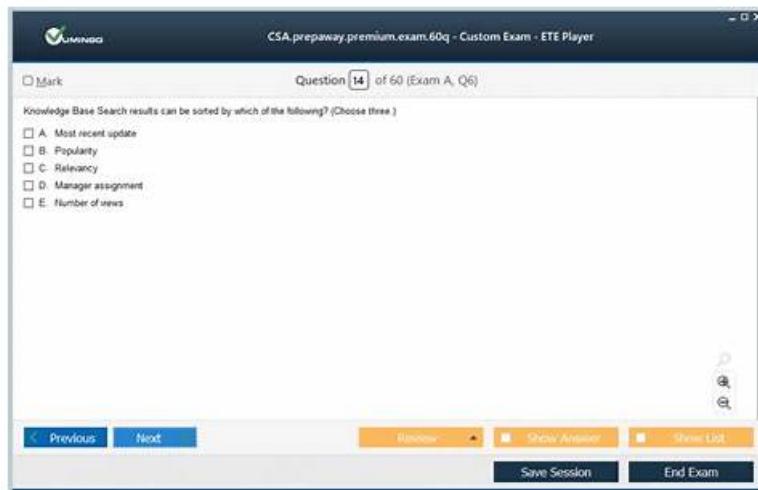


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## ServiceNow Certified System Administrator Sample Questions (Q492-Q497):

### NEW QUESTION # 492

In a Business Rule, which one of the following returns the sysid of the currently logged in user?

- A. g\_form.getUserSysID()
- B. g\_form.getUserID()
- **C. gs.getUserID()**
- D. gs.getIserSysID()

**Answer: C**

### NEW QUESTION # 493

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

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

**Answer: A,C,D,J**

Explanation:

On the Reports page in ServiceNow, different sections allow users to see which reports are visible to various audiences.

Why These Options Are Correct?

C: My reports

Displays reports created by the logged-in user.

These reports are private unless explicitly shared.

E: Dashboards

Dashboards consolidate multiple reports and make them visible to specific audiences.

Users can share dashboards with groups or individuals.

F: Global

Global reports are available to all users with reporting access.

These reports are not restricted to a specific user or group.

I: All

The "All" section lists every report the user has access to, including:

Personal reports

Shared reports

Global reports

Reports from dashboards

Why the Other Options Are Incorrect?

A: Group

There is no "Group" section in the Reports page.

However, reports can be shared with groups, but there is no direct "Group" view.

B: Department

Departments do not determine report visibility in the Reports page.

Report access is controlled by roles, users, and groups, not departments.

D: Team

Teams are not a standard report visibility category in ServiceNow.

Reports are shared at user, role, and global levels, not by "Team."

G: Admin

There is no "Admin" section in the Reports page.

However, Admins can access all reports via the "All" section.

H: Analytics

Analytics is a separate module in ServiceNow, primarily used for Performance Analytics (PA) and dashboards.

It is not a standard report visibility section.

J: Company

There is no "Company" section in the Reports page.

Reports can be shared at a global level, but not specifically by "Company."

ServiceNow Reports - Managing Visibility and Access

ServiceNow Reporting Guide - Sections of the Reports Page

ServiceNow Dashboards and Report Sharing Best Practices

References to Official Certified System Administrator (CSA) Documentation:

#### NEW QUESTION # 494

User records are stored in which table?

- A. User [sn\_user]
- B. User [sys\_user]
- C. User [u\_sys\_user]
- D. User [s\_user]

**Answer: B**

Explanation:

In ServiceNow, user records are stored in the sys\_user table. This table contains all user-related information such as username, email, department, roles, and active status.

sys\_user Table Structure:

Stores all user accounts in the system.

Contains fields like user\_name, email, first\_name, last\_name, and roles.

Administrators can manage users via User Administration > Users in the ServiceNow navigation panel.

B: User [sn\_user]- There is no such table named sn\_user in ServiceNow.

C: User [u\_sys\_user]- The u\_prefix indicates a custom table, which is not the default ServiceNow table.

D: User [s\_user]- This table does not exist in ServiceNow.

Reference: ServiceNow User Administration - sys\_user Table

**NEW QUESTION # 495**

There is a basic strategy when creating a Utils Script Include. Identify the step that does not belong.

- A. Create a class
- B. Script the function(s)
- C. Create a prototype object from the new class
- D. Identify the table

**Answer: D****NEW QUESTION # 496**

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. Roles
- C. UI Policies
- D. Assignment Rules

**Answer: B**

Explanation:

In ServiceNow, Roles are used to control access to Applications and Modules within the platform. A Role is a set of permissions that define what actions a user can perform and which records they can access.

Key Functions of Roles in Access Control:

Grant Access to Applications and Modules:

If a user does not have the required role, they cannot see or access an application/module.

Control Record-Level and Field-Level Access:

Some Access Control Rules (ACRs) depend on roles to permit or restrict data visibility.

Assign Multiple Roles to a User:

A user can have multiple roles based on job responsibilities.

Example Roles in ServiceNow:

admin - Full access to all system features.

itil - Can manage incidents, problems, and changes.

catalog\_admin - Manages the Service Catalog.

asset - Manages assets and CI records.

How to Assign Roles to Users:

Navigate to: All → Users and Groups → Users

Open a user record

Scroll to the Roles related list

Click Edit and add roles

Explanation of Incorrect Answers:

A . Access Control Rules - Incorrect.

Access Control Rules (ACRs) define record-level and field-level security, but they do not control access to applications and modules directly.

B . UI Policies - Incorrect.

UI Policies control the visibility and behavior of form fields, not module or application access.

#### D. Assignment Rules - Incorrect.

Assignment Rules automatically assign tasks (e.g., Incidents, Requests) to groups or users, but they do not control access.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Product Documentation → Roles and Permissions

ServiceNow CSA Study Guide → User and Role Management

ServiceNow Knowledge Base → Controlling Access to Applications and Modules

## NEW QUESTION # 497

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