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ServiceNow Certified System Administrator Sample Questions (Q275-Q280):

NEW OUESTION #275

You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

- A. On Search, select State, type not Resolved, press enter
- B. On state column title, right-click, select Filter Out > Resolved
- C. On the list of records, locate the right-click on the Resolved value, select Exclude.
- D. Click Funnel icon, click AND, Select Resolved, is Not State click Run
- E. On the list of records, locate and right-click on the Resolved value, select Filter Out

Answer: E

NEW QUESTION #276

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. Content Frame
- B. Application Navigator
- C. Module
- D. User Menu

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_

NEW QUESTION #277

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

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

Answer: A,D,E,J

NEW QUESTION #278

In what order are Access Controls evaluated?

- A. Field-level most specific to most general: then Table-level most specific to most general
- B. Field-level mast general to most specific: then Row-level most specific to most general
- C. Table-level most specific to most general; then Row-level most specific to most general

• D. Table-level - most specific to most general; then Field-level - most specific to mast general

Answer: D

Explanation:

Access Control Rules (ACLs)inServiceNowdeterminewho can access a record, table, or field. They are evaluated in aspecific order on ensure security.

Table-Level ACLs are evaluated first

ServiceNowfirst checks if the user has permission to access the table itself.

If the user doesnothave access at thetable level, no further checks are performed.

Field-Level ACLs are evaluated next

Once table access is granted, ServiceNow checksif the user has permission to access individual fields.

More specific ACLs override broader ones(e.g., incident.short descriptiontakes priority overincident.*).

Order of Specificity (Most Specific to Least Specific)

Field-Specific ACL(incident.short description.read)

Wildcard Field ACL(incident.*.read)

Table-Level ACL(incident.read)

Wildcard Table ACL(*.read)

ACL Evaluation Order in ServiceNow: This ensures that specific rules take precedence over general rules for enhanced security.

Example of ACL Evaluation in Incident Table: ACL Rule Type

Example ACL

Evaluation Order

Field-Specific

incident.short description.read

First (Most Specific)

Wildcard Field

incident.*.read

Second

Table-Level

incident.read

Third

Wildcard Table

* read

Last (Most General)

A: Field-level - most general to most specific; then Row-level - most specific to most generalIncorrect- Field-level ACLs are not evaluated first; table-level ACLs are checked before field-level.

B: Table-level - most specific to most general; then Row-level - most specific to most general/Incorrect-"Row-level" is not a correct termin ServiceNow ACL processing.

D: Field-level - most specific to most general; then Table-level - most specific to most generalIncorrect-Table- level ACLs are always evaluated before field-level ACLs.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Access Control Evaluation Order#How ACLs Are Processed ServiceNow Docs - Managing ACLs in ServiceNow#Best Practices for ACLs Official ServiceNow Documentation References:

Conclusion: The correct answer is:

C: Table-level - most specific to most general; then Field-level - most specific to most general Thisensures that general table permissions are granted before checking field-level access, following a structured and secure approachto access control in ServiceNow.

NEW QUESTION #279

Your company is giving all first line workers a special T-shirt as a recognition for their hard work.

Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Order Guide and use the User Criteria list to specify First Line [sn first line] role
- B. Create Record Producer and use the Available For list to specify First Line [sn first line] role
- C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- D. Create Catalog Item and use the Not Available list to specify the Manager Group

Answer: B

Explanation:

In ServiceNow,Record Producersallow users to create records in tables through a user-friendly interface in the Service Catalog. Since the goal is to enable only first-line workersto order the T-shirt, we need to control access based on their role.

ARecord Producerin the Service Catalog is the best way to gather user input (size, color, etc.) and create a new order record in the system.

The "Available For" list allows administrators to restrict access to specificusers or roles.

The First Line [sn first line] role is explicitly designed to include only first-line workers while excluding managers.

Why is Option A Correct? Why Are the Other Options Incorrect? B. Create Catalog Item and use the Not Available list to specify the Manager Group Catalog Itemsare valid for this use case but using the "Not Available For" list is a less effective approach.

If newmanager rolesorgroups are added in the future, this method won't automatically exclude them.

It's better to explicitly define who can access the item rather than relying on exclusions.

C: Create Catalog Item and use the Available For list to specify ITIL [itil] role TheITIL role stypically assigned to Service Desk personnel and IT staff, not first-line workers.

This approach would allow many unintended users to request the T-shirt.

D: Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role Order Guidesare used to bundle multiple catalog items and guide users through a complex ordering process.

Since this scenario only involves a single item (T-shirt request), using an Order Guide is unnecessary.

ServiceNow Service Catalog Management - Record Producers

ServiceNow User Criteria and Access Control Best Practices

ServiceNow CSA Guide - Managing Roles and Access Restrictions

References to Official Certified System Administrator (CSA) Documentation:

NEW QUESTION #280

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