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Service Now Admin Certification Questions

1. Contextual Security Question on hierarchy

> Contextual Security -- Secure a record based on its contents
> Hierarchical Security -- Can apply security rules to any level in our object hierarchy
>
> The system is aware of our object hierarchy when it tries to identify a security rule to apply to a particular entity. The search order for a field level rule is:
>
> explicit rule on self
> explicit rule on field in parent
> ... until parent doesn't contain field
> wildcard rule on self
> wildcard rule on field in parent
> ... until parent doesn't contain field
> Example: Given incident.number
>
> Search is:
>
> incident.number
> task.number
> *.number
> incident.*
> task.*
> *.*

2. What does Order guide refer to in Service Catalog?
   - → Ans: Bundled Request (An order guide gives customers an easy way to order multiple related items as a single request)
3. Where BSM maps are stored? On which table?
   - → bsm_map2 table (Business Service Management map)
4. Which field should be there in table that identifies that it should be captured in Update Sets?
   - → Ans: update_synch attribute
5. Where is workflow versions captured?
   - → Ans: wf_workflow_version table

> The following tables store workflows:
>
> Workflow [wf_workflow] - The master records of workflows.
> Workflow [wf_workflow_version] - Particular versions of a workflow, either published versions or versions that have been checked out.
> Workflow Context [wf_workflow_context] - Individual instances of a workflow being used.
>
> The following tables store activities:
>
> Workflow Activity Definition [wf_activity_definition] - Defines the activities available to be

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ServiceNow Certified System Administrator Sample Questions (Q503-Q508):

NEW QUESTION # 503
Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- B. The CMDB contains data about tangible and intangible business assets
- C. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- D. The CMDB contains ITIL process data pertaining to configuration items

Answer: B

Explanation:
TheConfiguration Management Database (CMDB)in ServiceNow is a centralized repository that stores information aboutConfiguration Items (CIs), which can includeboth tangible and intangible business assets.
Tangible assets: Physical devices like servers, network components, and workstations.
Intangible assets: Software, applications, cloud services, licenses, and business services.
Relationships and Dependencies: CMDB maintains the relationships between CIs to help with impact analysis, change management, and troubleshooting.
What is Stored in the CMDB?CMDB plays a crucial role inIT Service Management (ITSM), ensuring that organizations haveaccurate and up-to-dateasset data for better decision-making.
(A) The CMDB contains data about tangible and intangible business assets - Correct TheCMDB tracks and manages both physical (tangible) and virtual (intangible) assets.
Examples oftangible assets: Servers, routers, desktops, mobile devices.
Examples ofintangible assets: Cloud services, software applications, business services.
(B) The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- Incorrect
Business Rules are not stored in the CMDB.
Business Rules in ServiceNow are part of the platform's automation framework and control system behavior but donotdefine configuration items.
(C) The CMDB archives all Service Management PaaS equipment metadata and usage statistics - Incorrect TheCMDB does not function as an archive; it maintains real-time, active data about CIs.
Usage statistics are stored in performance analytics and reporting tools, not in the CMDB.
(D) The CMDB contains ITIL process data pertaining to configuration items - Incorrect While CMDBsupports ITIL processes, it doesnot store ITIL process datadirectly.
ITIL process data (e.g., incident, problem, change records) is stored inITSM modules, not in the CMDB itself.
CMDBdoes contain CI relationshipsthatsupportITIL processes likeIncident, Problem, and Change Management.
Explanation of Each Option:
CI Classes & Hierarchy: ServiceNow CMDB uses a hierarchical structure with variousCI Classes(e.g., cmdb_ci,cmdb_ci_server,cmdb_ci_database).
CMDB Health Dashboard: Ensures data accuracy withcompleteness, compliance, and correctnessmetrics.
Relationship Management: CIs in the CMDB are linked to show dependencies, which iscrucial for impact analysisin change and incident management.
Discovery & Service Mapping: ServiceNow'sDiscovery and Service Mappingtools helpautomate CI data collection.
Additional Notes & Best Practices:
ServiceNow Docs: CMDB Overview
https://docs.servicenow.com
ServiceNow Community: Best Practices for CMDB Data Accuracy
https://community.servicenow.com
References fromCertified System Administrator (CSA) Documentation:

NEW QUESTION # 504
Which tool is used to define relationships between fields in an import set table and a target table?

- A. Dictionary Map
- B. Field Transformer
- C. Transform Schema
- D. Schema Map
- E. Import Designer
- F. Transform Map

Answer: F

Explanation:
A Transform Map in ServiceNow is a tool used to define relationships between fields in an import set table and fields in a target table. It helps map incoming data to the appropriate fields within the ServiceNow database when importing data from external sources.
How Transform Maps Work:
Data is loaded into an Import Set Table.
A Transform Map is created to define how fields from the import set correspond to fields in the target table.
The Transformation Process is executed, applying the mapping rules.
The data is stored in the Target Table with any specified transformations applied.
Key Features of Transform Maps:
Supports field mapping, scripted transformations, and coalesce fields (for avoiding duplicate records).
Allows for data cleansing and standardization during the transformation process.
Can be reused for multiple data imports.
Why Other Options Are Incorrect:
A . Transform Schema → No such concept exists in ServiceNow.
B . Schema Map → Provides a visual representation of table relationships but does not define field mappings for imports.
C . Dictionary Map → Used for mapping between dictionary definitions, not for transforming import set data.
E . Field Transformer → Not a ServiceNow tool.
F . Import Designer → No such module in ServiceNow.
Reference:
ServiceNow Docs: Import Sets Key Concepts
ServiceNow Docs: Transform Maps
ServiceNow CSA Official Study Materials

NEW QUESTION # 505
The source control operation used to store local changes on an instance for later application is called a(n)
<blank>.

- A. 5lasn
- B. Branch
- C. Update set
- D. Tag

Answer: A

NEW QUESTION # 506
When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Select Import Set
- B. Create Import Set
- C. Set Coalesce
- D. Run Data Scrubber
- E. Define Data Source

Answer: E

Explanation:

When importingspreadsheet datainto ServiceNow, thefirst stepis toDefine a Data Source.

AData Sourcedefineswhere the data is coming from(e.g., Excel, CSV, JDBC connection).

It establishes theformatandstructureof the incoming data before it can be processed by anImport Set.

Without defining theData Source, the systemdoes not know how to handle the incoming data.

Define Data Source- Identify where the data is coming from.

Create Import Set- Temporarily store the imported data.

Set Coalesce- Define unique identifiers to prevent duplicate records.

Transform Data- Map fields to the target table.

Run the Import- Move data into the actual ServiceNow tables.

A: Create Import Set- Import Sets store the data, but they are createdafterdefining the data source.

B: Run Data Scrubber- No such step exists in ServiceNow's import process.

C: Set Coalesce- Coalescing ensuresno duplicate records, but it happensafter data is loaded into the import set.

E: Select Import Set- The Import Set is selected after defining the data source and loading the data.

ServiceNow Data Import Process

ServiceNow CSA Training Module:"Importing Data into ServiceNow"

Why Defining a Data Source is the First Step?Steps in the Data Import Process:Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 507

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created
"Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

- A. customer.field
- B. customer.all
- C. customer .*
- D. customer.none

Answer: C

Explanation:
Explanation
The customer .* ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles because it uses a wildcard (*) to match any operation on the customer table. The other options are either too restrictive or too broad.
References1: Access control list rules - Product Documentation: Utah - ServiceNow4: Access Controls - ServiceNow Elite

NEW QUESTION # 508

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