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ServiceNow Certified System Administrator Sample Questions (Q381-Q386):

NEW QUESTION # 381
A user wants to create a set of filter conditions, where they want to show records which satisfy two conditions:
Incidents where the state is Closed
Incidents where Assignment Group is Network
After clicking the Funnel icon, what should the user do?

- A. Define the first condition; click OR button; define second condition; press enter
- B. Define the first condition; click AND button; define second condition; click Run
- C. Define the first condition; click > icon on breadcrumb, define second condition; press enter
- D. Define the first condition; click AND button; define second condition; press enter
- E. Define the first condition; click > icon on breadcrumb, define second condition; click Run

Answer: A

Explanation:
In ServiceNow, when applying filters, the Funnel icon opens the condition builder, allowing users to set criteria for displaying records.
Understanding the requirement:
The user wants to see Incidents where the state is Closed OR Incidents where the Assignment Group is Network.
The key word here is OR, meaning records satisfying either condition should be displayed.
Steps to apply this filter in ServiceNow:
Click the Funnel icon to open the condition builder.
Define the first condition# Select State = Closed.
Click the OR button (since we want records meeting either condition).
Define the second condition# Select Assignment Group = Network.
Press Enter to apply the filter.
Since the user wants either condition to be true, OR is the correct logical operator.
Pressing Enter after defining the second condition executes the filter.
A: Define the first condition; click AND button; define second condition; click Run:Incorrect because AND would require both conditions to be true simultaneously, which is not what the user wants.
B: Define the first condition; click AND button; define second condition; press enter:Same issue as option A- AND will narrow the results instead of expanding them.
D: Define the first condition; click > icon on breadcrumb, define second condition; click Run:The breadcrumb navigation is used to modify filters after applying them, not to create them initially.
E: Define the first condition; click > icon on breadcrumb, define second condition; press enter:Same issue as option D-breadcrumb navigation is for modifying, not for initial filter creation.
Using Filters and Condition Builder in ServiceNow:ServiceNow Docs
ServiceNow Querying and Filtering Best Practices
Why is the Correct Answer "C"?Why Not the Other Options?References from the Certified System Administrator (CSA) Official Documentation:UsingORensures both conditions are considered independently, displaying incidents that are eitherClosedor assigned toNetwork.

NEW QUESTION # 382
The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Record Producers, Order Guides, and Item Variables
- C. Order Guides, Item Variables, and Workflows
- D. Order Guides, Catalog Items, and Workflows

Answer: A

Explanation:
The Service Catalog is a core feature in ServiceNow that provides users with a structured interface to request services and products. The baseline Service Catalog homepage includes links to key components that help users navigate and submit requests efficiently. These components are:
Record Producers - These are forms that allow users to create records in tables other than the Request table (e.g., submitting an incident or a change request).
Order Guides - These help users request multiple related items in a single submission, streamlining complex orders.
Catalog Items - These are the individual products or services users can request, such as software installations, hardware requests, or access requests.
Explanation of Incorrect Options:
Option B: "Order Guides, Item Variables, and Workflows" - Incorrect, because Item Variables and Workflows are not direct links on the Service Catalog homepage. Item Variables are attributes of Catalog Items, and Workflows handle backend processing but are not listed as a navigational component.
Option C: "Order Guides, Catalog Items, and Workflows" - Incorrect, because Workflows are not directly linked from the homepage.
Option D: "Record Producers, Order Guides, and Item Variables" - Incorrect, because Item Variables are part of Catalog Items but not a distinct link on the homepage.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation - Service Catalog Overview
ServiceNow CSA Study Guide - Service Catalog Fundamentals
ServiceNow Docs: Service Catalog Components

NEW QUESTION # 383
On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Analytics
- B. Team
- C. Dashboards
- D. Department
- E. All
- F. Global
- G. My reports
- H. Admin
- I. Group
- J. Company

Answer: C,F,H,I

NEW QUESTION # 384
When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Run Data Scrubber
- B. Create Import Set
- C. Select Import Set
- D. Define Data Source
- E. Set Coalesce

Answer: C

Explanation:
When importing spreadsheet data into ServiceNow, the first step is to Define a Data Source.
A Data Source defines where the data is coming from (e.g., Excel, CSV, JDBC connection).
It establishes the format and structure of the incoming data before it can be processed by an Import Set.
Without defining the Data Source, the system does not know how to handle the incoming data.
Define Data Source - Identify where the data is coming from.
Create Import Set - Temporarily store the imported data.
Set Coalesce - Define unique identifiers to prevent duplicate records.
Transform Data - Map fields to the target table.
Run the Import - Move data into the actual ServiceNow tables.

A). Create Import Set- Import Sets store the data, but they are createdafterdefining the data source.
B). Run Data Scrubber- No such step exists in ServiceNow's import process.
C). Set Coalesce- Coalescing ensuresno duplicate records, but it happensafter data is loaded into the import set.
E). Select Import Set- The Import Set is selected after defining the data source and loading the data.
ServiceNow Data Import Process
ServiceNow CSA Training Module:"Importing Data into ServiceNow"
Why Defining a Data Source is the First Step?Steps in the Data Import Process:Why Other Answers Are Incorrect:References from
Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 385

What table acts as a staging area for records imported from a data source?

- A. Transform Table
- B. Import Set Row Table
- C. Temp Table
- D. Staging Table

Answer: B

Explanation:
In ServiceNow, when importing data from an external source (e.g., CSV, Excel, or an external database), the records first go into
astaging areabefore being transformed and inserted into their final destination table.
TheImport Set Row Table(sys_import_set_row) is where records are temporarily stored during an import.
This table holds raw data from theImport Set Table (sys_import_set), allowing transformation and validation before writing to the
target table.
Load Data# Records are loaded into theImport Set Row Table (sys_import_set_row).
Transform Data# ATransform Mapprocesses and moves data to the target table.
Clean Up# Processed records are removed from thestaging tableafter transformation.
A: Transform Table #Incorrect
No such table called"Transform Table"exists in ServiceNow.
Transformation happens viaTransform Maps, not a separate table.
B: Staging Table #Incorrect
The term"staging table"is a general concept but not an actual table name in ServiceNow.
D: Temp Table #Incorrect
ServiceNow does not use a"Temp Table"for imports.
Temporary data is held insys_import_set_row, not a table named "Temp Table." Import Sets Overview Understanding Import Set
Row Table The Correct Table: Import Set Row TableImport Process Flow:Why Other Options Are Incorrect?Official ServiceNow
Documentation Reference:

NEW QUESTION # 386

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