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ServiceNow System Administrator Certification Exam

ServiceNow System Administrator Certification Proves Successful the candidate has the essential skills and knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow system. Passing this System Administrator Certification exam also sets a set of experiences necessary to continue on ServiceNow certification paths. It is a prerequisite for Of course. The exam consists of approximately (60) questions. For every question from exam, there are several possible answers. The person who takes the tests. answer the options and select the correct answer to the question. After completing and submitting the exam, you will immediately get a positive or negative result. calculated and shown to the candidate.

ServiceNow Certified System Administrator Sample Questions (Q356-Q361):

NEW QUESTION # 356

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On the Filter Menu, select Group By > Category
- B. On list Context Menu, select Group By > Category

- C. On the Category column title, click Context menu > Group By Category
- D. Click Group On icon, select Category
- E. On Navigator Filter, type tablename.group.category and press enter

Answer: B,C

NEW QUESTION # 357

What is the platform name for the User table?

- A. sys_users
- B. x_users
- C. u_users
- D. sys_user

Answer: D

Explanation:

In ServiceNow, every table has a unique platform name (also known as the database name or sys_id). The table that stores user records in ServiceNow is called "sys_user".

Understanding the sys_user Table:

Table Name: sys_user

Purpose: Stores user records, including their roles, group memberships, and personal details.

Location in ServiceNow: You can access this table by navigating to:

All → Users and Groups → Users

Key Fields in sys_user Table:

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

Name (name) - Full name of the user.

Email (email) - Email address of the user.

Roles (roles) - Defines user permissions in the system.

Active (active) - Indicates if the user is active in the system.

Explanation of Incorrect Answers:

A. u_users - Incorrect. The prefix u_ is typically used for custom tables created by administrators. This is not a default system table.

B. sys_users - Incorrect. The correct name is sys_user (singular), not sys_users. ServiceNow follows a singular naming convention for system tables.

C. x_users - Incorrect. The prefix x_ is reserved for Scoped Applications created within an instance. The User table is a core system table, not a scoped one.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → User Administration → sys_user Table ServiceNow Tables Reference → sys_user

ServiceNow CSA Study Guide → User and Data Administration

NEW QUESTION # 358

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used multiple times on the same import set
- B. Any user can manage and set up import sets
- C. Coalesce fields are used only after running Transform
- D. An existing Transform Map can be used one time on the same import set

Answer: A

Explanation:

When importing data into ServiceNow, an Import Set is created, and a Transform Map is used to map data from the Import Set table to a target table (such as incident, cmdb_ci, or user).

A Transform Map defines how data from an Import Set is transferred to the target table. One of its key characteristics is that it can be used multiple times on the same import set to reprocess data or correct mapping errors.

Import Set Table:

Temporary storage for incoming data.

Data remains in the Import Set table until transformed.

Transform Map:

Reusable mapping that determines how fields in the Import Set correspond to fields in the target table.

Can be run multiple times on the same Import Set data.

Coalesce Fields:

Used before transformation to determine whether to update existing records or create new ones.

Key Characteristics of Importing Data in ServiceNow:

You import a CSV file into an Import Set Table.

You apply a Transform Map to map data to the User (sys_user) table.

If an issue occurs, you can rerun the Transform Map on the same Import Set instead of reimporting the file.

Example Scenario:

A: An existing Transform Map can be used one time on the same import set- Incorrect.

Transform Maps can be reused multiple times on the same Import Set data.

B: Coalesce fields are used only after running Transform- Incorrect.

Coalesce fields are used before transformation to determine if a record should be updated or inserted.

C: Any user can manage and set up import sets- Incorrect.

Only users with the appropriate roles (such as import_admin or admin) can manage Import Sets.

Explanation of Incorrect Answers:

ServiceNow Product Documentation # Import Sets and Transform Maps

ServiceNow CSA Study Guide # Data Import and Management

ServiceNow Knowledge Base # Understanding Coalesce Fields in Import Sets References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 359

What is a quick way to create a report from a list view?

- A. Click Context Menu, select Create Report
- B. Click on filter breadcrumb, drag and drop on the Report > Create New module
- C. Apply filter, right click on column header, select Create Report
- D. Apply filter, right click on column header, select Bar Chart
- E. Click Funnel, define filter conditions, click Create Report

Answer: E

NEW QUESTION # 360

What types of entities can receive task assignments, in ServiceNow?

Choose 2 answers

- A. Departments
- B. Teams.
- C. Users
- D. Groups

Answer: C,D

Explanation:

In ServiceNow, tasks (such as Incidents, Change Requests, and Service Requests) can be assigned to individual users or groups to manage workload distribution efficiently.

A: Groups

Groups in ServiceNow represent a collection of users with common roles or responsibilities.

Tasks are often assigned to groups first, allowing any member to take ownership.

Example:

IT Support Group for handling incident tickets.

Change Advisory Board (CAB) for approving changes.

B: Users

Individual users can receive task assignments directly.

Assigned users are responsible for completing or updating the task.

Example:

A specific Service Desk Agent assigned to resolve an incident.

C: Departments

Departments in ServiceNow represent organizational divisions (e.g., HR, IT, Finance), but they do not receive task assignments.

