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ServiceNow Certified System Administrator Sample Questions (Q432-Q437):

NEW QUESTION # 432

You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which workflow would you update to make this change?

- A. Service Catalog Request
- B. Purchasing Process Flow
- C. Services Approval Processing
- D. 6 Services Catalog Item Request

Answer: A

NEW QUESTION # 433

What is the master table that contains a record for each table in the database?

- A. [sys_master_object]
- B. [sys_object_db]
- C. **[sys_db_object]**
- D. [sys_master_db]

Answer: C

Explanation:

In ServiceNow, all tables in the database are recorded in a master table called [sys_db_object]. This table stores metadata about each table in the system, including its name, label, and other attributes.

Stores a record for every table in the ServiceNow instance.

Tracks essential table properties, such as the table name, label, and whether it is an extension of another table.

Helps administrators view, modify, or create new tables in ServiceNow.

Used in Table Administration and Custom Table Development.

A: [sys_master_db]-

This table does not exist in ServiceNow.

C: [sys_master_object]-

There is no such table named "sys_master_object" in ServiceNow.

D: [sys_object_db]-

This table does not exist in ServiceNow.

The correct name is sys_db_object.

Navigate to System Definition # Tables.

Search for the table sys_db_object.

Open the table to see records representing all tables in the instance.

ServiceNow Docs: Understanding Tables and Fields https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/metadata/concept/c_TablesAndFields.html ServiceNow CSA Official Training Guide (System Data and Tables Overview) Key Functions of [sys_db_object]: Why the Other Options Are Incorrect? How to View the [sys_db_object] Table in ServiceNow? References from Certified System Administrator (CSA) Documentation: This confirms that [sys_db_object] is the master table that contains a record for every table in the ServiceNow database.

NEW QUESTION # 434

Groups are stored in what table?

- A. User Groups [sn_user_groups]
- B. Group [sn_sys_user_group]
- C. Groups [sys_user_groups]
- D. User Group [user_groups]
- E. **Group [sys_user_group]**

Answer: E

Explanation:

In ServiceNow, groups are stored in the sys_user_group table. This table defines groups of users who share common responsibilities, such as IT support teams, HR teams, or security teams.

Key Details about sys_user_group:

Groups are used to assign roles and permissions to multiple users at once.

Common groups include Service Desk, IT Support, Change Advisory Board (CAB), and HR teams.

The sys_user_group table is linked to sys_user (Users) and sys_user_role (Roles).

Why Other Answers Are Incorrect:

B. Group [sn_sys_user_group] - No such table prefix (sn_) exists for user groups in ServiceNow.

C. User Group [user_groups] - Incorrect table name; ServiceNow follows the sys_ naming convention.

D. User Groups [sn_user_groups] - Not a valid ServiceNow table.

E. Groups [sys_user_groups] - Incorrect pluralization; ServiceNow tables typically use singular names (e.g., sys_user_group).

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow sys_user_group Table Documentation

ServiceNow CSA Training Module: "User and Group Administration"

NEW QUESTION # 435

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Field Transformer
- **B. Transform Map**
- C. Transform Schema
- D. Dictionary Map
- E. Schema Map
- F. Import Designer

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html

NEW QUESTION # 436

Data Policy can enforce mandatory data on import.

- A. False
- **B. True**

Answer: B

Explanation:

A Data Policy in ServiceNow is used to enforce mandatory and read-only field conditions for data that is entered manually through forms or imported into the system.

Data Policies apply to data coming from external sources, such as imports, web services (API), and integrations.

If a field is set as mandatory in a Data Policy, records cannot be imported unless that field contains a value.

This ensures data integrity by preventing incomplete or invalid data from entering the system.

If an administrator configures a Data Policy to make the "Caller" field mandatory on the Incident table, any imported incidents without a Caller value will be rejected.

How Data Policies Enforce Mandatory Data on Import: Example Scenario:

Why "True" is the Correct answer: Data Policies enforce mandatory fields for both UI entry and imports.

Why "False" is Incorrect: If Data Policies did not enforce mandatory fields on imports, incomplete records could enter the system, leading to data integrity issues.

ServiceNow Documentation: Data Policies

CSA Exam Guide: Covers Data Policy enforcement for UI forms and imports.

Reference from CSA Documentation: Thus, the correct answer is:

A: True

NEW QUESTION # 437

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