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## ServiceNow Certified System Administrator Sample Questions (Q482-Q487):

### NEW QUESTION # 482

What functionality is supported by Flow Designer?

- A. The role flow\_operator can create and edit flows.
- **B. Call a subflow from a flow.**
- C. Flows can be "Run as" security\_admin.
- D. Flows can trigger off a record being deleted.

**Answer: B**

### NEW QUESTION # 483

Refer to the exhibit.

Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > Configure > Dictionary
- B. The Form Context menu > View > Show Table
- **C. The Form Context menu > Configure > Table**
- D. The Form Context menu > View > Table

**Answer: C**

Explanation:

In ServiceNow, the table configuration page allows administrators to modify table settings, fields, relationships, and properties.

To access this page from a form view, you must use the Form Context Menu ( in the top-left corner of the form) and navigate to:

Configure > Table

This will open the Table Configuration Page, where you can:


View and edit table properties.

Manage fields, relationships, and indexing.

Configure security settings (ACLs) for the table.

Step-by-Step Navigation:

Open a record in a form view (e.g., a Catalog Task form).

Click the Form Context menu ( at the top-left).

Select "Configure" from the dropdown.

Click "Table" to access the Table Configuration Page.

Why "Configure > Table" is the Correct Answer?

Directly accesses the table's configuration page

Allows modification of table-level settings

Best practice method for modifying table properties

Incorrect Answer Choices Analysis:

A. The Form Context menu > View > Table

Incorrect - There is no "View > Table" option in the context menu.

C. The Form Context menu > Configure > Dictionary

Incorrect - The "Dictionary" option allows editing individual field properties but not the entire table configuration.

D. The Form Context menu > View > Show Table

Incorrect - No such "Show Table" option exists in the Form Context Menu.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Configuring Tables

Table Administration

ServiceNow Docs - Modifying Table Properties

Configuring a Table

Conclusion:

The correct answer is:

B. The Form Context menu > Configure > Table

This is the correct navigation path to access the table configuration page from a form in ServiceNow.

#### NEW QUESTION # 484

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. User Authentication Rules
- **B. Access Control Rules**
- C. Role Assignment Rules
- D. CRUD Rules
- E. Scripted User Rules

**Answer: B**

Explanation:

Access Control Rules (ACLs) in ServiceNow define security rules that control user permissions for viewing, creating, updating, and deleting records in the system. These rules ensure that users can only see and interact with the data they are authorized to access.

D: Access Control Rules

ACLs define security restrictions at the field, table, and record level.

These rules use conditions, scripts, and role-based permissions to enforce security.

Example: A user with the *itil* role may view incidents, but only users with the *admin* role can delete them.

A: Role Assignment Rules

ServiceNow assigns roles to users, but roles alone do not define security rules.

ACLs control what users can do, while roles only grant potential access.

B: CRUD Rules

CRUD (Create, Read, Update, Delete) defines permission types, but not security rules.

ACLs enforce CRUD operations based on roles and conditions.

C: Scripted User Rules

No such term as "Scripted User Rules" in ServiceNow security.

Possibly confused with Scripted ACLs, which are part of Access Control Rules.

E: User Authentication Rules

Authentication rules control user login mechanisms (LDAP, SSO, OAuth) but do not define access to data.

ACLs manage data security, while authentication ensures users are who they claim to be.

References: ServiceNow Documentation: Access Control Rules Overview

ServiceNow Developer Guide: Creating and Managing ACLs

#### NEW QUESTION # 485

What are advantages of using spokes for integrations? Choose 3 answers

- **A. Automated event management**
- **B. Reduces the need for code**
- C. Features scale and control mechanisms
- **D. Ensures discoverability and reuse**
- E. Free spokes are available in the ServiceNow Store

**Answer: A,B,D**

#### NEW QUESTION # 486

When managing tags, you can adjust who is able to see it. What are the visibility options?

Choose 3 answers

- A. Roles and Permissions
- **B. Everyone**
- **C. Me**
- **D. Groups and Users**
- E. Admins

**Answer: B,C,D**

Explanation:

In ServiceNow, tags are used to categorize and organize records for quick access. When managing tags, users can control their visibility by setting who can see them.

B: Everyone

The tag is public and visible to all users in the instance.

Example: A Service Desk team creates a "High Priority" tag that everyone can use.

C: Groups and Users

Tags can be restricted to specific groups or individual users.

Example: A Security Team creates a tag only visible to IT Security staff.

E: Me

Tags can be private, meaning only the creator (you) can see them.

Example: A user creates a "Follow-up" tag for their own personal tracking.

A: Admins

Incorrect-Admins can manage tags, but "Admins" is not a visibility setting.

Instead, visibility is set to Everyone, Groups, or Me.

D: Roles and Permissions

Incorrect terminology-ServiceNow does not provide a tag visibility setting based on "Roles and Permissions." Tags are assigned based on specific users or groups, not roles.

References: ServiceNow Documentation: Managing Tags and Visibility

ServiceNow User Guide: Configuring and Sharing Tags

## NEW QUESTION # 487

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