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1. What would you do, on a list, if you wanted to show records in groups, based on the column category?
 - a. On list Context Menu, select Group By > Category
 - b. On the Filter Menu, select Group By > Category
 - c. Click Group On icon, select Category
 - d. On Navigator Filter, type tablename.group.category and press enter.
 - e. On the Category column table, click Context menu > Group By Category - ANSWER ✓ a. On list Context Menu, select Group By > Category
 - f. On the Category column table, click Context menu > Group By Category
2. When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?
 - a. Run Transform
 - b. Run Import
 - c. Import Dataset
 - d. Execute Transform
 - e. Schedule Transform - ANSWER ✓ a. Run Transform
3. What are the steps for applying an update set to an instance?
 - a. Retrieve, Preview, Commit
 - b. Specify, Transform, Apply
 - c. Retrieve, Assess, Apply
 - d. Get, Test, Push

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ServiceNow Certified System Administrator Sample Questions (Q411-Q416):

NEW QUESTION # 411

Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. Forms
- C. UI Pages
- D. Lists

Answer: C

Explanation:

The History section in the Application Navigator tracks recently visited records, lists, and forms within ServiceNow. This feature allows users to quickly navigate back to previously accessed content without searching manually.

What Appears in the History Section? The History section logs user activity related to:

Records (Option A)- Recently viewed records from any table, such as incidents, requests, or tasks.

Lists (Option C)- Any list views a user has accessed, such as Incident List or Change Request List.

Forms (Option D)- Any individual record viewed in form view, such as an incident form or user form.

Why is Option B (UI Pages) Correct? UI Pages do NOT appear in the History section.

UI Pages are special custom pages built with Jelly scripting and used for custom interfaces, portals, and dashboards (e.g., Service Portal pages).

Since they do not represent individual records, lists, or forms, they are not included in the user's History tracking.

Why Are the Other Options Incorrect? A. Records

Records are individual database entries (e.g., specific incidents, change requests, or users).

Since records are frequently accessed, they are logged in History.

C: Lists

Lists display multiple records from a table (e.g., all open incidents).

Since users navigate through lists frequently, they are logged in History.

D: Forms

Forms are used to view or edit individual records (e.g., an incident form).

Since forms are commonly accessed, they are logged in History.

Reference from Certified System Administrator (CSA) Documentation: #ServiceNow Docs - Application Navigator & History

#ServiceNow Application Navigator Documentation

"The History section of the Application Navigator displays a list of the records, lists, and forms that you have recently accessed."

"Custom UI Pages are not included in History tracking."

NEW QUESTION # 412

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using Transform History
- B. Mapping fields using an SLA
- C. Mapping fields using a Field Map
- D. Mapping fields using the Import Log

Answer: C

Explanation:

In ServiceNow, the Load Data and Transform Map process is used to import data from external sources (e.g., CSV, Excel, XML) into the ServiceNow platform. The Mapping Assist tool is a feature within this process that helps administrators visually map fields between the source data (imported file) and the target table in ServiceNow.

Load Data:

Data is imported from an external source (e.g., CSV file, Excel spreadsheet, XML data).

The imported data is temporarily stored in a staging table (Import Set Table).

Transform Map:

A Transform Map defines how fields in the import set should be mapped to the target table in ServiceNow. It allows data transformation, filtering, and scripting during the import process.

Mapping Assist:

Mapping Assist is a visual tool that helps administrators easily map fields between the import set and the target table. It provides a drag-and-drop interface to connect fields.

Helps prevent errors in field mapping, ensuring data integrity.

Understanding the Load Data and Transform Map Process

Why Answer "D" is Correct: "Mapping fields using a Field Map."

The Field Maps created in the Transform Map to define how fields from the import set match fields in the target table.

Mapping Assist is used to visually link these fields, making it easier to set up the transformation process.

Why the Other Answers Are Incorrect: A. "Mapping fields using the Import Log." Incorrect because the Import Log tracks the progress of an import job but does not provide field mapping.

The Import Log is used for troubleshooting errors, not for mapping fields.

B: "Mapping fields using Transform History."

Incorrect because Transform History tracks past transformations and changes made during imports, but it is not used for mapping fields.

It is used for auditing and debugging transformations, not field mapping.

C: "Mapping fields using an SLA."

Incorrect because SLAs (Service Level Agreements) are used for tracking and enforcing deadlines on tasks, not for data mapping.

SLAs have no role in the Load Data and Transform Map process.

ServiceNow CSA Study Guide - Import Sets & Data Transformation

ServiceNow Docs: Transform Maps & Field Mapping (ServiceNow Documentation) ServiceNow Docs: Mapping Assist Feature

References from the Certified System Administrator (CSA) Documentation:

NEW QUESTION # 413

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Auto-suggest Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Alexa Query

Answer: A

NEW QUESTION # 414

What are the three key tables in an enterprise CMDB?

Choose 3 answers

- A. cmap
- B. sn_cmdt_bak
- C. sh_emdb_ci
- D. sh_eomdb
- E. cmdb_ci
- F. cmap_ret_ci
- G. cmdb_bak

Answer: A,E,F

Explanation:

In ServiceNow's Configuration Management Database (CMDB), three key tables form the foundation for storing and managing Configuration Items (CIs) and their relationships.

cmdb_ci (E) - CI Base Class Table

This is the base class for all Configuration Items (CIs) in the CMDB.

Every CI (e.g., servers, applications, network devices) extends from this table.

Stores general attributes like name, serial number, and asset tag.

cmdb (G) - CMDB Parent Table

This is the parent table for all CMDB-related tables.

It does not store CI records directly but serves as a reference structure.

All CMDB tables, including `cmdb_ci`, inherit from this table.

`cmdb_rel_ci` (C) - CMDB Relationship Table

This table stores relationships between different CIs.

Example: A server hosts an application, or a database is dependent on a storage unit.

Helps with impact analysis and dependency mapping.

A: `sn_cmt_bak`

No such table in standard ServiceNow CMDB.

B: `sh_emdb_ci`

Typo or incorrect table name-not part of the ServiceNow CMDB model.

D: `cmdb_bak`

"bak" suggests a backup table, but there is no standard "cmdb_bak" in ServiceNow.

F: `sh_eomdb`

Not a recognized CMDB table in ServiceNow.

References: Official ServiceNow Documentation: CMDB Tables and Relationships ServiceNow CMDB Best Practices: CMDB Guide

NEW QUESTION # 415

Group records are stored in which table?

- A. Group [`u_sys_group`]
- B. Group [`s_sys_group`]
- C. Group [`sn_user_group`]
- D. Group [`sys_user_group`]

Answer: D

Explanation:

Reference: In ServiceNow, groups are collections of users that share a common role, responsibility, or function.

Group records are stored in the `sys_user_group` table, which is used for access control, workflow assignments, and approvals.

Why is the Correct Answer "sys_user_group"? The `sys_user_group` table is the official table for storing group records.

Groups are used for assigning tasks, roles, and responsibilities in ServiceNow.

The `sys_user_group` table contains records for all defined groups, including IT support teams, security groups, and business process groups.

Why Not the Other Options? A. Group [`sn_user_group`]: No such table exists in ServiceNow.

C: Group [`s_sys_group`]: Incorrect, as there is no "s_sys_group" table in ServiceNow.

D: Group [`u_sys_group`]: "u_" prefix refers to custom tables, but the standard group table is `sys_user_group`.

References from the Certified System Administrator (CSA) Official Documentation: Managing User Groups in

ServiceNow: ServiceNow Docs ServiceNow Knowledge Base: KB0832548 (Group Table Information) The `sys_user_group` table is the correct location for storing group records, allowing efficient role-based access and task assignments in ServiceNow.

NEW QUESTION # 416

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