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312-39

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ServiceNow Certified System Administrator Sample Questions (Q302-Q307):

NEW QUESTION # 302

'Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Can Read list of the article
- **C. Add User Criteria for HR Manager Group on the Category's Can Read list**
- D. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.

Answer: C

NEW QUESTION # 303

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Sequence field in the Catalog Item form
- B. The Choice field in the Variable form
- C. The Default Value field in the Catalog Item form
- **D. The Order field in the Variable form**

Answer: D

NEW QUESTION # 304

Which role can manage multiple knowledge bases?

- **A. knowledge_admin**
- B. kb_admin
- C. sn_kb_admin
- D. knowledge_base_admin

Answer: A

Explanation:

The knowledge_admin role in ServiceNow provides the ability to manage multiple knowledge bases. This includes creating, editing, publishing, retiring, and configuring settings for knowledge bases and articles.

#Why knowledge_admin?

Manages all knowledge bases in the instance.

Has permissions to create, edit, and delete knowledge bases.

Can assign knowledge base-specific roles such as knowledge_manager or knowledge_editor to users.

Controls workflows, article approvals, and permissions for knowledge management.

#Incorrect Options Explained:

A: knowledge_base_admin- This is not a valid ServiceNow role.

B: kb_admin- This is not an officially recognized role in ServiceNow.

C: sn_kb_admin- This role does not exist in the default ServiceNow configuration. The correct role is knowledge_admin.

#Reference:

Knowledge Management Roles - ServiceNow Docs

Managing Knowledge Bases in ServiceNow

NEW QUESTION # 305

On a form header, what icon would you click to access Template features?

- A. Context Menu
- B. Paper clip
- **C. Stamp**
- D. More options (...)

Answer: C

Explanation:

In ServiceNow, Templates are used to quickly populate fields in a form with pre-defined values, improving efficiency and consistency.

Correct Answer

C . Stamp ☐

The Stamp icon (☐) on the form header provides access to Template features.

Clicking this icon allows users to apply pre-configured templates to quickly fill out form fields.

Users can also create, manage, and apply personal or global templates from this menu.

Example Usage:

A Service Desk Agent applying an "Urgent Incident" template to auto-fill priority, assignment group, and category fields.

Incorrect Answer Choices

A . Paper Clip ☐

The Paper Clip icon is used for attaching files to a record, not for templates.

B . More Options (...) ☐

The More Options menu provides additional record actions, but templates are accessed through the Stamp icon.

D . Context Menu ☐

The Context Menu (right-click or three-line menu) provides form options but does not directly access templates.

Reference:

ServiceNow Documentation: Using Form Templates

ServiceNow Admin Guide: Creating and Managing Templates

NEW QUESTION # 306

What is the purpose of the coalesce field when importing data?

- A. To identify and merge duplicate records
- B. When a match is found, a new record is inserted
- C. a match "s not found, the existing record is updated
- **D. To determine if a record matches an existing record or is a new record**

Answer: D

NEW QUESTION # 307

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