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ServiceNow Certified System Administrator Sample Questions (Q360-Q365):

NEW QUESTION # 360

Which icon would you double click, to expand and collapse the list of all Applications and Modules?

- A. Clock
- B. Funnel
- C. Application
- D. Star

Answer: C

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-n>

NEW QUESTION # 361

A Role is defined as what?

- A. A Persona in a workflow
- **B. A collection of permissions**
- C. A set of user access policies
- D. A set of access control rules

Answer: B

Explanation:

In ServiceNow, a role is a collection of permissions that control what actions a user can perform and what data they can access within the system.

Roles are used to grant access to applications, modules, and records, and they are assigned to users based on their job functions. Users can have multiple roles, which collectively define their permissions.

For example:

The admin role provides full system access.

The itil role allows access to Incident and Change Management.

The catalog_admin role grants permissions to manage Service Catalog items.

Why the other options are incorrect:

B . A set of user access policies → Incorrect, because user access policies are more granular security rules, whereas a role is a broader concept grouping multiple permissions.

C . A Persona in a workflow → Incorrect, because a role is not the same as a persona in a workflow; personas are more conceptual.

D . A set of access control rules → Incorrect, because roles do not define access control rules directly; they are used within ACLs (Access Control Lists) to determine access permissions.

Reference:

ServiceNow Roles Documentation

ServiceNow CSA Training Material

NEW QUESTION # 362

Which term best describes something that is created, has work performed upon it, and is eventually moved to a state of closed?

- A. Report
- B. Flow
- **C. Task**
- D. Event

Answer: C

Explanation:

In ServiceNow, a Task is a fundamental record type that represents work that needs to be completed. Tasks can be assigned to users or groups, tracked through various states, and eventually marked as closed when the work is completed.

* Event (A) refers to a system-generated log of an occurrence (e.g., an email sent or a user action), but it is not a record that moves through states like a task.

* Report (B) is used for analyzing and visualizing data but does not track work progress.

* Flow (D) refers to Flow Designer flows, which automate processes but are not individual work items themselves.

Tasks are widely used across ServiceNow applications, such as Incident Management, Change Management, and Service Requests, to track and manage work.

Reference: ServiceNow Platform Fundamentals - Task Management Concepts

NEW QUESTION # 363

Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. `g_form.showFieldMessage()`
- B. `g_form.showFieldMsg()`
- **C. `g_form.addInfoMessage()`**
- D. `g_form.addInfoMsg()`

Answer: C

