

ServiceNow Certified System Administrator

1. A Service Catalog may include which of the following components?

A. Order Guides, Exchange Rates, Calendars

B. Order Guides, Catalog Items, and Interceptors

C. Catalog Items, Asset Contracts, Task Surveys

D. Record Producers, Order Guides, and Catalog Items

Answer(s): D

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

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

B. If a match is not found using the coalesce fields, the system does not create a Transform Map

C. If a match is found using the coalesce fields, the system creates a new record

D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer(s): A

3. As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

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

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

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

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

Answer(s): C

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

A. The Default Value field in the Catalog Item form

B. The Sequence field in the Catalog Item form

C. The Order field in the Variable form

D. The Choice field in the Variable form

Answer(s): C

5. 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(s): A D

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

A. Most recent update

B. Popularity

C. Relevancy

D. Manager assignment

E. Number of views

Answer(s): A C E

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

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)

Answer(s): C

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

A. Breadcrumb

B. Favorite

C. Tag

D. Bookmark

Answer(s): B

9. 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(s): C

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

A. Send Notifications

B. Log Out ServiceNow

C. Elevate Roles

D. Impersonate Users

E. Order from Service Catalog

F. Approve Records

Answer(s): B C D

11. Buttons, form links, and context menu items are all examples of what type of functionality?

A. Business Rule

B. UI Action

C. Client Script

D. UI Policy

Answer(s): B

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

A. They run behind the scenes.

B. They are the building blocks.

C. They are optional.

D. They provide options.

Answer(s): B

13. Table Access Control rules are processed in the following order:

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

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

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

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

Answer(s): B

14. What is the platform name for the User table?

A. u_users

B. sys_users

C. x_users

D. sys_user

Answer(s): D

15. 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(s): A

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

A. Records

B. UI Pages

C. Lists

D. Forms

Answer(s): B

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

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

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

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

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

Answer(s): A

18. Which of the following is used to initiate a flow?

A. A Trigger

B. Core Action

C. A spoke

D. An Event

Answer(s): A

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

A. Service Catalog variables can only be used in Record Producers

B. Service Catalog variables can only be used in Order Guides

C. Service Catalog variables cannot affect the order price

D. Service Catalog variables are global by default

Answer(s): D

20. Which one of the following statements is true about Column Context Menus?

A. It displays actions such as creating quick reports, configuring the list, and exporting data

B. It displays actions related to filtering options, assigning tags, and search

C. It displays actions related to viewing and filtering the entire list

D. It displays actions such as view form, view related task, and add relationship

Answer(s): A
