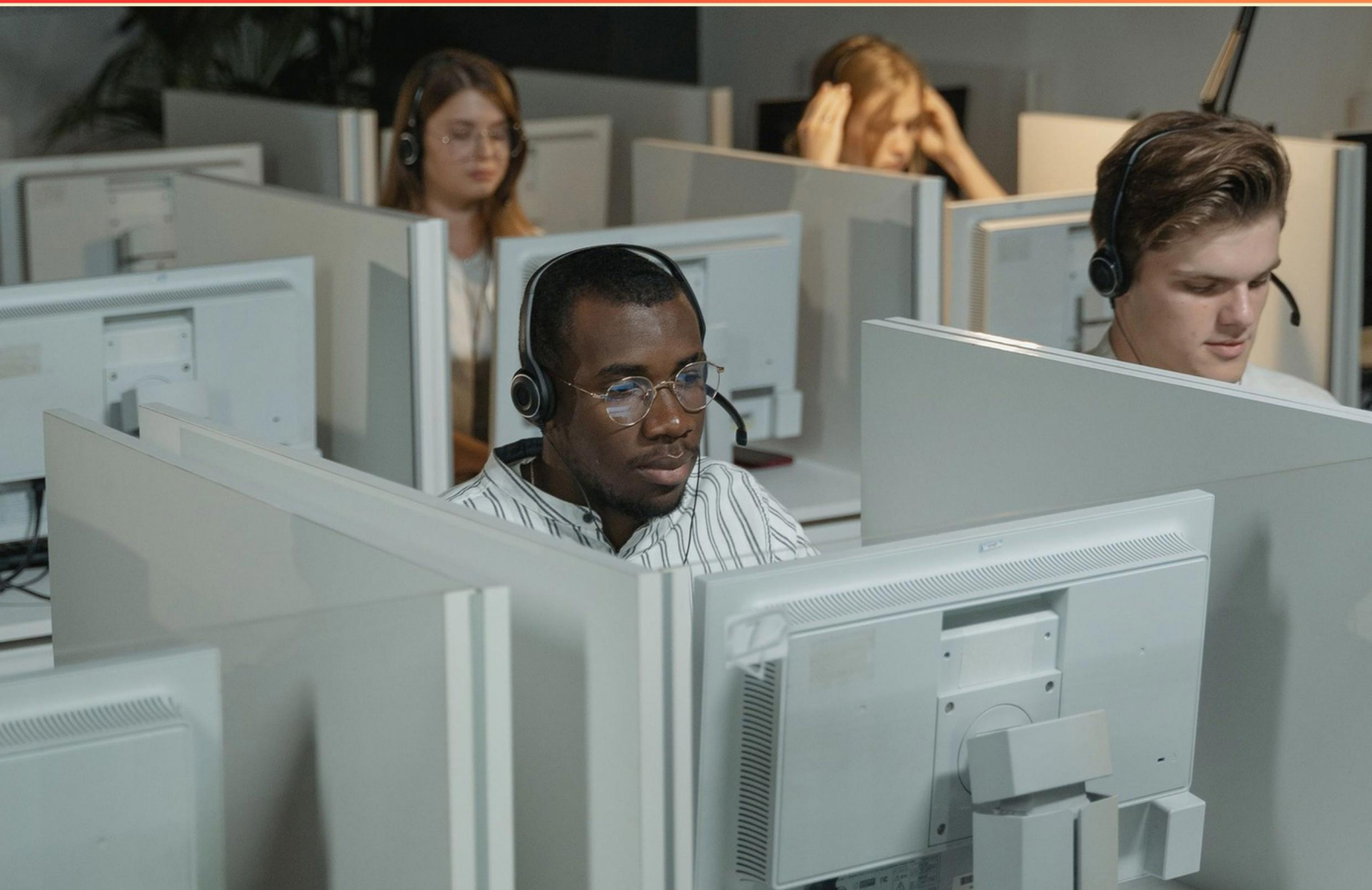


SERVICENOW ADMINISTRATION FUNDAMENTALS ON DEMAND PRACTICE TEST (SAMPLE)

STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

**VISIT US ONLINE FOR
THE FULL VERSION STUDY GUIDE**

<https://servicenowadminfundondemand.examzify.com>



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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

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- 1. What type of portal is also referred to as the Consumer Service portal?**
 - A. Customer Service Portal
 - B. Community Portal
 - C. Knowledge Management Portal
 - D. Record Producer Portal
- 2. Which role can delegated developers possess in ServiceNow?**
 - A. Full administrative access
 - B. Read-only access
 - C. Delegated-development-specific roles
 - D. No specific permissions
- 3. What does ServiceNow Service Mapping do?**
 - A. Models the financial implications of CIs
 - B. Discovers and models relationships between CIs
 - C. Manages incidents related to CIs
 - D. Assesses the performance of CIs
- 4. What unique identifier is associated with all custom applications in ServiceNow?**
 - A. Public Scope
 - B. Private Scope
 - C. Global Scope
 - D. Shared Scope
- 5. What does application scoping protect in ServiceNow?**
 - A. System data and user details
 - B. Applications, artifacts, and data access
 - C. User interface and dashboard elements
 - D. Global settings and configurations
- 6. What types of data are Fields used to represent?**
 - A. Large datasets and summaries
 - B. Individual pieces of data within a record
 - C. Entire database tables
 - D. External database connections

- 7. How many knowledge bases can a single article be associated with in ServiceNow?**
- A. Multiple knowledge bases
 - B. Three knowledge bases
 - C. One knowledge base
 - D. No limitations on knowledge bases
- 8. What type of instance is specifically designed for testing changes before moving into production?**
- A. Non-production development instance
 - B. Production instance
 - C. Non-production test instance
 - D. Personal Developer Instance (PDI)
- 9. What is the primary focus of the Requester persona in the ServiceNow Platform?**
- A. Manage complex ITIL processes
 - B. Access approval workflows
 - C. Submit and manage their own requests
 - D. Control system administration tasks
- 10. Which encryption method is prioritized for securing data during transit in ServiceNow?**
- A. Full-Disk Encryption
 - B. Column-Level Encryption
 - C. Encryption in Transit
 - D. Data Masking

Answers

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

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Explanations

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1. What type of portal is also referred to as the Consumer Service portal?

- A. Customer Service Portal**
- B. Community Portal
- C. Knowledge Management Portal
- D. Record Producer Portal

The term "Consumer Service Portal" specifically refers to the Customer Service Portal, which is designed to provide users with access to support and self-service functionalities related to products or services offered by a company. This portal enables customers to find solutions, submit requests, and track their service interactions, making it a crucial interface for enhancing customer experience. Unlike community portals, which focus on fostering collaboration and discussion among users, or knowledge management portals that aim to organize and deliver knowledge articles, the Customer Service Portal is centered on direct service support and resolution. Record Producer Portals are specifically designed for creating records within the ServiceNow platform but do not encompass the broader consumer service aspects that the Customer Service Portal offers. Therefore, the designation of the Customer Service Portal as the Consumer Service Portal highlights its role in servicing customer needs and facilitating efficient interaction between the service provider and the consumers.

2. Which role can delegated developers possess in ServiceNow?

- A. Full administrative access
- B. Read-only access
- C. Delegated-development-specific roles**
- D. No specific permissions

Delegated developers in ServiceNow are assigned specific roles that allow them to create and modify applications without granting them full administrative access to the entire ServiceNow instance. This is crucial because it ensures that while delegated developers have the ability to work on applications, they do not have unrestricted access to all settings and configurations that could impact the overall environment. The delegated-development-specific roles typically include permissions tailored to facilitate application development while maintaining a level of control over the broader system functions. These roles help organizations streamline their development processes by enabling subject matter experts or team members to contribute effectively without compromising system security or integrity. In contrast, options such as full administrative access or read-only access would either grant too much control or restrict the developer's ability to perform necessary tasks for application development. Furthermore, having no specific permissions would render the role ineffective, as developers would lack the necessary access to perform their duties.

3. What does ServiceNow Service Mapping do?

- A. Models the financial implications of CIs
- B. Discovers and models relationships between CIs**
- C. Manages incidents related to CIs
- D. Assesses the performance of CIs

ServiceNow Service Mapping primarily focuses on discovering and modeling relationships between Configuration Items (CIs) within an organization's infrastructure. This process helps in creating an accurate and comprehensive map of how different CIs interact and depend on one another. By visualizing these relationships, organizations can better understand the operational impact of their CIs, which in turn aids in incident management, change management, and overall IT service management. The capability to model these relationships is crucial for identifying how disruptions in one element (for example, a server) can affect other services or applications dependent on it. This understanding is vital for effective response strategies when managing incidents or planning changes. By having a detailed view of interdependencies, IT teams can prioritize issues and manage resources more effectively, enhancing organizational efficiency and service reliability.

4. What unique identifier is associated with all custom applications in ServiceNow?

- A. Public Scope
- B. Private Scope**
- C. Global Scope
- D. Shared Scope

In ServiceNow, custom applications are organized and categorized based on scope to ensure that the elements within those applications do not conflict with others. The unique identifier associated with all custom applications is the Private Scope. This means that when a custom application is created within a private scope, its components—such as tables, scripts, and other resources—are isolated from other applications, including those from the global scope. This prevents possible naming conflicts and ensures that developers have a designated space to work without interference from other applications. The Private Scope allows developers to maintain a clear structure and organization of custom applications, ensuring that they can be managed and maintained independently. This is particularly beneficial for development teams working on multiple applications or in situations where the applications may have varying requirements. The other concepts of Public, Global, and Shared Scopes serve different purposes, but they do not specifically apply to the unique identifier for all custom applications. Public Scope is used for applications that should be accessible to all other scopes, Global Scope pertains to resources available system-wide, and Shared Scope allows components to be used across multiple applications but is distinct from the organization of an individual application within its own isolated space.

5. What does application scoping protect in ServiceNow?

- A. System data and user details
- B. Applications, artifacts, and data access**
- C. User interface and dashboard elements
- D. Global settings and configurations

Application scoping in ServiceNow is essential for ensuring that applications, artifacts, and data access are properly managed and protected. When an application is scoped, it creates a boundary within which certain features and capabilities operate. This means that the application will only have access to its own data and artifacts, preventing it from unintentionally affecting or exposing data from other applications or the core platform. By configuring application scopes, ServiceNow enables developers to encapsulate their applications and restrict access to only those components that are necessary for operation, effectively reducing the risk of data leakage or conflicts between different applications. Each scoped application is isolated, which helps maintain the integrity of the platform and allows for the creation of more secure and modular applications. Regarding the other options, system data and user details are more related to the overall security mechanisms of ServiceNow rather than specific to application scoping. User interface and dashboard elements can vary widely and aren't solely protected by application scopes. Global settings and configurations refer to the more general settings that apply across the platform, which might not be constrained by application boundaries. Therefore, the focus of application scoping is clearly on applications, artifacts, and managing data access specifically.

6. What types of data are Fields used to represent?

- A. Large datasets and summaries
- B. Individual pieces of data within a record**
- C. Entire database tables
- D. External database connections

Fields in ServiceNow are specifically designed to represent individual pieces of data within a record. Each field corresponds to a particular attribute of a record, allowing for the storage and management of discrete data points. For instance, in an incident record, fields may hold values like the incident number, description, priority, and status. This structured arrangement enables users to easily organize, retrieve, and manipulate specific information related to the record. The focus is on single, specific elements of data as opposed to larger aggregates or groupings, like entire dataset summaries or database tables. Therefore, the option that mentions individual pieces of data aligns perfectly with the primary function of fields in the ServiceNow platform.

7. How many knowledge bases can a single article be associated with in ServiceNow?

- A. Multiple knowledge bases
- B. Three knowledge bases
- C. One knowledge base**
- D. No limitations on knowledge bases

In ServiceNow, a single knowledge article can be associated with only one knowledge base at a time. This design helps maintain clarity and ensures that each article is relevant to the specific audience or context of that knowledge base. When creating or editing a knowledge article, the administrator or knowledge manager must select the appropriate knowledge base it should belong to. This limitation facilitates better content management and organization, allowing users to find relevant articles within their specific knowledge domains without confusion. The option mentioning "multiple knowledge bases" suggests that an article could span across several knowledge areas, which could lead to ambiguity about the specifics of the information. The choice indicating "three knowledge bases" is a misrepresentation of ServiceNow's functionality; the platform does not offer a predefined limit of three. Lastly, stating that there are "no limitations on knowledge bases" implies that articles could be linked freely among all knowledge bases, which contradicts the designed structure of knowledge management in ServiceNow. Thus, the correct understanding is that each article is tied to a single knowledge base to promote better categorization and user navigation.

8. What type of instance is specifically designed for testing changes before moving into production?

- A. Non-production development instance
- B. Production instance
- C. Non-production test instance**
- D. Personal Developer Instance (PDI)

A non-production test instance is specifically designed for testing changes before they are moved into a production environment. This type of instance allows developers and administrators to verify updates, run tests, and experiment with configurations in a controlled setting that replicates the production environment without affecting live data or processes. Testing changes in a non-production test instance helps identify any potential issues and mitigates risks associated with deployments. This ensures that when changes are finally moved to production, they have been adequately vetted and are less likely to introduce problems that could disrupt business operations. Other types of instances, such as non-production development instances or personal developer instances (PDIs), may be used for similar purposes but are not as specifically tailored for testing changes. A production instance, on the other hand, is where live operations occur and should not be used for testing changes due to the risk of disrupting services or impacting users.

9. What is the primary focus of the Requester persona in the ServiceNow Platform?

- A. Manage complex ITIL processes
- B. Access approval workflows
- C. Submit and manage their own requests**
- D. Control system administration tasks

The primary focus of the Requester persona in the ServiceNow Platform is to submit and manage their own requests. This persona encompasses users who interact with the ServiceNow system to request services, products, or information relevant to their needs within the organization. Requesters utilize the self-service portal to create requests and track the status of those requests from initiation to fulfillment. This function is crucial because it empowers users to take control of their own service needs, enhancing efficiency and reducing the burden on IT support teams. Other roles within the platform, such as those involved in system administration, ITIL processes, or managing approval workflows, serve different functions and are not the primary focus of the Requester persona. The emphasis here is on providing an accessible and user-friendly experience for individuals seeking to fulfill their service requests, making option C the correct answer.

10. Which encryption method is prioritized for securing data during transit in ServiceNow?

- A. Full-Disk Encryption
- B. Column-Level Encryption
- C. Encryption in Transit**
- D. Data Masking

The encryption method prioritized for securing data during transit in ServiceNow is Encryption in Transit. This approach specifically addresses the vulnerability of data while it is being transferred over networks. Utilizing protocols such as TLS (Transport Layer Security), Encryption in Transit ensures that data packets are encrypted as they move between the client and the server, significantly reducing the risk of interception or unauthorized access during transmission. By focusing on Encryption in Transit, ServiceNow safeguards sensitive information such as user credentials, personal data, and important business transactions from potential threats that could compromise data integrity and confidentiality while traveling across the network. This method is fundamental for compliance with data protection regulations and standards that mandate secure communication practices. In contrast, Full-Disk Encryption is concerned with securing data at rest on a storage medium, Column-Level Encryption deals with specific pieces of data within a database, and Data Masking is primarily utilized for obscuring sensitive information during development or testing, rather than securing it during transmission. Each of these methods serves its specific purpose but does not provide the same level of protection for data in transit as Encryption in Transit does.

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!

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