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ServiceNow Certified System Administrator Sample Questions (Q452-Q457):

NEW QUESTION # 452
A customer asks you to make the following updates to a form:
When Caller field is populated, automatically look up caller location and load it in the Location field.
Add notice at the top of the page when the record is submitted.
What type of script would you use to meet this requirement?

- A. Client script
- B. JavaScript
- C. Server script
- D. UI script

Answer: A

Explanation:
To manipulate a form in real-time while the user is viewing it (the browser session), you use a Client Script.
1. Requirement Analysis:
"When Caller field is populated...": This describes an event happening in the browser before the data is sent to the database. This requires an onChange Client Script. When the "Caller" value changes, the script executes (often using GlideAjax to fetch server data) to populate the "Location" field dynamically.
"Add notice... when record is submitted": This describes an action triggered when the user clicks "Save" or "Submit." This requires an onSubmit Client Script. The script can validate data or display a message using g_form.addInfoMessage() before the form data is finalized.
2. Why other options are incorrect:
A (UI Script): UI Scripts are typically used to create reusable libraries of JavaScript that can be called from other scripts, or for global UI modifications. They are not the standard tool for specific table-level form logic like "When Caller changes on Incident." B (Server script): Server scripts (like Business Rules) run after the browser sends data to the database. While a Business Rule could set the location after the fact, it cannot update the screen in real-time while the user is still typing, nor can it easily show a message "at the top of the page" during the submit process in the same way.
D (JavaScript): While Client Scripts are written in JavaScript, "JavaScript" is a language, not the specific ServiceNow feature/object used to configure this behavior.
Reference:
ServiceNow Client Scripts documentation defines them as scripts that run on the client (browser) side, allowing for the modification of forms and fields in response to user actions (onChange, onSubmit, onLoad).

NEW QUESTION # 453
What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User Criteria
- B. User conditions
- C. User permissions
- D. User info

Answer: A

Explanation:
In ServiceNow,User Criteriadefine conditions that determinewhich userscancreate, read, write, and retireknowledge articles in aKnowledge Base (KB). User Criteria help enforceaccess controland ensure that only authorized users can interact with specific knowledge bases.
Control who canread, contribute, edit, or retireknowledge articles.
Based onroles, groups, departments, locations, or custom conditions.
Applied at theKnowledge Base level, affecting all articles within that KB.
Can be combined using"Must match all"or"Match any"logic.
Example 1: Restricting Read Access

A knowledge base for IT Support should be accessibleonly to IT employees.

User Criteria:Department = IT, OR Role = itil

Only IT employees or ITIL users can read articles in this KB.

Example 2: Controlling Who Can Contribute

OnlyHR staffshould be allowed to create or update HR-related knowledge articles.

User Criteria:Group = HR Team, OR Role = knowledge_manager

Only HR Team members and Knowledge Managers can contribute.

User Criteriais the official term in ServiceNow for defining access control conditions for knowledge articles.

It allows precise control over who canread, create, write, or retirearticles.

It is a feature within theKnowledge Management application.

A: User Conditions - Incorrect

No such concept exists in ServiceNow. User Criteria, not "User Conditions," determine knowledge article access.

B: User Info - Incorrect

"User Info" refers to details stored in thesys_usertable (e.g., name, email) but does not define knowledge permissions.

D: User Permissions - Incorrect

While permissions exist in ServiceNow (via roles and ACLs),User Criteriaspecifically manageKnowledge Baseaccess.

ServiceNow Docs: User Criteria for Knowledge Management

ServiceNow CSA Study Guide - Knowledge Management Permissions

ServiceNow Product Documentation:Configuring Knowledge Base Access

Key Features of User Criteria:Examples of User Criteria:Why "C. User Criteria" is the Correct Answer?

Explanation of Incorrect Options:References fromCertified System Administrator (CSA) Documentation:

NEW QUESTION # 454

What are three security modules often used by the System Administrator? (Choose three.)

- A. Self-Service > My Access
- B. Password Management > Security Questions
- C. Utilities > Migrate Security
- D. System Security > Security
- E. System Security > High Security Settings
- F. System Properties > Security
- G. System Security > Access Control (ACL)

Answer: E,F,G

NEW QUESTION # 455

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

- A. incident.None
- B. incident.all
- C. incident .!
- D. incident .*

Answer: D

Explanation:

The object name for a rule that applies to the entire Incident table is incident .* , which means any field on the incident table. The other options are not valid object names for access control rules.

Reference Access control list rules Access Control List in ServiceNow Access Controls Access control list rules Access Control List in ServiceNow Reference Access control list rules Access Control List in ServiceNow Access Controls

NEW QUESTION # 456

Refer to the exhibit.

You are editing a new incident record and would like the Save" Dutton to be located on the Form header. Which action would need to be taken for that button to appear?

- A. Context Menu > Form Design > add the Save" button
- B. All > System Properties > Ul Properties > Turn on the glide.ui.advanced* property
- C. Context Menu > Form Layout > add the Save* button.
- D. All > System Properties > Ul Properties > Turn on the Save" button

Answer: B

Explanation:
In ServiceNow, by default, the "Save" button is not displayed on the form header. Instead, users typically use the "Submit" or "Update" buttons.
To enable the "Save" button on the form header, you must enable the glide.ui.advanced system property.
Why is "Turning on glide.ui.advanced" the Correct Answer?
Enables the "Save" Button in the Form Header
The glide.ui.advanced property activates additional UI options, including the Save button on forms.
Once enabled, users will see the "Save" button alongside "Submit" and "Update" in the form header.
Allows Partial Record Saves Without Submitting
Unlike "Submit" (which creates a new record) or "Update" (which modifies an existing record), "Save" allows users to retain changes without submitting the form.
Useful for drafts or in-progress edits.
Controlled via System Properties
The "Save" button is not a field or UI action that can be manually added through Form Design or Layout.
It is enabled at the system level via System Properties > UI Properties.
How to Enable the Save Button in ServiceNow?
Navigate to All > System Properties > UI Properties
Find the glide.ui.advanced property
Set it to "true"
Save the changes
Refresh the Incident form → The "Save" button will now appear
Incorrect Answer Choices Analysis:
B). Context Menu > Form Design > Add the "Save" button
☐ Incorrect - The "Save" button is not a UI action that can be added via Form Design. It must be enabled through system properties.
C). All > System Properties > UI Properties > Turn on the "Save" button
☐ Incorrect - No such specific "Save" button setting exists in UI Properties. The correct setting is glide.ui.advanced.
D). Context Menu > Form Layout > Add the "Save" button
☐ Incorrect - Form Layout only controls fields, not form buttons. The "Save" button is controlled via UI Properties.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Enabling the Save Button
☐ Configuring UI Properties
ServiceNow Docs - Using the glide.ui.advanced Property
☐ Understanding glide.ui.advanced
Conclusion:
The correct answer is:
☐ A. All > System Properties > UI Properties > Turn on the glide.ui.advanced property This enables advanced UI options, including the "Save" button, allowing users to save records without submitting them.

NEW QUESTION # 457
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