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ServiceNow Certified System Administrator Sample Questions (Q70-Q75):

NEW QUESTION #70

Your company is giving all first line workers a special T-shirt as a recognition for their hard work.

Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- B. Create Catalog Item and use the Not Available list to specify the Manager Group
- C. Create Record Producer and use the Available For list to specify First Line [sn first line] role
- D. Create Order Guide and use the User Criteria list to specify First Line [sn first line] role

Answer: C

Explanation:

In ServiceNow,Record Producersallow users to create records in tables through a user-friendly interface in the Service Catalog. Since the goal is to enable only first-line workersto order the T-shirt, we need to control access based on their role.

ARecord Producerin the Service Catalog is the best way to gather user input (size, color, etc.) and create a new order record in the system.

The "Available For" list allows administrators to restrict access to specificusers or roles.

The First Line [sn first line] role is explicitly designed to include only first-line workers while excluding managers.

Why is Option A Correct? Why Are the Other Options Incorrect? B. Create Catalog Item and use the Not Available list to specify the Manager Group Catalog Itemsare valid for this use case but using the "Not Available For" list is a less effective approach.

If newmanager rolesorgroups are added in the future, this method won't automatically exclude them.

It's better to explicitly define who can access the item rather than relying on exclusions.

C: Create Catalog Item and use the Available For list to specify ITIL [itil] role TheITIL role stypically assigned to Service Desk personnel and IT staff,not first-line workers.

This approach would allow many unintended users to request the T-shirt.

D: Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role Order Guidesare used to bundle multiple catalog items and guide users through a complex ordering process.

Since this scenario only involves a single item (T-shirt request), using an Order Guide is unnecessary.

ServiceNow Service Catalog Management - Record Producers

ServiceNow User Criteria and Access Control Best Practices

ServiceNow CSA Guide - Managing Roles and Access Restrictions

References to Official Certified System Administrator (CSA) Documentation:

NEW QUESTION #71

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?



- A. The manager does not have the itil role.
- B. The Assignment Group manager field is empty.
- C. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- D. The manager is not a member of the Service Desk group.
- E. The manager is not a member of the Network and Hardware groups.

Answer: D

NEW QUESTION #72

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes on the client and a Business Rule executes on the
- B. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated
- C. A Client Script executes on the server and a Business Rule executes on the client
- D. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded

Answer: A

Which application is used primarily to load data into ServiceNow?

- A. Import Management
- B. System Import Sets
- C. Data Import Configuration
- D. Import Hub

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-

NEW QUESTION #74

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

Answer: A,C,D

Explanation:

In the Service Now 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.

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

ARequest (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)

SomeRequested 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) ARequested Item (RITM)can generate multipleCatalog 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)

Breakdown of Correct Answers:Incorrect Answers Explanation: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 Cartis only a temporary storage of items before checkout. Once submitted, it generates a single Request (REQ), not multiple requests.

ServiceNow Product Documentation# "Understanding Service Catalog Tables and Relationships" ServiceNow Data Model# "Request, Requested Item, and Catalog Task Relationships" References from Certified System Administrator (CSA) Documentation:

NEW QUESTION #75

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