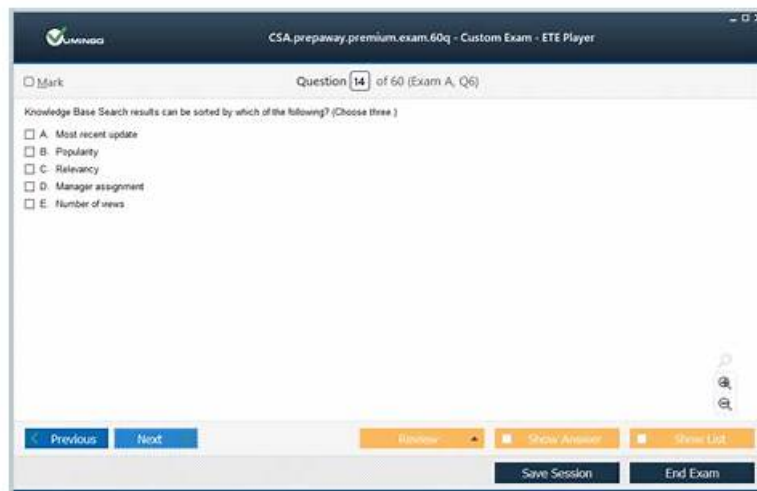


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## ServiceNow Certified System Administrator Sample Questions (Q492-Q497):

### 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 (ACLs) 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 (ACLs) 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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