

ServiceNow Administration Fundamentals On Demand Practice Test (Sample)

Study Guide



Everything you need from our exam experts!

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 - 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

- 1. Why is the List Layout important in ServiceNow?**
 - A. It is the only way to create tables**
 - B. It affects all users' views of list data**
 - C. It allows tagging of records**
 - D. It provides copying options for records**
- 2. What is meant by a 'production instance' in ServiceNow?**
 - A. An instance used for testing configurations**
 - B. Where employees perform their work**
 - C. An instance available for developers only**
 - D. An instance without any customizations**
- 3. What is a key functionality of ServiceNow Discovery?**
 - A. Calculating project costs**
 - B. Preventing unauthorized access**
 - C. Automating the recovery of lost data**
 - D. Identifying network devices and their attributes**
- 4. Which user action is NOT typically available in the Employee Center?**
 - A. Browsing Knowledge Bases**
 - B. Managing service incidents**
 - C. Creating and viewing tasks**
 - D. Conducting security compliance reviews**
- 5. Which of the following is a valid operation defined by CRUD?**
 - A. Manage**
 - B. Delete**
 - C. Excel**
 - D. Control**

- 6. What three tabs are necessary for configuring an email notification?**
- A. When to receive, Where to send, What to attach**
 - B. When to send, Who will receive, What it will contain**
 - C. Why to send, Who to send, What subject line**
 - D. How to send, When to send, What records**
- 7. What are the three key tables in the CMDB?**
- A. Base CMDB, CI Data, Relationships**
 - B. Base Configuration Item, Configuration Item, CI Relationship**
 - C. Config Items, CI Definitions, Relationship Tables**
 - D. System Configuration, Data Models, Change Logs**
- 8. What do Views provide in ServiceNow?**
- A. Specific fields or columns to support different work activities**
 - B. A means to configure user access**
 - C. A method to manage user notifications**
 - D. A way to enhance system security**
- 9. Which best describes Records in terms of tables?**
- A. They are similar to fields**
 - B. They correspond to rows in a table**
 - C. They define the structure of a table**
 - D. They are used to index tables**
- 10. What role can impersonate the 'security_admin' role?**
- A. Any user**
 - B. Only user admins**
 - C. Only users with elevated privileges**
 - D. No one**

Answers

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1. B
2. B
3. D
4. D
5. B
6. B
7. B
8. A
9. B
10. B

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Explanations

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1. Why is the List Layout important in ServiceNow?

- A. It is the only way to create tables
- B. It affects all users' views of list data**
- C. It allows tagging of records
- D. It provides copying options for records

The importance of the List Layout in ServiceNow lies in how it affects every user's interaction with list data. The List Layout determines which fields are displayed when users view records in a list format, influencing their ability to see relevant information quickly and efficiently. This customization can enhance user experience by ensuring that essential data is readily available, thereby improving navigation and decision-making processes. While there are other functionalities related to managing records, the central role of the List Layout in shaping the standard view across the platform is what underscores its significance. The ability to modify this layout directly impacts all users, making it critical for administrators to configure it properly according to the organization's needs.

2. What is meant by a 'production instance' in ServiceNow?

- A. An instance used for testing configurations
- B. Where employees perform their work**
- C. An instance available for developers only
- D. An instance without any customizations

A production instance in ServiceNow refers to the environment where business-critical applications and processes are executed. This environment is primarily used by the organization's employees to perform their day-to-day work, handle transactions, manage workflows, and access the necessary data to meet operational needs. The term emphasizes that this instance is live and serves the actual business, as opposed to being a test or development environment. In contrast, an instance used for testing configurations implies an isolated space where new features or changes can be assessed without impacting the operational integrity of the production instance. An instance available for developers only suggests a focus on development activities, which would not participate in regular business operations. Lastly, an instance without any customizations would typically be a vanilla or out-of-the-box environment, which is not suitable for ongoing business activities that require tailored functionalities to meet specific organizational requirements. Thus, the characterization of a production instance being where employees perform their work highlights its critical role in the overall operational framework of an organization.

3. What is a key functionality of ServiceNow Discovery?

- A. Calculating project costs
- B. Preventing unauthorized access
- C. Automating the recovery of lost data
- D. Identifying network devices and their attributes**

ServiceNow Discovery plays a crucial role in the IT asset management ecosystem by identifying network devices and their attributes. This functionality allows organizations to create a comprehensive and up-to-date inventory of all hardware and software assets within their environment. By utilizing the Discovery tool, administrators can automatically map the relationships between different devices and services, enabling a better understanding of the IT landscape. This automatic identification is vital for maintaining accurate configuration management databases (CMDB), optimizing resource usage, and ensuring that all entities are recognized and monitored. Accurate data gathered through Discovery is foundational for further processes, such as incident management, problem management, and change management, which rely on a well-maintained CMDB to function effectively. This functionality stands out as a significant advantage, especially for organizations that operate in complex environments where manual inventory updates would be both time-consuming and prone to errors.

4. Which user action is NOT typically available in the Employee Center?

- A. Browsing Knowledge Bases
- B. Managing service incidents
- C. Creating and viewing tasks
- D. Conducting security compliance reviews**

The correct choice highlights an action that is not typically associated with the Employee Center. In the context of ServiceNow's Employee Center, users primarily access it for their immediate service-related needs such as browsing knowledge bases, managing service incidents, and creating and viewing tasks. The Employee Center is designed to facilitate user engagement with HR services, IT support, and other employee-related functions, providing a streamlined interface for easy navigation and task management. Actions like browsing knowledge bases help employees find answers to common questions, managing service incidents allows for reporting and tracking issues, and creating or viewing tasks supports workflow and productivity within their roles. On the other hand, conducting security compliance reviews is generally a more specialized action involving security management, typically reserved for users with specific privileges or roles within the organization. Such activities might be performed within a different module or platform designed for security oversight and compliance monitoring, rather than in the Employee Center, which focuses on employee service interactions.

5. Which of the following is a valid operation defined by CRUD?

- A. Manage**
- B. Delete**
- C. Excel**
- D. Control**

The operation defined by CRUD, which stands for Create, Read, Update, and Delete, includes "Delete," making it a valid choice. CRUD operations are foundational to interacting with databases and data management in software applications. "Delete," specifically, refers to the action of removing data from a database. This operation is crucial as it allows users and systems to manage data effectively by ensuring outdated or unnecessary information is no longer retained. In structured data environments, such as those used in ServiceNow, being able to delete records is essential for maintaining accurate and relevant data. In contrast, the other options do not fit the CRUD framework. For example, "Manage" implies a broader set of operations instead of the specific actions defined by CRUD. "Excel" is related to spreadsheet software and data manipulation outside the scope of CRUD's definition. "Control" also suggests a level of governance or regulatory action, which doesn't align with the specific and defined operations of Create, Read, Update, and Delete.

6. What three tabs are necessary for configuring an email notification?

- A. When to receive, Where to send, What to attach**
- B. When to send, Who will receive, What it will contain**
- C. Why to send, Who to send, What subject line**
- D. How to send, When to send, What records**

The components of configuring an email notification in ServiceNow focus on the timing, audience, and content of the message. The correct answer emphasizes three essential aspects: when the notification should be sent, who the recipients will be, and what the message will include. Timing is crucial, as notifications must be triggered at appropriate moments to ensure relevance and effectiveness, whether that be based on record updates, workflows, or other conditions. Identifying the recipients is equally vital as it determines who will receive the information and how it impacts different stakeholders. Lastly, the content of the notification outlines the information being communicated, which should be clear, concise, and relevant to the recipients' needs. Together, these three aspects ensure that notifications are sent purposefully, reach the right audience, and convey the necessary information, making them essential elements in the notification configuration process within ServiceNow.

7. What are the three key tables in the CMDB?

- A. Base CMDB, CI Data, Relationships
- B. Base Configuration Item, Configuration Item, CI Relationship**
- C. Config Items, CI Definitions, Relationship Tables
- D. System Configuration, Data Models, Change Logs

The three key tables in the Configuration Management Database (CMDB) are indeed the Base Configuration Item, Configuration Item, and CI Relationship. The Base Configuration Item table serves as the foundational structure for all configuration items (CIs) in the CMDB. It defines what a CI is and what attributes it has, effectively providing the schema for how CIs are characterized within the system. The Configuration Item table is where individual instances of CIs are stored, allowing for the tracking and management of each CI's status, attributes, and lifecycle. This table allows an organization to manage its IT assets and services effectively. The CI Relationship table is crucial because it contains the relationships between different configuration items. Understanding these relationships is pivotal for impact analysis, change management, and overall service management, as it enables the identification of how changes to one CI may affect others in the infrastructure. This combination of tables forms the backbone of the CMDB, allowing organizations to maintain a comprehensive overview of their IT environment and ensure effective configuration management practices.

8. What do Views provide in ServiceNow?

- A. Specific fields or columns to support different work activities**
- B. A means to configure user access
- C. A method to manage user notifications
- D. A way to enhance system security

Views in ServiceNow serve as a powerful tool that allows users to display specific fields or columns tailored to different work activities. This customization enables users to focus on the information that is most relevant to their tasks, improving productivity and efficiency. For instance, a view can show different fields for IT support staff compared to those required by a sales team, ensuring that each team has access to the data they need without cluttering their interface with unnecessary information. By tailoring the visibility of fields or columns, views enhance the overall user experience and streamline workflows. This targeted display of information can significantly help in various scenarios, such as when agents need to interact with tickets or when stakeholders need to analyze reports. The flexibility offered by views allows organizations to adapt the ServiceNow platform to the unique requirements of different departments and roles, ultimately supporting better decision-making and operational effectiveness.

9. Which best describes Records in terms of tables?

- A. They are similar to fields
- B. They correspond to rows in a table**
- C. They define the structure of a table
- D. They are used to index tables

Records in the context of tables are best understood as individual entries or instances within a table. Each record corresponds to a unique row in the table, where each row contains data pertaining to a specific entity or instance of that entity. For example, in a table that stores information about users, each user would have their own record representing their specific details, such as name, email, and role. This representation as rows is crucial for database organization. It allows for the systematic storage of data, where each record can be independently accessed, modified, or queried, making data management efficient. The structure of tables, comprised of fields (columns) and records (rows), enables a relational database management system to effectively retrieve and manipulate large amounts of data. The other options do not accurately reflect the essence of what a record represents. Fields refer to the columns in a table that define the attributes of the data, while the definition of the structure of a table pertains to its schema rather than individual records. Indexing relates to improving the speed of data retrieval, but it is a separate operation from the concept of what records inherently are within a table.

10. What role can impersonate the 'security_admin' role?

- A. Any user
- B. Only user admins**
- C. Only users with elevated privileges
- D. No one

The role that can impersonate the 'security_admin' role is specifically designed to ensure that only those with the appropriate level of authority can assume this sensitive function. User admins possess the necessary permissions to manage user roles and security settings effectively. This capability allows user admins to test or troubleshoot security settings without directly modifying them. Impersonation of roles like 'security_admin' is typically restricted to maintain security integrity and prevent unauthorized access to sensitive administrative features. While some elevated privileges could potentially allow other roles to access certain functions, only user admins are specifically granted the authority to impersonate the 'security_admin' role. This restriction ensures a controlled environment where only adequately trained personnel can interact with security-related functions, thereby reducing the risk of mistakenly exposing critical configurations or data.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://servicenowadminfundondemand.examzify.com>

We wish you the very best on your exam journey. You've got this!