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## ServiceNow Certified System Administrator Sample Questions (Q226-Q231):

### NEW QUESTION # 226

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal?  
(Select all that apply) Select 2 Answers from the below options

- A. Personal Identify Verification (PIV)
- B. Organization Verification Card (OVC)
- C. Common Access Card (CAC)
- D. Extended Validation Access (EVA)
- E. Domain Authentication Card (DAC)

**Answer: A,C**

### NEW QUESTION # 227

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as view form, view related task, and add relationship
- B. It displays actions such as creating quick reports, configuring the list, and exporting data
- C. It displays actions related to filtering options, assigning tags, and search
- D. It displays actions related to viewing and filtering the entire list

**Answer: B**

Explanation:

Column Context Menus in ServiceNow provide options for interacting with list columns in a table. These menus allow users to customize list views, generate quick reports, export data, and configure list settings.

When users right-click on a column header in a list view, they see a context menu with several actions. The correct answer, Option A, correctly describes these capabilities.

Key Features of Column Context Menus:

Create Quick Reports

Users can generate bar charts, pie charts, or other visual reports based on column data.

Example: Right-clicking on the "State" column in an Incidents list allows users to create a report showing the count of incidents per state.

Configure the List

Users can modify the list layout, display additional columns, or customize fields.

Options include Personalize List, Show / Hide Columns, and Sort features.

Export Data

Data can be exported in various formats, such as Excel, CSV, PDF, or XML.

Example: Exporting all incidents assigned to a particular group.

Why the Other Options Are Incorrect:

B. It displays actions related to filtering options, assigning tags, and search (Incorrect) Filtering options are part of the Filter Navigator and List Context Menu, not the Column Context Menu.

Assigning tags and performing searches happen within the list view but are not primary functions of the Column Context Menu.

C. It displays actions related to viewing and filtering the entire list (Incorrect) While column menus allow sorting and filtering, filtering the entire list is mainly done via the List Context Menu (right-clicking the entire list or using the filter option at the top).

D. It displays actions such as view form, view related task, and add relationship (Incorrect) Viewing forms, related tasks, and adding relationships are functions available when interacting with record-level actions (right-clicking a row), not a column.

These actions are available via the List Context Menu or Related Lists, not the Column Context Menu.

Example of Using a Column Context Menu in ServiceNow:

Navigate to Incident > All.

Right-click on the Priority column header.

A menu appears with options such as:

Sort (Ascending/Descending)

Group By This Field

Create Report

Export Data

Configure List Layout

Reference:

ServiceNow Documentation: Working with Lists

ServiceNow Docs: List and Column Context Menus

ServiceNow Learning: List Management and Customization

### NEW QUESTION # 228

A knowledge article must be which of the following states to display to a user?

- A. Retired
- B. Reviewed
- C. Drafted
- **D. Published**

**Answer: D**

Explanation:

Explanation

### NEW QUESTION # 229

What is the most common role that has access to almost all platform features, functions, and data?

- A. Base Admin [base\_admin]
- B. Admin [sn\_admin]
- **C. System Administrator [admin]**
- D. Sys Admin [sys\_admin]
- E. Security Admin [security\_admin]

**Answer: C**

Explanation:

The System Administrator (admin) role is the most powerful and common role in ServiceNow, providing access to nearly all platform features, functions, and data. Users with this role have full control over system configurations, user management, security settings, application access, and more.

Full system access to all applications, modules, tables, and records.

Ability to configure and customize the platform

Create, update, and delete records in any table.

Manage roles and users, including assigning roles to others.

Configure Access Control Rules (ACLs) to define security policies.

A: Security Admin [security\_admin]# Incorrect. The security\_admin role is primarily for managing security settings and access control rules. While powerful, it does not inherently provide access to all platform functions like the admin role does.

B: Sys Admin [sys\_admin]# Incorrect. There is no such role as "sys\_admin" in ServiceNow. The correct role is admin.

C: Admin [sn\_admin]# Incorrect. sn\_admin is not a standard ServiceNow role. The official role is simply admin.

E: Base Admin [base\_admin]# Incorrect. This is not a standard role in ServiceNow.

Reference:

ServiceNow Developer Glossary

ServiceNow Role Documentation

### NEW QUESTION # 230

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. CSS, SOAP, and Excel
- B. SOAP, REST, and XML
- C. XML, SOAP, and CSS
- **D. XML, CSV, and Excel**

**Answer: D**



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