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ServiceNow Certified System Administrator Sample Questions (Q199-Q204):

NEW QUESTION # 199

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. Click Gear > Notifications > New
- **B. System Notification > Email > Notifications**
- C. Administration > Notification Overview
- D. User Preferences > Email > Notifications
- E. System Properties > Email > Settings

Answer: B

Explanation:

To create a new email notification in ServiceNow for users affected by network outages, you must navigate to the Notifications module under System Notification.

Steps to Create a New Notification:

Navigate to:

System Notification > Email > Notifications

Click New to create a new notification.

Configure the notification with the following:

Name: "Network Outage Notification"

Table: Select the relevant table (e.g., Incident, Task)

When to Send: Define the trigger (e.g., when an Incident is created or updated with a Network Outage category).

Who Will Receive: Specify affected users.

Message Content: Create the email subject and body using dynamic fields (such as affected user's site).

Save and test the notification.

Why is the Correct Answer "System Notification > Email > Notifications"?

Notifications are managed in System Notification.

The Notifications module allows you to configure email triggers, recipients, conditions, and templates for system alerts.

Why Not the Other Options?

B . Administration > Notification Overview: No such module in ServiceNow.

C . System Properties > Email > Settings: This configures email server settings, not individual notifications.

D . User Preferences > Email > Notifications: User preferences only enable or disable personal notifications, not create new ones.

E . Click Gear > Notifications > New: The gear icon does not provide access to email notifications.

Reference from the Certified System Administrator (CSA) Official Documentation:

Creating and Managing Email Notifications in ServiceNow: ServiceNow Docs ServiceNow Notification Configuration Guide By using System Notification > Email > Notifications, administrators can create a targeted email notification to alert users of network outages effectively.

NEW QUESTION # 200

What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

- A. User Criteria
- B. Groups
- C. Roles
- D. Categories

Answer: A

Explanation:

In ServiceNow Knowledge Management, User Criteria is the best practice method for restricting access to knowledge articles.

Controls Who Can Read or Contribute to a Knowledge Base

Read Access- Determines which users can view articles in a Knowledge Base.

Contribute Access- Determines which users can create, edit, or publish articles.

Can Be Based on Multiple Factors

User Criteria can include or exclude users based on:

Roles

Groups

Departments

Locations

Flexible & Scalable

Instead of manually assigning permissions article-by-article, User Criteria applies rules to the entire Knowledge Base.

This method provides a centralized way to manage permissions for large teams.

Why is "User Criteria" the Correct Answer?

A: Categories Incorrect- Categories organize knowledge articles into groups, but they do not control access.

B: Roles Incorrect- While roles can be used within User Criteria, they alone do not determine access.

User Criteria provides more granular control than just assigning roles.

D: Groups Incorrect- Groups can be included in User Criteria, but groups alone do not directly control knowledge access.

Incorrect Answer Choices Analysis:

ServiceNow Docs - User Criteria for Knowledge Management#User Criteria Overview ServiceNow Docs - Managing Knowledge Base Permissions#How to Configure Knowledge Access Official ServiceNow Documentation References:

NEW QUESTION # 201

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Field Transformer
- C. Schema Map
- D. Dictionary Map
- E. Import Designer
- F. Transform Map

Answer: F

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html

NEW QUESTION # 202

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

- A. One Requested Item can have many Catalog Tasks
- B. One Request can have many Requested Items
- C. One Approval can have many Requests
- D. One Cart can have many Requests
- E. One Requested Item can have many Approvals

Answer: A,B,E

Explanation:

In the ServiceNow Service Catalog module, tables have a One-to-Many (1:M) relationship, meaning a single record in one table can relate to multiple records in another table. This is especially important for handling Service Catalog requests, as multiple items, approvals, and tasks may be associated with a single request.

Breakdown of Correct Answers:

One Request can have many Requested Items (REQ → RITM)

A Request (REQ) is a container for multiple Requested Items (RITM).

When a user submits a catalog request, multiple items (such as a laptop and a phone) can be ordered in the same request.

Table Relationship: sc_request (Request) → sc_req_item (Requested Item) One Requested Item can have many Approvals (RITM → Approval) Some Requested Items (RITM) require approval before being fulfilled.

For example, a laptop purchase might need approvals from both the IT department and a manager.

Table Relationship: sc_req_item (Requested Item) → sysapproval_approver (Approval) One Requested Item can have many Catalog Tasks (RITM → SCTASK) A Requested Item (RITM) can generate multiple Catalog Tasks (SCTASK) for different fulfillment teams.

For example, if an employee requests a new laptop, one task might go to IT to set it up, while another goes to finance for cost approval.

Table Relationship: sc_req_item (Requested Item) → sc_task (Catalog Task) Incorrect Answers A . One Approval can have many Requests Approvals do not relate to multiple requests. Instead, a request may contain multiple approvals.

E . One Cart can have many Requests

The Cart is only a temporary storage of items before checkout. Once submitted, it generates a single Request (REQ), not multiple requests.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → "Understanding Service Catalog Tables and Relationships" ServiceNow Data Model → "Request, Requested Item, and Catalog Task Relationships"

NEW QUESTION # 203

What action will allow you to personalize layouts of columns in a list?

- A. Select the column to be personalized >ClickEdit icon (Penal) > Choose me options to personage

- B. Select the column to be personalized and right at the header > Choose the options to personalize
- C. Context Menu> View > Personalize
- D. ClickGear icon > Personalize window options > Select the appropriate columns

Answer: D

Explanation:

InServiceNow List Views, users can customize and personalize the displayed columns to fit their needs.

Open any list view (e.g., Incidents, Requests).

Click the Gear icon (#) in the top-right corner of the list.

The Personalize List Columns window appears.

Select or remove columns as needed.

Click Save to apply changes.

Steps to Personalize List Layout (Columns): This customization is user-specific, meaning it only affects the logged-in user's view.

B: Select the column to be personalized > Click Edit icon (Pencil) > Choose options to personalize No Edit icon (Pencil) for column customization exists in List Views.

C: Context Menu > View > Personalize

The Context Menu (right-click menu) allows you to filter or sort data but does not customize columns.

D: Select the column to be personalized and right-click the header > Choose options to personalize Right-clicking the column header provides sorting and grouping options, not full column customization.

Reference: ServiceNow CSA Documentation - Customizing List Views

ServiceNow Product Documentation - Personalizing List Layouts (<https://docs.servicenow.com>) Final answer: A. Click Gear icon > Personalize window options > Select the appropriate columns

NEW QUESTION # 204

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