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ServiceNow Certified System Administrator Sample Questions (Q262-Q267):

NEW QUESTION # 262

Which component of a table contains a piece of data for one record?

- A. Element
- B. Item
- C. **Field**
- D. Factor
- E. Datapoint

Answer: C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataSets.html

NEW QUESTION # 263

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. An Update Set is a group of customizations that is moved from Production to Development
- C. By default, the changes included in an Update Set are visible only in the instance to which they are applied
- D. By default, an Update Set includes customizations, Business Rules, and homepages

Answer: A

Explanation:

An Update Set in ServiceNow is a mechanism that tracks and packages customizations and configuration changes so they can be transferred between instances (e.g., from Development to Test or Production).

It is primarily used in instance migration and change management, ensuring that changes made in one environment can be applied consistently in another.

Tracks Customizations- Records changes to system configurations, such as Business Rules, Client Scripts, UI Policies, and Workflows.

Facilitates Deployment- Enables controlled migration of changes from one ServiceNow instance to another.

Reduces Manual Effort- Instead of manually reconfiguring settings in different environments, administrators can package updates into a single unit.

Version Control- Ensures that only intended changes are moved between instances.

Key Features of Update Sets:

Why the Correct Answer is A: A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems (Correct) This accurately describes the primary function of an Update Set.

Administrators group multiple changes into an Update Set, export it, and apply it to another instance.

Example Workflow:

Admin makes configuration changes (e.g., modifies a Business Rule, updates a Workflow).

Update Set captures those changes in a structured format.

The Update Set is exported from the Development instance.

The Update Set is imported into the Testing/Production instance and applied.

Why the Other Options Are Incorrect: B: By default, an Update Set includes customizations, Business Rules, and homepages (Incorrect) Update Sets do not include customizations and Business Rules, but they do not include homepages by default. Dashboards and homepages require a separate process using sys_portal_page and sys_ui_page tables.

C: An Update Set is a group of customizations that is moved from Production to Development (Incorrect) Update Sets are typically moved from Development to Test/Production, not the other way around.

Best practice is to make changes in Development, test them in Test/UAT, and then deploy them to Production.

D: By default, the changes included in an Update Set are visible only in the instance to which they are applied (Incorrect) This is misleading because an Update Set can be exported and applied to multiple instances.

Once an Update Set is imported and committed, its changes become active in that instance.

Best Practices for Using Update Sets: # Always preview an Update Set before committing it to ensure it contains the correct changes.

Use Named Update Sets, not the default "Default Update Set," to track changes effectively.

Ensure all related changes are included (e.g., dependencies such as script includes and tables).

Test Update Sets in a sub-production instance before applying them in Production.

References: ServiceNow Documentation: Update Sets Overview

ServiceNow Learning Path: Update Set Fundamentals

ServiceNow Docs: Moving Customizations Between Instances

NEW QUESTION # 264

Which helps to visualize configuration items and their relationships?

- A. Transform Map
- B. Tables
- C. Dependency View

- D. Schema Map
- E. Flow Design

Answer: C

Explanation:

The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.

References:

ServiceNow Product Documentation: Configuration item relationships in the CMDB - https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html

ServiceNow Community: How to display dependencies for CIs in the Dependency View - <https://www.servicenow.com/community/service-management-forum/load-a-specific-dependency-view-map/m-p/410421>

NEW QUESTION # 265

As administrator, what must you do to access feature of High Security Settings?

- A. Use System Administrator < Elevate Roles module
- B. Add security_admin role to your user account
- **C. Select Elevate Roles**
- D. Impersonate Security Admin

Answer: C

Explanation:

In ServiceNow, High Security Settings require elevating privileges to make changes. Administrators need to elevate to the security_admin role to access and modify sensitive settings.

Correct Answer

A . Select Elevate Roles

Admins must go to User Menu (top-right corner) > Elevate Roles.

Select security_admin, then click OK to temporarily gain elevated privileges.

This allows access to High Security Settings, including ACLs and security configurations.

Incorrect Answer Choices

B . Add security_admin role to your user account

Only an existing admin with security_admin can grant this role.

Even if a user has security_admin, they still need to elevate to access high-security settings.

C . Impersonate Security Admin

Impersonation does not work for security_admin.

Users must elevate their own privileges instead.

D . Use System Administrator < Elevate Roles module

There is no module named "Elevate Roles" under System Administrator.

Elevation is done via the User Menu (top-right corner of ServiceNow UI).

Reference:

ServiceNow Documentation: Elevate Roles to Access Security Settings

ServiceNow Best Practices: Managing Security Roles

NEW QUESTION # 266

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

- A. Self Service Module
- B. Service Desk Homepage
- **C. Application Navigator**
- D. Favorites

Answer: C

NEW QUESTION # 267

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