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What is the test Scheme

- Number of Questions: 60
- Format: Multiple choices, multiple answers
- Language: English
- Length of Examination: 90 minutes
- Passing score: 70%

ServiceNow Certified System Administrator Sample Questions (Q377-Q382):

NEW QUESTION # 377

Which tables are children of the Task table and come with the base system?

Choose 3 answers

- A. cmdb
- B. Incident
- C. Problem
- D. Dictionary
- E. Change Request
- F. Config

Answer: B,C,E

Explanation:

Explanation

The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.

References

<https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept>

<https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child-table>

<https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table>

NEW QUESTION # 378

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization_framework)
- B. Translation Framework plugin (com.glide.translation_framework)
- C. Language AI Framework plugin (com.glide.language.ai_framework)
- D. Multiple Language Framework plugin (com.glide.multiple.language_framework)

Answer: A

NEW QUESTION # 379

Which system property is added and set to true in order to see impersonation events in the System Log?

- A. glide sys admin_login
- B. glide.impersonation_setting
- C. glide sys all_impersonation
- D. glide sys log_impersonation
- E. glide user_setting

Answer: D

Explanation:

In ServiceNow, impersonation allows administrators to act as another user to troubleshoot, test permissions, or verify user experiences.

To log impersonation events in the System Log, the system property:

Copy Edit

`glide.sys.log_impersonation`

must be added and set to `true`.

Key Features of `glide.sys.log_impersonation`: Logs who impersonated whom in the System Log.

Captures timestamp, user details, and session activity.

Helps with auditing and security compliance.

Navigate to System Definition > System Properties.

Search for `glide.sys.log_impersonation`.

If it doesn't exist, create it:

Name: `glide.sys.log_impersonation`

Type: True/False

Value: true

Save the property and test impersonation.

How to Enable Impersonation Logging:

A: `glide.user_setting` #Incorrect

Not related to impersonation logging.

Deals with user preferences and settings.

B: `glide.sys.all_impersonation` #Incorrect

No such property exists in ServiceNow.

D: `glide.impersonation_setting` #Incorrect

Incorrect property name; does not exist.

E: `glide.sys.admin_login` #Incorrect

Logs admin logins, not impersonation events.

Why Other Options Are Incorrect?

Impersonating Users in ServiceNow

System Logs & Impersonation Tracking

Official ServiceNow Documentation Reference:

NEW QUESTION # 380

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. Duplicate rows are rejected from the import.
- B. All rows are rejected from the import, as coalesce field is required.
- C. All rows are treated as new records. No existing records are updated.
- **D. All rows are treated as new records, but errors will be flagged in the import log.**

Answer: D

Explanation:

Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing

NEW QUESTION # 381

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

- A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
- B. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.
- C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and

Facilities.

- **D. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.**

Answer: D

Explanation:

ServiceNow allows a single Catalog Item to be published to multiple service catalogs, avoiding duplication while ensuring accessibility for the right users.

Why is Option B Correct?

Instead of creating duplicate catalog items (which would require managing two separate items with the same functionality), we create one Catalog Item and publish it in both catalogs (HR and Facilities).

This approach ensures centralized management while maintaining accessibility for both departments.

It simplifies updates-any changes to the form or workflow will apply to both catalogs automatically.

Why Are the Other Options Incorrect?

A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.

Incorrect because it creates duplicate catalog items with the same functionality, increasing maintenance effort.

C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.

Incorrect because there is no "Parent Catalog" concept in ServiceNow.

ServiceNow allows publishing a single item to multiple catalogs, but there is no need for a parent catalog.

D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Incorrect because ACLs restrict access at a field, table, or record level, but they do not control where a Catalog Item appears.

The correct approach is to publish the item to multiple catalogs rather than using ACLs.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Service Catalog Management - Publishing Items to Multiple Catalogs ServiceNow ITSM - Best Practices for Catalog Item Reusability ServiceNow CSA Guide - Managing Service Catalogs and Items

NEW QUESTION # 382

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