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ServiceNow Certified System Administrator Sample Questions (Q454-Q459):

NEW QUESTION # 454

Configuration will not affect what others see on their forms.

- A. True
- B. False

Answer: B

NEW QUESTION # 455

Which one of the following statements describes a characteristic of role assignment?

- A. Each user has a role in the ServiceNow platform
- B. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- C. A role is granted to a user by the System Administrator
- D. Users can click on the Personalize Role feature to try different roles

Answer: B

Explanation:

In ServiceNow Role Management, a role is a collection of permissions that control what users can see and do within the platform. Role Hierarchy (Role Inheritance)

Roles can contain other roles (known as nested roles).

When a user is assigned a parent role, they inherit all child roles within it.

Example:

The ITIL role includes incident_manager and problem_manager roles.

Assigning ITIL to a user automatically grants them all the permissions of the included roles.

Roles Are Assigned by Administrators

Typically, roles are assigned by a System Administrator or an authorized user.

Role-Based Access Control (RBAC)

ServiceNow uses RBAC to control access to applications, records, and actions.

B: Users can click on the Personalize Role feature to try different roles. Incorrect because users cannot manually switch roles unless they have the impersonation privilege.

C: A role is granted to a user by the System Administrator

Partially correct, but not the best answer because roles can also be assigned via groups or automated processes, not just by a System Administrator.

D: Each user has a role in the ServiceNow platform

Incorrect because not all users must have a role.

Example: A self-service user can access the system without having any specific role.

ServiceNow Docs: Role-Based Access Control (RBAC) https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/roles/reference/r_RBAC.html

ServiceNow CSA Official Training Guide (User & Role Management)

Key Characteristics of Role Assignment: Why the Other Options Are Incorrect? References from Certified System Administrator

(CSA) Documentation: This confirms that roles can contain other roles, and when a user is assigned a role, they inherit all roles within it.

NEW QUESTION # 456

What field contains a record's 32-character, unique identifier?

- A. u_id
- B. sn_gu_id
- C. rec_id
- D. sn_rec_id
- E. sys_id
- F. sn_sys_id
- G. id

Answer: E

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/>

NEW QUESTION # 457

Which objects can be used in Inbound Action scripts?

- A. current and event
- B. current and Previous
- C. current and email
- D. current and producer

Answer: C

NEW QUESTION # 458

When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Server
- B. Network
- C. Client
- D. Browser

Answer: A

Explanation:

When an administrator sets a policy (such as Data Policies) that applies to all data entered into ServiceNow, it runs on the server-side.

Why Data Policies Run on the Server? Data Policies apply to all data sources:

UI forms

Import Sets

Web Services (APIs, integrations)

Enforces field validation at the database level

Ensures data consistency across all entry points.

Reduces client-side dependency for validation.

Applies uniformly regardless of how the data is entered

Unlike UI Policies (which only work on forms), Data Policies ensure field rules are enforced everywhere.

A: Network #Incorrect

Policies are not enforced at the network level.

They operate within the ServiceNow application.

C: Client #Incorrect

Client-side scripts (like UI Policies or Client Scripts) only enforce validation within the browser.

Data Policies run at the server level, ensuring broader enforcement.

D: Browser #Incorrect

While UI Policies and Client Scripts run in the browser, Data Policies are applied on the server.

Why Other Options Are Incorrect?

Key Differences Between Client and Server Processing: Validation Type

Runs On

Applies To

Purpose

Data Policies

Server

UI, Import Sets, Web Services

Ensures global data consistency

UI Policies

Client (Browser)

Forms (User Interface)

Controls form behavior dynamically

Client Scripts

Client (Browser)

Forms, Fields
Runs JavaScript in the user's browser
Business Rules
Server
Database Transactions
Executes logic when records are inserted, updated, or deleted
Data Policies in ServiceNow
UI Policies vs. Data Policies
Official ServiceNow Documentation Reference:

NEW QUESTION # 459

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