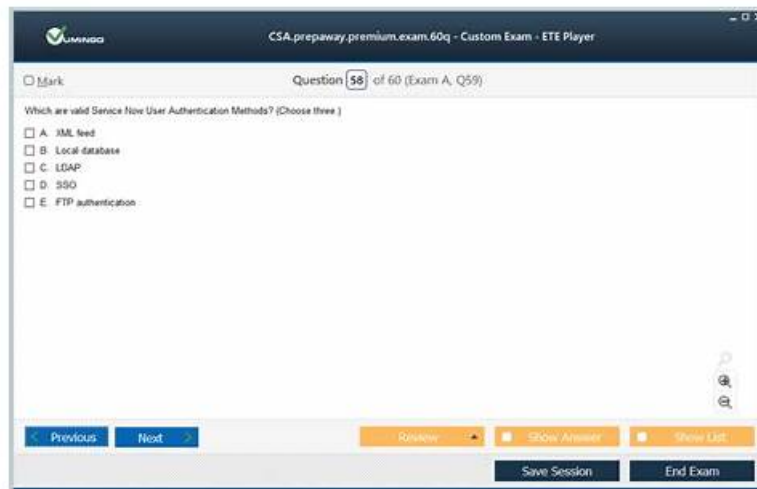


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## ServiceNow Certified System Administrator Sample Questions (Q491-Q496):

### NEW QUESTION # 491

Which application is used primarily to load data into ServiceNow?

- A. Import Management
- B. System Import Sets
- C. Import Hub
- D. Data Import Configuration

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html>

#### NEW QUESTION # 492

What information does the System Dictionary contain?

- A. The information on how tables relate to each other
- **B. The definition for each table and column**
- C. The human-readable labels and language settings
- D. The language dictionary used for spell checking

**Answer: B**

#### NEW QUESTION # 493

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn\_log\_write] to the Impersonator Group
- B. On the Impersonator role record, right click and select Create Log
- **C. Activate the glide.sys.log\_impersonation prop**
- D. Create user update set for impersonation tracking
- E. From User icon, select Elevate Roles

**Answer: C**

#### NEW QUESTION # 494

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

- **A. Run Transform**
- B. Run Import
- C. Execute Transform
- D. Import Dataset
- E. Schedule Transform

**Answer: A**

Explanation:

When importing spreadsheet data into ServiceNow using the Import Set process, data is transferred in multiple stages. The step where data gets written to the receiving table is called "Run Transform." Load Data: The spreadsheet or data file is uploaded to a temporary table (Import Set table).

Run Transform: The system processes the import set data and writes it to the target table.

Verify Data: After transformation, the data is checked for accuracy.

Load Data:

The spreadsheet or external data is first imported into a staging table (Import Set table) in ServiceNow.

At this stage, the data is not yet written to the actual destination table.

Run Transform (Correct Answer):

The Transform Map applies field mappings and business logic.

The data is processed and written from the import set table to the target table (e.g., Incident, CMDB, or any other receiving table).

Any data transformation (such as field mappings, lookups, or script-based modifications) happens here.

Verify Data:

After transformation, users should validate the imported records to ensure that data was written correctly.

B: Run Import:

This step only loads the data into a temporary Import Set table.

It does not write data to the receiving table.

C: Import Dataset:

"Import Dataset" is not an actual step in the ServiceNow data import process.

D: Execute Transform:

There is no "Execute Transform" step in ServiceNow.

The correct term is "Run Transform."

E: Schedule Transform:

While you can schedule transforms, this is not the step where data gets written to the final table.

The actual transformation and writing occur during "Run Transform."

Import Set Process in ServiceNow: Explanation of Each Step: Why Other Options Are Incorrect? Official ServiceNow

Documentation Reference: For more details, refer to the official ServiceNow documentation:

Importing Data into ServiceNow

Transform Maps in Import Sets

Reference: [https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t\\_\\_CreatingAFieldMap.html](https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t__CreatingAFieldMap.html)

### NEW QUESTION # 495

A manager is complaining that they can't get the data they need on a report because the data resides in two different tables. This data is used for many different reports in their department. You have checked to see if dot-walking will meet the requirement, and it is not possible. What else might you try to help this manager?

- A. Create a Report Source
- B. Create a custom table
- C. Export the tables to a spreadsheet
- D. Create a Report Template
- E. Create a Database View

**Answer: E**

Explanation:

Detailed Explanation:

In ServiceNow, when reporting data is required from multiple tables and dot-walking isn't feasible, creating a Database View is often the best approach. A Database View allows joining multiple tables virtually without creating new records, making it highly efficient for reporting. This view can then be used as a data source for reports, pulling information across tables without physically combining data. According to ServiceNow documentation, this is especially useful for creating complex reports that rely on data relationships across tables without altering the underlying data structure. (Reference: ServiceNow Documentation - Database Views)

### NEW QUESTION # 496

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