



# ServiceNow

## Exam Questions CSA

ServiceNow Certified System Administrator

#### NEW QUESTION 1

- (Topic 3)

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

- A. Trigger runtime value
- B. Sequence runtime value
- C. Starting runtime value
- D. Data pill runtime value
- E. Input runtime value

**Answer:** D

#### Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html>

#### NEW QUESTION 2

- (Topic 3)

While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

- A. There is a business rule, excluding Bob.Smith from any approvals.
- B. Bob Smith does not have a delegate set up on his account,
- C. The Bob Smith user account, does not have a manager specified.
- D. The manager does not have a delegate assigned,
- E. Bob Smith is a VIP.

**Answer:** A

#### NEW QUESTION 3

- (Topic 3)

What are the three key tables in an enterprise CMDO? Choose 3 answers

- A. sn\_cmdt\_bak
- B. Sh\_emdb\_ci
- C. cmap\_ret\_ci
- D. cmdb\_bak
- E. cmdb\_ci
- F. sh\_eomdb
- G. cmap

**Answer:** CEG

#### NEW QUESTION 4

- (Topic 3)

An administrator creates "customer\_table\_admin" and "customer\_table\_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer\_table\_admin and customer\_table\_user roles?

- A. customer.all
- B. customer.\*
- C. customer.field
- D. customer.none

**Answer:** B

#### Explanation:

The customer.\* ACL rule would grant access to all rows and all fields to both the customer\_table\_admin and customer\_table\_user roles because it uses a wildcard (\*) to match any operation on the customer table. The other options are either too restrictive or too broad.

References1: Access control list rules - Product Documentation: Utah - ServiceNow4: Access Controls — ServiceNow Elite

#### NEW QUESTION 5

- (Topic 3)

From a related list, what would a user click for personalize the layout of the columns?

- A. Magnifier
- B. Context Menu
- C. Pencil
- D. Gear

**Answer:** D

#### NEW QUESTION 6

- (Topic 3)

Which role can manage multiple knowledge bases?

- A. knowledge\_base\_admin
- B. kb\_admin

- C. sn\_kb\_admin
- D. knowledge\_admin

**Answer:** D

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeRoles.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.html)

**NEW QUESTION 7**

- (Topic 3)

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. Audit Log
- D. Timeline

**Answer:** B

**NEW QUESTION 8**

- (Topic 3)

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

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

**Answer:** C

**NEW QUESTION 9**

- (Topic 3)

Which modules can you use to create a new table? Choose 2 answers

- A. Tables & Columns
- B. Schema Map
- C. Dictionary
- D. Tables

**Answer:** AD

**NEW QUESTION 10**

- (Topic 3)

When using Flow Designer what is the Flow Execution initiated by?

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

**Answer:** A

**Explanation:**

A trigger is an activity that, once specified, automatically initiates a flow. 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 target.

References

? Flow trigger types - Product Documentation: San Diego - ServiceNow1

**NEW QUESTION 10**

- (Topic 3)

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:** BCF

**NEW QUESTION 12**

- (Topic 3)

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:** CDE

#### NEW QUESTION 17

- (Topic 3)

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. All > Service Catalog > Open Records > Items
- B. In the Navigation Filter, type 'request
- C. Let' and press the Enter key.
- D. All > Tables and Columns > Taste
- E. All > Service Catalog > Requests

**Answer:** A

#### NEW QUESTION 20

- (Topic 3)

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Analytics Reports
- B. Performance Analytics
- C. Scheduled Reports
- D. Reporting

**Answer:** B

#### NEW QUESTION 24

- (Topic 3)

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

- A. Click Gear icon > Personalize window options > Select the appropriate columns
- B. Select the column to be personalized > Click Edit icon (Penal) > Choose me options to personage
- C. Context Menu > View > Personalize
- D. Select the column to be personalized and right at the header > Choose the options to personalize

**Answer:** A

#### NEW QUESTION 28

- (Topic 3)

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. omadb\_rel\_ci
- B. sn\_emdb
- C. sn\_emdb\_ci
- D. Ey omdb
- E. sn\_emdb\_bak
- F. omdb\_ci
- G. emdb\_bak

**Answer:** ADF

#### NEW QUESTION 33

- (Topic 3)

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

**Answer:** D

#### Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0541355](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355)

#### NEW QUESTION 36

- (Topic 3)

What are advantages of using spokes for integrations? Choose 3 answers

- A. Reduces the need for code
- B. Features scale and control mechanisms
- C. Free spokes are available in the ServiceNow Store

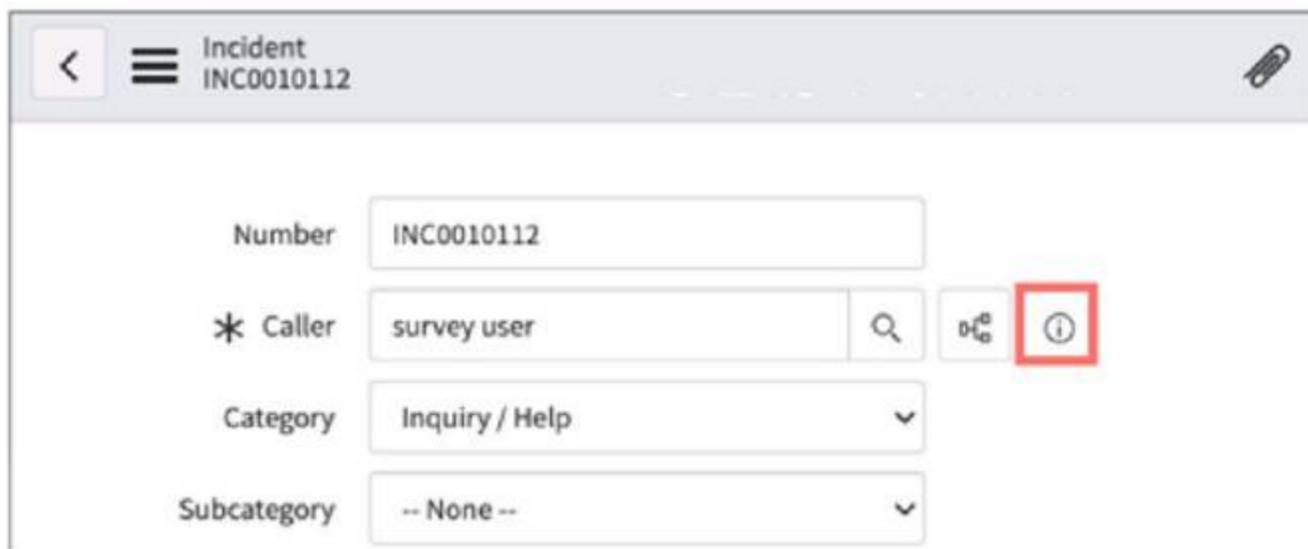
- D. Ensures discoverability and reuse
- E. Automated event management

**Answer:** ADE

**NEW QUESTION 39**

- (Topic 3)

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



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

**Answer:** F

**NEW QUESTION 43**

- (Topic 3)

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

**NEW QUESTION 47**

- (Topic 3)

What icon do you use to change the icon and color on a Favorite'?

- A. Star
- B. Triangle
- C. Pencil
- D. Clock

**Answer:** C

**NEW QUESTION 48**

- (Topic 3)

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

**Explanation:**

A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields1.

ReferencesData policies

**NEW QUESTION 52**

- (Topic 3)

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

#### NEW QUESTION 56

- (Topic 3)

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

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

**Answer:** BCDF

#### NEW QUESTION 58

- (Topic 3)

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Set up LDAP; Test map: Create update set; Run import: Apply update set
- C. Identify source; Import transform map: Run transformer; Verity import
- D. Load the data; Create transform map; Transform data; Clean up import table

**Answer:** D

#### NEW QUESTION 61

- (Topic 3)

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:** A

#### NEW QUESTION 63

- (Topic 3)

What type of field has a drop down list, from which you can pick from pre-defined options?

- A. Choice
- B. Picker
- C. Drop down
- D. Option

**Answer:** A

#### Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0538947](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0538947)

#### NEW QUESTION 65

- (Topic 3)

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:** C

#### Explanation:

Reference: <https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer-glossary>

#### NEW QUESTION 69

- (Topic 3)

What is used to determine user access to knowledge bases or a knowledge article?

- A. sn\_kb\_read, sn\_article\_read
- B. Privacy Settings
- C. Read Access Flag
- D. User Criteria

**Answer:** D

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/concept/user-access-knowledge.html>

**NEW QUESTION 73**

- (Topic 3)

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

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

**Answer:** C

**NEW QUESTION 74**

- (Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

**Answer:** AEF G

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t\\_ShareASetting.html](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html)

**NEW QUESTION 78**

- (Topic 3)

What is the definition of a group?

- A. An escalation pod
- B. A department
- C. A collection of users
- D. A collection of subject matter experts
- E. A team of users

**Answer:** C

**NEW QUESTION 79**

- (Topic 2)

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:** D

**NEW QUESTION 84**

- (Topic 2)

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:** C

**NEW QUESTION 88**

- (Topic 2)

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:** BD

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t\\_CreateCustomField.html](https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html)

**NEW QUESTION 90**

- (Topic 2)

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:** C

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestration-introduction.html>

**NEW QUESTION 93**

- (Topic 2)

What is an Event in ServiceNow?

- A. An Event is a trigger that has a direct response in the platform
- B. An Event is an indication to the ServiceNow processes that something has occurred
- C. An Event is an indicator that a Priority 1 (P1) Incident has been logged
- D. An Event is a recognized, scheduled occurrence of a process

**Answer:** B

**NEW QUESTION 97**

- (Topic 2)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

**Answer:** DEF

**NEW QUESTION 99**

- (Topic 2)

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

- A. Specify the Dept\_Mgr role on the catalog content block
- B. Add the Department Manager group to the catalog item's user criteria
- C. Add the Department Manager group to the catalog item's ACL
- D. Only publish the item in the HR service catalog
- E. Use a Dept\_Mgr ACL on the HR service catalog

**Answer:** C

**NEW QUESTION 100**

- (Topic 2)

Which tool should be used to populate commonly used fields in a form?

- A. Template
- B. Reference Qualifier

- C. Formatter
- D. Assignment Rule

**Answer:** A

#### NEW QUESTION 105

- (Topic 2)

What field contains a record's 32-character, unique identifier?

- A. sn\_rec\_id
- B. rec\_id
- C. u\_id
- D. sys\_id
- E. sn\_gu\_id
- F. sn\_sys\_id
- G. id

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c\\_UniqueRecordIdentifier.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html)

#### NEW QUESTION 110

- (Topic 2)

When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

- A. Long-term signals
- B. Non-signals
- C. Anti-signals
- D. Stability signals

**Answer:** C

#### NEW QUESTION 112

- (Topic 2)

Which one of the following statements is true?

- A. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C. When an incident form is saved, the impact field is calculated by adding the Priority, and Urgency values
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

**Answer:** D

#### NEW QUESTION 114

- (Topic 2)

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization\_framework)
- B. Translation Framework plugin (com.glide.translation\_framework)
- C. Multiple Language Framework plugin (com.glide.multiple.language\_framework)
- D. Language AI Framework plugin (com .g l id
- E. language.ai\_framework)

**Answer:** A

#### NEW QUESTION 119

- (Topic 2)

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

#### Explanation:

Reference: <https://support.microsoft.com/en-us/office/create-or-delete-a-lookup-field-87e84cbd-d60c-4473-8a98-3e391c42f239#:~:text=A%20lookup%20field%20can%20display,order%20in%20the%20Orders%20table>

#### NEW QUESTION 122

- (Topic 2)

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

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeWorkflows.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html)

#### NEW QUESTION 123

- (Topic 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:** C

#### NEW QUESTION 128

- (Topic 2)

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

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

**Answer:** B

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c\\_MappingOptions.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_MappingOptions.html)

#### NEW QUESTION 129

- (Topic 1)

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

**Answer:** C

#### NEW QUESTION 131

- (Topic 1)

Which are states that you can make a field on a form using UI Policy?

- A. read-only
- B. write-only
- C. Necessary
- D. Mandatory
- E. Empty
- F. Hidden

**Answer:** ADF

#### NEW QUESTION 135

- (Topic 1)

ServiceNow is a single-instance, multiple tenant architecture?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 137

- (Topic 1)

Which one of the following statements describes the purpose of a Service Catalog workflow?

- A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals

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

**Answer:** C

#### NEW QUESTION 142

- (Topic 1)

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

**Answer:** C

#### NEW QUESTION 147

- (Topic 1)

Business Rules are used to enforce mandatory data on a form.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 148

- (Topic 1)

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:** ABCDEF

#### NEW QUESTION 151

- (Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 154

- (Topic 1)

Which configuration allows you to use a script to coalesce data in Import Sets?

- A. Multiple-field coalesce
- B. No coalesce
- C. Conditional coalesce
- D. Single-field coalesce

**Answer:** C

#### NEW QUESTION 157

- (Topic 1)

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

#### NEW QUESTION 160

- (Topic 1)

Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

- A. Form
- B. List
- C. Dashboard
- D. Timeline

**Answer: C**

**NEW QUESTION 161**

- (Topic 1)

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

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

**Answer: C**

**NEW QUESTION 163**

- (Topic 1)

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

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

**Answer: B**

**NEW QUESTION 167**

- (Topic 1)

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: B**

**NEW QUESTION 172**

- (Topic 1)

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

**Answer: B**

**NEW QUESTION 177**

- (Topic 1)

Which one statement correctly describes Access Control rule evaluation?

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

**Answer: D**

**NEW QUESTION 181**

- (Topic 1)

What are the two aspects to LDAP Integration?

- A. Data Population
- B. Data formatting
- C. Authorization
- D. Authentication

**Answer: AD**

**NEW QUESTION 183**

- (Topic 3)

What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared by the entire organization?

- A. Self Service Management
- B. Knowledge Management
- C. Knowledge-Centered Management
- D. Information Portal Management
- E. Business Information Management

**Answer: B**

**Explanation:**

Knowledge Management is the process that allows users to create, categorize, review, approve and browse important information in a centralized location that is shared by the entire organization. Knowledge Management helps users to find relevant and accurate information quickly, reduce the need to rediscover knowledge, and improve the quality of service and customer satisfaction.

References

? Knowledge Management - ServiceNow1

**NEW QUESTION 188**

- (Topic 3)

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. SQL
- B. Dot Walking
- C. Outer Join
- D. Joins

**Answer: B**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c\\_HowToAccessRelatedTables.html](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelatedTables.html)

**NEW QUESTION 190**

- (Topic 3)

What is the platform name for the Group table?

- A. Sys\_USer\_group
- B. Sys\_group
- C. group
- D. sys\_groups

**Answer: A**

**NEW QUESTION 194**

- (Topic 3)

A department manager asks an analyst to build some reports. Where do you recommend the analyst start?

- A. Report Dashboard > Create New
- B. Reports > Getting Started
- C. Performance Analytics > Reports
- D. Self-Service > Reports
- E. Reports > Create New

**Answer: E**

**Explanation:**

Reference: [https://kstate.service-now.com/kb\\_view.do?sysparm\\_article=KB12492](https://kstate.service-now.com/kb_view.do?sysparm_article=KB12492)

**NEW QUESTION 196**

- (Topic 3)

How would you define an Access Control, to allow a user with itil 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: inciden
- F. None; Operation: create; Role: itil

**Answer: D**

**NEW QUESTION 198**

- (Topic 3)

Which helps to visualize configuration items and their relationships?

- A. Transform Map
- B. Schema Map

- C. Tables
- D. Flow Design
- E. Dependency View

**Answer:** E

**Explanation:**

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

References:

? ServiceNow Product Documentation: Configuration item relationships in the CMDB

- [https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/concept/c\\_CIRelationships.html](https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html)

? ServiceNow Community: How to display dependencies for CIs in the Dependency

View - <https://www.servicenow.com/community/service-management-forum/load-a-specific-dependency-view-map/m-p/410421>

**NEW QUESTION 199**

- (Topic 3)

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

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

**Answer:** A

**NEW QUESTION 200**

- (Topic 3)

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

- A. Automatically select a filter, based on keywords
- B. Filter list by typing in a phrase
- C. Predict the filter desired by the user
- D. Speak to the condition builder
- E. Set list filter, using audible commands

**Answer:** A

**NEW QUESTION 205**

- (Topic 3)

What are examples of UI Actions, relating to Lists? Choose 4 answers

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

**Answer:** ACDF

**NEW QUESTION 206**

- (Topic 3)

Which tables are available by default in a ServiceNow instance? Choose 3 answers

- A. User
- B. Incident
- C. Item
- D. Issue
- E. Project
- F. Task

**Answer:** ABF

**Explanation:**

These tables are available by default in a ServiceNow instance because they are part of the core platform and are used to store essential data for users, incidents, and tasks. The other tables are not available by default, but can be created or activated by installing plugins or applications.

References1: Tables & Dictionary - Frequently asked Questions (FAQ) - ServiceNow2: ServiceNow – The List of All Tables (sys\_db\_object)3: How To Set A Default Field Value in ServiceNow? - The Snowball

**NEW QUESTION 211**

- (Topic 3)

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:** B

**NEW QUESTION 215**

- (Topic 3)

What are the steps for applying an update set to an instance?

- A. Retrieve, Preview, Commit
- B. Specify, Transform, Apply
- C. Retrieve, Assess, Apply
- D. Get, Test, Push
- E. Pull, Review, Push

**Answer:** A

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html#us-hier-overview>

**NEW QUESTION 219**

- (Topic 3)

How would you describe the relationship between the incident and Task table?

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

**Answer:** C

**NEW QUESTION 224**

- (Topic 3)

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. CRUD Rules
- C. Scripted User Rules
- D. Access Control Rules
- E. User Authentication Rules

**Answer:** D

**NEW QUESTION 225**

- (Topic 3)

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

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm-implementation/reference/cmdm-use-case.html>

**NEW QUESTION 229**

- (Topic 3)

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?

Choose 4 answers

- A. Submit KB Errata
- B. Add Comments
- C. CC Click frowning icon
- D. Tag as Helpful
- E. Flag Article
- F. Rate with Stars

**Answer:** BDEF

**NEW QUESTION 231**

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