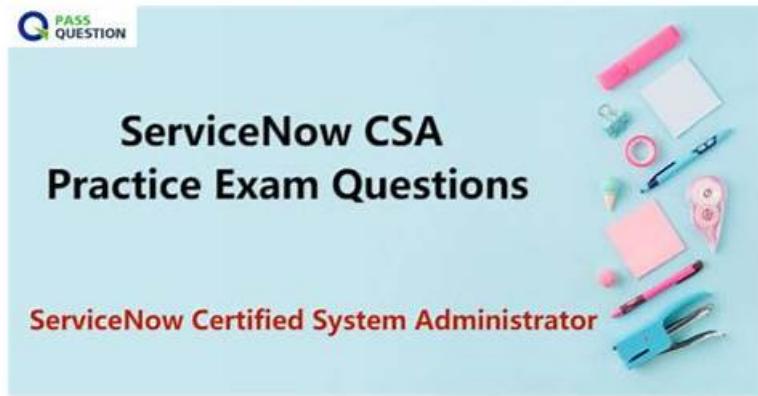


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## ServiceNow Certified System Administrator Sample Questions (Q60-Q65):

### NEW QUESTION # 60

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Schedule Transform
- B. Create Transform Map

- C. Select Data Source
- D. Load Data
- E. Field Matching

**Answer: B**

### NEW QUESTION # 61

Which module would you use to customize your instances banner image, text and colors?

A Homepage Admin > Pages > Branding

- **A. System Properties > Branding**
- B. Service Portal > Portals > Branding
- C. System Properties > Basic Configuration UI16
- D. System UI > UI Pages > Branding

**Answer: A**

Explanation:

To customize the banner image, text, and colors of your instance in ServiceNow, you use the System Properties > Branding module. This module allows administrators to control various UI aspects, including the branding of the system.

Banner Image: Change the header image seen across the UI.

Text: Customize the text displayed in the header or other branding areas.

Colors: Modify the colors of various UI elements to match your company's branding.

Key Customizations Available in Branding: This is typically applied to both UI16 (desktop) and UI11 (classic) interfaces, ensuring a consistent experience across the instance.

A: Homepage Admin > Pages > Branding- This is used for homepage rather than global instance branding.

C: System Properties > Basic Configuration UI16- This section allows configuration of the UI layout and elements but does not specifically manage branding elements like banner image and colors.

E: Service Portal > Portals > Branding- This is specific to Service Portal branding, not for global instance customization.

ServiceNow Branding Configuration

ServiceNow CSA Training Module: "System Properties and Branding"

Why Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

### NEW QUESTION # 62

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to: tables, forms, Business Rules, and data records
- B. Changes made to tables, forms, views, and fields
- **C. Changes made to tables, forms, schedules, and client scripts**
- D. Changes made to: tables, forms groups, and configuration items (Cl's)

**Answer: C**

Explanation:

An Update Set in ServiceNow is a mechanism for capturing and migrating customizations and configurations from one instance to another (e.g., Development # Test # Production).

What is Captured in an Update Set? Update Sets record configuration changes, such as:

Tables & Database Schema Changes (e.g., new tables, modified fields)

Form Layout & UI Changes (e.g., changes in form views, UI policies)

Schedules (e.g., Scheduled Jobs, Business Rules with scheduled actions)

Client Scripts (e.g., JavaScript running on the client side)

Business Rules, UI Actions, UI Policies

Workflows, Script Includes, ACLs (Access Control Rules)

Email Notifications, Dictionary Entries, Application Menus

What is NOT Captured in an Update Set? Data Records (e.g., Incident, Change Request, CMDB data) Group Memberships & User Data System Properties (some properties may require manual migration) Attachments & Scheduled Reports B: Changes made to tables, forms, views, and fields (Incorrect) Views and Fields are part of UI changes, but schedules and client scripts are also included in Update Sets, making Option A more complete.

C: Changes made to tables, forms, Business Rules, and data records (Incorrect) Data records (actual table entries like incidents or

change requests) are NOT captured in Update Sets.

D: Changes made to tables, forms, groups, and configuration items (CIs)(Incorrect) Groups and CIs (CMDB data) are considered data and are NOT included in Update Sets.

Instead, CIs should be migrated using Import Sets or CMDB data export/import.

Why Other Options Are Incorrect?

Understanding Update Sets

Update Sets Overview

What Gets Captured in Update Sets?

Best Practices for Using Update Sets

References from ServiceNow CSA Documentation:

## NEW QUESTION # 63

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?

- A. The manager is not a member of the Service Desk group.
- B. The Assignment Group manager field is empty.
- C. The manager does not have the itil role.
- D. The manager is not a member of the Network and Hardware groups.
- E. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.

**Answer: E**

Explanation:

In ServiceNow, the "Service Desk > My Groups Work" module is designed to display tasks assigned to a group but not yet assigned to an individual user. This means that even if an IT manager oversees the Network and Hardware assignment groups, they will not see any tasks in this list if all tasks have already been assigned to specific individuals within the group.

Let's break down why option A is the correct answer and why the other options are incorrect:

The "My Groups Work" list only shows tasks that are assigned to the group but have not been assigned to a specific individual within the group.

If all tasks are assigned to specific team members, then the manager will not see any tasks in this list.

The IT manager can verify this by navigating to the Task List (e.g., Incidents, Changes, or Requests) and filtering by the Network and Hardware assignment groups.

Explanation for Correct Answer (A):

The itil role allows users to view, create, update, and resolve incidents, changes, problems, and other ITSM tasks.

However, not having this role would restrict access to various ITSM functionalities, but it does not impact whether tasks appear in My Groups Work.

If the manager lacks the itil role, they might have trouble accessing or modifying tasks, but this wouldn't explain why they don't see anything in the list.

The Service Desk group is a separate entity in ServiceNow, typically associated with incident handling and user support.

The My Groups Work module is not restricted to the Service Desk group—it displays work assigned to any group the user belongs to. Since the manager is responsible for the Network and Hardware groups, being part of the Service Desk group is irrelevant.

If the manager was not a member of these groups, they wouldn't see any group-related tasks at all.

However, the question states that the manager is responsible for these groups, so it's reasonable to assume they are either a member or at least a group manager with visibility.

Even if they were just a manager and not an official group member, they would still be able to see the tasks assigned to the groups.

The Assignment Group manager field is an informational field that indicates who manages a group.

This field does not control what is displayed in the My Groups Work module.

Even if this field were empty, it wouldn't prevent a manager (who is a group member) from seeing unassigned tasks.

Explanation for Incorrect Answers: (B) The manager does not have the itil role. (C) The manager is not a member of the Service Desk group. (D) The manager is not a member of the Network and Hardware groups.

(E) The Assignment Group manager field is empty.

ServiceNow CSA Guide - User Interface and Navigation

ServiceNow ITSM Fundamentals - Incident and Task Management

ServiceNow Role-Based Access Controls and Group Management

ServiceNow KB Articles - My Groups Work Module

References to Official Certified System Administrator (CSA) Documentation:

## NEW QUESTION # 64

Which roles are required to configure the form layout using Table Builder? (Choose 2 answers)

- A. admin
- B. support\_specialist
- C. app\_engine\_admin
- D. personalize\_form
- E. read\_only\_user

**Answer: A,D**

Explanation:

InTable Builder, only users with appropriate permissions can modify form layouts.

#Theadmin role(Option C) has full access to configure forms, tables, and relationships.

#Thepersonalize\_form role(Option A) allows users to configure form layouts, but not table structures.

Option B (app\_engine\_admin)is incorrect because this role is used for managing custom applications, not form layouts.

Option D (read\_only\_user)is incorrect because it does not grant any configuration permissions.

Option E (support\_specialist)is incorrect because it is typically for support personnel who handle incidents and cases, not form design.

#Reference:ServiceNow Platform Administration - Roles & Permissions

## NEW QUESTION # 65

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