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ServiceNow Certified System Administrator Sample Questions (Q91-Q96):

NEW QUESTION # 91

On a Form header, what is the three bar icon called?

- A. Additional Actions or Context Menu
- **B. Hamburger icon**
- C. Cake icon
- D. Pancake icon

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html

NEW QUESTION # 92

When working on a task, which field do you use to share knowledge and other customer-visible details?

- A. Customer notes
- **B. Additional comments**
- C. Description
- D. Caller note

Answer: B

Explanation:

✓ The "Additional comments" field is used to communicate information that is visible to the customer. This field is commonly used in Incident Management, Service Requests, and other task-based records.

Key Differences Between Fields:

Additional Comments (✓ Correct Answer) - Used for customer-facing communication.

Work Notes - Used for internal team communication (not visible to the customer).

Caller Note (A) - No such standard field exists.

Customer Notes (B) - Not a standard ServiceNow field.

Description (D) - Holds initial details of the issue but is not used for ongoing communication.

□ Reference: ServiceNow ITSM - Incident Management & Customer Communication

NEW QUESTION # 93

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

- A. Cannot Author
- B. Can Read
- C. Can Write
- **D. Can Contribute**
- E. Can Author

Answer: D

Explanation:

In ServiceNow Knowledge Management, access to who can write articles in a knowledge base is controlled using the "Can Contribute" permission.

The "Can Contribute" tab allows administrators to specify which users or groups can create, edit, and manage knowledge articles within a specific knowledge base.

For example:

If a user is granted "Can Contribute" access, they can write and edit knowledge articles.

If a user only has "Can Read" access, they can view articles but cannot create or modify them.

Why Are Other Options Incorrect?

A. Can Read □ - Defines who can view knowledge articles, but not who can write them.

B. Can Write □ - No such tab exists in ServiceNow knowledge base settings. Instead, the correct term is "Can Contribute." D.

Can Author □ - "Can Author" is not an official permission setting in ServiceNow. The correct term is "Can Contribute." E.

Cannot Author □ - No such option exists in ServiceNow Knowledge Base permissions.

Reference:

ServiceNow CSA Documentation - Knowledge Base Permissions

ServiceNow Product Documentation - Managing Knowledge Contributors (<https://docs.servicenow.com>)

NEW QUESTION # 94

How would you define an Access Control, to allow a user with itil role to have permission to create incident records?

- A. Name: incident Any, Operation: write, Permission: itil
- B. Name: incident.*; Operation: write; Permission: itil
- C. Name: incident. None; Operation: create; Role: itil
- D. Name: incident"; Permission: write; Role: itil
- **E. Name: incident None, Permission: create: Role: itil**

Answer: E

NEW QUESTION # 95

A role is recorded in which table?

- A. Role[sys_user_record]
- B. Role[sys_user]
- C. Role[sys_user_profile]
- **D. Role[sys_user_role]**

Answer: D

Explanation:

In ServiceNow, roles define the level of access a user has within an instance. Roles are stored in the sys_user_role table.

Key Details About Roles and sys_user_role Table:

Definition of a Role:

A role is a collection of permissions that grant access to different parts of the system.

Example: The admin role grants full access, while the itil role allows incident management access.

sys_user_role Table:

This table stores role records and their associated metadata.

Every role has a unique sys_id, a name, and may be associated with parent roles (role inheritance).

Users are linked to roles through the sys_user_has_role table.

How Roles Work in ServiceNow:

A user assigned a role gains all the permissions associated with that role.

Roles can be hierarchical (one role can inherit permissions from another).

Example: The itil_admin role includes all the permissions of the itil role, plus additional privileges.

Why Option D (sys_user_role) Is Correct?

sys_user_role → The correct table where roles are recorded in ServiceNow.

Why Other Options Are Incorrect?

A. sys_user → Incorrect; this table stores user records, not roles.

B. sys_user_profile → Incorrect; this table does not exist in ServiceNow.

C. sys_user_record → Incorrect; this is not a valid table in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs - Roles and Role Management

<https://docs.servicenow.com>

ServiceNow Table Schema - sys_user_role

ServiceNow Developer Portal - Role Hierarchy & Best Practices

NEW QUESTION # 96

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