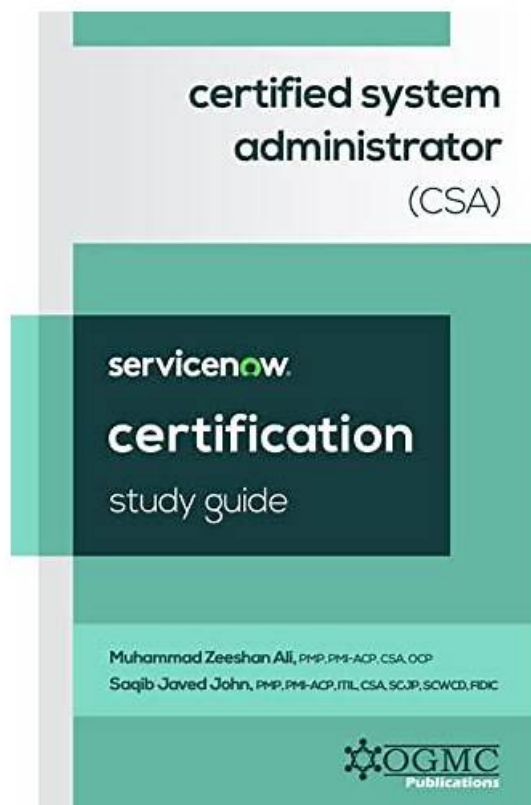


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ServiceNow Certified System Administrator Sample Questions (Q396-Q401):

NEW QUESTION # 396

What controls the publishing and retiring process for knowledge articles?

- A. Approval Definitions
- B. State Lifecycle
- C. Approval Policies
- **D. Workflow Designer**
- E. Workflows

Answer: D

Explanation:

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

NEW QUESTION # 397

A User is stored in which table?

- A. User [user_profile]
- B. User [sys_user_group]
- C. User [syst_user_profile]
- **D. User [sys_user]**

Answer: D

Explanation:

In ServiceNow, user records are stored in the User [sys_user] table. This table contains all user-related data, including usernames, email addresses, roles, department affiliations, and more.

Key Fields in the sys_user Table:

User ID (user_name) - Unique identifier for the user.

First Name & Last Name (first_name, last_name) - User's full name.

Email (email) - The user's email address.

Department (department) - The department to which the user belongs.

Roles (roles) - List of assigned roles that determine access permissions.

Active (active) - Indicates whether the user account is active or inactive.

Explanation of Incorrect Options:

B. User [sys_user_group] - Incorrect. This table stores groups, not individual users.

C. User [syst_user_profile] - Incorrect. This table does not exist in ServiceNow.

D. User [user_profile] - Incorrect. There is no such table in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: User Administration - sys_user Table

ServiceNow CSA Study Guide - User and Group Administration

NEW QUESTION # 398

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 exit the form
- B. Insert creates a new record and Update saves changes, both remain on 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**

Answer: D

NEW QUESTION # 399

What Service Catalog feature do you use to organize items into logical groups?

- A. Catalog items
- B. Variable sets
- C. Sections
- **D. Categories**

Answer: D

Explanation:

In Service Catalog Management, categories are used to logically group catalog items to make navigation easier for users. Categories help organize items into meaningful sections, ensuring that users can quickly locate the services they need.

For example:

"Software Requests" can be a category containing catalog items like "Microsoft Office," "Adobe Photoshop," and "VPN Access."

"Hardware Requests" can include items like "Laptops," "Monitors," and "Keyboards." Why Are Other Options Incorrect?

A . Variable Sets ☐ - Variable sets are reusable groups of variables for catalog items, but they do not organize items into groups.

B . Catalog Items ☐ - Catalog items refer to individual service requests (e.g., "Request a Laptop"), but they are grouped using categories, not other catalog items.

C . Sections ☐ - Sections are used in forms to group related variables together, not for organizing catalog items.

Reference:

ServiceNow CSA Documentation - Service Catalog Management

ServiceNow Official Product Documentation - Organizing Catalog Items (<https://docs.servicenow.com>)

NEW QUESTION # 400

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. CI Class Manager (CICM)
- D. Service Schema Map (SSM)
- E. CMDB Class Manager (CMDBCM)

Answer: A

NEW QUESTION # 401

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