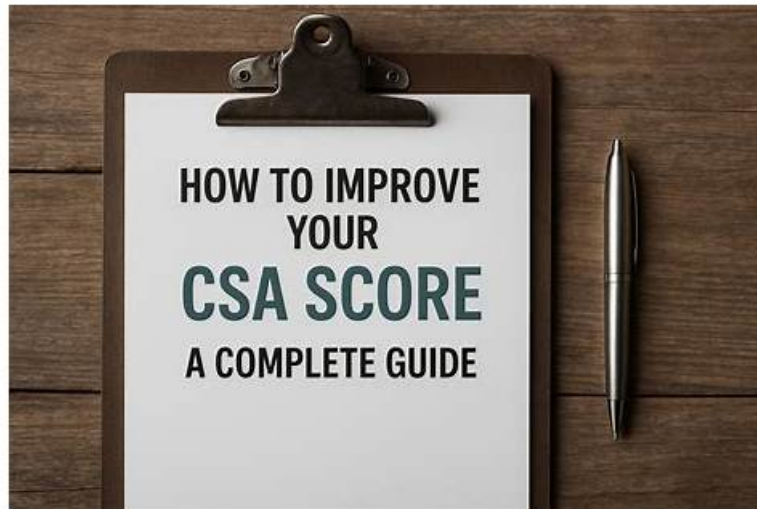


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ServiceNow Certified System Administrator Sample Questions (Q152-Q157):

NEW QUESTION # 152

Which is the most efficient way to move large amounts of data between instances?

- A. Update Sets
- B. Export to Data Package
- C. Export to XML
- D. Export to Zip

Answer: C

NEW QUESTION # 153

Which element is used to track items not saved with a field, in a record?

- A. Sidebar
- B. Dictionary
- **C. Activity formatter**
- D. List Editor

Answer: C

Explanation:

The Activity Formatter in ServiceNow is a UI element that tracks changes and updates made to a record, including actions not saved directly within a field.

Displays a timeline of record updates, including comments, work notes, and field changes.

Captures system-generated events (such as status changes).

Allows users to view historical activity on a record.

A: Sidebar- The sidebar provides quick access to navigation menus, but does not track unsaved field changes.

B: List Editor- The List Editor allows inline editing of records but does not track changes separately.

D: Dictionary- The Dictionary defines fields and tables but does not track changes made to records.

ServiceNow Activity Formatter

ServiceNow CSA Training Module: "Working with Activity Streams and Record History" Key Features of the Activity

Formatter: Why Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 154

Which technique is used to get information from a series of referenced fields from different tables?

- A. Record-Hopping
- B. Sys_ID Pulling
- C. Table-Walking
- **D. Dot-Walking**

Answer: D

Explanation:

Explanation/Reference:

NEW QUESTION # 155

What are three security modules often used by the System Administrator? (Choose three.)

- **A. System Security > High Security Settings**
- B. Utilities > Migrate Security
- **C. System Properties > Security**
- **D. System Security > Access Control (ACL)**
- E. Self-Service > My Access
- F. Password Management > Security Questions
- G. System Security > Security

Answer: A,C,D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_GeneralS

NEW QUESTION # 156

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal?

(Select all that apply) Select 2 Answers from the below options

- **A. Personal Identify Verification (PIV)**
- B. Domain Authentication Card (DAC)

- C. Extended Validation Access (EVA)
- **D. Common Access Card (CAC)**
- E. Organization Verification Card (OVC)

Answer: A,D

Explanation:

In ServiceNow, users can log into the Service Portal using certificate-based authentication methods. The two commonly supported methods are:

ACAC is a smart card issued by the U.S. Department of Defense (DoD).

It is used by military personnel, contractors, and government employees for secure authentication.

ServiceNow supports CAC authentication by integrating with external identity providers.

APIV cards are used by U.S. federal agencies for authentication.

It follows Federal Information Processing Standard (FIPS) 201 for identity verification.

ServiceNow allows users to log in using PIV authentication, ensuring secure access to government and enterprise systems.

1. Common Access Card (CAC) - (Correct Answer) 2. Personal Identity Verification (PIV) - (Correct Answer) Both CAC and PIV are widely recognized certificate-based authentication methods used in ServiceNow for secure user authentication.

They provide multi-factor authentication (MFA) and meet federal security standards.

Why "C. CAC" and "E. PIV" are the Correct Answers?

A: Extended Validation Access (EVA) - Incorrect

No such authentication method exists in ServiceNow. Extended Validation (EV) certificates are used for website security, not user authentication.

B: Organization Verification Card (OVC) - Incorrect

Not a recognized ServiceNow authentication method.

D: Domain Authentication Card (DAC) - Incorrect

No such authentication method exists in ServiceNow.

Explanation of Incorrect Options:

ServiceNow Docs: Common Access Card (CAC) Authentication

ServiceNow Docs: Personal Identity Verification (PIV) Authentication

ServiceNow CSA Study Guide - Authentication Methods in ServiceNow

References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 157

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