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ServiceNow Certified System Administrator Sample Questions (Q180-Q185):

NEW QUESTION # 180

What is a sys_id?

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

Answer: D

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 # 181

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. incident<=>major_incident
- B. incident=>major_incident
- C. incident||major_incident
- D. Incident.Major_Incident
- E. incident.major_incident

Answer: E

NEW QUESTION # 182

What are the main components of the Form Design interface? (Choose three.)

- A. Form Layout
- B. Field Layout

- C. Field Picker
- D. Field Navigator
- E. Page Header

Answer: A,D,E

Explanation:

The Form Designer in ServiceNow allows administrators to create, edit, and configure forms to control how records are displayed and interacted with in the system. It consists of three key components:

Page Header - This section contains controls such as "Save," "Undo," and "Redo." It allows users to manage their changes while designing forms. The Page Header also displays the name of the form being edited.

Field Navigator - This panel provides a categorized list of available fields that can be dragged and dropped onto the form layout. The fields are divided into different sections, such as "Available Fields" and "Existing Fields," helping users to manage the form's data structure effectively.

Form Layout - This is the central workspace where users design the form by arranging fields. Users can add new fields, move existing ones, and configure their properties. The layout determines how the form appears to end-users.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Product Documentation - Form Designer

ServiceNow CSA Training Module: "Configuring Forms and Fields"

"ServiceNow System Administration Guide - Form Customization Best Practices" Would you like me to verify and format more questions in the same manner?

NEW QUESTION # 183

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. User Authentication Rules
- C. Scripted User Rules
- D. CRUD Rules
- E. Access Control Rules

Answer: E

Explanation:

Access Control Rules (ACLs) in ServiceNow define security rules that control user permissions for viewing, creating, updating, and deleting records in the system. These rules ensure that users can only see and interact with the data they are authorized to access.

D: Access Control Rules

ACLs define security restrictions at the field, table, and record level.

These rules use conditions, scripts, and role-based permissions to enforce security.

Example: A user with the `itil` role may view incidents, but only users with the `admin` role can delete them.

A: Role Assignment Rules

ServiceNow assigns roles to users, but roles alone do not define security rules.

ACLs control what users can do, while roles only grant potential access.

B: CRUD Rules

CRUD (Create, Read, Update, Delete) defines permission types, but not security rules.

ACLs enforce CRUD operations based on roles and conditions.

C: Scripted User Rules

No such term as "Scripted User Rules" in ServiceNow security.

Possibly confused with Scripted ACLs, which are part of Access Control Rules.

E: User Authentication Rules

Authentication rules control user login mechanisms (LDAP, SSO, OAuth) but do not define access to data.

ACLs manage data security, while authentication ensures users are who they claim to be.

References: ServiceNow Documentation: Access Control Rules Overview

ServiceNow Developer Guide: Creating and Managing ACLs

NEW QUESTION # 184

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

- A. personal_ize.control
- **B. personal_list**
- C. ui_action_admin
- D. ui_page_admin

Answer: B

Explanation:

InServiceNow, the **personal_list** role allows users to add or remove fields from a list view without requiring full administrator privileges.

Modify List Layout (Columns & Fields)

Users can add, remove, or rearrange columns in list views.

Save Personal List Preferences

Customizations apply only to the user, unless they have additional permissions to modify system-wide settings.

Does NOT Allow System-Wide Changes

Unlike the **admin** role, **personal_list** only affects personal views of lists, not global configurations.

A: **personalize.control**(Incorrect)

No such role exists in ServiceNow.

C: **ui_page_admin**(Incorrect)

This role allows users to manage UI Pages, but it does not provide list customization permissions.

D: **ui_action_admin**(Incorrect)

This role is used to manage UI Actions (buttons, links, and client-side scripts), not list view configurations.

Key Capabilities of the **personal_list** Role: Why Other Options Are Incorrect?

Role-Based List Customization

ServiceNow List Personalization

User Roles and Permissions

ServiceNow User Roles

References from ServiceNow CSA Documentation:

NEW QUESTION # 185

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