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ServiceNow Certified System Administrator Sample Questions (Q297-Q302):

NEW QUESTION # 297

An Administrator wants to display a reminder message to any user submitting an incident. Which feature does this?

- A. Policy
- B. Business Rule
- C. Client Script
- D. Data Policy

Answer: C

Explanation:

To display reminder messages or alerts to users as they interact with forms in ServiceNow, Client Scripts are used. Specifically, an onSubmit Client Script can be configured to display a message or perform validation just before the form is submitted by the user. This script runs on the client (browser) and can prevent submission or prompt the user with informational messages.

Business Rules execute on the server and cannot directly interact with the user interface in real-time. Policies and Data Policies enforce data consistency but do not provide user messages or reminders during form submission.

Therefore, the Client Script is the correct mechanism to display a reminder message dynamically as the incident is submitted.

Reference:

ServiceNow System Administrator Study Guide, Client Scripts section

ServiceNow Docs: Client Scripts - onSubmit

ServiceNow Docs: Data Policy Overview

NEW QUESTION # 298

Which storefront is a single location for accessing pre-built spokes to quickly integrate with third-party services to build and share content?

- A. Spoke Store
- B. Integration Spoke Store
- **C. ServiceNow Store**
- D. ServiceNow Spoke Store

Answer: C

Explanation:

Detailed Explanation:

The ServiceNow Store is the primary marketplace for accessing pre-built integrations, known as spokes, for ServiceNow. These spokes enable rapid integration with third-party services, streamlining the development of automation and integration workflows. The store includes various applications and plugins tailored for ServiceNow workflows, facilitating the quick deployment of additional capabilities. (Reference: ServiceNow Documentation - ServiceNow Store and Integration Hub Spokes)

NEW QUESTION # 299

What is a sys_id?

- A. A server-side Business Rule
- **B. Unique 32-character identifier that is assigned to every record**
- C. Unique 64-character identifier that is assigned to every record
- D. A client-side Business Rule

Answer: B

Explanation:

In ServiceNow, a sys_id is a unique 32-character identifier (UUID - Universally Unique Identifier) that is automatically assigned to every record in the system.

Key Characteristics of sys_id:

It is a unique 32-character alphanumeric string (e.g., 5137153cc611227c000bbd1bd8cd2005).

Every record in every table in ServiceNow has a sys_id field.

The sys_id remains the same across instances if the record is transferred via an Update Set.

It helps uniquely identify records and is used in scripting, APIs, and database relationships.

Example:

In the Incident [incident] table, an incident record might have:

Number: INC0012345

sys_id: 9d72f6141b122200d37a85e15b2d6fe6

Why "A. Unique 32-character identifier that is assigned to every record" is Correct?

The sys_id is always 32 characters long.

It is a critical part of the ServiceNow database structure.

Used for relationships, APIs, scripting, and querying records.

Explanation of Incorrect Options:

B . A client-side Business Rule - Incorrect

Business Rules do not generate sys_ids; they control logic execution.

C . A server-side Business Rule - Incorrect

Business Rules are used for automation, but sys_id is a system-generated field.

D . Unique 64-character identifier that is assigned to every record - Incorrect The correct length of sys_id is 32 characters, not 64.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding sys_id

ServiceNow CSA Study Guide - Database Architecture

ServiceNow Product Documentation: Unique Identifiers in ServiceNow

NEW QUESTION # 300

Which script can run when a record is displayed, inserted, updated, deleted, or when a table is queried?

- **A. Business Rule**
- B. UI Script
- C. Record Rule
- D. Scheduled Job
- E. Client Script

Answer: A

Explanation:

Detailed Explanation: Business Rules in ServiceNow are server-side scripts that execute in response to database operations, such as when a record is displayed, inserted, updated, deleted, or queried. They are critical for automating processes, ensuring data integrity, and performing backend operations without user intervention. Business Rules can be set to run at different times, such as before or after the database action, depending on the requirement. (Reference: ServiceNow Documentation - Business Rules and Server-side Scripting)

NEW QUESTION # 301

Tables are made up of which of the following?

- A. lists
- **B. records**
- C. forms.
- **D. fields**

Answer: B,D

Explanation:

In ServiceNow, tables are fundamental components of the platform's database structure. A table consists of records (rows) and fields (columns) that store data.

1. Records (Rows) - Correct Option

A record is an individual entry in a table, similar to a row in a traditional database.

Each record represents a single entity (e.g., an incident, a user, a request).

Records are stored uniquely in the system and are identified by a Sys ID (a globally unique identifier).

2. Fields (Columns) - Correct Option

A field is an attribute of a record, like a column in a database.

Each field has a specific data type (e.g., string, integer, date, reference).

Fields define what type of information can be stored in a record.

Example: The Incident [incident] table

Sys ID

Number

Short Description

Caller

State

123abc

INC001

System crash

John D

New
456def
INC002
Network issue
Jane S
Open

Records: INC001, INC002 (each row is a record).

Fields: Number, Short Description, Caller, State (each column is a field).

Explanation of Incorrect Options:

B . Lists - Incorrect

Lists are a view of table data but are not a part of the table itself.

A list displays multiple records from a table but does not define the structure of a table.

C . Forms - Incorrect

Forms are user interfaces used to view or edit single records.

A form allows users to interact with the data stored in a table but is not part of the table structure itself.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Tables and Records

ServiceNow CSA Study Guide - Understanding Tables, Records, and Fields

ServiceNow Product Documentation: List and Form Views

NEW QUESTION # 302

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