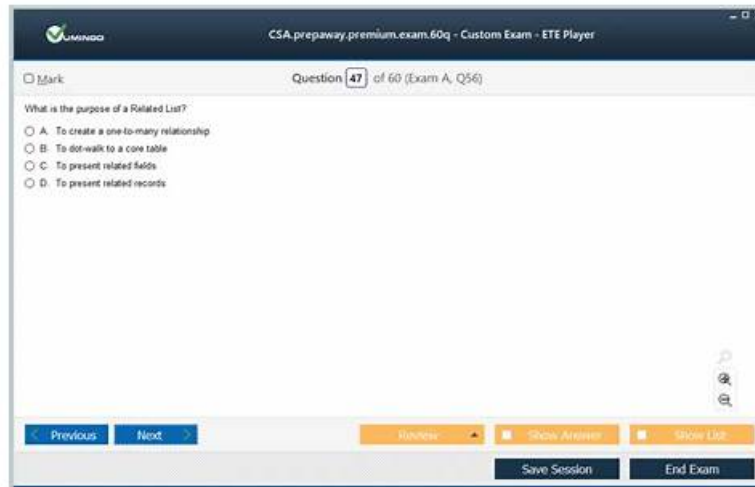


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ServiceNow Certified System Administrator Sample Questions (Q206-Q211):

NEW QUESTION # 206

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

- A. CSDM
- B. Predictive intelligence
- C. Action
- D. Assignment Rule
- E. UI Policy

Answer: E

NEW QUESTION # 207

What are the steps to retrieve an Update Set?

- **A. Verify Update Set is Complete, Test Connection, Commit**
- B. Verify Update Set is Complete, Retrieve, Preview, Commit
- C. Verify Update Set is Complete, Test Connection, Apply
- D. Verify Update Set is Complete, Retrieve, Preview, Apply

Answer: A

NEW QUESTION # 208

What feature do you use to specify which users are able to access a Service Catalog Item?

- A. Catalog User Role
- **B. User Criteria**
- C. Can Order Tab
- D. Can Read Role

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/service-catalog-management/task/t_AppUserCritItemsCat.html

NEW QUESTION # 209

What controls the publishing and retiring process for knowledge articles?

- **A. Workflow Designer**
- B. Approval Policies
- C. Approval Definitions
- D. State Lifecycle
- E. Workflows

Answer: A

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

NEW QUESTION # 210

What needs to be specified, when creating a Business Rule? (Choose four.)

- **A. Timing**
- B. Who can run
- C. Fields to update
- **D. Condition to evaluate**
- E. Application scope
- F. Update set
- **G. Script to run**
- **H. Table**
- I. UI action

Answer: A,D,G,H

Explanation:

A Business Rule in ServiceNow is a server-side script that executes when records are inserted, updated, deleted, or queried in a

specified table. Business Rules allow automation and customization of workflows by defining logic that runs under specific conditions.

Table (B) -Correct

A Business Rule must be associated with a specific table where it will execute (e.g., Incident, Change, Task).

This determines which records the rule applies to.

Script to Run (E) -Correct

A script must be provided when defining advanced logic in a Business Rule.

Business Rules use server-side JavaScript to perform various actions, such as setting field values, enforcing validation, or triggering workflows.

Timing (H) -Correct

The execution timing of a Business Rule determines when it runs relative to a database transaction.

Business Rules can run:

Before (before record is saved)

After (after record is saved)

Async (after the transaction completes)

Display (when a form loads)

Condition to Evaluate (I) -Correct

Conditions define when the Business Rule should execute based on specific criteria.

Example: A Business Rule might run only when the priority is set to High.

A: UI Action (Incorrect)

UI Actions (buttons, links, context menus) are separate from Business Rules and are used for UI customization.

C: Fields to update (Incorrect)

While Business Rules can update fields, you do not specify "fields to update" as a required setting. Instead, updates are made via scripts within the rule.

D: Who can run (Incorrect)

Business Rules always run on the server-side and do not require user-specific execution settings.

F: Application Scope (Incorrect)

Although Business Rules belong to an application scope, this is automatically determined based on the current application.

G: Update Set (Incorrect)

Business Rules are captured in an Update Set, but this is not a configuration setting while creating the rule.

ServiceNow Business Rules Overview: [https://docs.servicenow.com/bundle/utah-application-development](https://docs.servicenow.com/bundle/utah-application-development/page/script/server-scripting/concept/business-rules.html)

/page/script/server-scripting/concept/business-rules.html

Creating Business Rules: [https://docs.servicenow.com/en-US/bundle/utah-application-development/page/script](https://docs.servicenow.com/en-US/bundle/utah-application-development/page/script/server-scripting/task/t_CreateABusinessRule.html)

/server-scripting/task/t_CreateABusinessRule.html

Key Elements to Specify When Creating a Business Rule: Incorrect Options: Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 211

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