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ServiceNow Certified System Administrator Sample Questions (Q168-Q173):

NEW QUESTION # 168

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

- A. Can Contribute
- B. Cannot Author
- C. Can Author

- D. Can Read
- E. Can Write

Answer: A

Explanation:

In ServiceNow Knowledge Management, access to who can write articles in a knowledge base is controlled using the "Can Contribute" permission.

The "Can Contribute" tab allows administrators to specify which users or groups can create, edit, and manage knowledge articles within a specific knowledge base.

For example:

If a user is granted "Can Contribute" access, they can write and edit knowledge articles.

If a user only has "Can Read" access, they can view articles but cannot create or modify them.

A: Can Read - Defines who can view knowledge articles, but not who can write them.

B: Can Write - No such tab exists in ServiceNow knowledge base settings. Instead, the correct term is "Can Contribute." D: Can Author - "Can Author" is not an official permission setting in ServiceNow. The correct term is "Can Contribute." E: Cannot Author - No such option exists in ServiceNow Knowledge Base permissions.

Reference: ServiceNow CSA Documentation - Knowledge Base Permissions

ServiceNow Product Documentation - Managing Knowledge Contributors (<https://docs.servicenow.com>)

NEW QUESTION # 169

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Form Header Size
- **B. Banner Image**
- **C. Browser Tab Title**
- D. Record Number Format
- **E. System Date Format**

Answer: B,C,E

NEW QUESTION # 170

Access controls are evaluated in this order:

1. Match object against table ACL

2. Match the object against field ACL

Within step 1 above, what order are the table ACLs evaluated?

- A. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL
- **B. Specific general: Table ACL, Parent Table ACL, Wildcard (*) ACL**
- C. Specific to general: Table.Field ACL, Parent Table.Field ACL, *.Field ACL
- D. Bottom to top: Table ACL, Table.Field ACL, Parent Table, Field ACL
- E. Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL

Answer: B

Explanation:

In ServiceNow, Access Control Rules (ACLs) determine whether a user can access a specific record, table, or field.

When evaluating table ACLs, ServiceNow follows a specific-to-general approach:

First, it checks the most specific ACL (Table ACL)

Example: If the table is incident, ServiceNow first checks ACLs for incident.

Then, it checks the Parent Table ACL (if the table is inherited)

Example: Since incident extends task, it will check ACLs for task.

Finally, it checks the Wildcard ACL (* ACL)

If no specific or parent table ACL is matched, ServiceNow checks for a wildcard ACL (*.read, *.write, etc.).

Order of ACL Evaluation:

Specific Table ACL (e.g., incident.read)

Parent Table ACL (e.g., task.read)

Wildcard ACL (e.g., *.read)

This ensures granular access control, giving priority to more specific rules before applying broader permissions.

Incorrect Answer Choices Analysis:

*A. Specific to general: Table.Field ACL, Parent Table.Field ACL, .Field ACL

☐ Incorrect - Field ACLs are evaluated after table ACLs. This option confuses table and field evaluation.

B. Bottom to top: Table ACL, Table.Field ACL, Parent Table.Field ACL

☐ Incorrect - The correct order is Table ACL → Parent Table ACL → Wildcard ACL, not Table.Field ACL order.

C. General to specific: Table ACL, Table.Field ACL, Parent Table, Field ACL

☐ Incorrect - ServiceNow applies specific ACLs first, not general ones.

D). Top to bottom: Wildcard Table ACL, Parent Table ACL, Table ACL

☐ Incorrect - Wildcard ACLs are evaluated last, not first.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Access Control Evaluation Order

☐ Access Control Rules

ServiceNow Community - ACL Best Practices

☐ Understanding ACL Processing

NEW QUESTION # 171

What field contains a record's 32-character, unique identifier?

- A. sn_rec_id
- B. sn_gu_id
- C. u_id
- D. sn_sys_id
- E. rec_id
- F. id
- **G. sys_id**

Answer: G

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html

NEW QUESTION # 172

Which tool is used to have conversations with logged-in users in real-time?

- A. Comments
- B. Now Messenger
- **C. Connect Chat**
- D. User Presence

Answer: C

Explanation:

Connect Chat is the real-time messaging tool in ServiceNow that allows logged-in users to communicate instantly within the platform. It provides live, interactive conversations between users, which is particularly useful for collaboration in IT Service Management (ITSM), HR, and other ServiceNow modules.

Understanding Connect Chat:

Primary Functionality:

Enables real-time conversations within ServiceNow.

Allows communication between individual users, groups, and support teams.

Can be integrated into various ServiceNow applications (e.g., Incident Management, HR Service Delivery).

Where to Access It:

Users can access Connect Chat from the Connect Sidebar (a chat window on the right side of the screen).

Available under: All → Connect Chat.

Key Features:

Supports one-on-one and group conversations.

Integrates with work notes and comments on ServiceNow records.

Provides notifications and presence indicators to show who is online.

Explanation of Incorrect Answers:

B . Now Messenger - Incorrect.

No such tool called Now Messenger exists in ServiceNow.

C . User Presence - Incorrect.

User Presence allows users to see who is online in the system but does not provide chat functionality.

D . Comments - Incorrect.

Comments are used to provide asynchronous updates on records but do not enable real-time communication.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → Connect Chat

ServiceNow CSA Study Guide → Collaboration Tools in ServiceNow

ServiceNow Knowledge Base → Connect Chat vs. User Presence

NEW QUESTION # 173

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