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ServiceNow Certified System Administrator Sample Questions (Q102-Q107):

NEW QUESTION # 102

How would you distinguish between a Base Class table and a Parent Class table?

- A. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
- **B. Base Class table is not extended from another table. Parent class tables may be extended from another table.**
- C. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,
- D. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.

Answer: B

NEW QUESTION # 103

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically displays the Configuration Items that support a business service
- C. A schema map graphically organizes the visual task boards for the CMDB
- **D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema**

Answer: D

Explanation:

A Schema Map in ServiceNow is a graphical representation of tables and their relationships within the database. It helps administrators and developers understand how data is structured and interconnected.

Visual Representation: Shows parent-child relationships, reference fields, and extensions between tables.

Database Schema Navigation: Enables quick access to table structures and fields.

Impact Analysis: Helps in assessing changes before modifying fields, tables, or relationships.

Enhances Development Efficiency: Aids in customizing the system by understanding data dependencies.

Navigate to: System Definition # Schema Map

Select a Table: Enter a table name (e.g., incident, task)

View Relationships: The map will display related tables (e.g., extended, referenced, and referencing tables).

Key Features of a Schema Map: How to Access Schema Maps:

A: A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items- Incorrect.

Schema maps do not define trouble sources; they are used to visualize table relationships.

B: A schema map graphically organizes the visual task boards for the CMDB- Incorrect.

Visual Task Boards are separate from schema maps and are used for task management, not database visualization.

C: A schema map graphically displays the Configuration Items that support a business service- Incorrect.

This describes a Dependency View, which is part of the CMDB, not the Schema Map feature.

Explanation of Incorrect Answers:

ServiceNow Product Documentation # Schema Maps

ServiceNow CSA Study Guide # Data Schema & Table Relationships

ServiceNow Developer Documentation # Understanding Tables & Relationships References from Certified System Administrator (CSA) Documentation: Would you like me to verify another question?#

NEW QUESTION # 104

What is the purpose of the Event Registry?

- A. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script
- B. The Event Registry is a list of all Events that originate through an integration
- C. The Event Registry lists all Events that have successfully completed within a 24-hour period
- **D. The Event Registry is a module that provides Event definitions**

Answer: D

Explanation:

In ServiceNow, the Event Registry is a module that stores and defines all system events that can be triggered within the platform. Events in ServiceNow are used to trigger business rules, notifications, workflows, and integrations based on specific system activities.

The Event Registry [sysevent_register] table contains predefined and custom event definitions.

It allows developers and administrators to define new custom events.

Events can be triggered manually (via scripts) or automatically based on system actions.

Events are not tied to a specific timeframe but are available for use whenever triggered.

Triggering a Notification

When an incident is assigned, an event such as "incident.assigned" is triggered, which can send an email notification to the assigned user.

Initiating an Automated Workflow

When a new user is onboarded, an event like "user.onboarded" can trigger a workflow to create necessary accounts and permissions.

Logging Custom Events for Reporting

Custom events like "asset.verified" can be used to track when an asset verification process is completed.

Key Features of the Event Registry: Example Use Cases of the Event Registry:

The Event Registry is not a log of completed events but a repository of event definitions that can be triggered.

It defines both default and custom events that can be used across different system processes.

It is used for event-driven automation in ServiceNow.

Why "C. The Event Registry is a module that provides Event definitions" is the Correct Answer?

A: The Event Registry lists all Events that have successfully completed within a 24-hour period - Incorrect This describes the Event Log [sys_event] table, not the Event Registry.

B: The Event Registry is a list of all Events that originate through an integration - Incorrect The Event Registry is not specific to integrations; it applies to all events in the system.

D: The Event Registry is a list of all Events that have successfully completed after being invoked by a script - Incorrect Events triggered by scripts are logged in the Event Log, not the Event Registry.

Explanation of Incorrect Options:

ServiceNow Docs: Understanding the Event Registry

ServiceNow CSA Study Guide - Event Management

ServiceNow Product Documentation: Creating and Managing Events

References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 105

Which is the base table of the configuration management database hierarchy?

- A. ucldb
- B. cmdb_d
- C. cmdb_ret_Oi
- D. cmdb

Answer: D

Explanation:

In ServiceNow's Configuration Management Database (CMDB), the cmdb table is the base table from which all Configuration Item (CI) tables inherit.

Why is cmdb the Correct Answer?

cmdb is the Parent Table of All CMDB-Related Tables

The cmdb table contains basic attributes shared by all Configuration Items (CIs).

Every CI in ServiceNow inherits from cmdb or one of its child tables.

Hierarchy of CMDB Tables in ServiceNow:

cmdb (Base Table) → Stores general CI data.

cmdb_ci (Stores specific CI details) → Extends cmdb to store devices, applications, and services.

cmdb_rel_ci (Stores relationships between CIs) → Used to track dependencies.

Incorrect Answer Choices Analysis:

A . cmdb_d

☐ Incorrect - No such standard table exists in ServiceNow's CMDB.

B . ucldb

☐ Incorrect - uCMDB (Universal CMDB) is an HP product, not part of ServiceNow's CMDB.

C . cmdb_rel_ci

☐ Incorrect - This table stores CI relationships, but it is not the base table.

Official ServiceNow Documentation Reference:

ServiceNow Docs - CMDB Core Tables

☐ CMDB Table Structure

ServiceNow Docs - CMDB Best Practices

NEW QUESTION # 106

Which one of the following is the fastest way to create and configure a Record Producer?

- A. Create a Catalog Category, open the category, and select the Add New Record Producer button
- B. use the Record Producer module then add and configure all variables manually
- C. Open the table in the Table record and select the Add to Service Catalog Related Link
- D. Open the table's form, right-click on the form header, and select the Create Record Producer menu item

Answer: C

NEW QUESTION # 107

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