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ServiceNow Certified System Administrator Sample Questions (Q517-Q522):

NEW QUESTION # 517
Which of the following protects applications by identifying and restricting access to available files and data?

- A. Access Control Rules
- B. Application Configuration
- C. Application Scope
- D. Verbose Log

Answer: C

NEW QUESTION # 518
What encryption feature is included in ServiceNow by default?

- A. Data in transit
- B. Data at rest
- C. Data in use

Answer: A

Explanation:
By default, ServiceNow encrypts data in transit using industry-standard Transport Layer Security (TLS) protocols. This ensures that any data transmitted between the client and the ServiceNow platform, or between ServiceNow and integrated systems, is encrypted and protected from interception or tampering.
While ServiceNow also offers options for data at rest encryption and customer-managed encryption keys, these features often require additional configuration or subscription services. Encryption of data in use (while data is being processed in memory) is a more advanced concept and not provided by default.
Thus, encryption of data in transit is the baseline encryption feature included automatically in all ServiceNow instances.
References:
ServiceNow Security Operations Documentation, Encryption section
ServiceNow Trust and Compliance Documentation
ServiceNow System Administrator Study Guide, Security Chapter
ServiceNow Docs: Security and Encryption

NEW QUESTION # 519
Which interface allows users to search articles, submit requests, and browse communication notices?

- A. Customer Service Management
- B. One Stop Shop
- C. Employee Self-Service
- D. Service Portal

Answer: D

Explanation:

A service portal is a centralized platform designed to provide users with self-service capabilities, including searching for articles (knowledge base), submitting requests (e.g., IT support tickets, HR inquiries), and browsing communication notices (announcements, updates). It acts as a single point of access for various services.

NEW QUESTION # 520
Refer to the exhibit.

An order from the Service Catalog has been placed. Two records in the Platform are created as a result. Which two records are associated with tins newly ordered item?
Choose 2 answers

- A. An Incident record
- B. A record of sc_task
- C. A change record
- D. A problem record
- E. A record of sc_req_llem table

Answer: B,E

Explanation:
When an item is ordered from the Service Catalog, two main records are created in ServiceNow:
sc_req_item (Requested Item - RITM) ☐
Represents each individual item in the order.
Tracks the approval process, fulfillment, and delivery for that specific item.
sc_task (Service Catalog Task - SCTASK) ☐
Used to assign work to different fulfillment teams (e.g., IT, HR).
A single sc_req_item may generate multiple sc_task records.
Example Scenario:
A user orders a MacBook Pro from the Service Catalog.
A Request (REQ#) is created.
A Requested Item (RITM#) is generated to track the MacBook order.
One or more Service Catalog Tasks (SCTASK#) are created for fulfillment (e.g., Procurement, Shipping).
Why Are Other Options Incorrect?
C . A change record ☐
Change records (chg_request) are created only if the catalog item is linked to Change Management, which is not always the case.
D . An Incident record ☐
Incidents (incident) are created for issues or break/fix cases, not for service requests.
E . A problem record ☐
Problem records (problem) are used for root cause analysis, not service catalog requests.
Reference:
ServiceNow CSA Documentation - Service Catalog & Request Fulfillment
ServiceNow Product Documentation - Request, RITM, and SCTASK Relationships (https://docs.servicenow.com)
☐ Final Answer: A, B (A record of sc_task, A record of sc_req_item table)

NEW QUESTION # 521
An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his

homepage when he logs in to the ServiceNow instance. What issue could explain this?
Choose 2 answers

- A. His user account does not Belong to any groups, which contain the ITIL role
- B. His user account Is not logged in properly
- C. His user account failed LDAP authentication
- D. His user account does not have ITIL role
- E. His user account was not approved by his manager

Answer: A,D

Explanation:
In ServiceNow, a user only sees modules and records they have permission for, based on roles and group memberships. If an IT user can only see Self-Service, it's likely because they lack the required roles for IT tasks.
Correct Answers
B . His user account does not belong to any groups that contain the ITIL role ☐ The ITIL role is assigned via user groups (e.g., "Service Desk," "IT Support").
If the user is not in an ITIL role group, they will not see IT-related modules.
D . His user account does not have the ITIL role ☐
The ITIL role (itil) is required to access Incidents, Changes, Tasks, and Service Catalog Management.
Without it, the user only sees Self-Service options (e.g., requesting services, reporting issues).
Incorrect Answer Choices
A . His user account failed LDAP authentication ☐
If LDAP authentication failed, the user would not be able to log in at all.
The issue here is role-based access, not authentication.
C . His user account was not approved by his manager ☐
User approval may be required for account creation, but it does not affect role permissions.
E . His user account is not logged in properly ☐
If the user was not logged in properly, they would not see any homepage at all.
The issue here is limited access due to missing roles.
Reference:
ServiceNow Documentation: User Roles and Permissions
ServiceNow Best Practices: Managing ITIL Roles and Groups

NEW QUESTION # 522
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