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ServiceNow Certified System Administrator Sample Questions (Q443-Q448):

NEW QUESTION #443

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge

- A. User conditions
- B. User Criteria
- C. User permissions
- D. User info

Answer: B

NEW QUESTION # 444

What records are used to track cross-scope applications that request access to an application?

- A. Restricted caller access records
- B. Caller tracking records
- C. Access control level records
- D. Cross-scope access records

Answer: A

NEW OUESTION #445

What is the master table that contains a record for each table in the database?

- A. [sys object db]
- B. [sys master db]
- C. [sys_master_object]
- D. [sys db object]

Answer: D

Explanation:

In ServiceNow, all tables in the database are recorded in amaster tablecalled[sys_db_object]. This table stores metadata about each table in the system, including itsname, label, and other attributes.

Stores a record for every table in the ServiceNow instance.

Tracks essential table properties, such as thetable name, label, and whether it is an extension of another table.

Helps administratorsview, modify, or create new tablesin ServiceNow.

Used in Table Administration and Custom Table Development.

A: [sys master db]-

This tabledoes not existin ServiceNow.

C: [sys master object]-

There is no such table named "sys master object" in ServiceNow.

D: [sys object db]-

This tabledoes not existin ServiceNow.

The correct name issys_db_object.

Navigate to System Definition#Tables.

Search for the tablesys db object.

Open the table to see records representing all tables in the instance.

ServiceNow Docs: Understanding Tables and Fieldshttps://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/metadata/concept/c_TablesAndFields.html ServiceNow CSA Official Training Guide (System Data and Tables Overview) Key Functions of [sys_db_object]:Why the Other Options Are Incorrect?How to View the [sys_db_object] Table in ServiceNow?References from Certified System Administrator (CSA) Documentation:This confirms that[sys_db_object] themaster tablethat contains a record for every table in the ServiceNow database.

NEW QUESTION # 446

A customer wants to be able to identify and track components of their infrastructure that support their ecommerce service. What ServiceNow products could support this requirement?

Choose 3 answers

- A. Performance Analytics
- B. Financial Management
- C. Discovery
- D. Configuration Management (CMDB)
- E. Service Mapping

Answer: C,D,E

Explanation:

Explanation

Configuration Management (CMDB) is a product that allows users to identify and track components of their infrastructure, such as servers, applications, databases, networks, and devices, and their relationships 1. CMDB provides a single source of truth for IT assets and services, and supports IT service management processes 1.

Discovery is a product that automatically scans the network and populates the CMDB with the discovered infrastructure

components and their attributes 2. Discovery uses probes, sensors, and patterns to identify and classify IT assets, and updates the CMDB with any changes 2.

Service Mapping is a product that creates a top-down view of the infrastructure components that support a specific business service, such as ecommerce3. Service Mapping uses discovery data and application traffic analysis to map the dependencies and relationships between IT assets and services, and displays them in a graphical interface3.

References

Configuration Management Database (CMDB) - ServiceNow1 Discovery - ServiceNow2 Service Mapping - ServiceNow3

NEW QUESTION #447

What functiondo you use to addbuttons, links, and context menu items on forms and lists?

- A. UI Config
- B. UI Settings
- C. UI Actions
- D. UI Policies

Answer: C

Explanation:

In ServiceNow, UI Actions are used to add buttons, links, and context menu itemson forms and lists to enhance user interaction.

UI Actions provide interactive elements such as buttons, links, and context menu options on forms and lists.

UI Actions allow execution of server-side and client-side scripts, including Glide Ajax and Glide Record calls.

They can be configured to execute underspecific conditions, such asuser roles, field values, or record states.

Examples of UI Actions include:

Submit, Update, and Deletebuttons on forms.

Custom action buttonssuch as "Escalate Incident" or "Resolve Task".

List context menu itemssuch as "Approve" or "Reject" for workflow items.

A: UI Policies:Used fordynamically showing, hiding, or making fields mandatory, butnot for adding buttons or links.

B: UI Settings:No such module in ServiceNow.

D: UI Config:Not a valid option; UI Actions, not "UI Config," control buttons and menus.

UI Actions Overview:ServiceNow Docs

Configuring UI Actions for Forms and Lists

Why is the Correct Answer "UI Actions"? Why Not the Other Options? References from the Certified System Administrator (CSA) Official Documentation: By using UI Actions, developers canenhance the user experience by providing interactive buttons and menu options in Service Now.

NEW QUESTION #448

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