

PR000370.28q

Number: PR000370  
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PR000370



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**ServiceNow Certified System Administrator**

**Exam A**

**QUESTION 1**

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

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



## QUESTION 2

Which term refers to application menus and modules which you may want to access quickly and often?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

## QUESTION 3

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What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 4

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



**Correct Answer:** BCD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 5

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.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 6**

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

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 7**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

Which of the following is used to initiate a flow?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 11**

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

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**



#### **QUESTION 12**

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

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 13**

In what order should filter elements be specified?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 14

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



**Correct Answer:** ABCD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 15

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys\_ID Pulling
- C. Dot-Walking

D. Record-Hopping

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 16

What is a schema map?



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- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 17

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

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- 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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 18**

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



**Correct Answer:** ACD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

What is the function of user impersonation?

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

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 20**

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 21**

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

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form
- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 22**

What is a Dictionary Override?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

Which group of permissions is used to control Application and Module access?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 24**

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

**Correct Answer:** D

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 25**

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 26**

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and Workflows
- C. Order Guides, Catalog Items, and Workflows
- D. Record Producers, Order Guides, and Item Variables

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 27**

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module

- C. System.upgraded table
- D. Transactions log

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 28**

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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