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ServiceNow Certified System Administrator Sample Questions (Q237-Q242):

NEW QUESTION # 237

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to tables, forms, views, and fields
- B. Changes made to: tables, forms groups, and configuration items (Clis)
- C. Changes made to: tables, forms, Business Rules, and data records
- D. Changes made to tables, forms, schedules, and client scripts

Answer: D

Explanation:

An Update Set in ServiceNow is a mechanism for capturing and migrating customizations and configurations from one instance to another (e.g., Development → Test → Production).

What is Captured in an Update Set?

Update Sets record configuration changes, such as:

- Tables & Database Schema Changes (e.g., new tables, modified fields)
- Form Layout & UI Changes (e.g., changes in form views, UI policies)
- Schedules (e.g., Scheduled Jobs, Business Rules with scheduled actions)
- Client Scripts (e.g., JavaScript running on the client side)
- Business Rules, UI Actions, UI Policies
- Workflows, Script Includes, ACLs (Access Control Rules)
- Email Notifications, Dictionary Entries, Application Menus

What is NOT Captured in an Update Set?

- Data Records (e.g., Incident, Change Request, CMDB data)
- Group Memberships & User Data
- System Properties (some properties may require manual migration)
- Attachments & Scheduled Reports

Why Other Options Are Incorrect?

B . Changes made to tables, forms, views, and fields (Incorrect)

Views and Fields are part of UI changes, but schedules and client scripts are also included in Update Sets, making Option A more complete.

C . Changes made to tables, forms, Business Rules, and data records (Incorrect) Data records (actual table entries like incidents or change requests) are NOT captured in Update Sets.

D . Changes made to tables, forms, groups, and configuration items (CIs) (Incorrect) Groups and CIs (CMDB data) are considered data and are NOT included in Update Sets.

Instead, CIs should be migrated using Import Sets or CMDB data export/import.

Reference from ServiceNow CSA Documentation:

Understanding Update Sets

Update Sets Overview

What Gets Captured in Update Sets?

Best Practices for Using Update Sets

NEW QUESTION # 238

What is a no-code approach to control the mandatory or read-only state of a form field?

- A. UI Rule
- B. UI Script
- C. Client Script
- D. UI Action
- E. UI Policy

Answer: E

Explanation:

AUI Policy is the preferred no-code approach in ServiceNow to dynamically control the mandatory, read-only, or visibility state of form fields based on specified conditions. Unlike Client Scripts, which require JavaScript coding, UI Policies provide an easy-to-configure, rule-based solution.

They allow administrators to control form behavior without scripting.

They are faster and more efficient than Client Scripts.

They run on the client-side, meaning changes occur dynamically as users interact with the form.

Define conditions (e.g., "Priority is High").

Set actions (e.g., make "Due Date" mandatory, read-only, or hidden).

Apply the UI Policy to the form automatically when the condition is met.

A: UI Action# UI Actions create buttons, links, or context menu items; they do not control form fields.

B: Client Script# While Client Scripts can achieve similar functionality, they require JavaScript coding, making them a low-code rather than a no-code solution.

C: UI Script# UI Scripts are reusable JavaScript libraries, not designed for controlling form fields.

D: UI Rule# No such feature exists in ServiceNow.

Reference: ServiceNow Docs: UI Policies

ServiceNow Docs: Field Administration - Data Policies

NEW QUESTION # 239

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- A. Sourcing fields
- **B. Function fields**
- C. Computational fields
- D. Calculation fields

Answer: B

NEW QUESTION # 240

Which one of the following describes the primary operations performed against tables in the Service Now platform?

- A. Capture, Rate, Write, Develop
- B. Create, Rate, Update, Delete
- C. Create, Read, Upload, Delete
- **D. Create, Read, Write, Delete**

Answer: D

NEW QUESTION # 241

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Field Service Taskboard
- **B. Service Portals**
- C. Agent Control Center
- D. Back Office Dashboard
- **E. Now Platform User Interfaces**
- **F. Now Mobile Apps**

Answer: B,E,F

Explanation:

A:

<https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navig> D and E.
<https://www.servicenow.com/products/service-portal.html>

NEW QUESTION # 242

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