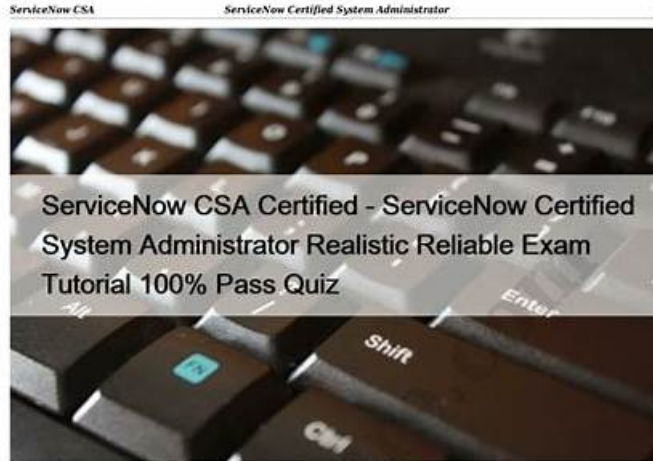


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ServiceNow Certified System Administrator Sample Questions (Q399-Q404):

NEW QUESTION # 399

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. The Dependency View
- C. User Permissions
- D. A Database
- E. Tables and Fields

Answer: A,B,D,E

Explanation:

The Configuration Management Database (CMDB) in ServiceNow is a centralized repository that stores information about Configuration Items (CIs), their attributes, and relationships. It plays a crucial role in IT Service Management (ITSM), helping organizations track assets, dependencies, and service impacts.

The four correct concepts associated with the CMDB are:

The CMDB is structured using tables and fields within the ServiceNow database.

Different tables store different types of Configuration Items (CIs) such as servers, applications, and network devices.

Example CMDB Tables:

cmdb_ci (Base CMDB Table)

cmdb_ci_server (Stores server-specific CIs)

cmdb_ci_database (Stores database-related CIs)

Each table has fields that store attributes (e.g., Serial Number, IP Address, Location).

The CMDB is essentially a database that holds detailed information about IT assets and their relationships.

It enables organizations to maintain an accurate inventory of IT infrastructure.

The database helps with incident management, change management, and asset tracking.

Dependency View provides a graphical representation of how Configuration Items (CIs) are related.

This visualization helps IT teams understand dependencies, impact analysis, and root cause analysis.

Example:

If a database server goes down, the Dependency View can show which applications and services will be affected.

The CMDB supports various IT Service Management (ITSM) processes, such as:

Incident Management (linking incidents to affected CIs)

Change Management (analyzing the impact of changes on CIs)

Problem Management (identifying root causes of recurring issues)

The CMDB ensures that these processes operate with accurate and updated asset data.

1. Tables and Fields (Correct) 2. A Database (Correct) 3. The Dependency View (Correct) 4. Service Processes (Correct) Why the Incorrect Option is Wrong: B. User Permissions (Incorrect) While user permissions (such as roles and access controls) exist in ServiceNow, they are not a fundamental concept of the CMDB itself.

Permissions (like `cmdb_readoradmin`) control who can access and modify the CMDB, but they are not core CMDB components.

An IT administrator wants to check which business services depend on a specific database server before performing maintenance.

Using the CMDB Dependency View, they see that the database server is linked to an email service and a customer portal.

This insight helps them plan a change request to notify impacted users before the server is taken offline.

Example Use Case:

References:ServiceNow Documentation: CMDB Overview

ServiceNow Learning Path: CMDB Fundamentals

ServiceNow Docs: Dependency Views in CMDB

NEW QUESTION # 400

What are examples of UI Actions, relating to Lists?

Choose 4 answers

- A. List Control
- B. List Choices
- C. List Links
- D. List Buttons
- E. List Context Menu
- F. List Override

Answer: B,C,D,E

NEW QUESTION # 401

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. My reports
- B. Team
- C. Company
- D. Analytics
- E. Dashboards
- F. All
- G. Global
- H. Group
- I. Admin
- J. Department

Answer: A,E,F,G

Explanation:

On the Reports page in ServiceNow, different sections allow users to see which reports are visible to various audiences.

Why These Options Are Correct?

C. My reports

Displays reports created by the logged-in user.

These reports are private unless explicitly shared.

E. Dashboards

Dashboards consolidate multiple reports and make them visible to specific audiences.

Users can share dashboards with groups or individuals.

F. Global

Global reports are available to all users with reporting access.

These reports are not restricted to a specific user or group.

I. All

The "All" section lists every report the user has access to, including:

Personal reports

Shared reports

Global reports

Reports from dashboards

Why the Other Options Are Incorrect?

A. Group

There is no "Group" section in the Reports page.

However, reports can be shared with groups, but there is no direct "Group" view.

B. Department

Departments do not determine report visibility in the Reports page.

Report access is controlled by roles, users, and groups, not departments.

□ D. Team

Teams are not a standard report visibility category in ServiceNow.
Reports are shared at user, role, and global levels, not by "Team"

□ G. Admin

There is no "Admin" section in the Reports page.
However, Admins can access all reports via the "All" section.

□ H. Analytics

Analytics is a separate module in ServiceNow, primarily used for Performance Analytics (PA) and dashboards.
It is not a standard report visibility section.

□ J. Company

There is no "Company" section in the Reports page.
Reports can be shared at a global level, but not specifically by "Company." Reference to Official Certified System Administrator (CSA) Documentation:
ServiceNow Reports - Managing Visibility and Access
ServiceNow Reporting Guide - Sections of the Reports Page
ServiceNow Dashboards and Report Sharing Best Practices

NEW QUESTION # 402

Which ServiceNow capability provides assistance to help users obtain information, make decisions, and perform common work tasks via a messaging interface?

- A. Now Support
- **B. Virtual Agent**
- C. Agent Workspace
- D. Chat bot
- E. Knowledge Chat

Answer: B

Explanation:

Virtual Agent is ServiceNow's AI-powered chatbot that provides assistance via a messaging interface. It helps users obtain information, make decisions, and complete common tasks without human intervention.

Conversational Interface# Users interact through chat to get information and perform tasks.

Automated Responses# Uses predefined topics and natural language understanding (NLU) to provide relevant answers.

Integration with ServiceNow Applications# Can create incidents, reset passwords, check order statuses, etc.

Available on Multiple Channels# Works with Microsoft Teams, Slack, and the ServiceNow portal.

A: Agent Workspace# A unified interface for agents to manage cases, not an AI chatbot.

B: Chat bot# A generic term; Virtual Agent is the official chatbot in ServiceNow.

D: Knowledge Chat# No such feature exists; however, Virtual Agent can integrate with the Knowledge Base.

E: Now Support# ServiceNow's customer support portal, not an AI-driven assistant.

Reference: ServiceNow Docs: Virtual Agent Overview

ServiceNow CSA Official Study Materials

NEW QUESTION # 403

When does the Submit button appear on a form?

- A. When updating an existing record
- B. When changing the reference field in an existing record
- C. When saving an old record
- **D. When creating a new record**

Answer: D

Explanation:

In ServiceNow, the Submit button appears when creating a new record, but it is not visible when editing an existing record. Instead, when editing an existing record, the Update button is used.

When Does the Submit Button Appear?

Creating a New Record:

When a user opens a form to create a new record, the Submit button appears.

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