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ServiceNow Certified System Administrator Sample Questions (Q58-Q63):

NEW QUESTION # 58

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Answer: C

NEW QUESTION # 59

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. incident=>major_incident
- B. incident||major_incident
- C. Incident.Major_Incident
- D. incident<=>major_incident
- E. **incident.major_incident**

Answer: E

Explanation:

Access Control rules in ServiceNow define who can create, read, write, or delete records in a table or specific fields. These rules are applied at the table or field level and follow a specific naming convention:

TableName.FieldName

Naming Convention for Access Control Rules:

If an Access Control rule applies to a specific table, its format is TableName (e.g., incident).

If it applies to a specific field, it follows TableName.FieldName (e.g., incident.major_incident).

Major Incident is a field in the Incident table:

The incident table represents the ITSM Incident Management module.

Major Incident is a specific field within the incident table.

To apply an Access Control rule to this field, the rule name must be incident.major_incident.

A: Incident.Major_Incident: Incorrect because ServiceNow Access Control rules do not use uppercase table or field names—they are always lowercase.

B: incident=>major_incident: Incorrect syntax—ServiceNow does not use => in Access Control names.

C: incident<=>major_incident: Incorrect syntax—ServiceNow does not use <=> in rule naming conventions.

D: incident||major_incident: Incorrect syntax—ServiceNow does not use || (logical OR) in Access Control naming.

ServiceNow Access Control Rules Guide: ServiceNow Docs

How to Create and Manage Access Control Rules in ServiceNow

Why is the Correct Answer "incident.major_incident"? Why Not the Other Options? References from the Certified System Administrator (CSA) Official Documentation: By using incident.major_incident, we correctly define field-level security for the Major Incident field in the Incident table.

NEW QUESTION # 60

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

- A. Approval Chains
- **B. Flows**
- C. Approver Delegates
- D. Approval Criteria
- E. Parent-Child Approvers.

Answer: B

Explanation:

In ServiceNow, Flows (Flow Designer) is the recommended way to manage multi-level approvals and notifications for catalog items like ordering a new iPhone.

Why Flows?

#Automates Approval Processes- Flows allow sequential and parallel approval steps to ensure that the request goes through multiple levels of approval.

#Built-in Notifications- Automatically sends email or system notifications to requesters and approvers at each step.

#Low-Code Solution- Eliminates the need for complex scripting by using a graphical interface to configure approvals and actions.

A user submits a request for a new iPhone through the Service Catalog.

The Flow Designer workflow starts and routes the request to the first-level approver.

If approved, it moves to the second-level approver.

Notifications are sent to the requestor and approvers at each step.

A: Parent-Child Approvers

No such built-in feature exists in ServiceNow. Approvals are handled via Flow Designer or Workflow Engine.

B: Approval Chains

Approval Chains are not an official ServiceNow feature. The correct term is Flow Designer Approval Actions.

D: Approval Criteria

ServiceNow uses conditions to define approval requirements, but Approval Criteria is not a standalone feature.

E: Approver Delegates

Delegates allow users to assign approvals to others, but they do not manage multi-level approvals.

Reference: ServiceNow CSA Documentation - Flow Designer & Approval Management ServiceNow Product Documentation - Automating Approvals in Flow Designer (<https://docs.servicenow.com>)

NEW QUESTION # 61

Which of the following is true about g_scratchpad?

Choose 2 answers

- A. Does not exist on the mobile platform
- B. Used to push information from the server to the client
- C. Has constructors and methods
- D. Has default properties passed by client-side scripts

Answer: A,B

NEW QUESTION # 62

Here is the Business Rule script template:

This type of JavaScript function is known as:

- A. Constructor
- B. Anonymous
- C. Scoped
- D. Self-invoking

Answer: D

NEW QUESTION # 63

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