
Answer: D (LEAVE A REPLY)
A Record Producer in ServiceNow is a type of Catalog Item that allows users to create records in tables (such as Incidents, Change Requests, 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 a 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).

Instead, it creates task-based records in other tables like incident or sc_task.

❌ 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.

Comparison: Record Producer vs. Other Catalog Items

Feature

Record Producer

Standard Catalog Item

Order Guide

Creates a record in a ServiceNow table

✅ Yes

❌ No

❌ No

Used to order physical/digital goods

❌ No

✅ Yes

✅ Yes

Can bundle multiple requests

❌ No

❌ No

✅ Yes

Uses a form-based submission

✅ Yes

✅ Yes

✅ Yes

Reference:

ServiceNow Documentation: Record Producers Overview

ServiceNow Learning: Creating and Managing Record Producers

ServiceNow Docs: Service Catalog Fundamentals

NEW QUESTION: 83

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 (LEAVE A REPLY)
Explanation
The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.
References:
ServiceNow Product Documentation: Configuration item relationships in the CMDB
- https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-manage 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-m

NEW QUESTION: 84
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 (LEAVE A REPLY)
InServiceNow, aUseris arecordstored in theUser [sys_user]table. This table contains details about every user in the system, including theirname, email, roles, department, and more.
Stores Core User Information
Each user inServiceNow is represented as a record in this table.
Standard fields include:
User ID
Name
Email
Roles
Department
Location
Supports Authentication and Permissions
Users areassigned roles and groups, which controlwhat they can accessin ServiceNow.
Authentication methods likeLDAP, SSO, OAuth, and Local Authenticationrely on this table.
Integrates with Other ServiceNow Modules
Users insys_userare 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)
Key Characteristics of the User [sys_user] Table:
A: A user is a record stored in the User Preference [sys_user_preference] tableIncorrect- Thesys_user_preferencetablestores 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] tableIncorrect- There isno standard
"sys_user_profile" tablein ServiceNow.

C: A user is a field in the LDAP integrationIncorrect- WhileLDAP can import users into ServiceNow,users themselves are stored in the sys_user table, not in an LDAP-specific field.
Incorrect Answer Choices Analysis:
ServiceNow Docs - User Administration#Managing Users in ServiceNow
ServiceNow Docs - User Table (sys_user)#sys_user Table Overview
Official ServiceNow Documentation References:
Conclusion:The correct answer is:
D: A user is a record stored in the User [sys_user] table
Alluser records in ServiceNow are stored in the sys_user table, making it the central repository foruser management, authentication, and access control.

NEW QUESTION: 85
Access controls are evaluated in this order:
1. Match object against table ACL
2, Match the object against field ACL
Within step 1 above, what order are the table ACLs evaluated?
A. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
B. Bottom to top: Table 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: (SHOW ANSWER)
InServiceNow,Access Control Rules (ACLs)determine whether auser can access a specific record, table, or field.
When evaluatingtable ACLs, ServiceNow follows aspecific-to-generalapproach:
First, it checks the most specific ACL (Table ACL)
Example: If the table isincident, ServiceNow first checks ACLs forincident.
Then, it checks the Parent Table ACL(if the table is inherited)
Example: Sinceincidentextendstask, it will check ACLs fortask.
Finally, it checks the Wildcard ACL (*ACL)
If no specific or parent table ACL is matched, ServiceNow checks for awildcard ACL(*.read,*.write, etc.).
Specific Table ACL(e.g.,incident.read)
Parent Table ACL(e.g.,task.read)
Wildcard ACL(e.g.,*.read)
Order of ACL Evaluation:Thisensures granular access control, giving priority tomore specific rules before applying broader permissions.
*A. Specific to general: Table.Field ACL, Parent Table.Field ACL, .Field ACLIncorrect- Field ACLs are evaluatedaftertable ACLs. This option confuses table and field evaluation.
B). Bottom to top: Table ACL, Table.Field ACL, Parent Table.Field ACLIncorrect- The correct order isTable ACL # Parent Table ACL # Wildcard ACL, not Table.Field ACL order.
C). General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACLIncorrect- ServiceNow appliesspecific ACLs first, not general ones.
D). Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACLIncorrect- Wildcard ACLs are evaluatedlast, not first.
Incorrect Answer Choices Analysis:

ServiceNow Docs - Access Control Evaluation Order# Access Control Rules ServiceNow Community - ACL Best Practices# Understanding ACL Processing Official ServiceNow Documentation References:

NEW QUESTION: 86
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 (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceNo

NEW QUESTION: 87
Which are valid Service Now User Authentication Methods? (Choose three.)
A. XML feed
B. Local database
C. LDAP
D. SSO
E. FTP authentication
Answer: B,C,D (LEAVE A REPLY)
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 withcorporate directory services, such as Microsoft Active Directory, to authenticate users.
Users authenticate using theircorporate 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).
ServiceNow supports various SSO protocols, including:
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.

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.
E: FTP authentication-
FTP (File Transfer Protocol) is used for transferring files between systems and isnot a valid authentication methodin ServiceNow.
ServiceNow Docs: User Authentication Methodshttps://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) Why the Other Options Are Incorrect?References from Certified System Administrator (CSA) Documentation:
These references confirm thatLocal Database, LDAP, and SSOare valid authentication methods in ServiceNow.

NEW QUESTION: 88
What is the platform name for the Group table?
A. SyS_USer_group
B. Sys_group
C. group
D. sys_groups
Answer: A (LEAVE A REPLY)
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:
✅ sys_user_group
Understanding the Naming Convention:
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"

NEW QUESTION: 89
In a privately-scoped application, which methods are used for logging messages in server-side scripts?
Choose 2 answers
A. gs.message()
B. gs.log()
C. gs.debug()
D. gs.logError()
E. gs.error()
Answer: D,E (LEAVE A REPLY)

NEW QUESTION: 90

What records are used to track cross-scope applications that request access to an application?

A. Cross-scope access records

B. Restricted caller access records

C. Access control level records

D. Caller tracking records

Answer: B (LEAVE A REPLY)

NEW QUESTION: 91

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 (LEAVE A REPLY)

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 determine if the user 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

NEW QUESTION: 92
What policies are applied to all data entered into the platform (i.e., through a record form (UI), Import Sets, or Web Services)?
A. Data Policies
B. Data Integrity Policies
C. Write Policies
D. Data Submission Policies
Answer: A (LEAVE A REPLY)
Detailed Explanation: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)
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NEW QUESTION: 93
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 (LEAVE A REPLY)
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
The task table is a base table that contains common fields shared by multiple process tables.
Fields like Short Description, Assignment Group, Assigned To, and State exist in task and are inherited by its child tables.
incident Table Extends task

The incident table inherits fields from the task table, adding incident-specific fields such as:
Impact
Urgency
Priority
This extension allows incidents to share common workflow actions with other task-based tables.
Hierarchy Example:
Table Name
Extends From
Purpose
task
(Base Table)
Parent table for task-related records.
incident
task
Stores incidents (support issues).
problem
task
Stores problems (root cause analysis).
change_request
task
Stores change requests.
Incorrect Answer Choices Analysis:
A . incident table has a many-to-many relationship with the task table.
❌ Incorrect - The incident table extends task (inheritance), but they do not have a many-to-many (M2M) relationship.
B . incident table has a one-to-many relationship with the task table.
❌ Incorrect - incident does not own multiple tasks; rather, it is a child of task.
D . incident table is related to the task table via the INC number.
❌ Incorrect - The "INC" number is just a record identifier, not the basis of the relationship between incident and task.
E . incident table is a database view of the task table.
❌ Incorrect - A database view (DB View) is a virtual table combining data from multiple tables, but incident is a physical table that extends task.
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:
✅ 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.

NEW QUESTION: 94

Which one of the following is NOT a type of Visual Task Board?

A. Feature

B. Guided boards

C. Flexible

D. Freeform

Answer: A (LEAVE A REPLY)

InServiceNow,Visual Task Boards (VTBs)provide aKanban-style interfaceto manage and track work. There arethree main typesof Visual Task Boards, but "Feature"is notone of them.

Freeform Board (Valid Type)

Manually created boards wherecards can be moved freelywithout predefined conditions.

Users canadd and organize tasks as needed.

Example: Personal task management.

Guided Board (Valid Type)

Createdfrom a list viewandlinked to a ServiceNow table(e.g., Incident, Change, Task).

Cards on the boardautomatically updatebased on conditions.

Example: Managing Incidents or Change Requests.

Flexible Board (Valid Type)

Similar toGuided Boards, but allows users tomanually reordertasks within lanes.

Offers moreflexibilitywhile still being linked to a data source.

Example: Sprint Planning or ITSM Workflows.

"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.

Types of Visual Task Boards in ServiceNow:Why is "Feature" Incorrect?

Why Other Options Are Correct?Guided, Flexible, and Freeformare thethree valid typesof Visual Task Boards in ServiceNow.

Visual Task Boards Overview

ServiceNow Visual Task Boards

Types of Visual Task Boards

Creating and Using VTBs

References from ServiceNow CSA Documentation:

NEW QUESTION: 95

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: C (LEAVE A REPLY)

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/

NEW QUESTION: 96

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. Network

B. Server

C. Browser

D. Client

Answer: B (LEAVE A REPLY)

NEW QUESTION: 97

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 (LEAVE A REPLY)

Virtual Agentis ServiceNow'sAI-powered chatbotthat provides assistance via amessaging interface. It helps users obtain information, make decisions, and complete common tasks without human intervention.

Conversational Interface# Users interact through chat to get information and perform tasks.

Automated Responses# Uses predefinedtopicsandnatural 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.

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.

D: 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

NEW QUESTION: 98

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: (SHOW ANSWER)

Detailed Explanation:

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 theAssign to meUI 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)

NEW QUESTION: 99
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 (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_Da

NEW QUESTION: 100
What are the 6 methods available for user authentication?
A. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
B. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.
C. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
D. Local Database: The user name and password in their user record in the instance database.
E. LDAP: The user name and password are accessed via LDAP in the corporate directory, 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: (SHOW ANSWER)

NEW QUESTION: 101
What are advantages of using Flow Designer? (Choose three.)
A. Smooth integration with 3rd party systems
B. Supports advanced developers
C. Reduces technical debt
D. Enables complicated scripting
E. Less manual scripting
Answer: (SHOW ANSWER)

NEW QUESTION: 102
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
B. Show Options

C. Configure Task
D. Show Choices
E. Show Choice List
F. Configure Options
Answer: D (LEAVE A REPLY)
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.
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.

NEW QUESTION: 103
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 flows
C. Order Guides, Catalog Items, and flows
D. Record Producers, Order Guides, and Item Variables
Answer: (SHOW ANSWER)

NEW QUESTION: 104
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 (LEAVE A REPLY)
A trigger is an activity that, once specified, automatically initiates a flow1. A trigger specifies the conditions that start running the flow, such as creating a record in a specified table, receiving an inbound email, or reaching an SLA target1.
References
* Flow trigger types - Product Documentation: San Diego - ServiceNow1

NEW QUESTION: 105
Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.
A. Ask for Approval
B. Wait for Condition
C. Create Record
D. Look for Update
E. Wait for Match
F. Look Up Record
Answer: A,C,E,F (LEAVE A REPLY)

NEW QUESTION: 106
What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?
A. Scheduled Reports
B. Performance Analytics
C. Analytics Reports
D. Reporting
Answer: B (LEAVE A REPLY)

NEW QUESTION: 107
When would you use the following steps?
1, Homepage Admin > Pages
2. Right click on Homepage record
3. Select Unioad Portal Page
A. To publish a Homepage to the Portal
B. To retire a Homepage
C. To delete a Homepage
D. o To add a Homepage to an update set
Answer: (SHOW ANSWER)

In ServiceNow,homepages(classic dashboards) are part of the user experience, and administrators may need tomove them between instancesusing update sets.
Homepage Admin > Pages- This is where homepages are managed.
Right-click on a Homepage record- This brings up additional options.
Select "Unload Portal Page"- This action ensures that the homepage iscaptured in an update set, making it available for export to another instance.
Homepagesdo not automatically get addedto an update set when modified.
The "Unload Portal Page" option forces the homepage to be included in the update set.
This is necessary when moving homepages fromdevelopment to productionenvironments.
A: To publish a Homepage to the Portal- This stepdoes not publisha homepage; it just makes it available for update sets.
B: To retire a Homepage- Retiring a homepage involvesdisablingor 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.
ServiceNow Update Sets and Homepages
ServiceNow CSA Training Module:"Moving Configuration Changes Between Instances" Explanation of the Given Steps:Why This Process is Used for Update Sets:Why Other Answers Are Incorrect:
References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION: 108
What is used frequently to move customizations from one instance to another?
A. Update Sets
B. Code Sets
C. Update Packs
D. Configuration Logs
E. Remote Sets
F. Local Sets
G. Code Packs
Answer: A (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service- mapping/task/export-patterns.html

NEW QUESTION: 109
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: (SHOW ANSWER)
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.
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:
"Push" is not part of the update set application process.
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

NEW QUESTION: 110
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 (LEAVE A REPLY)
TheCI Dependency Viewin ServiceNowvisualizes relationships between Configuration Items (CIs), allowing IT teams totrace dependenciesbetween infrastructure components, such as servers, applications, and services.
Relationships define dependenciesbetweenConfiguration Items (CIs)in theConfiguration Management Database (CMDB).
TheCI Dependency Viewusesrelationshipstomap infrastructure componentsand theirservice dependencies.
AServer (CI)hosts aDatabase (CI)# The database supports anApplication (CI)# The application provides aService (CI).

By viewingCI Relationships, you cantrace failures upstream or downstreamto understand the impact.
Key Concept: CI RelationshipsExample Scenario:
A: Service Tracer #Incorrect
No such feature called"Service Tracer"exists in ServiceNow.
B: Automapping Utility #Incorrect
Auto-Discovery toolshelp populate theCMDB, but they do not enable tracing in theCI Dependency View.
D: Transform Map #Incorrect
Transform Mapsare used inImport Setsto map data between tables,not for dependency mapping.
Why Other Options Are Incorrect?
CI Dependency Views
Understanding CMDB Relationships
Official ServiceNow Documentation Reference:

NEW QUESTION: 111
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
Answer: (SHOW ANSWER)
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

There is no direct "Bar Chart" option available when right-clicking on a column header.
Official CSA Documentation Reference:
Creating Reports from List Views
ServiceNow KB Article: KB0014148

NEW QUESTION: 112
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 (LEAVE A REPLY)
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 appears to end-users.
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?

NEW QUESTION: 113
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 (LEAVE A REPLY)
ABusiness Rulein ServiceNow is aserver-side scriptthat 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.

Table (B) -Correct
ABusiness Rulemust be associated with aspecific tablewhere it will execute (e.g., Incident, Change, Task).
This determineswhich recordsthe rule applies to.
Script to Run (E) -Correct
A script must be provided when defining advanced logic in a Business Rule.
Business Rules useserver-side JavaScriptto perform various actions, such as setting field values, enforcing validation, or triggering workflows.
Timing (H) -Correct
The execution timing of a Business Rule determineswhenit 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) -Correct
Conditions definewhen the Business Rule should executebased on specific criteria.
Example: A Business Rule might runonly when the priority is set to High.
A). UI Action(Incorrect)
UI Actions (buttons, links, context menus) are separate from Business Rules and are used for UI customization.
C). Fields to update(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(Incorrect)
Business Rulesalways run on the server-sideand do not require user-specific execution settings.
F). Application Scope(Incorrect)
Although Business Rules belong to an application scope, this isautomatically determinedbased on the current application.
G). Update Set(Incorrect)
Business Rules arecaptured in an Update Set, but this is not a configuration setting while creating the rule.
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
Key Elements to Specify When Creating a Business Rule:Incorrect Options:Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 114
After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?
A. Use System Administration > Normal Security module
B. Select Normal role
C. Log out and back in
D. Select Global Update Set
E. End impersonation
Answer: C ([LEAVE A REPLY]())

When working withHigh Security Settingsin ServiceNow (such assecurity_admin role), the systemtemporarily elevates your security privileges. To return tonormal admin security levels, the most effective way is tolog out and log back in.
Resets Elevated Security Permissions
Thesecurity_adminrole istemporarily assignedand will beremoved upon logout.
Logging out ensures that you return todefault admin security levels.
Prevents Unintended Access
If you remain inHigh Security Mode, you might makeunauthorized changes.
Logging outensures security compliance.
Best Practice in ServiceNow Security Administration
ServiceNow recommendslogging out after making security changestoavoid accidentally altering critical configurations.
Why Logging Out and Back In is the Correct Answer?
A: Use System Administration > Normal Security moduleIncorrect- No such module exists in ServiceNow.
B: Select Normal roleIncorrect- Youcannot manually remove thesecurity_adminrole. It expires uponsession logout.
D: Select Global Update SetIncorrect- TheUpdate Set selection does not affect security roles.
E: End impersonationIncorrect-Ending impersonation only applies when using the "Impersonate User" feature. It doesnot affect elevated security roles.
Incorrect Answer Choices Analysis:
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 Official ServiceNow Documentation References:
Conclusion:The correct answer is:
C: Log out and back in
Logging outremoves elevated security roles, restoringnormal admin security levels.

NEW QUESTION: 115
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 (LEAVE A REPLY)
In ServiceNow, theEvent Registryis a module thatstores and defines all system eventsthat can be triggered within the platform. Events in ServiceNow are used to trigger business rules, notifications, workflows, and integrations based on specific system activities.
TheEvent Registry [sysevent_register]table containspredefined and custom event definitions.
It allowsdevelopers and administratorsto definenew custom events.
Events can betriggered manually (via scripts) or automaticallybased on system actions.
Events arenot tied to a specific timeframebut are available for use whenever triggered.
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.

Key Features of the Event Registry:Example Use Cases of the Event Registry:
TheEvent Registryisnot a log of completed eventsbut arepository of event definitionsthat can be triggered.
It defines bothdefault and custom eventsthat can be used across different system processes.
It is used forevent-driven automationin ServiceNow.
Why "C. The Event Registry is a module that provides Event definitions" is the Correct Answer?
A: The Event Registry lists all Events that have successfully completed within a 24-hour period - Incorrect This describes theEvent Log [sysevent]table, not the Event Registry.
B: The Event Registry is a list of all Events that originate through an integration - Incorrect TheEvent Registryis 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 Events triggered by scripts are logged in theEvent Log, not theEvent Registry.
Explanation of Incorrect Options:
ServiceNow Docs: Understanding the Event Registry
ServiceNow CSA Study Guide - Event Management
ServiceNow Product Documentation: Creating and Managing Events
References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 116
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 (LEAVE A REPLY)
Afilter conditionin 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.
Column (D)- Represents thefieldin the table that is being filtered (e.g., "Priority" in theincidenttable).
Operator (A)- Defines the comparison method, such asis, contains, starts with, greater than, etc.
Value (C)- Specifies thecriteriaused for filtering (e.g., "High" for Priority).
Components of a Filter Condition:Example of a Filter Condition in an Incident Table:PriorityisHigh Column:Priority Operator:is Value:High 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

NEW QUESTION: 117
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
C. Provides natural-langauge descriptions of flow logic

D. Supports No-Code application development
E. Automatically populates SLA records
F. Provides built-in libraries /API for complex coding
Answer: A,C,D (LEAVE A REPLY)
https://www.adzuna.in/details/3252834223
The folloing 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

NEW QUESTION: 118
Which of the following methods are useful in Access Control scripts?
A. g_user.hasRole()andcurrent.isNew()
B. gs.hasRole() and currentisNew()
C. _user.hasRole() and current.isNewRecord()
D. gs.hasRole() and current.isNewRecord()
Answer: (SHOW ANSWER)

NEW QUESTION: 119
Data Policy can enforce mandatory data on import.
A. True
B. False
Answer: A (LEAVE A REPLY)
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:
✅ Data Policies enforce mandatory fields for both UI entry and imports.
Why "False" is Incorrect:
❌ 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.
Thus, the correct answer is:
✅ A. True

NEW QUESTION: 120
An order for new office equipment has Men placed through the Service Catalog. How would you view the lists of requests after the orders have Men placed?
A. In the Navigation Filter, type 'requests. Let' and press the Enter key.
B. All > Service Catalog > Open Records > Items
C. All > Service Catalog > Requests
D. All > Tables and Columns > Taste
Answer: B (LEAVE A REPLY)

NEW QUESTION: 121
What are the 6 methods available for user authentication?
A. Local Database: The user name and password in their user record in the instance database.
B. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
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: A,B,C,D,E,F (LEAVE A REPLY)
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:
✅ A, B, C, D, E, F
Comprehensive and Detailed In-Depth
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.
ServiceNow supports a hybrid authentication approach, allowing multiple methods to coexist.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Authentication Methods
https://docs.servicenow.com
ServiceNow Security Best Practices - Authentication & Access Controls
ServiceNow Developer Portal - SSO & OAuth Authentication

NEW QUESTION: 122
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 (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence- reporting/virtual-agent-rn.html

NEW QUESTION: 123
What is the GlideForm Client-side scripting object?
A. gs.form
B. sn.form
C. gs.form
D. g_form
Answer: (SHOW ANSWER)

NEW QUESTION: 124
How can administrators utilize the same content for different notification channels?
A. Configure Default notification content
B. Enable Actionable notification content
C. Provide Common notification content
D. Set up Related notification content
Answer: (SHOW ANSWER)
InServiceNow, administrators canreuse the same notification contentacross multiple channels (such asemail, SMS, and push notifications) by usingCommon Notification Content.
Consistency Across Channels
Ensures that the same message format is used acrossemail, SMS, and push notifications.
Easier Maintenance
Instead ofcreating separate contentfor 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.
A). Configure Default notification content
Incorrect: There is no "default notification content" feature in ServiceNow.
B). Enable Actionable notification content
Incorrect: Actionable notifications allow users totake actions directly from the notification, but they do not manage common content.
D). Set up Related notification content
Incorrect: No such feature as "Related notification content" exists in ServiceNow.
Key Features of Common Notification Content:Why Other Options Are Incorrect?
Common Notification Content Overview
ServiceNow Notification Management
Setting Up Common Notification Content
Creating Reusable Notification Content
References from ServiceNow CSA Documentation:

NEW QUESTION: 125

What are three security modules often used by the System Administrator? (Choose three.)
A. System Properties > Security
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 (LEAVE A REPLY)
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?
✅ 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.
✅ 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.
✅ 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?
❌ B. Utilities > Migrate Security
This option does not exist in ServiceNow. There is no "Migrate Security" under Utilities.
❌ 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.
❌ 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.
❌ 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

NEW QUESTION: 126

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

A. Common Access Card (CAC)

B. Extended Validation Access (EVA)

C. Organization Verification Card (OVC)

D. Personal Identify Verification (PIV)

E. Domain Authentication Card (DAC)

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 127

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 (LEAVE A REPLY)

TheFlow Designermodule in ServiceNow is used to create and manageautomationsthat involve business logic such asapprovals, tasks, notifications, and integrations. It provides ano-code/low-codeenvironment where users can define automated workflows without needing to write scripts.

Automates Processes- Handles approvals, notifications, and task assignments.

No-Code Interface- Users can build workflows using adrag-and-dropinterface.

Replaces Legacy Workflows- Flow Designer is themodernalternative to Workflow Editor.

Integrates with Spokes- Can connect to other systems usingIntegration Hub.

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.

B: Process Automation > Flow Administration# Used formanaging existing flows, not creating new ones.

C: Process Automation > Workflow Editor# This is thelegacyworkflow automation tool, replaced by Flow Designer.

D: Process Automation > Process Flow# No such module exists in ServiceNow.

E: Process Automation > Active Flows# Displaysalready running flows, but does not allow new flow creation.

Reference:ServiceNow Docs: Flow Designer

ServiceNow CSA Official Study Materials

NEW QUESTION: 128

Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

A. Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install

B. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install

D. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install

Answer: (SHOW ANSWER)

NEW QUESTION: 129

What action will allow you to personalize layouts of columns in a list?

A. Select the column to be personalized > Click Edit icon (Penal) > Choose me options to personage

B. Click Gear icon > Personalize window options > Select the appropriate columns

C. Select the column to be personalized and right at the header > Choose the options to personalize

D. Context Menu > View > Personalize

Answer: (SHOW ANSWER)

NEW QUESTION: 130

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: C (LEAVE A REPLY)

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge- management/reference/r_KnowledgeWorkflows.html

NEW QUESTION: 131

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: (SHOW ANSWER)

UI Policiesare the preferred method to dynamically control the visibility, read-only state, or mandatory status of form fieldswithout requiring a page reload.

Best Practicesuggests usingUI Policiesover Client Scripts whenever possible because UI Policies execute on the client side and are easier to manage.

Theydo not require scriptingin most cases and provide asimple rule-based approach.

Explanation of Incorrect Options:

Client Scripts (A)# Used for executing JavaScript logic in the browser, but making fields mandatory or hidden should be done via UI Policies.

Business Rules (C)# Run on the server-side and do not directly affect form fields in real-time.

UI Actions (D)# Used for creating buttons, links, or context menu actions;not for modifying field properties.

Reference:

ServiceNow Docs - UI Policies

NEW QUESTION: 132

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

A. Sourcing fields

B. Function fields

C. Computational fields

D. Calculation fields

Answer: B (LEAVE A REPLY)
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 → ✕ Incorrect
"Sourcing Fields" is not a valid term in ServiceNow reporting.
C . Computational Fields → ✕ Incorrect
While this term sounds relevant, ServiceNow does not use "Computational Fields" in reporting.
D . Calculation Fields → ✕ 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.

NEW QUESTION: 133
How are local flow variables accessed in the Flow Designer Data panel?
A. As new tabs
B. As data pills
C. As scratchpad variables
D. As newly generated icons
Answer: B (LEAVE A REPLY)

NEW QUESTION: 134
Reports can be created from which different places in the platform? (Choose two.)
A. List column heading
B. View / Run module
C. Metrics module
D. Statistics module
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 135

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 (LEAVE A REPLY)
In ServiceNow, new tables can be created using theTables & Columnsmodule or theTablesmodule.
Navigation:System Definition > Tables & Columns
Allows admins tocreate and modify tables, including:
Adding columns (fields)
Setting relationships
Defining attributes
Navigation:System Definition > Tables
A simpler interface for creating tableswithout managing columns immediately.
B: Schema Map #Incorrect
Schema Mapvisualizestable relationships but does not allow table creation.
C: Dictionary #Incorrect
TheSystem Dictionary (sys_dictionary)is used tomanage fields and attributes, not create tables.
Creating Tables in ServiceNow
Understanding Tables & Columns
1. Tables & Columns Module(Correct Answer)2. Tables Module(Correct Answer)Why Other Options Are Incorrect?Official ServiceNow Documentation Reference:

NEW QUESTION: 136
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: (SHOW ANSWER)
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.
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

NEW QUESTION: 137
Which one of the following modules can be used to view field settings for a table?
A. Tables and Fields
B. Columns and Fields
C. Access Control
D. Tables & Columns
Answer: D (LEAVE A REPLY)

NEW QUESTION: 138
What is the difference between UI Policy and UI Action?
A. UI Policy can make fields read-only, mandatory, or hidden. while UI Action can make a save button visible for appropriate users.
B. UI Action can make fields read-only, mandatory, or hidden. while UI Policy can make a save button visible for appropriate users.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 139
What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?
A. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
B. REQ (Number)>RITM (Number)>TASK (Number)
C. FULFILLMENT (Number)>RITM (Number)>TASK (Number)
D. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
Answer: (SHOW ANSWER)

NEW QUESTION: 140
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 None, Permission: create: Role: itil
E. Name: incident. None; Operation: create; Role: itil

Answer: E (LEAVE A REPLY)
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
❌ Incorrect - The "write" permission allows editing existing records, but does not allow creating new ones.
B . Name: incident Any, Operation: write, Permission: itil
❌ 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
❌ Incorrect - "incident.*" applies to all fields in the table, but does not apply to record creation.
D . Name: incident None, Permission: create: Role: itil
❌ 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

NEW QUESTION: 141
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: (SHOW ANSWER)

InServiceNow Access Control Rules (ACLs), if an administrator wants to grant access toall rows and all fieldsof a custom table (e.g.,customertable) to specific roles (customer_table_adminandcustomer_table_user), they should create an ACL rule using theformat:
##tablename.*
For theCustomer Table, the correct ACL format is:
##customer.*
This rule allows bothcustomer_table_adminandcustomer_table_userfull accessto all fields and records in thecustomertable.
A). customer.all
Incorrect syntax; ServiceNow does not use.allin ACL rules.
C). customer.field
This would applyonly to a specific field, not all rows and fields.
D). customer.none
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)

NEW QUESTION: 142
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 ([LEAVE A REPLY](#))
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
✅ 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.
2. "Add" Button
✅ 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
✅ 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
❌ Incorrect - "Publish" is used in Knowledge Management for articles, not related lists.
D . Manage

❌ 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

NEW QUESTION: 143
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: ([SHOW ANSWER]())
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:
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.).
Click on acolumn headingto access the context menu.
SelectBar Chart, Pie Chart, or other visualization optionsto generate an instant report.
If needed, refine the report using the reporting interface.
TheView / Run moduleis the primary location for creating and managing reports in ServiceNow.
It allows users tocreate new reports, modify existing reports, and run pre-built reports.
Users can access theReport Designerfrom 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 toReports > View / Runin the Application Navigator.
ClickCreate a Reportto start building a new report.
1. List Column Heading (Correct)2. View / Run Module (Correct)Why the Other Options Are Incorrect:B.
Metrics module (Incorrect)
TheMetrics modulein ServiceNow is used to track and measure the performance of records over time, but it isnot used to create reports.
Metrics focus on data such astime to resolution, SLA compliance, and process efficiency, but reporting is handled separately in the Reports module.
C). Statistics module (Incorrect)
ServiceNow does not have a dedicatedStatistics modulefor report creation.

While reports can generate statistical insights, this is done within theView / Run moduleand not a standalone " Statistics module. " References:ServiceNow Documentation: Creating and Running Reports ServiceNow CSA Learning Path: Reporting and Performance Analytics ServiceNow Docs: Working with Lists and Reports

NEW QUESTION: 144
What actions are required to refine the number of records displayed in a list view?
A. Add embedded lists and form annotations
B. Right-click to configure relationship list
C. Modify field properties and duplicate form views
D. Select the filter icon and apply conditions
Answer: (SHOW ANSWER)

NEW QUESTION: 145
On a filter condition, which component is always a choice list?
A. Operator
B. Filter Criteria
C. Operation
D. Match Criteria
Answer: A (LEAVE A REPLY)
In ServiceNow, when building filter conditions using theCondition 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

NEW QUESTION: 146
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: B (LEAVE A REPLY)

Reference: https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

NEW QUESTION: 147

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 (LEAVE A REPLY)

The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.

References:

* ServiceNow Product Documentation: Configuration item relationships in the CMDB

- https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-manage

* 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-m

NEW QUESTION: 148

What is specified in an Access Control rule?

A. Groups, Conditional Expressions and Workflows

B. Table Schema, CRUD, and User Authentication

C. Object and Operation being secured; Permissions required to access the object

D. security_admin

Answer: (SHOW ANSWER)

Reference:

https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%2

NEW QUESTION: 149

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: (SHOW ANSWER)

TheActivity Formatterin ServiceNow is a UI element that trackschanges and updatesmade to a record, including actionsnot saved directly within a field.

Displays atimeline of record updates, including comments, work notes, and field changes.

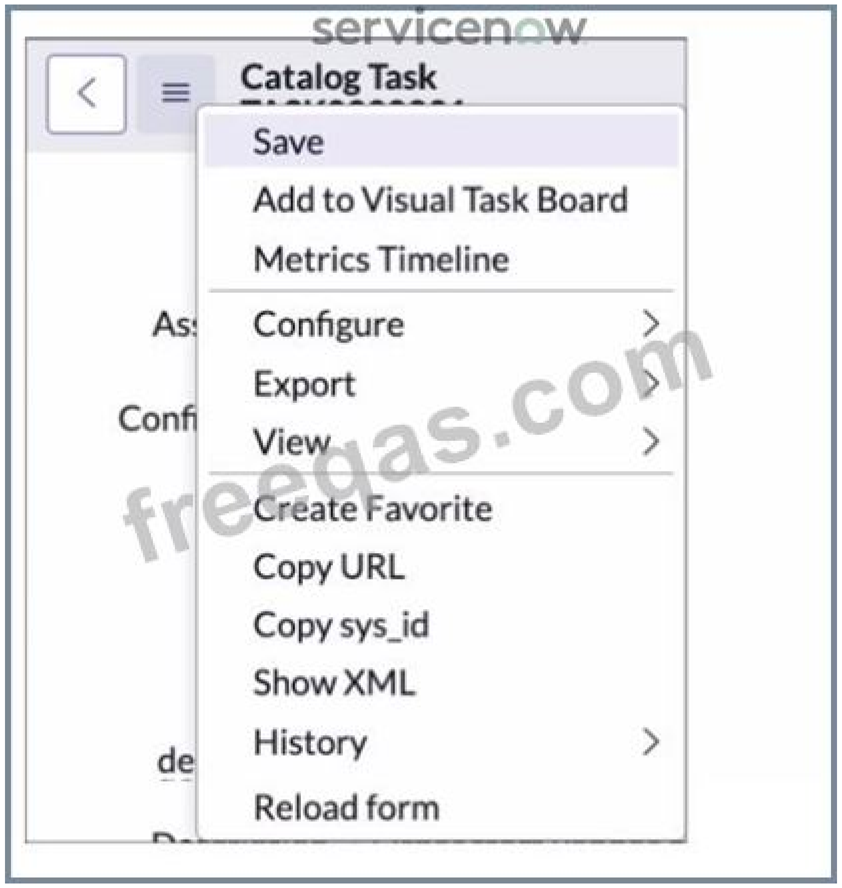
Capturessystem-generated events(such as status changes).

Allows users to viewhistorical activityon a record.

A: Sidebar- Thesidebarprovidesquick access to navigation menus, butdoes not track unsaved field changes.

B: List Editor- TheList Editorallowsinline editingof records but doesnot track changes separately.
D: Dictionary- TheDictionarydefines fields and tables but doesnot track changes made to records.
ServiceNow Activity Formatter
ServiceNow CSA Training Module:"Working with Activity Streams and Record History" Key Features of the Activity Formatter:Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION: 150



Which path would you take to access the table configuration page from a form?
A. The Form Context menu > View > Show Table
B. The Form Context menu > Configure > Dictionary
C. The Form Context menu > View > Table
D. The Form Context menu > Configure > Table
Answer: D ([LEAVE A REPLY]())

NEW QUESTION: 151
What is required to link a ServiceNow application to a Git repository?
Choose 3 answers
A. URI
B. User name
C. Application name
D. Password
E. ACL

F. URL

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 152

Which tool is used for creating dependencies between configuration items in the CMDB?

A. CI Class Manager

B. CI Relationship Editor

C. CMDB Builder

D. CI Service Manager

Answer: A (LEAVE A REPLY)

NEW QUESTION: 153

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

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

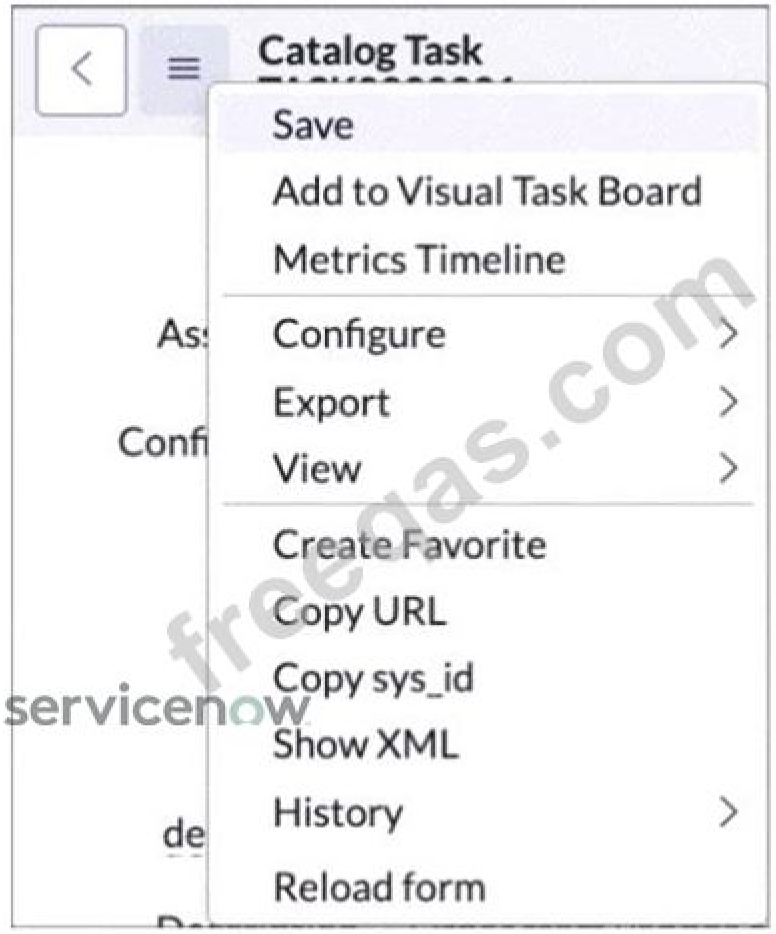
B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions

C. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance

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

Answer: (SHOW ANSWER)

NEW QUESTION: 154



Which path would you take to access the table configuration page from a form?

A. The Form Context menu > View > Show Table

B. The Form Context menu > Configure > Dictionary

C. The Form Context menu > Configure > Table

D. The Form Context menu > View > Table

Answer: C (LEAVE A REPLY)

NEW QUESTION: 155

How would you define an Access Control, to allow a user with iti role to have permission to create incident records?

A. Name: incident None, Permission: create: Role: itil

B. Name: incident"; Permission: write; Role: itil

C. Name: incident Any, Operation: write, Permission: itil

D. Name: incident.*; Operation: write; Permission: itil

E. Name: incident. None; Operation: create; Role: itil

Answer: A (LEAVE A REPLY)

NEW QUESTION: 156

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 (LEAVE A REPLY)
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?
✅ Before
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).
✅ After
Executes after a record is inserted, updated, or deleted.
Commonly used for triggering notifications or creating related records.
✅ 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).
✅ 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?
❌ 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.
❌ 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.
❌ 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
ServiceNow Developer Documentation - Before, After, Async, and Display Business Rules

NEW QUESTION: 157
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 (LEAVE A REPLY)
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

NEW QUESTION: 158
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 (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_U

NEW QUESTION: 159
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
E. CSDM
Answer: D (LEAVE A REPLY)
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 ✅
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 ❌
UI Policies control form behavior (e.g., showing/hiding fields) but do not dynamically assign values based on machine learning.
B . Assignment Rule ❌
Assignment Rules determine who gets assigned a record based on conditions but do not populate Priority or Category automatically.
C . Action ❌
"Action" is not a framework-it refers to Flow Designer actions, which require manual configuration.
E . CSDM (Common Service Data Model) ❌
CSDM is a data framework for managing CIs and services, but it does not handle automatic field population.
Reference:
ServiceNow Documentation: Predictive Intelligence Overview
ServiceNow AI & ML: Predictive Intelligence for Incident Categorization

NEW QUESTION: 160
A customer requests the following data quality measures be added:
1. Incident numbers should be read-only on all lists and forms, for all users.
2. Short Description field should be mandatory, on all records, across all applications, on insert.
Which type of policy would you use to meet this requirement?
A. Data policy
B. Dictionary Design Policy
C. Data Quality Policy
D. Field Criteria Policy
Answer: A (LEAVE A REPLY)
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).
How Data Policies Apply to This Scenario:
Incident numbers should be read-only on all lists and forms, for all users.
Data policies can enforce field read-only rules globally.
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"

NEW QUESTION: 161
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 Navigator Filter, type tablename.group.category and press enter
B. On the Category column title, click Context menu > Group By Category
C. Click Group On icon, select Category
D. On the Filter Menu, select Group By > Category
E. On list Context Menu, select Group By > Category
Answer: (SHOW ANSWER)

NEW QUESTION: 162
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
Answer: (SHOW ANSWER)
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.
1. Retrieve (The First Step):
Before you can do anything, 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.
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):
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.

NEW QUESTION: 163
In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

A. Field Value
B. Data Pill
C. Data Element
D. Field Icon
E. Data Trigger
Answer: B (LEAVE A REPLY)

NEW QUESTION: 164
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 (LEAVE A REPLY)
TheApplication Navigator (App Navigator) search fieldin ServiceNow allows users to quickly findapplications, modules, and favoritesby typing relevant keywords. It helps in easy navigation by filtering available options as the user types.
Thefour correct answersdescribe what the App Navigator search field can return:
The search field can return bothapplicationsand their respectivemodulesin the left navigation panel.
Example: Searching for "Incident" will return:
Application:"Incident"
Modules:"All", "Open", "Resolved", "Create New"
Modulesare 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"
The search field supports findingfull applicationsby their name.
Example: Typing "Change" will display theChange Managementapplication and its related modules.
If a user has marked specific modules or applications asFavorites, they will appear in search results.
This helps users quickly access commonly used features.
1. Names of Applications and Modules (Correct)2. Names of Modules (Correct)3. Names of Applications (Correct)4. Favorites (Correct) Why the Other Options Are Incorrect:E. History Records (Incorrect) TheHistory tabin the navigation panel showsrecently accessed records, but it isnot searchable through the App Navigator.
Instead, users can find history under:
History Module(System Settings > History)
Recent History Tabin the left navigation
F: Titles of Dashboard Gauges (Incorrect)
Dashboard Gaugesare visual elements onPerformance Analytics or Reporting Dashboardsand arenot searchablein the App Navigator.
Instead, dashboards and reports are found under:

Self-Service > Dashboards
Performance Analytics > Dashboards
A ServiceNow user wants toquickly 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)
Example Use Case:This allows for quick navigation without manually expanding application menus.
References:ServiceNow Documentation: Application Navigator Overview
ServiceNow CSA Learning Path: Using the Application Navigator
ServiceNow Docs: Favorites and Navigation

NEW QUESTION: 165
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 (LEAVE A REPLY)
TheUser Menuin 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:
TheLog Outoption 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
Users with appropriate privileges (such as administrators) canelevate their rolesto 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 tosecurity_adminto access security-related configurations.
TheImpersonate Userfeature 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
Example:
An admin impersonating a regular user can verify that the correct permissions and UI settings are applied.
1. Log Out ServiceNow (Correct)2. Elevate Roles (Correct, for Admin Users)3. Impersonate Users (Correct, for Admin Users) Why the Other Options Are Incorrect:A. Send Notifications (Incorrect) The User Menudoes notinclude an option to send notifications.

Notifications (emails, push notifications, SMS) are managed through:
System Notification > Email > Notifications
Outbound SMS or Messaging Settings
E: Order from Service Catalog (Incorrect)
Users can order items from theService Catalog, butthis action is not available from the User Menu.
Instead, users access the Service Catalog through:
Self-Service > Service Catalog
Requests and Catalog Items pages
F: Approve Records (Incorrect)
Users canapprove recordsif they have approval roles (e.g.,approver), but this action is not directly available from theUser Menu.
Approvals are managed through:
My Approvalsin Self-Service
The Approvals module in theServiceNow application navigator
References:ServiceNow CSA Documentation: User Menu Overview
ServiceNow CSA Learning Path: User Menu and Elevate Roles
ServiceNow Docs: Impersonate Users in ServiceNow

NEW QUESTION: 166
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 (LEAVE A REPLY)
ThePropertiessection in theReport Designeris used to:
Specify the report name
Select the table or data sourcefor the report
Allows renaming the reportfor better identification.
Defines the primary data source(table) for the report.
Sets report-level settingssuch as visibility, sharing options, and description.
B). Data #Incorrect
TheData sectionis used tofilter and refine the databut not to set the table or name the report.
C). Configure #Incorrect
No such section named"Configure"exists in the Report Designer.
D). Type #Incorrect
TheType sectionis used toselect the type of report(e.g., Pie Chart, Bar Chart, List, etc.).
E). Sources #Incorrect
No"Sources"section exists in the Report Designer.
Key Features of the Properties Section:Why Other Options Are Incorrect?

Report Designer Overview
Official ServiceNow Documentation Reference:

NEW QUESTION: 167
Record numbers have to be manually incremented
A. True
B. False
Answer: B (LEAVE A REPLY)
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.
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

NEW QUESTION: 168
What type of field allows you to look up values from one other table?

A. Reference
B. Verity
C. Options
D. Selections
E. Dot walk
F. Lookup
Answer: (SHOW ANSWER)
Reference:
https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f
%20Orders%20table

NEW QUESTION: 169
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. Sources
D. Configure
E. Type
Answer: B (LEAVE A REPLY)

NEW QUESTION: 170
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 does not belong to any groups, which contain the itil role
B. Their user account is not logged in properly
C. Their user account does not have itil role
D. Their user account failed LDAP authentication
E. Their user account was not approved by their manager
Answer: D,E (LEAVE A REPLY)

NEW QUESTION: 171
Which business requirements and process(es) should be documented as part of the application development plan?
Choose 4 answers
A. Project schedule
B. Users/stakeholders
C. Process steps
D. Available licenses
E. Database capacity
F. Data input/output

G. Business problem
Answer: A,C,D,G (LEAVE A REPLY)

NEW QUESTION: 172
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 (LEAVE A REPLY)
Table Builderis a feature in ServiceNow that allows administrators tomanage table structures, relationships, and configurations.
The"Additional Actions"menu includes options such ascreating database indexes, which improve query performance.
Explanation of Incorrect Options:
Duplicate the selected form view (A)# Form views are configured separately and not via Table Builder.
Add a new module (B)# Modules are added in the Application Navigator,not Table Builder.
Schedule a job (D)# Jobs are created in theSystem Scheduler, not Table Builder.
Reference:
ServiceNow Docs - Table Builder

NEW QUESTION: 173
On a Business Rule, the When salting 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 (LEAVE A REPLY)
InServiceNow,Business Rulesareserver-side scriptsthat execute when a record is created, updated, deleted, or queried. The " When " setting in a Business Rule determineswhen the rule runs in relation to database operations.
BeforeExecutes before a record is inserted, updated, or deleted.
Used forvalidations, data modifications, and setting field valuesbefore saving.
AfterExecutes after a record has been committed to the database.
Used fortriggering notifications, writing logs, or updating related records.
Async(Asynchronous)Executes after a short delay, allowing the main transaction to complete first.
Used forlong-running processes like API calls, email sending, or external system updates.
DisplayExecutes before the record is sent to the client (UI).
Used topopulateg_scratchpadfor client-side scripts.
The Four Timing Options for Business Rules:
Example Use Cases for Business Rule Timings:Business Rule Timing
When It Runs
Use Case
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)
A). Insert, Update, Delete, QueryIncorrect- These aredatabase operations, not the execution timing options for Business Rules.
C). Prior to, Synchronous, on UpdateIncorrect- These termsdo not matchthe standard ServiceNowBusiness Rule timing settings.
D). Before, Synchronous, Scheduled Job, ViewIncorrect- " Scheduled Job " isnota Business Rule timing option (it is part ofScheduled Script Executions).
Incorrect Answer Choices Analysis:
ServiceNow Docs - Business Rules Overview# Understanding Business Rules ServiceNow Docs - Best Practices for Business Rules# Best Practices for Business Rules Official ServiceNow Documentation References:

NEW QUESTION: 174
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 (LEAVE A REPLY)
TheReport Designerin ServiceNow is used to create, configure, and format reports. It contains multiple sections to control different aspects of the report.
C: Style
TheStylesection is responsible for adjusting thevisual appearanceof 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 abar chart's colorsto align with corporate branding.
Adjusting thelegend placementfor better visualization.
A: Format
"Format" is not a specific section in the Report Designer.
Formatting options are controlled within theStylesection.
B: Layout

TheLayoutsection controlshow the report data is arranged, but not the appearance.
Example: Setting atwo-column layoutfor a report.
D: Configure
TheConfiguresection is used for defining thedata source, conditions, and filters for the report, not its appearance.
References:ServiceNow Documentation:Report Designer Guide
ServiceNow Reporting Best Practices:Configuring Report Styles

NEW QUESTION: 175
Which source control operation is available from BOTH Studio and the Git Repository?
A. Apply Remote Changes
B. Stash Local Changes
C. Create Branch
D. Edit Repository Configurations
Answer: (SHOW ANSWER)

NEW QUESTION: 176
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: (SHOW ANSWER)
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 .
* 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. "

NEW QUESTION: 177
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 (LEAVE A REPLY)
Reference: https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb2439961938

NEW QUESTION: 178
Groups are stored in what table?
A. User Group [user_groups]
B. Group [sn_sys_user_group]}
C. User Groups [sn_user_groups]
D. Groups [sys_user_groups]
E. Group [sys_user_group]
Answer: E (LEAVE A REPLY)

NEW QUESTION: 179
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 (LEAVE A REPLY)
To rename a field label in ServiceNow (such as changing "Priority" to "PValue"), you must either update the dictionary definition or change the field label.
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"

NEW QUESTION: 180
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: (SHOW ANSWER)
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:
Batch Installation
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 ❌ Incorrect: CICD is used for version control and automated deployments, not plugin installation.
C . Multiple Integration and Process Delivery (MIPD) SpokeBatch Install ❌ Incorrect: No such ServiceNow plugin exists.
D . Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install ❌ 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: ✅ Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

NEW QUESTION: 181
Which of the following is true of Service Catalog Items in relation to the Service Catalog?
A. They provide options.
B. They are optional.
C. They are the building blocks.
D. They run behind the scenes.
Answer: (SHOW ANSWER)

NEW QUESTION: 182
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: (SHOW ANSWER)
In ServiceNow,Templatesare used to quickly populate fields in a form with pre-defined values, improving efficiency and consistency.
C: Stamp
TheStamp icon(#) on the form header provides access toTemplate features.
Clicking this icon allows users to applypre-configured templatesto quickly fill out form fields.
Users can also create, manage, and applypersonalorglobal templatesfrom this menu.
Example Usage:
AService Desk Agentapplying an "Urgent Incident" template to auto-fill priority, assignment group, and category fields.
A: Paper Clip
ThePaper Clipicon is used forattaching filesto a record, not for templates.
B: More Options (...)
TheMore Optionsmenu provides additional record actions, but templates are accessed through theStampicon.
D: Context Menu
TheContext Menu(right-click or three-line menu) provides form options but doesnotdirectly access templates.
References:ServiceNow Documentation:Using Form Templates
ServiceNow Admin Guide:Creating and Managing Templates

NEW QUESTION: 183
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: (SHOW ANSWER)
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and- ui/task/ui16-navigator-tasks.html

NEW QUESTION: 184
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 (LEAVE A REPLY)
✓ 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:
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

NEW QUESTION: 185
What Service Catalog feature do you use to organize items into logical groups?
A. Variable sets
B. Catalog items
C. Categories
D. Sections
Answer: A (LEAVE A REPLY)

NEW QUESTION: 186
What is a quick way to create a report from a list view?
A. Apply filter, right click on column header, select Create Report
B. Click on filter breadcrumb, drag and drop on the Report > Create New module
C. Apply filter, right click on column header, select Bar Chart
D. Click Context Menu, select Create Report
E. Click Funnel, define filter conditions, click Create Report
Answer: E (LEAVE A REPLY)

NEW QUESTION: 187

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 (LEAVE A REPLY)

InServiceNow, anUpdate Setis a mechanism used tocapture customizationsmade in an instance andmove them to another instance(e.g., from development to production). However, certain elements arenot included in an Update Set by default.

Homepages (A) -Correct

Homepages are stored asuser-specific or global content, and they are not included in update sets by default.

To migrate them, you need tomanually export/importthem or use thesys_portal_page_settable.

Data (B) -Correct

Update Setsdo not include actual data, such as incident records, user records, or CMDB data.

Onlyconfiguration changes(like fields, forms, and workflows) are captured.

Data migration must be handled separately usingData Export or Integration methods.

Published Workflows (C) -Correct

Once a workflow ispublished, it is stored as a runtime instance and not automatically included in an Update Set.

To capture it, you mustmanually updatethe workflow before moving it in an Update Set.

Report Definitions (H) -Correct

Reports and their configurations are not automatically included in Update Sets.

You mustmanually include themby marking them as "Captured in Update Set." 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) 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 Items NOT Included in Update Sets (By Default):Items That ARE Included in Update Sets (By Default):

Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 188

Which options are available in the Data Visualization configuration panel for how the data will be presented?
(Choose 2 answers)

A. O Metrics

B. O Time maps

C. O Configuration items
D. O Chart mapping
E. O Data sources
Answer: A,D (LEAVE A REPLY)
In theData Visualizationconfiguration panel, users can define how data is presented. Theavailable optionsinclude:
Metrics (A)# Used to track and visualize performance over time.
Chart mapping (D)# Displays data in a graphical format like bar charts, pie charts, and line graphs.
Explanation of Incorrect Options:
Time maps (B)# Not a standard Data Visualization component in ServiceNow.
Configuration items (C)# Refers to CMDB records, not a visualization method.
Data sources (E)# Provides data but isnot a visualization method.
Reference:
ServiceNow Docs - Reporting and Dashboards

NEW QUESTION: 189
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 (LEAVE A REPLY)
Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260

NEW QUESTION: 190
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: (SHOW ANSWER)
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.
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"

NEW QUESTION: 191
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: (SHOW ANSWER)
When using theData Pill Pickerin Flow Designer,dot-walkingis used to access fields inrelated tables.
The shortcut fordot-walkingin theData Pill Pickeris:#Ctrl<and Ctrl>
Dot-walkingallows users toaccess fields in referenced records.
For example, if you have anIncidentrecord with aCallerfield (which references thesys_usertable), you candot- walkto theCaller's emailusing:
What is Dot-Walking?CopyEdit
incident.caller.email
This is useful whenbuilding conditions, flows, and reportsin ServiceNow.
A). Arrows- Arrow keys are used for navigation, but they do not support dot-walking.
B). Plus, Minus- These keys arenot used for dot-walkingin 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.
ServiceNow Dot-Walking & Data Pill Picker
ServiceNow CSA Training Module:"Using Dot-Walking in Flow Designer and Reporting" Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION: 192
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: (SHOW ANSWER)
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.
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

NEW QUESTION: 193
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 (LEAVE A REPLY)
Theconversational bot platforminServiceNowthat helps usersobtain information, make decisions, and perform common tasksis calledVirtual Agent.
What is Virtual Agent?Virtual Agent is achatbot frameworkin ServiceNow that allows users to interact with the system usingnatural language processing (NLP). It automates responses, guides users through processes, and integrates with ServiceNow workflows to resolve requests efficiently.
Conversational AI & Automation
Uses AI andNatural Language Understanding (NLU)to interpret user input and provide relevant responses.
Predefined Topics & Custom Topics
Comes with pre-built conversation topics (e.g., resetting passwords, requesting IT help) and allows organizations to create custom topics.
Multi-Channel Support
Works with platforms likeMicrosoft Teams, Slack, ServiceNow Chat, and web portals.
Self-Service Capabilities
Enables users to resolve issueswithoutcontacting the Service Desk, improving efficiency.
Integration with ServiceNow Workflows
Can trigger workflows tocreate incidents, update records, retrieve knowledge articles, or complete approvals.
A). Answer Agent
Incorrect: There is no feature named "Answer Agent" in ServiceNow.
B). Live Feed
Incorrect:Live Feedis 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
Incorrect:Connect Chatis ServiceNow's real-timecollaborative chat system, used for direct communication between users and support agents, but it isnot an AI-driven Virtual Agent.
Key Features of Virtual Agent:Why Other Options Are Incorrect?
ServiceNow Product Documentation - Virtual Agent
Virtual Agent Overview
Setting Up Virtual Agent
ServiceNow Conversational Interfaces
Virtual Agent vs. Connect Chat
References from ServiceNow CSA Documentation:

NEW QUESTION: 194
A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps 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
C. The prefix of an incident cannot be changed because it is a built-in feature
D. Submit a Change Request to ServiceNow Technical Support
Answer: A (LEAVE A REPLY)
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:
Steps to Change the Incident Number Prefix:

Navigate to the Number Maintenance Application:
Go to All → System Definition → Number Maintenance
Search for the Incident table (task.number record for Incident).
Modify the Prefix:
Open the existing Incident numbering record.
Change the Prefix from "INC" to "IN".
Ensure the Next Number field is correctly set (e.g., "IN0001001").
Save the Changes:
Click Update to apply the new prefix.
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.
Why Option A (Number Maintenance) is Correct?
✅ The Number Maintenance application is the correct place to modify prefixes for tables like Incident.
Why Other Options Are Incorrect?
❌ 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.
❌ 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.
❌ 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

NEW QUESTION: 195
Farm a form, what would you click, to modify the order of the fields on the form?
Choose 2 answers
A. Right click on header > Configure > Form Design
B. Context Menu > Form > Layout
C. Context Menu > Configure > Form Designer
D. Right click on header > Configure > UX Dashboard
E. Context Menu > Configure > Form Layout
Answer: A,E (LEAVE A REPLY)

NEW QUESTION: 196
What icon do you use to change the icon and color on a Favorite'?
A. Star
B. Pencil

C. Triangle
D. Clock
Answer: B (LEAVE A REPLY)

NEW QUESTION: 197
When using the Load Data and Transform Map process, what is the Mapping Assist used for?
A. Mapping fields using Transform History
B. Mapping fields using an SLA
C. Mapping fields using a Field Map
D. Mapping fields using the Import Log
Answer: C (LEAVE A REPLY)

NEW QUESTION: 198
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 (LEAVE A REPLY)
InServiceNow Service Catalog, theUser Criteriafeature is used to specify which users are eligible to access (view or order) aService Catalog Item. User Criteria allows administrators todefine rules that determine whether a user can see or request a catalog item based on attributes such as roles, groups, departments, and locations.
User Criteria is createdto define the conditions (e.g., users in the IT department can order a laptop).
It is thenapplied 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.
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, thecatalog_adminrole can manage catalog items, but it does not control access for end users.
C). Can Order Tab# Incorrect. This is not a valid ServiceNow feature. Ordering permissions are controlled throughUser Criteria.
Reference:
User Criteria for Service Catalog
ServiceNow CSA Training Material

NEW QUESTION: 199
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 (LEAVE A REPLY)
TheApplication Integration and Plugin Delivery (A1PD) SpokeBatch Installplugin inServiceNowallows users to installmultiple applications, customizations, and pluginsat once.
Batch Installation
Enables administrators to install multiple applications or pluginssimultaneously, reducing manual effort.
Automated Delivery
Facilitatesautomated deploymentof related applications and customizations.
Improved Instance Management
Ensures consistent configurations across multiple instances (e.g.,Dev # Test # Prod).
B). Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install Incorrect: CICD is used forversion control and automated deployments, not plugin installation.
C). Multiple Integration and Process Delivery (MIPD) SpokeBatch Install Incorrect: No such ServiceNow plugin exists.
D). Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install
Incorrect: No such ServiceNow feature exists.
Key Features of A1PD SpokeBatch Install:Why Other Options Are Incorrect?
A1PD Plugin Overview
ServiceNow Plugin Installation
Application Integration Best Practices
Managing Installed Applications
References from ServiceNow CSA Documentation:Final Verification:Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

NEW QUESTION: 200
What is specified in an Access Control rule?
A. Groups, Conditional Expressions and Workflows
B. Table Schema, CRUD, and User Authentication
C. Object and Operation being secured; Permissions required to access the object
D. security_admin
Answer: (SHOW ANSWER)
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 ❌ (Incorrect)
ACLs do not manage workflows or directly control group assignments.
B . Table Schema, CRUD, and User Authentication ❌ (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 ❌ (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 Configuring ACLs in ServiceNow:
https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/security/task/t_CreateOrModifyAnAccessControl.html

NEW QUESTION: 201
What is used frequently to move customizations from one instance to another?
A. Table Templates
B. Application Files
C. UI Script Includes
D. Update Sets
Answer: D (LEAVE A REPLY)
#Update Setsare the primary method formoving customizationsfrom one ServiceNow instance to another. An Update Set records changes made to an instance, including modifications to:
Forms, fields, and tables
Business rules, scripts, and workflows
UI policies and ACLs
How Update Sets Work:
When youmodify configurations, the changes arecapturedin an active Update Set.
The Update Set is thenexported from the development instanceandimported into the target instance(e.g.,from Dev to Test to Production).
Once imported, the Update Set iscommitted, applying the changes.
Option A (Table Templates)is incorrect because these definedefault field structuresfor tables but do not move 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

NEW QUESTION: 202
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 > Push Notifications
C. System Logs > ICE Logs

D. System Logs > Emails
Answer: (SHOW ANSWER)

NEW QUESTION: 203
The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against me data?
A. Style
B. Format
C. Data
D. Configure
E. Group by
Answer: (SHOW ANSWER)
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 define filters to limit the dataset.
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"

NEW QUESTION: 204
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 (LEAVE A REPLY)
The main UI components of the ServiceNow platform are designed to provide a structured and user-friendly 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.
Thus, the correct answer is:
✅ B. Banner Frame, D. Application Navigator, F. Content Frame

NEW QUESTION: 205
What module in the Service Catalog application does an Administrator access to begin creating a new item?
A. Maintain Items
B. Items
C. Content Items
D. Maintain Categories
Answer: A (LEAVE A REPLY)

NEW QUESTION: 206
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 (LEAVE A REPLY)
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 (✅ 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 (✅ 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 (✅ 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 (✅ Correct)
The CMDB supports various IT Service Management (ITSM) processes, such as:
Incident Management (linking incidents to affected CIs)
Change Management (analyzing the impact of changes on CIs)
Problem Management (identifying root causes of recurring issues)
The CMDB ensures that these processes operate with accurate and updated asset data.
Why the Incorrect Option is Wrong:
❌ B. User Permissions (Incorrect)
While user permissions (such as roles and access controls) exist in ServiceNow, they are not a fundamental concept of the CMDB itself.
Permissions (like cmdb_read or admin) control who can access and modify the CMDB, but they are not core CMDB components.
Example Use Case:
An IT administrator wants to check which business services depend on a specific database server before performing maintenance.
Using the CMDB Dependency View, they see that the database server is linked to an email service and a customer portal.
This insight helps them plan a change request to notify impacted users before the server is taken offline.
Reference:
ServiceNow Documentation: CMDB Overview
ServiceNow Learning Path: CMDB Fundamentals
ServiceNow Docs: Dependency Views in CMDB

NEW QUESTION: 207
After you create a new table, what is the best practice regarding the navigation pane?
Choose 2 answers
A. Specify which Roles are able to see the Application Menu
B. Create Application Menu with the same name as the table label
C. Set the filter condition on the Application Menu
D. Create Module with the plural of the table label
E. Specify which Roles are able ta see the Module
F. Set the font style on both the Application Menu and the Module
Answer: A,E (LEAVE A REPLY)

NEW QUESTION: 208
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
C. Order Guide provide the ability to order multiple, related items as one request

D. Order Guides take the user directly to the checkout without prompting for information
Answer: C (LEAVE A REPLY)

NEW QUESTION: 209
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
D. Predictive Intelligence Query
E. Auto-suggest Query
Answer: (SHOW ANSWER)
ANatural Language Query (NLQ)allows users to filter list data using plain English instead of using the traditional condition builder. NLQ interprets human-readable search terms and translates them into system queries, making it easier for non-technical users to retrieve information without having to understand the underlying database structure.
User-friendly: Users can type a question in normal language (e.g., "Show me all open incidents assigned to me").
Automatic Query Conversion: The system translates the NLQ into a structured query that ServiceNow understands.
Faster Search & Filtering: It helps in quickly filtering and finding records without manually setting conditions.
Works on Lists: NLQ is used primarily in list views where users need to filter or search records.
Key Features of NLQ in ServiceNow:Example Usage:If a user enters"Show me all open incidents for John Doe", the NLQ engine will convert it into a structured query like:
[State = Open] AND [Assigned To = John Doe]
ServiceNow Product Documentation# "Natural Language Query Overview"
ServiceNow List Filters and Condition Builder# "Using Natural Language Queries for Filtering" References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 210
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 (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service- management-map-ng/concept/c_BusinesssServiceManagementMaps.html

NEW QUESTION: 211
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 (LEAVE A REPLY)

NEW QUESTION: 212
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: (SHOW ANSWER)
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.
If the ACL does not specify any role, all users may be eligible based on conditions and script evaluations.
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

NEW QUESTION: 213
On what part of the ServiceNow instance, would you find the option to Impersonate User?
A. Module
B. Content Frame
C. User Menu
D. Application Navigator
Answer: C (LEAVE A REPLY)

NEW QUESTION: 214
What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?
A. Task Escalation Clock
B. Service Level Agreements
C. Inactivity Monitor
D. Response Time Clock
E. Business Time Remaining
Answer: B (LEAVE A REPLY)
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 does not enforce time-bound completion.
D . Response Time Clock ❌ (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 ❌ (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

NEW QUESTION: 215
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: A,C,D (LEAVE A REPLY)
In ServiceNow,Access Control Rules (ACLs)determine who cancreate, read, write, delete, or executerecords within a table. Each ACL rule evaluates three main permission requirements,all of which must be truefor the rule to apply. These requirements are:
TheConditions fieldin 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 theStatefield is set to "Open".
Conditions areevaluated firstbefore checking roles or scripts.
ACLs can berestricted 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.
If the ACL does not specify any role, all users may be eligible based on conditions and script evaluations.
ACL scripts provideadvanced conditional logicusingserver-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 wherecurrent.requested_for == gs.getUserID()(only allow users to see their own requests).
If a script is present in an ACL, it must returntruefor access to be granted.
Access control rules are only granted when all three evaluations return true.
Conditions act asfilters.
Roles definepermissions based on user roles.
Scripts allowadvanced access logic.
1. Conditions (A - Correct Answer)2. Roles (C - Correct Answer)3. Script (D - Correct Answer)Why "A.

Conditions," "C. Roles," and "D. Script" are the Correct Answers?
B). Table - Incorrect
Access control appliesto specific tables, but defining a table itself is not one of the permission checks.
E). Table." - Incorrect
This is anincorrectly formatted optionand does not relate to access control evaluation.
F). Table.none - Incorrect
"Table.none" is not an evaluation factor in ACLs. Access control applies totable-level, field-level, and record- level, but "table.none" is not an access requirement.
Explanation of Incorrect Options:
ServiceNow Docs: Access Control Rules (ACLs) Overview
ServiceNow CSA Study Guide - Security and Access Control
ServiceNow Product Documentation: Evaluating ACLs and Permissions
References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 216
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 (LEAVE A REPLY)
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 conversation 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 ❌
Incorrect: There is no feature named "Answer Agent" in ServiceNow.
B . Live Feed ❌

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 ✕

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

NEW QUESTION: 217

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

A. Edit Menu

B. Form Designer

C. Data Editor

D. List Editor

Answer: D (LEAVE A REPLY)

NEW QUESTION: 218

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: (SHOW ANSWER)

TheBasic Configuration UI 16 modulein ServiceNow allows administrators to make basic UI customizations without needing to modify code or system properties manually. These settings apply to theoverall look and feelof the instance.

Banner Image (Option A)

Allows admins to change theServiceNow banner logoat the top of the page.

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

Browser Tab Title (Option C)

Changes thetitle displayed on the browser tabwhen accessing the ServiceNow instance.

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

System Date Format (Option D)

Allows admins toset the date formatdisplayed across the instance.

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

Customizable Elements via Basic Configuration UI 16:
Why Are the Other Options Incorrect?B. Record Number Format
Incorrect:The format of record numbers (such asINC0010001 for incidents) is controlled viaSystem Definition # Number MaintenanceandNOTin Basic Configuration UI 16.
E: Form Header Size
Incorrect:The form header size isnot directly customizable through Basic Configuration UI 16.
Form layout and styling changes are managed throughUI 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 modifybanner images, browser titles, and system-wide date formats." Conclusion: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 administratorsto quickly apply branding and instance-wide display settings without modifying system properties manually.

NEW QUESTION: 219
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
F. onChange
G. onSave
Answer: A,C,D,F (LEAVE A REPLY)
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 (✅ 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 (✅ Option F)
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 an alert 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)

NEW QUESTION: 220
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. Style
B. Layout
C. Configure
D. Format
Answer: A ([LEAVE A REPLY])

NEW QUESTION: 221
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 (LEAVE A REPLY)
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 ✅ 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 ✅
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
A . His user account failed LDAP authentication ❌
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 ❌
User approval may be required for account creation, but it does not affect role permissions.
E . His user account is not logged in properly ❌
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

NEW QUESTION: 222
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: (SHOW ANSWER)
In ServiceNow,rolesdetermine what users can see and do within the platform.
The IT useronly sees the Self-Service homepageinstead of the full ServiceNow interface, including task records.
This suggests that their accountdoes not have the necessary role(s) to access task records.

Issue:Why the Correct Answers?D. Their user account does not have the itil role Theitil roleis required to work with ITSM task records (e.g., Incidents, Problems, Changes).
Without this role, usersonly have access to the Self-Service portal.
E). Their user account does not belong to any groups, which contain the itil role Even if a user is not directly assigned theitil role, they can inherit itthrough a group membership.
If theiruser account is not part of an ITSM-related groupthat has theitil role, they will not be able to access tasks.
A). Their user account failed LDAP authentication #Incorrect
If LDAP authentication failed, the userwould not be able to log in at all.
In this case, theyare logged in but only see Self-Service, meaning authentication is not the issue.
B). Their user account is not logged in properly #Incorrect
If the login was incorrect, they would belogged out or receive an error message.
The issue here isa lack of permissions, not a login failure.
C). Their user account was not approved by their manager #Incorrect
Manager approval is not required for standard ITSM roles and access.
Why Other Options Are Incorrect?
User Roles in ServiceNow
Assigning Roles and Group Memberships
Official ServiceNow Documentation Reference:

NEW QUESTION: 223
What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?
A. Scenario Dashboard
B. CI Use Case Modeler
C. CMDB Use Case Modeler
D. Common Service Data Model (CSDM) product view
Answer: D (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm- implementation/reference/cmdb-use-case.html

NEW QUESTION: 224
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
F. onChange
G. onSave
Answer: A,C,D,F (LEAVE A REPLY)
InServiceNow,Client Scriptsare used to execute JavaScript codeon the client-side (browser)to control form behavior, validate data, or enhance user interaction.
Types of Client Scripts in ServiceNow:There arefourtypes of Client Scripts supported in ServiceNow:

onLoad (Option D)
Runswhen a form loads.
Used to pre-fill fields, hide/show elements, or set default values.
Example: Automatically setting the "Priority" field toHighwhen a new incident is created.
onChange (Option F)
Runswhen 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)
Runswhen the form is submitted.
Used for final validation before allowing submission.
Example: Preventing submission if a mandatory field is left empty.
onCellEdit (Option C)
Runswhen a cell value is edited inline in a list view.
Used to trigger immediate validation or updates without opening the full form.
Example: Displaying an alert 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 inBusiness 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 beonLoad, onChange, onSubmit, or onCellEditdepending 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)

NEW QUESTION: 225
Which one of the following describes the primary operations performed against tables in the Service Now platform?
A. Create, Read, Write, Delete
B. Create, Read, Upload, Delete
C. Create, Rate, Update, Delete
D. Capture, Rate, Write, Develop
Answer: A (LEAVE A REPLY)

NEW QUESTION: 226

You are editing a new incident record and would like the Save " Dutton to be located on the Form header.

Which action would need to be taken for that button to appear?

A. All > System Properties > UI Properties > Turn on the glide.ui.advanced* property

B. Context Menu > Form Design > add the Save ' ' button

C. All > System Properties > UI Properties > Turn on the Save " button

D. Context Menu > Form Layout > add the Save* button.

Answer: A (LEAVE A REPLY)

InServiceNow, by default, the " Save " button is not displayedon the form header. Instead, users typically use the " Submit " or " Update " buttons.

To enable the " Save " buttonon the form header, you mustenable theglide.ui.advancedsystem property.

Enables the " Save " Button in the Form Header

Theglide.ui.advancedpropertyactivates additional UI options, including theSave button on forms.

Once enabled, users will see the " Save " button alongside " Submit " and " Update " in the form header.

Allows Partial Record Saves Without Submitting

Unlike " Submit " (which creates a new record) or " Update " (which modifies an existing record), " Save " allows users toretain changes without submitting the form.

Useful fordrafts or in-progress edits.

Controlled via System Properties

The " Save " buttonisnot a field or UI actionthat can be manually added through Form Design or Layout.

It is enabledat the system levelviaSystem Properties > UI Properties.

Why is " Turning onglide.ui.advanced " the Correct Answer?

Navigate toAll > System Properties > UI Properties

Find theglide.ui.advancedproperty

Set it to " true "

Save the changes

Refresh theIncident form# The " Save " button will now appear

How to Enable the Save Button in ServiceNow?

B). Context Menu > Form Design > Add the " Save " buttonIncorrect- The " Save " button isnot a UI actionthat can be added via Form Design. It must beenabled through system properties.

C). All > System Properties > UI Properties > Turn on the " Save " buttonIncorrect- No suchspecific " Save " button settingexists in UI Properties. The correct setting isglide.ui.advanced.

D). Context Menu > Form Layout > Add the " Save " buttonIncorrect-Form Layout only controls fields, not form buttons. The " Save " button is controlled viaUI Properties.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Enabling the Save Button# Configuring UI Properties

ServiceNow Docs - Using the glide.ui.advanced Property# Understanding glide.ui.advanced Official ServiceNow Documentation References:

Conclusion:The correct answer is:

A). All > System Properties > UI Properties > Turn on theglide.ui.advancedproperty Thisenables advanced UI options, including the " Save " button, allowing users tosave records without submitting them.

NEW QUESTION: 227
Which one statement correctly describes Access Control rule evaluation?
A. Rules are evaluated from the general to the specific, so a table rule must be active to continue
B. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
C. Rules are evaluated using roles. The role with the most permissions evaluates the rules first
D. If more than one rule applies to a row, the older rule is evaluated first
Answer: B (LEAVE A REPLY)

NEW QUESTION: 228
What information does the System Dictionary contain?
A. The human-readable labels and language settings
B. The definition for each table and column
C. The information on how tables relate to each other
D. The language dictionary used for spell checking
Answer: B (LEAVE A REPLY)
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.
Modify attributes (if needed) to customize table behavior.
Explanation of Incorrect Answers:
A . The human-readable labels and language settings - Incorrect.
Human-readable labels are stored in the sys_documentation table, not the System Dictionary.
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.

Spell checking and translations are managed in system localization settings, not the System Dictionary.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation → System Dictionary (sys_dictionary)
ServiceNow CSA Study Guide → Understanding Tables and Fields
ServiceNow Developer Documentation → Dictionary and Table Structure
Would you like me to verify another question?

NEW QUESTION: 229
What is the name of the string that display filter criteria?
A. Breadcrump
B. Topic
C. Menu
D. Choice
Answer: A ([LEAVE A REPLY])

NEW QUESTION: 230
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 and Excel
B. Performance Analytics
C. Scheduled Reports, a custom snapshot table, and a Trend report
D. Scheduled Reports, a custom snapshot table, and a Projection report
E. Key Performance Indicators
Answer: B ([LEAVE A REPLY])

NEW QUESTION: 231
Identify the incorrect statement about Delegated Development in ServiceNow.
A. Administrators can grant non-admin users the ability to develop global applications.
B. Administrators can grant the developer access to security records.
C. Administrators can specify which application file types the developer can access.
D. Administrators can grant the developer access to script fields.
Answer: B ([LEAVE A REPLY])

NEW QUESTION: 232
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 (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task
/t_CreateANotification.html

NEW QUESTION: 233
A role is recorded in which table?
A. Role[sys_user_record]
B. Role[sys_user_profile]
C. Role[sys_user_role]
D. Role[sys_user]
Answer: C (LEAVE A REPLY)

NEW QUESTION: 234
When creating new application files in a scoped application, cross scope access is turned on by default in which of the following?
A. Script delude
B. REST message
C. Table
D. Workflow
Answer: (SHOW ANSWER)

NEW QUESTION: 235
The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees.
How would you proceed to meet this requirement?
A. Create Record Producer
B. Create Order Guide
C. Create Requested Item
D. Create On-boarding Bot
Answer: B (LEAVE A REPLY)
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"

NEW QUESTION: 236
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: (SHOW ANSWER)

NEW QUESTION: 237
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
B. Can Access
C. Accessible to
D. Can Read
Answer: D (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge- management/task/t_SelectUserCriteria.html

NEW QUESTION: 238
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]
D. [sys_object_db]
Answer: (SHOW ANSWER)
In ServiceNow,all tablesin the database are recorded in amaster tablecalled[sys_db_object]. This table stores metadata about each table in the system, including itsname, label, and other attributes.
Stores a record for every table in the ServiceNow instance.
Tracks essential table properties, such as thetable name, label, and whether it is an extension of another table.
Helps administratorsview, modify, or create new tablesin ServiceNow.
Used inTable Administration and Custom Table Development.
A: [sys_master_db]-
This tabledoes not existin ServiceNow.
C: [sys_master_object]-
There is no such table named "sys_master_object" in ServiceNow.
D: [sys_object_db]-

This tabledoes not existin ServiceNow.
The correct name issys_db_object.
Navigate toSystem Definition#Tables.
Search for the tablesys_db_object.
Open the table to see records representing all tables in the instance.
ServiceNow Docs: Understanding Tables and Fieldshttps://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) Key Functions of [sys_db_object]:Why the Other Options Are Incorrect?How to View the [sys_db_object] Table in ServiceNow?References from Certified System Administrator (CSA) Documentation:This confirms that[sys_db_object]is themaster tablethat contains a record for every table in the ServiceNow database.

NEW QUESTION: 239
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 (LEAVE A REPLY)
In ServiceNow, toimport articlesinto aKnowledge Base (KB), a user must have thesn_knowledge_importrole.
sn_knowledge_import# Required to import articles into a knowledge base.
sn_knowledge_contribute# Allows users tocreate, edit, and publishknowledge articles butnot importthem.
sn_knowledge_admin# Grantsfull administrative accessto manage the knowledge base, including permissions, categories, and workflows.
B: sn_knowledge_contribute- This role allowscontributing and editing articlesbut doesnot grant import capabilities.
C: Can contribute- Not a valid ServiceNow role; the correct role issn_knowledge_contribute.
D: Can import- Not a recognized role in ServiceNow. The correct role issn_knowledge_import.
ServiceNow Knowledge Management Roles
ServiceNow CSA Training Module:"Managing Knowledge Bases and Importing Articles" Key Knowledge Management Roles:Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION: 240
Which component of a table contains a piece of data for one record?
A. Factor
B. Field
C. Datapoint
D. Element
E. Item
Answer: (SHOW ANSWER)
Understanding Table Structure in ServiceNow:
Atablein ServiceNow is a structured collection of data, similar to a database table.
Eachrecord (row)in a table consists of multiplefields (columns), where each field holds a specific piece of information.
Why " Field " is the Correct answer:

Afieldis a single unit of data storage in a table.
Each field corresponds to a specific data attribute (e.g.,Name, Email, Phone Number).
Arecord(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:
UseTable Dictionaryto explore fields in a table.
Navigate toSystem Definition # Tables & Columnsto review the structure of any table.
Reference:
ServiceNow Docs: Data Dictionary Tables
ServiceNow CSA Documentation onTables and Fields

NEW QUESTION: 241
What types of entities can receive task assignments, in ServiceNow?
Choose 2 answers
A. Users
B. Departments
C. Groups
D. Teams.
Answer: (SHOW ANSWER)

NEW QUESTION: 242
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,E (LEAVE A REPLY)
Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept
/c_Filters.html

NEW QUESTION: 243

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,B,C (LEAVE A REPLY)

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

"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:

✅ The correct answers are:

A . Most recent update (Sorts by last modified date)

B . Popularity (Sorts based on article usage and engagement)

C . Relevancy (Sorts based on keyword matching and importance)

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

NEW QUESTION: 244

On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?

A. Drilkdown
B. Lookup
C. Quickview
D. Preview
E. Snapshot
F. Reference:

Answer: (SHOW ANSWER)

The icon highlighted in the image is theReference Icon(iinside a circle). It is used forReference fieldsin ServiceNow forms.
AReference fieldlinks to a record in another table (e.g., theCallerfield in anIncidentform references thesys_usertable).
Clicking theReference Icon (i)opens apreviewof the referenced recordwithout navigating away from the form.
This feature is helpful forquickly viewing user details, CI information, or related records.
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 isReference field, not "Preview field." E). Snapshot- No such field type exists in ServiceNow.
ServiceNow Reference Fields & Preview
ServiceNow CSA Training Module:"Configuring Forms and Fields - Reference Fields and Their Behavior" How Reference Fields Work:Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION: 245

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?
A. Scenario Dashboard
B. CI Use Case Modeler
C. CMDB Use Case Modeler
D. Common Service Data Model (CSDM) product view
Answer: C (LEAVE A REPLY)
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:
Navigate to CMDB Workspace → Use Case Modeler
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

NEW QUESTION: 246
What is a role in ServiceNow?
A. A role Is a set of modules for a particular application
B. A role is a persona used In Live Feed Chat
C. A role is one record m the Role [sys_user_role] table
D. A role is one record in the Role Iuser_sys_role] table
Answer: (SHOW ANSWER)

NEW QUESTION: 247
Which admin role is required to make changesto High Security Settings?
A. security _admin
B. sn_ad_admin
C. high_sec_admin

D. admin

Answer: A (LEAVE A REPLY)

Thesecurity_adminrole in ServiceNow is required to make changes toHigh Security Settings(now part ofSystem Security Settings).

Modify high-security settingsin ServiceNow.

Elevate privilegesto make changes to sensitive security configurations.

Manage Access Control Lists (ACLs)to define security rules.

Users with theadminrole alonecannot modify high-security settings.

Thesecurity_adminrole requireselevationvia the"Elevate Role" optionin the user menu.

This ensures thatonly authorized administratorscan modify security-related configurations.

B). sn_ad_admin- No such role exists in ServiceNow.

C). high_sec_admin- This is not a valid ServiceNow role.

D). admin- Theadmin role alonedoesnot grant access to high-security settingswithoutelevating to security_admin.

ServiceNow Security Admin Role and Elevated Privileges

ServiceNow CSA Training Module:"Managing Security Settings and Access Controls" What Can the security_admin Role Do?Why Elevation is Required?

Why Other Answers Are Incorrect:

References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION: 248

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 Assign To Me UI action on the List Header

B. Right click on the Task number and select the Assign to me option in the menu

C. Double click on the Assigned to value, type the name of the user, and select the green check

D. Select the Task number, and select the Assign to me UI action on the form

E. Select the record using the check box, then select the Person icon

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 249

What policies are applied to all data entered into the platform (i.e., through a record form (UI), Import Sets, or Web Services)?

A. Data Policies

B. Data Integrity Policies

C. Write Policies

D. Data Submission Policies

Answer: A (LEAVE A REPLY)

Detailed Explanation: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)

NEW QUESTION: 250

What intuitive development interface guides users through the initial application development process?

A. Flow Designer
B. ServiceNow Studio
C. Guided Application Creator
D. Guided Tour Designer
Answer: C (LEAVE A REPLY)

NEW QUESTION: 251
Which type of scripts nun in the browser?
A. UI Policies and Client Scripts
B. Access Contra! Scripts
C. Script include Scripts
D. Business Rule Scripts
Answer: (SHOW ANSWER)

NEW QUESTION: 252
Which application is used primarily to load data into ServiceNow?
A. Import Hub
B. System Import Sets
C. Data Import Configuration
D. Import Management
Answer: B (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-

NEW QUESTION: 253
What function do you use to add buttons, links, and context menu items on forms and lists?
A. UI Policies
B. UI Settings
C. UI Actions
D. UI Config
Answer: (SHOW ANSWER)
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.

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.

NEW QUESTION: 254

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 (LEAVE A REPLY)

These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation1 and the video tutorial2. The other options are either incomplete or incorrect.

References1: Import a spreadsheet - Product Documentation: Utah - Now Support Portal2: How To Import Data Into ServiceNow - YouTube

NEW QUESTION: 255

What feature do you use to specify which users are able to access a Service Catalog Item?

A. Can Read Role

B. User Criteria

C. Catalog User Role

D. Can Order Tab

Answer: B (LEAVE A REPLY)

NEW QUESTION: 256

Which of the following is used to initiate a flow?

A. A Trigger

B. Core Action

C. A spoke

D. An Event

Answer: A (LEAVE A REPLY)

InServiceNow Flow Designer, aTriggeris used toinitiateaflow. Triggers define the conditions under which a flow starts and can be based on various system events, schedules, or user actions.

(A) A Trigger - Correct

Triggers are the starting point of a flowin Flow Designer.

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

Types of triggers include:

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 Core Actionsare predefined actions that execute tasks within a flow, such as:
Sending notifications
Updating records
Calling APIs
They aresteps within a flow,notwhat initiates it.
(C) A Spoke - Incorrect
A spokein Flow Designer is a collection of actions and subflows related to a specific application or integration (e.g., ServiceNow ITSM Spoke).
Spokescontain actionsbut donotinitiate flows.
(D) An Event - Incorrect
Eventsin ServiceNow trigger Business Rules, Notifications, and Script Actions, but they arenot directly used to initiate flowsin Flow Designer.
However, aflow 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.
Explanation of Each Option:
Triggers should be well-definedto prevent unnecessary flow executions that might impact performance.
Use Scheduled Triggersfor time-based workflows (e.g., daily reports).
Record Triggersare commonly used for automation within ITSM processes.
Debugging Triggers: Use theFlow Execution Detailspage to troubleshoot trigger execution.
Additional Notes & Best Practices:
ServiceNow Docs: Flow Designer Triggers
https://docs.servicenow.com
ServiceNow Community: Best Practices for Flow Designer Triggers
https://community.servicenow.com
References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 257

You are editing a new incident record and would like the Save" Dutton to be located on the Form header.
Which action would need to be taken for that button to appear?
A. All > System Properties > UI Properties > Turn on the glide.ui.advanced* property
B. Context Menu > Form Design > add the Save" button
C. All > System Properties > UI Properties > Turn on the Save" button
D. Context Menu > Form Layout > add the Save* button.
Answer: (SHOW ANSWER)
To add the Save button to the form header, users need to turn on the system property glide.ui.save_button, which enables the Save button on all forms1. Users can navigate to All > System Properties > UI Properties and search for the property name, then set the value to true1. Alternatively, users can use the sys_properties.list URL suffix and filter by the property name1.
References
* How to add or enable Save Button on all the forms across a Servicenow Instance - Support and Troubleshooting - Now Support Portal

NEW QUESTION: 258
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. ItemCountry, Number
B. Only ItemCountry
C. ItemName, ItemQty, and ItemCountry
D. Only ItemName, ItemQty
Answer: (SHOW ANSWER)

NEW QUESTION: 259
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. source_control_admin
B. source control
C. admin

D. git_admin
Answer: B,C (LEAVE A REPLY)

NEW QUESTION: 260
Which allows the creation of a task-based record from Service Catalog?
A. Assignment Rule
B. Flow Designer
C. UI Builder
D. Record Producers
E. UI Actions=
Answer: B (LEAVE A REPLY)

NEW QUESTION: 261
Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?
A. List
B. Form
C. Dashboard
D. Timeline
Answer: C (LEAVE A REPLY)

NEW QUESTION: 262
Which system property is added and set to true in order to see impersonation events in the System Log?
A. glide user_setting
B. glide sys all_jmpersonation
C. glide sys log_jmpersonabon
D. glide.impersonation_setting
E. glide sys admin_login
Answer: (SHOW ANSWER)
InServiceNow, impersonation allows administrators toact as another userto troubleshoot, test permissions, or verify user experiences.
Tolog impersonation eventsin theSystem Log, the system property:
CopyEdit
glide.sys.log_impersonation
must beaddedand set totrue(true).
Key Features ofglide.sys.log_impersonation:Logswho impersonated whomin theSystem Log.
Capturestimestamp, user details, and session activity.
Helps withauditing and security compliance.
Navigate toSystem Definition > System Properties.
Search forglide.sys.log_impersonation.
If it doesn't exist, create it:
Name:glide.sys.log_impersonation
Type:True/False

Value:true
Save the property and test impersonation.
How to Enable Impersonation Logging:
A). glide.user_setting #Incorrect
Not related to impersonation logging.
Deals withuser preferences and settings.
B). glide.sys.all_impersonation #Incorrect
No such property exists in ServiceNow.
D). glide.impersonation_setting #Incorrect
Incorrect property name; does not exist.
E). glide.sys.admin_login #Incorrect
Logsadmin logins, not impersonation events.
Why Other Options Are Incorrect?
Impersonating Users in ServiceNow
System Logs & Impersonation Tracking
Official ServiceNow Documentation Reference:

NEW QUESTION: 263
The ServiceNow platform includes which types of interfaces? (Choose three.)
A. Now Mobile Apps
B. Agent Control Center
C. Back Office Dashboard
D. Service Portals
E. Now Platform User Interfaces
F. Field Service Taskboard
Answer: (SHOW ANSWER)
A: https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config- navigation.html D and E.
https://www.servicenow.com/products/service-portal.html

NEW QUESTION: 264
________________ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.
Answer:
Server

NEW QUESTION: 265
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 (LEAVE A REPLY)
TheApplication Integration and Plugin Delivery (A1PD) SpokeBatch Installplugin inServiceNowallows users to installmultiple applications, customizations, and pluginsat once.
Batch Installation
Enables administrators to install multiple applications or pluginssimultaneously, reducing manual effort.
Automated Delivery
Facilitatesautomated deploymentof related applications and customizations.
Improved Instance Management
Ensures consistent configurations across multiple instances (e.g.,Dev # Test # Prod).
B: Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install Incorrect: CICD is used forversion control and automated deployments, not plugin installation.
C: Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
Incorrect: No such ServiceNow plugin exists.
D: Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install
Incorrect: No such ServiceNow feature exists.
Key Features of A1PD SpokeBatch Install:Why Other Options Are Incorrect?
A1PD Plugin Overview
ServiceNow Plugin Installation
Application Integration Best Practices
Managing Installed Applications
References from ServiceNow CSA Documentation:Final Verification:Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

NEW QUESTION: 266
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
B. Save + Update
C. Write + Read
D. Submit + Query
E. Insert + Verify
Answer: A (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-scrip

NEW QUESTION: 267
What is the purpose of a Related List?
A. To create a one-to-many relationship
B. To present related records
C. To dot-walk to a core table
D. To present related fields
Answer: B (LEAVE A REPLY)

NEW QUESTION: 268

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 (LEAVE A REPLY)

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).

Fix formatting issues (e.g., date formats, duplicate values).

Verify data mappings to ensure correct field alignment.

Use a small test import before a full-scale import.

Why Other Options Are Incorrect?

A . Adjust your Transform maps, after the data is loaded into the target table → ✕ Incorrect Transform Maps should be set before importing, not after.

Adjusting them afterward may require reloading data.

B . Use extremely large Import Sets, instead of multiple large Import Sets → ✕ Incorrect Large imports can cause performance issues.

Best practice: Use incremental imports with data validation.

C . Create a new Import Set table for each new data load → ✕ Incorrect

Reusing Import Set tables is more efficient.

New tables are needed only for major structural differences.

E . Monitor data quality and clean imported data, using the Data Scrub Workspace → ✕ Incorrect No such feature as "Data Scrub Workspace" exists in ServiceNow.

Data should be cleaned before importing, not after.

Official ServiceNow Documentation Reference:

Best Practices for Importing Data

Preparing Data for Import

NEW QUESTION: 269

What is the name of the string that display filter criteria?

A. Topic

B. Choice

C. Breadcrump

D. Menu

Answer: C (LEAVE A REPLY)
In ServiceNow, a Breadcrumb 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 ❌
Topics are used in Knowledge Management and Virtual Agent but do not represent filter criteria.
B . Choice ❌
A Choice refers to dropdown options in ServiceNow fields, not filters.
D . Menu ❌
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)
✅ Final Answer: C. Breadcrumb

NEW QUESTION: 270
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: (SHOW ANSWER)
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.
The instance will reload, and you will see the UI as the user experiences it.
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.

Incorrect Answer Choices
❌ A. Look up their password, so you can login with their account
This is a security violation and not an acceptable practice.
❌ 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.
❌ C. Install the Bomgar plug-in
Bomgar is a remote support tool, but impersonation is the built-in and recommended method for troubleshooting in ServiceNow.
❌ E. Launch a NowChat window
NowChat is used for customer support and collaboration, not for verifying module visibility.
Official CSA Documentation Reference:
Impersonate Users in ServiceNow
User Roles and Permissions

NEW QUESTION: 271
When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?
A. Flow Designer
B. Flow Editor
C. Workflow Designer
D. Workflow Editor
E. Flow Manager
Answer: B (LEAVE A REPLY)

NEW QUESTION: 272
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 (LEAVE A REPLY)
Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.

Reference 1: Get started with update sets - ServiceNow - Now Support 2: Product Documentation | ServiceNow 3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import ... 4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning 5: Retrieving and committing update sets between different ... - ServiceNow

NEW QUESTION: 273

Which is an example of when an application might use a Scheduled Script Execution (Scheduled Job)?

A. The application needs to query the database every day to look for unassigned records.

B. The application needs to run a client-side script at the same time every day.

C. To display a custom welcome message when a user logs in.

D. To validate form input fields before a record is submitted.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 274

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 (LEAVE A REPLY)

Aformatterin ServiceNow is aUI elementthat is added to a form to display useful information that isnot stored as a field in the database record.

Itenhances the form UIby providing additional context or tools for users.

Formattersdo not store datain the underlying database table.

They aredrag-and-drop elementsthat can be added to forms using theForm Layout editor.

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

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

Parent Breadcrumb 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.

Key Characteristics of a Formatter:Common Examples of Formatters in ServiceNow:

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 additionalvisual or functional elementson a form without altering stored data.

Why Are the Other Options Incorrect?A. "A formatter allows you to configure applications on your instance." Incorrect:Formattersdo not configure applications; they only modify the form layout for better user experience.

Correct Alternative:Application configuration is done viaSystem ApplicationsorApplication Navigator.

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

Incorrect:Formattersdo not fill or modify fields.

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

D). "A formatter is a set of conditions applied to a table to help find and work with data." Incorrect:Thecorrect term for this is a Filter or Condition Builder, not a Formatter.

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

Reference from Certified System Administrator (CSA) Documentation:#ServiceNow Docs - Form Layout and Formatters

#ServiceNow Formatters Documentation
"A formatter is aform element that displays information that is not a field in the recordbut enhances the user experience."

NEW QUESTION: 275
How would you distinguish between a Base Class table and a Parent Class table?
A. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,
B. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
C. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
D. Base Class table is not extended from another table. Parent class tables may be extended from another table.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 276
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: (SHOW ANSWER)
Detailed Explanation: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)

NEW QUESTION: 277
What would NOT appear in the Application Navigator if "service" is typed into the filter field?
A. Configuration > Business Services
B. Self-Service > Knowledge
C. Service Portal > Widgets
D. Incident > Assigned to me
Answer: D (LEAVE A REPLY)
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
✅ "Business Services" contains "service"

✅ Appears
B . Self-Service > Knowledge
✅ "Self-Service" contains "service"
✅ Appears
C . Service Portal > Widgets
✅ "Service Portal" contains "service"
✅ Appears
D . Incident > Assigned to me
❌ Does NOT contain "service"
❌ 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
The "Business Services" module under Configuration includes the word "service".
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-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".

NEW QUESTION: 278
If you want to manage your personal tasks through a visual, drag-and-drop interface, what application would you use?
A. Visual Task Boards
B. Service Desk
C. Virtual Agent Homepage
D. Personal Task Tracker
Answer: (SHOW ANSWER)
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.
* Drag and drop task cards between different lanes (e.g., "To Do," "In Progress," "Completed").
* Filter and categorize work dynamically.
Types of Visual Task Boards:
* 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

NEW QUESTION: 279
What do you call any component that needs to be managed in order to deliver services?
A. Configuration item
B. Asset
C. Service Offerings
D. CMDB
E. CSDM Items
Answer: A (LEAVE A REPLY)

NEW QUESTION: 280
When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?
A. Flow Manager
B. Flow Designer
C. Flow Editor
D. Workflow Editor
E. Workflow Designer
Answer: B (LEAVE A REPLY)
Flow Designeris ano-code/low-codeautomation tool in ServiceNow that enables users toorchestrate business processes across different serviceswith minimal technical knowledge. It allowsnon-technical usersto build complex workflows using drag-and-drop functionality.
No-Code/Low-Code Automation
Users candesign, test, and managebusiness processeswithout coding skills.
Actions can be executedsequentially or conditionallybased on logic.
Integration with ServiceNow Applications
Flow Designer works withIntegrationHub, allowing ServiceNow to interact with external systems like Slack, Microsoft Teams, and Jira.
Trigger-Based Execution
Flows can be triggeredby conditions, schedules, or user actions.
Prebuilt Spokes & Actions
ServiceNow providesprebuilt "Spokes"with reusable actions that simplify workflow automation.
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 isFlow Designer.
D: Workflow Editor(Incorrect)
Workflow Editoris part of the olderLegacy 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.
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/task/t_CreateFlow.html
Key Features of Flow Designer:Explanation of Incorrect Options:Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 281
On the Form header, which icon do you use to access form templates?
A. Paperclip
B. Pages
C. Stamp
D. More Options {...)
Answer: C ([LEAVE A REPLY](#))
InServiceNow, theStamp icon (#)in theForm Headeris used to accessForm Templates.Templatesallow users to quickly populate fields in a form withpredefined values, improving efficiency and consistency.
Open arecord form(e.g., Incident, Change, or Request form).
Click theStamp (#) iconin the form header.
Select atemplatefrom the list.
The form fields will bepre-filledwith the template's values.
A: Paperclip
ThePaperclip iconis used toattach filesto a record, not access templates.
B: Pages
NoPages iconis used for templates in ServiceNow.
D: More Options{...}
TheMore Options menuprovides access to additionalrecord actions, but templates are accessed using theStamp icon.
Reference:ServiceNow CSA Documentation - Using Form Templates
ServiceNow Product Documentation - Creating & Applying Form Templates(https://docs.servicenow.com)

NEW QUESTION: 282
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 ([LEAVE A REPLY](#))
Assigning work tasks to aGroupinstead of anindividualoffers flexibility, better workload management, and ensures tasks are handled efficiently.
Group members can choose their tasks from "My Groups Work"
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
ServiceNow'sOn-Call Schedulingfeature 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 thelocation 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
UsingSkill-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.
E: Group members can avoid tasks that are nearing SLA breach
This is incorrect because ServiceNowprioritizes SLA breachesand usually escalates such tasks rather than allowing users to avoid them.
F: Groups can assign tasks to users based on availability
WhileOn-Call Schedulingcan assign tasks based on availability, ServiceNow doesnotautomatically assign tasks dynamically based on real-time availability.
Availability tracking isnota standard assignment mechanism in ServiceNow unless customized.
ServiceNow Product Documentation# "Assigning Tasks to Groups"
ServiceNow Product Documentation# "On-Call Scheduling"
ServiceNow Product Documentation# "Skill-Based Routing"
Benefits of Assigning Tasks to a Group:Incorrect Answers Explanation:References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 283
When importing data from a spreadsheet, 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 (LEAVE A REPLY)
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 ✅ - 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 ❌
This step only loads data into a temporary table and does not define field mapping.
C . Select Data Source ❌
This step is only about choosing the input file, not about mapping fields.

D . Schedule Transform ✕
Scheduling only determines when a transformation runs but does not define field mappings.
E . Create Transform Map ✕
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)

NEW QUESTION: 284
What is a role in ServiceNow?
A. A role is one record m the Role [sys_user_role] table
B. A role is one record in the Role Iuser_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 (LEAVE A REPLY)
In ServiceNow, aroleis arecord stored in the sys_user_role tablethat defines a set ofpermissionsfor users.
Roles determine what users cansee and dowithin the platform by granting access to applications, modules, and specific functionalities.
Stored in thesys_user_roletable.
Assignpermissionsto users and groups.
Define access toapplications, modules, and records.
Can beinheritedby users throughgroup membership.
Used inAccess Control Rules (ACLs)to restrict or allow access to records.
Key Features of Roles in ServiceNow: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.
Roles arestored as recordsin thesys_user_roletable.
Each role grantsspecific permissionsto users.
Users can have multiple roles assigned to them.
B: A role is one record in the Role [user_sys_role] table - Incorrect
The correct table name issys_user_role, not "user_sys_role".
C: A role is a persona used in Live Feed Chat - Incorrect
Live Feed is a collaboration tool, butroles are not personas for chat.
D: A role is a set of modules for a particular application - Incorrect
Rolesgrant accessto modules, but they arenotthe modules themselves.
ServiceNow Docs: User Roles & Permissions
ServiceNow CSA Study Guide - Role-Based Access Control

ServiceNow Product Documentation: sys_user_role Table
Why "A. A role is one record in the Role [sys_user_role] table" is the Correct Answer?Explanation of Incorrect Options:References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 285
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
B. A client script
C. A fix script
D. A business rule
Answer: B (LEAVE A REPLY)
A client script is a script that runs on the client side, meaning in the user's browser, and can manipulate the user interface or validate user input1. A client script can be configured to run when a form is loaded, when a field value changes, or when a form is submitted2. In this case, the script runs when the Priority field value changes and alerts the user.
ReferencesClient scriptsClient script types

NEW QUESTION: 286
Which are reasons an application could be developed on the ServiceNow platform?
Choose 3 answers
A. it uses multimedia features.
B. It needs workflow to manage processes.
C. It uses forms extensively to interact with data.
D. It squires low-level programming libraries.
E. It requires reporting capabilities.
Answer: (SHOW ANSWER)

NEW QUESTION: 287
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: (SHOW ANSWER)
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 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
❌ 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.
❌ 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

NEW QUESTION: 288
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 (LEAVE A REPLY)
InServiceNow Access Control Definitions, permissions for a table can be set usingAccess Control Rules (ACLs), which define who cancreate, read, update, and delete (CRUD)records. Permissions can be applied using:
Roles
Roles(sys_user_role) control access by grouping users with similar permissions.
Example: An ACL rule can specify that only users with theitilrole can view incidents.
Script that sets the answer variable to true or false
Customscripts(written in ACL conditions) determine access dynamically.
Example: A script may check if the logged-in user is therecord's assigned userbefore granting permission.
Conditional Expressions
Conditional expressions allowrule-based accesswithout scripting.
Example: A condition like"Assigned to is the current user"can be used to restrict access.
A). Groups

Access Control Rules are applied based onroles, not groups. While roles can be assigned to groups, ACLs do not directly use groups.
B). CRUD
CRUD (Create, Read, Update, Delete) isnot a method of setting permissionsbut rather theactionsthat ACLs control.
Reference:ServiceNow CSA Documentation - Access Control Rules & ACL Conditions ServiceNow Official Documentation - Defining Table-Level Security(https://docs.servicenow.com) Finala answer: C, D, E (Roles, Script that sets answer variable, Conditional Expressions)

NEW QUESTION: 289
From a form, what would you click to add additional fields to the form? (Choose two.)
A. Context Menu > Configure > Form Layout
B. Context Menu > Form > Layout
C. Context Menu > Configure > Form Design
D. Right click on header > Add > Field
E. Right click on header > Configure > UX Dashboard
F. Context Menu > Form > Designer
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 290
Which application is used primarily to load data into ServiceNow?
A. Import Hub
B. System Import Sets
C. Data Import Configuration
D. Import Management
Answer: (SHOW ANSWER)
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 CSA documentation states:
"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 ❌
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 ❌
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 ❌
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

NEW QUESTION: 291
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 ir
C. Run
D. Preview
E. Test
Answer: C (LEAVE A REPLY)

NEW QUESTION: 292
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 (LEAVE A REPLY)
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?
❌ 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.
❌ 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.
❌ 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

NEW QUESTION: 293
What options can you see, when you fight 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: (SHOW ANSWER)
TheCI Dependency View Mapin ServiceNow is a graphical representation of therelationshipsanddependenciesbetween Configuration Items (CIs) within theConfiguration 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 CIsimpactedby the selected CI.
Example: If adatabase servergoes 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 allopen Incidentsrelated to aserver CI.
C). View Recent Outages
Showsrecently reported outageslinked to the selected CI.
Useful for analyzing recurring issues or identifying historical failures.
D). View Cases
Casesare used inCustomer Service Management (CSM), not in CMDB CI dependency maps.
E). View Knowledge
WhileKnowledge Articlesmay reference a CI, this is not an option in theCI Dependency View Map.
References:ServiceNow Documentation:CI Dependency Views
CMDB Best Practices:Understanding CI Relationships

NEW QUESTION: 294
When importing data, what happens to imported rows, if no coalesce field is specified?
A. All rows are rejected from the import, as coalesce field is required.
B. All rows are treated as new records, but errors will be flagged in the import log.
C. Duplicate rows are rejected from the import.
D. All rows are treated as new records. No existing records are updated.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 295

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: (SHOW ANSWER)

In ServiceNow, theActivitysection on a task record provides areal-time log of all recent updates, including field changes, comments, and system-generated events.

Displays achronological historyof changes made to a record.

IncludesWork Notes,Additional Comments, andField Changes.

Showswho made the changeandwhen it occurred.

Can befilteredto show only specific types of updates (e.g., comments, field changes).

A). Timeline #Incorrect

There is no standard "Timeline" section on a task record.

Visual Task Boards (VTBs)have timelines, but task records useActivity.

B). Journal #Incorrect

ServiceNowdoes nothave a "Journal" section for task records.

Journal fields(e.g., "Additional Comments" and "Work Notes") store specific updates, butActivityprovides the full record history.

C). Audit Log #Incorrect

TheAudit Log (sys_audit table)tracks changes but is not displayed directly on task records.

Admins need tomanually querytheAudit Logfor historical changes.

Activity Stream Overview

Understanding Journal Fields

Key Features of the Activity Section:Why Other Options Are Incorrect?Official ServiceNow Documentation Reference:

NEW QUESTION: 296

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: (SHOW ANSWER)

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).

NEW QUESTION: 297
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: (SHOW ANSWER)
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.
Drag-and-Drop Functionality:
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 Final Answer:
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.

NEW QUESTION: 298
_______________ is a computer program running as a service; a physical computer dedicated to running one or more services, or a system running a database.
Answer:
Server

NEW QUESTION: 299
What is a key difference between Reporting and Performance Analytics?
A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
B. Performance Analytics can show trends; Reports cannot.
C. Reports can be run on a scheduled basis; Performance Analytics cannot.
D. Performance Analytics data can be published to Dashboards; Reports cannot.
E. Performance Analytics shows KPIs; Reporting does not.
Answer: A (LEAVE A REPLY)
Thekey differencebetweenReportingandPerformance Analytics (PA)is how they handle data over time.
Showsreal-time datafrom tables.
Runs queries on dataat the momentthe report is generated.
Cannot analyze historical trendsunless data is manually stored.
Used forstatic reports, lists, charts, or dashboards.
Capturessnapshotsof data at scheduled intervals (e.g., daily, weekly).
Tracks trends and KPIs (Key Performance Indicators)over time.
Helps organizationsforecast and analyze historical patterns.
Used forbusiness intelligence and proactive decision-making.
ReportingPerformance Analytics (PA)
Incorrect Answer Choices Explanation:B. Performance Analytics can show trends; Reports cannot.

Reporting can show trends usingaggregated data(e.g., grouped by date), butPA is specifically designedfor tracking trends over time.
C). Reports can be run on a scheduled basis; Performance Analytics cannot.
BothReports and PA can be scheduledto run at regular intervals.
D). Performance Analytics data can be published to Dashboards; Reports cannot.
Reportscanbe published todashboards, just like Performance Analytics.
E). Performance Analytics shows KPIs; Reporting does not.
Reports candisplay KPIsusing calculated metrics and aggregations, butPA is optimizedfor KPI tracking over time.
Performance Analytics vs. Reporting
ServiceNow Reporting Overview
Official CSA Documentation Reference:

NEW QUESTION: 300
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 (LEAVE A REPLY)
Reference:
https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-se

NEW QUESTION: 301
A customer wants to use a client script to validate things on a form m 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 (LEAVE A REPLY)
InServiceNow,Client Scriptsrun on the client-side (browser) andmodify form behaviordynamically.
Tovalidate form data before submission, you must use anonSubmit()Client Script.
Executes Before Form Submission
TheonSubmit() Client Scriptrunsjust before the form is submitted, allowing validation checks.
If an issue is found, you canprevent form submissionusingreturn false;.
Best for Data Validation
Can check ifrequired fieldsare filled.
Can enforcebusiness rules on the client-side.
Example: Preventing submission if the"Short Description"field is empty.
Why is "onSubmit()" the Correct Answer?
ExampleonSubmit()Client Script:functiononSubmit() {

varshortDesc = g_form.getValue('short_description');
if(!shortDesc) {
alert('Short Description is required before submitting.');
returnfalse; // Stops the form from being submitted
}
returntrue;// Allows form submission
}
A: onSubmission()Incorrect-This is not a valid ServiceNow Client Script type.
C: onLoadIncorrect-Runs when the form loads, butdoes not validate form submission.
D: onUpdate()Incorrect-Runs when a record is updated, but doesnot control form submission.
Incorrect Answer Choices Analysis:
ServiceNow Docs - Client Scripts Overview#Understanding Client Scripts
ServiceNow Docs - Using onSubmit() Client Scripts#Client Script Examples Official ServiceNow Documentation References:

NEW QUESTION: 302
What are the three components of a filter condition?
A. Field. Operator and Value
B. Condition. Operator, and Value
C. Field, Condition, and Value
D. Variable, Field, and Value
Answer: A (LEAVE A REPLY)
In ServiceNow, a filter condition is used to define search criteria for records in a table. A filter consists of three primary components:
Field → The database field to be 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?

✅ Field, Operator, and Value are the correct components used to create a filter condition.
Why Other Options Are Incorrect?
❌ B. Condition, Operator, and Value → Incorrect because "Condition" is a result of a Field + Operator + Value, not a separate component.
❌ C. Field, Condition, and Value → Incorrect because "Condition" is not a direct component.
❌ 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

NEW QUESTION: 303
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: (SHOW ANSWER)
In ServiceNow'sService Catalog, the display sequence of variables within aCatalog Itemis controlled by theOrder field in the Variable form. TheOrder fielddetermines the position in which the variables appear when a user fills out a catalog item. Lower values appear first, and higher values appear later.
(A) The Default Value field in the Catalog Item form - Incorrect
TheDefault Valuefield sets an initial value for a variable but doesnotcontrol 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
There isno such fieldcalled "Sequence" in the Catalog Item form. The field that determines the sequence of variables is theOrderfield in the Variable form.
(C) The Order field in the Variable form - Correct
Each variable in a catalog item has anOrder field.
Variables with a lower order number are displayedbeforethose with a higher order number.
If multiple variables have the same order value, ServiceNow orders them based oninternal system processing order.
(D) The Choice field in the Variable form - Incorrect
TheChoice fieldapplies only toMultiple Choice, Select Box, and Radio Buttonvariables, determining the selectable options for users. It doesnotcontrol the display sequence of variables in a catalog item form.
Explanation of Each Option:
It is a best practice to useincremental 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 respectedunless a layout configuration (e.g., multi-column form layout)changes the positioning.
ServiceNow Docs: Creating and Configuring Service Catalog Variables
https://docs.servicenow.com
ServiceNow Community Best Practices for Service Catalog Variables
https://community.servicenow.com
Additional Notes & Best Practices:References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 304

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 None, Permission: create: Role: itil

E. Name: incident. None; Operation: create; Role: itil

Answer: E (LEAVE A REPLY)

InServiceNow,Access Control Rules (ACLs)are used togrant or restrict permissionsfor performing actions on a table or field.

To allow a user with theitilrole tocreate Incident records, the correctAccess Control Rulemust:

Apply to theincidenttable

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)

incident.None#Applies to the entire table(for record creation).

incident.*#Applies to all fieldsin the table (not needed for create operations).

Why is " incident.None " used instead of " incident.* " ?

A). Name:incident"; Permission: write; Role: itilIncorrect- The " write " permissionallows editing existing records, butdoes not allow creating new ones.

B). Name:incident Any, Operation: write, Permission: itilIncorrect- There is no such name format " incident Any " in ACLs. Also, " write " does not allow record creation.

C). Name:incident.*; Operation: write; Permission: itilIncorrect- " incident.* " appliesto all fields in the table, but doesnot apply to record creation.

D). Name:incident None, Permission: create: Role: itilIncorrect- The correct format uses " Operation: create "

, not " Permission: create " .

Incorrect Answer Choices Analysis:

ServiceNow Docs - Access Control Rules# How ACLs Work

ServiceNow Docs - Configuring ACLs for Tables and Fields# Table-Level vs Field-Level ACLs Official ServiceNow Documentation References:

NEW QUESTION: 305

What component causes a flow to run after a record has been created or updated?

A. Date-based trigger

B. Record-based trigger

C. On-change trigger

D. Application-based trigger

E. Updated-date trigger

Answer: B (LEAVE A REPLY)
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

NEW QUESTION: 306
A knowledge article must be which of the following states to display to a user?
A. Drafted
B. Retired
C. Published
D. Reviewed
Answer: (SHOW ANSWER)

NEW QUESTION: 307
From a related list, what would a user click for personalize the layout of the columns?
A. Pencil
B. Gear
C. Magnifier
D. Context Menu
Answer: B (LEAVE A REPLY)

NEW QUESTION: 308
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: (SHOW ANSWER)
Toaccess reportsin ServiceNow, users navigate to:
#Reports > View / Run
Displaysall reports availableto the user.
Allowsrunning, modifying, and creating new reports(if permissions allow).
Users canfilter reports by category(e.g., incidents, requests, changes).
Key Features of "View / Run" Module:
B). Reports > Homepage #Incorrect
No such module named "Reports > Homepage."
C). Self-Service > My Reports #Incorrect
TheSelf-Service moduleis primarily for end users, not for accessing platform-wide reports.
D). Report > Overview #Incorrect

"Overview" providesreporting summariesbut does not list all available reports.
Why Other Options Are Incorrect?
Running and Managing Reports
Official ServiceNow Documentation Reference:

NEW QUESTION: 309
A REQ number in the Service Catalog represents...
A. the order number.
B. the stage.
C. the task to complete.
D. the individual item in the order.
Answer: A (LEAVE A REPLY)
In theServiceNow Service Catalog, aREQ numberrepresents aRequest (REQ) record, which functions as anorder numberfor a service request. When a user submits a request through the Service Catalog, the system generates aRequest (REQ) record, which tracks the overall order.
REQ (Request Record) - The Order Number
This is theparent recordthat 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 ownRequested 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) Breakdown of the Service Catalog Request Structure:
Why the Other Options Are Incorrect:B. The stage (Incorrect)
Thestageof a request is part of the request lifecycle (e.g., Approval, Fulfillment, Completed), but it is not represented by theREQ number.
C). The task to complete (Incorrect)
Atask to completeis represented by aCatalog Task (TASK), not theREQ number.
Tasks are specific actions assigned to fulfill an item request.
D). The individual item in the order (Incorrect)
Anindividual itemin a Service Catalog request is represented by aRequested Item (RITM), not theREQ number.
Example Scenario:A user submits a request for anew 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
References:ServiceNow Documentation: Request Management Overview
ServiceNow Learning: Service Catalog Fundamentals

ServiceNow Docs: Understanding Requests, RITMs, and Tasks

NEW QUESTION: 310
From the User menu, which actions can a user select? (Choose three.)
A. Approve Records
B. Impersonate Users
C. Log Out ServiceNow
D. Send Notifications
E. Elevate Roles
F. Order from Service Catalog
Answer: B,C,E (LEAVE A REPLY)

NEW QUESTION: 311
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: (SHOW ANSWER)
Assignment Rulesin ServiceNow automaticallyassign tasks(such as incidents, service requests, or change requests) to theappropriate group or individualbased on predefined criteria.
Acritical, high-priority service requestis created.
TheAssignment Rulechecks conditions (e.g., priority, category, requester, etc.).
The systemassignsthe request to the correctassignment group or individual.
How Assignment Rules Work:Example Scenario:
If an incident isPriority 1 (P1)and the category isNetwork, an assignment rule canautomatically route it to the
"Network Support" group.
A: User Policy
No such feature exists in ServiceNow for task assignments.
B: UI Policy
UI Policies controlform behavior (visibility, field conditions, etc.), not assignment logic.
C: Predictive Intelligence
Predictive Intelligence usesmachine learningto suggest assignments, butAssignment Rulesare the primary mechanism for automatic task allocation.
Reference:ServiceNow CSA Documentation - Configuring Assignment Rules
ServiceNow Official Documentation - Automating Task Assignments(https://docs.servicenow.com) Final answer: D. Assignment Rule

NEW QUESTION: 312
Access Control rules may provide access security for which of the following database objects?
A. For specific groups
B. For a specific role, group, or user
C. For a specific CMDB Configuration item

D. For a specific row, column, or table
Answer: (SHOW ANSWER)

NEW QUESTION: 313
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 Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.
D. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
Answer: B (LEAVE A REPLY)

NEW QUESTION: 314
What Is the purpose of the Fitter navigator In the Application Navigator?
A. Filter applications in order of use
B. Quickly navigate to applications and modules
C. Collapse and expand applications
D. List applications In order of Top Requests
Answer: B (LEAVE A REPLY)
TheFilter Navigatorin theApplication Navigatoris a powerful search tool inServiceNowthat allows users toquickly find applications and modulesby typing keywords instead of manually browsing through the navigation menu.
Quick Navigation:
Users can type thename of an application or moduleto 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 modulesdynamically updatesas you type.
Helps users findrelevant sectionswithout scrolling through the full menu.
Keyboard Navigation Support:
Users canuse the keyboard (arrow keys and Enter)to navigate through the filtered results.
Time-Saving Feature:
Reduces the need toexpand and collapse menus manually.
Especially useful fornew users or users working across multiple modules.
Key Functions of the Filter Navigator:Why Option B is Correct?The Filter Navigator is specifically designed to help users quickly search and navigate to applications and modules.
Why Other Options Are Incorrect?A. Filter applications in order of use# Incorrect The Filter Navigatordoes not sort applications by usage; it simply filters based on text input.
C). Collapse and expand applications# Incorrect
Expanding/collapsing applications is donemanually, but the Filter Navigator is purely forsearching and filtering.
D). List applications in order of Top Requests# Incorrect
The Filter Navigatordoes not rank applicationsby usage or requests. It onlyfiltersbased on search input.
ServiceNow Docs - Using the Filter Navigatorhttps://docs.servicenow.com ServiceNow Learning - Application Navigator and UI Features References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 315

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: (SHOW ANSWER)

InServiceNow Access Control Lists (ACLs), rules can be applied atdifferent 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 toall rows and all fieldsof theIncident table, the correctobject nameis:

#incident.*

incident.*-Grants or restricts access toall fields and recordsin theIncident table.

incident.number- Restricts access to the"Number" fieldin the Incident table.

incident.short_description- Controls access to the"Short Description" fieldonly.

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.*

NEW QUESTION: 316

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 (LEAVE A REPLY)

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.
C . Schema - Refers 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 system-wide.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Dictionary Overview
ServiceNow CSA Training Module: "Understanding Tables and Fields"

NEW QUESTION: 317
ServiceNow contains a resource which provides the following:
A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.
A CMDB framework across our products and platform that will enable and support multiple configuration strategies.
What resource do these statements describe?
A. Common Services Data Model (CSDM)
B. Information Technology Service Management (ITSM)
C. Configuration Management Database (CMDB)
D. Information Technology Infrastructure Library (ITIL)
Answer: A (LEAVE A REPLY)
Reference:
https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-brie

NEW QUESTION: 318
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 (LEAVE A REPLY)
AnUpdate Setin ServiceNow is a mechanism thattracks and packages customizations and configuration changesso they can be transferred between instances (e.g., fromDevelopmenttoTestorProduction).
It is primarily used ininstance migrationandchange management, ensuring that changes made in one environment can beapplied consistentlyin another.

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 asingle unit.
Version Control- Ensures that onlyintended changesare moved between instances.
Key Features of Update Sets:
Why the Correct Answer is A: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 anUpdate Set.
Administratorsgroupmultiple changes into anUpdate 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 changesin a structured format.
The Update Set is exportedfrom the Development instance.
The Update Set is importedinto the Testing/Production instance and applied.
Why the Other Options Are Incorrect:B. By default, an Update Set includes customizations, Business Rules, and homepages(Incorrect) Update Setsdo include customizations and Business Rules, but theydo notinclude homepages by default.
Dashboards and homepagesrequire a separate process usingsys_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 movedfrom Development to Test/Production, not the other way around.
Best practice is to make changes inDevelopment, test them inTest/UAT, and then deploy them toProduction.
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 becausean Update Set can be exported and applied to multiple instances.
Once an Update Set isimported and committed, its changes become active in that instance.
Best Practices for Using Update Sets:#Always preview an Update Set before committing itto 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 instancebefore applying them inProduction.
References:ServiceNow Documentation: Update Sets Overview
ServiceNow Learning Path: Update Set Fundamentals
ServiceNow Docs: Moving Customizations Between Instances

NEW QUESTION: 319
Data Policy can enforce mandatory data on import.
A. True
B. False
Answer: A (LEAVE A REPLY)

NEW QUESTION: 320
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 Contribute
B. Can Read
C. Can Author

D. Can Write
E. Cannot Author
Answer: A (LEAVE A REPLY)

NEW QUESTION: 321
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 (LEAVE A REPLY)
TheConfiguration Management Database (CMDB)in ServiceNow is a centralized repository that stores information aboutConfiguration Items (CIs), their attributes, and relationships. It plays a crucial role in IT Service Management (ITSM), helping organizations track assets, dependencies, and service impacts.
Thefour correct concepts associated with the CMDBare:
The CMDB is structured usingtablesandfieldswithin the ServiceNow database.
Different tables store different types ofConfiguration 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 hasfieldsthat store attributes (e.g.,Serial Number, IP Address, Location).
The CMDB is essentially adatabasethat holds detailed information about IT assets and their relationships.
It enables organizations to maintain an accurate inventory of IT infrastructure.
The database helps withincident management, change management, and asset tracking.
Dependency Viewprovides agraphical representationof how Configuration Items (CIs) are related.
This visualization helps IT teamsunderstand dependencies, impact analysis, and root cause analysis.
Example:
If adatabase servergoes down, theDependency Viewcan show which applications and services will be affected.
The CMDB supports variousIT Service Management (ITSM) processes, such as:
Incident Management(linking incidents to affected CIs)
Change Management(analyzing the impact of changes on CIs)
Problem Management(identifying root causes of recurring issues)
The CMDB ensures that these processes operate with accurate and updated asset data.
1. Tables and Fields (Correct)2. A Database (Correct)3. The Dependency View (Correct)4. Service Processes (Correct) Why the Incorrect Option is Wrong:B. User Permissions (Incorrect) Whileuser permissions(such as roles and access controls) exist in ServiceNow, they arenot a fundamental concept of the CMDB itself.
Permissions (likecmdb_readoradmin) controlwho can access and modify the CMDB, but they are notcore CMDB components.
AnIT administratorwants to checkwhich business services depend on a specific database serverbefore performing maintenance.
Using theCMDB Dependency View, they see that the database server is linked to anemail serviceand acustomer portal.

This insight helps them plan achange requestto notify impacted users before the server is taken offline.

Example Use Case:

References:ServiceNow Documentation: CMDB Overview

ServiceNow Learning Path: CMDB Fundamentals

ServiceNow Docs: Dependency Views in CMDB

NEW QUESTION: 322

What is NOT an example of a UI Action?

A. list Buttons

B. Search

C. Form buttons

D. Related Links

Answer: A (LEAVE A REPLY)

NEW QUESTION: 323

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: (SHOW ANSWER)

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 of three main steps:

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 Data Import and Transform Maps
ServiceNow CSA Training Module: "Importing Data and Managing Import Sets"

NEW QUESTION: 324
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 ([LEAVE A REPLY])
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 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

NEW QUESTION: 325
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 ([LEAVE A REPLY])

NEW QUESTION: 326
Which role can manage multiple knowledge bases?
A. knowledge_base_admin
B. kb_admin
C. sn_kb_admin
D. knowledge_admin
Answer: D ([LEAVE A REPLY])
Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge- management/reference/r_KnowledgeRoles.html

NEW QUESTION: 327

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 (LEAVE A REPLY)

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.

Correct Answer

D . Global ✅

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 ❌

Not a standard UI Policy field in ServiceNow.

Likely confused with role inheritance in security settings.

B . Reverse if false ❌

"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 ❌

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

NEW QUESTION: 328

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 (LEAVE A REPLY)

#Formattersin ServiceNow allow administrators toadd additional informationto 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 newlayout 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 addnew 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 provideextra contextual data.
#Reference:ServiceNow Form Design & Formatters Documentation

NEW QUESTION: 329
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. Save + Update
B. Submit + Query
C. Insert + Verify
D. Write + Read
E. Request + Response
Answer: A (LEAVE A REPLY)

NEW QUESTION: 330
What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)
A. Implementation Spoke
B. JDBC Connection
C. DataHub
D. Network Server
E. Local Sources (i.e. XML, CSV, Excel)
F. LDAP Connection
Answer: B,C,E,F (LEAVE A REPLY)

NEW QUESTION: 331
What icon do you use to change the boon and color on a Favorite?
A. Pencil
B. Star
C. Clack
D. Tringle
Answer: A (LEAVE A REPLY)
InServiceNow, thePencil (#) iconis used toeditandcustomizeFavorites in theApplication Navigator.
Open theApplication Navigator.
Locate theFavoritessection.
Click thePencil (#) iconnext to the favorite you want to edit.
Choose anew iconandcolor.
ClickSaveto apply changes.
B: Star
TheStar iconis used toadd or removea favorite,not editit.

C: Clock
TheClock iconrepresentsRecently Viewed items, not Favorites customization.
D: Triangle
NoTriangle iconis used for modifying Favorites in ServiceNow.
Reference:ServiceNow CSA Documentation - Customizing Favorites
ServiceNow Product Documentation - Personalizing the Application Navigator(https://docs.servicenow.com)

NEW QUESTION: 332
What enables you 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: (SHOW ANSWER)
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 spreadsheet or XML) to target fields in a ServiceNow table during data import. It does not define 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.

NEW QUESTION: 333

What types of entities can receive task assignments, in ServiceNow?

Choose 2 answers

A. Groups

B. Users

C. Departments

D. Teams.

Answer: A,B (LEAVE A REPLY)

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 ✅

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 ✅

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.

Incorrect Answer Choices

C . Departments ❌

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.

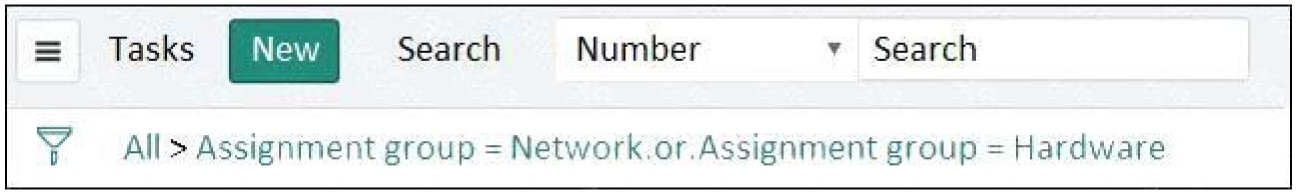
Reference:

Official ServiceNow Documentation: Assigning Tasks

ServiceNow Administration Guide: Users and Groups

NEW QUESTION: 334

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. 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?



A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.

B. The manager does not have the itil role.

C. The manager is not a member of the Service Desk group.

D. The manager is not a member of the Network and Hardware groups.

E. The Assignment Group manager field is empty.

Answer: C (LEAVE A REPLY)

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_Crea

NEW QUESTION: 335

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)

C. Service Schema Map (SSM)

D. CMDB Class Manager (CMDBCM)

E. CI Class Manager (CICM)

Answer: A (LEAVE A REPLY)

TheCommon Service Data Model (CSDM)is a framework provided by ServiceNow that ensures your application's data correctly maps to theConfiguration Management Database (CMDB)tables. It standardizes howconfiguration items (CIs), services, and relationshipsare structured within the CMDB.

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:Ensuresdata integrityby enforcing best practices for CMDB population.

Key Functions of CSDM:

Incorrect Answer Choices Explanation:B. Service Mapping Utility (SMU)- Service Mapping is used fordiscovering and mapping dependenciesbut is not a data model framework.

C: Service Schema Map (SSM)- No such official term exists in ServiceNow documentation.

D: CMDB Class Manager (CMDBCM)- This is a tool used tomanage CI classesbut does not define a data model framework like CSDM.

E: CI Class Manager (CICM)- Incorrect term; CMDB Class Manager is used for CI class hierarchy management, not for mapping applications to CMDB tables.

ServiceNow Documentation: Common Service Data Model (CSDM)CSDM Overview ServiceNow CMDB Best PracticesCMDB and CSDM Alignment Official CSA Documentation Reference:

NEW QUESTION: 336

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 ([LEAVE A REPLY])
InServiceNow, 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)
Context Menu > Configure > Form Layout (B)
This allows administrators toadd or remove fieldsin a simplelist-based interface.
Used when only minor modifications are needed.
Context Menu > Configure > Form Design (C)
Opens theForm Designer, adrag-and-drop UI editorfor configuring forms.
Allows users torearrange fields, sections, and tabseasily.
A). Context Menu > Form > Layout(Incorrect)
The correct path isConfigure > Form Layout, not "Form > Layout."
D). Right-click on header > Add > Field(Incorrect)
Right-clicking the form headerdoes not provide an option to add fields directly.
E). Context Menu > Form > Designer(Incorrect)
The correct option isConfigure > Form Design, not "Form > Designer."
F). Right-click on header > Configure > UX Dashboard(Incorrect)
UX Dashboards areused for analytics and reporting, not form configuration.
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
Correct Methods:Explanation of Incorrect Options:Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION: 337
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: ([SHOW ANSWER])
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

NEW QUESTION: 338
What policies are applied to all data entered into the platform (i.e., through a record form (UI), Import Sets, or Web Services)?
A. Data Policies
B. Data Integrity Policies
C. Write Policies
D. Data Submission Policies
Answer: A (LEAVE A REPLY)
Detailed Explanation:
Data Policiesin 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)

NEW QUESTION: 339
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 (LEAVE A REPLY)
ServiceNow allowsa single Catalog Itemto be published tomultiple service catalogs, avoiding duplication while ensuring accessibility for the right users.
Instead ofcreating duplicate catalog items(which would require managing two separate items with the same functionality), we createone Catalog Itemandpublish it in both catalogs (HR and Facilities).
This approach ensurescentralized managementwhile maintaining accessibility for both departments.
It simplifies updates-any changes to the form or workflow will apply toboth catalogs automatically.
Why is Option B Correct?
Why Are the Other Options Incorrect?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.
Incorrectbecause it createsduplicate catalog itemswith thesame functionality, increasing maintenance effort.
C: Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
Incorrectbecausethere is no "Parent Catalog" conceptin ServiceNow.
ServiceNow allowspublishing a single item to multiple catalogs, but there is no need for aparent catalog.

D: Create one Catalog Item for Event Room Set Up; then use ACLs to control access.
Incorrectbecause ACLsrestrict access at a field, table, or record level, but theydo not control where a Catalog Item appears.
Thecorrect approachis topublish the item to multiple catalogsrather than using ACLs.
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 References to Official Certified System Administrator (CSA) Documentation:

NEW QUESTION: 340
What section on the notes tab, shows the history of the work documented on the record?
A. Journal
B. Activity
C. Diary
D. Audit Log
E. Timeline
Answer: B (LEAVE A REPLY)
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:
ServiceNow CSA Documentation - Activity Stream & Record History
ServiceNow Product Documentation - Tracking Record Updates via Activity (https://docs.servicenow.com)

NEW QUESTION: 341
When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?
A. Execute Transform
B. Run Transform
C. Run Import
D. Import Dataset

E. Schedule Transform
Answer: (SHOW ANSWER)

NEW QUESTION: 342
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: (SHOW ANSWER)
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

NEW QUESTION: 343
What refers to an application or system that accesses a remote service or another computer system, known as a
server?
A. Client
B. Policies
C. Script
D. Server
Answer: A (LEAVE A REPLY)

NEW QUESTION: 344
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 (LEAVE A REPLY)
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 usercan see the application and module, which indicates they have at leastreadaccess.
The blank page appears when they attempt to create a new record, which suggests a lack ofwriteaccess.
Role-Based Access Control in ServiceNow:
Every table in ServiceNow can haveACLs (Access Control Rules)that define what users can do based on their roles.
If a user hasonly read accessto the Inventory table (x_inventory), they can view records butcannot create new ones.
AwriteorcreateACL is required to allow the user to insert new records into the table.
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 ACLson the Inventory table (x_inventory) to check if the user haswriteandcreatepermissions.
Check the roles assignedto the user underUser Administration # Usersand ensure they have the appropriate roles for Inventory management.
Review the Application Menu and Module settingsto confirm proper configuration.
Reference:
ServiceNow System Security: Access Control Rules
ServiceNow Role-Based Permissions Model (CSA Official Documentation)
ServiceNow Docs: Understanding Access Control Rules

NEW QUESTION: 345
What are the three key tables in an enterprise CMDB? (Choose three.)
A. sn_cmdb_ci
B. cmdb_ci
C. cmdb_bak
D. sn_cmdb

E. cmdb_rel_ci
F. cmdb
G. sn_cmdb_bak
Answer: B,E,F (LEAVE A REPLY)

NEW QUESTION: 346
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 (LEAVE A REPLY)
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.

NEW QUESTION: 347
Which testing framework is used to test ServerNew Applications?
A. Selenium
B. Test Driven Framework (TDF)
C. Junit
D. Automated test Framework (ATF)
Answer: (SHOW ANSWER)
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 → ❌ 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) → ❌ Incorrect
No such framework called "Test Driven Framework" in ServiceNow.
TDD (Test-Driven Development) is a software development methodology, not a testing tool.
C . JUnit → ❌ 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)

NEW QUESTION: 348
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
C. Activate application spoke, and plug-ins as needed
D. Assign Application trigger role [sn_app_trigger_write] to SME
E. Activate application plugins only
Answer: (SHOW ANSWER)
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.
E . Activate application plugins only → Incorrect
While plug-ins may be necessary, you also need to activate the corresponding spoke.
Reference:
ServiceNow Docs: Flow Designer Application Spokes
ServiceNow Docs: Activating Plug-ins
ServiceNow CSA Official Study Materials (Application-based triggers in Flow Designer)