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ServiceNow Certified System Administrator Sample Questions (Q200-Q205):

NEW QUESTION # 200

A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

- A. onSubmit()
- B. onLoad
- C. onUpdate()
- D. onSubmission()

Answer: A

Explanation:

In ServiceNow, Client Scripts run on the client-side (browser) and modify form behavior dynamically.

To validate form data before submission, you must use an `onSubmit()` Client Script.

Executes Before Form Submission

The `onSubmit()` Client Script runs just before the form is submitted, allowing validation checks.

If an issue is found, you can prevent form submission using `return false`;

Best for Data Validation

Can check if required fields are filled.

Can enforce business rules on the client-side.

Example: Preventing submission if the "Short Description" field is empty.

Why is "onSubmit()" the Correct Answer?

```
Example onSubmit() Client Script:
function onSubmit() {
  var shortDesc = g_form.getValue('short_description');
  if(!shortDesc) {
    alert('Short Description is required before submitting.');
```

A: `onSubmission()` Incorrect - This is not a valid ServiceNow Client Script type.

C: `onLoad()` Incorrect - Runs when the form loads, but does not validate form submission.

D: `onUpdate()` Incorrect - Runs when a record is updated, but does not 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 # 201

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

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

Answer: D

NEW QUESTION # 202

Which roles are required to configure the form layout using Table Builder? (Choose 2 answers)

- A. `app_engine_admin`
- **B. `admin`**
- C. `support_specialist`
- **D. `personalize_form`**
- E. `read_only_user`

Answer: B,D

Explanation:

In Table Builder, only users with appropriate permissions can modify form layouts.

#The `admin` role (Option C) has full access to configure forms, tables, and relationships.

#The `personalize_form` role (Option A) allows users to configure form layouts, but not table structures.

Option B (`app_engine_admin`) is incorrect because this role is used for managing custom applications, not form layouts.

Option D (`read_only_user`) is incorrect because it does not grant any configuration permissions.

Option E (`support_specialist`) is incorrect because it is typically for support personnel who handle incidents and cases, not form design.

#Reference: ServiceNow Platform Administration - Roles & Permissions

NEW QUESTION # 203

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

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

Answer: A

Explanation:

Importing data into ServiceNow involves using Import Sets, which act as temporary staging tables before transferring data to the target table. The correct sequence of steps is as follows:

Correct Answer

Load the Data

Upload data from an external source (CSV, Excel, XML, JDBC, or API).

The data is stored in an Import Set table (temporary staging table).

Create Transform Map

A Transform Map defines how data from the Import Set should be mapped to the target table (e.g., incident, cmdb_ci).

Example: Mapping "Full Name" in Import Set → "User Name" in sys_user table.

Transform Data

Executes the Transform Map, moving data from the Import Set into the target table.

Any data conversion rules or business logic (such as field mapping, script processing) are applied.

Clean Up Import Table

After a successful import, the temporary Import Set table can be deleted to free up space.

Incorrect Answer Choices

A . Select source file; Run automap; Transform data; Clean up target table Automap is optional and does not apply in every scenario.

Cleaning up the target table is incorrect-the cleanup applies to the Import Set table, not the target table.

B . Set up LDAP; Test map; Create update set; Run import; Apply update set LDAP is for user authentication, not for importing data.

Update Sets are used for moving configurations, not data imports.

C . Identify source; Import transform map; Run transformer; Verify import

"Run transformer" is incorrect-the correct step is "Transform Data".

Importing does not require a verification step; instead, data is reviewed using Transform History.

Reference:

ServiceNow Documentation: Import Set Process

ServiceNow Developer Guide: Creating Transform Maps

NEW QUESTION # 204

Which of the following is true about g_scratchpad?

Choose 2 answers

- **A. Used to push information from the server to the client**
- B. Has constructors and methods
- C. Has default properties passed by client-side scripts
- **D. Does not exist on the mobile platform**

Answer: A,D

NEW QUESTION # 205

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