ServiceNow Certified System Administration Practice (Sample)

Study Guide

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Questions

1. **In ServiceNow, what is the term for a set of instructions that run on the server side?**

   A. Client Script

   B. Business Rule

   C. Data Policy

   D. User Script

2. **In ServiceNow, what is the outcome when a request is canceled?**

   A. It is deleted from the system

   B. It is moved to the fulfillment stage

   C. The workflow is terminated

   D. All related tasks are automatically assigned

3. **Which component of ServiceNow workflows helps in notifying users of changes or updates?**

   A. Tasks

   B. Notifications

   C. Approvals

   D. Timers

4. **What are the two base tables used in ServiceNow?**

   A. cmdb_ci and cmdb_rel_ci

   B. sys_user and cmdb_ci

   C. task and incident

   D. cmdb_ci and incident

5. **How are users related to roles and groups?**

   A. Users can belong to multiple roles and groups

   B. Users are assigned roles based on department only

   C. Users can only belong to one role

   D. Users are not related to roles

6. **Which syntax is used to return items that equal a given phrase in ServiceNow?**

    A. sys_script

    B. sys_script_table

    C. sys_table_script

    D. equal(sys_script)

7. **What application is available to all users in ServiceNow?**

    A. Self-Service

    B. Incident Management

    C. Change Management

    D. Knowledge Management

8. **Which of the following is NOT a type of standard report available in ServiceNow?**

    A. Pie Chart

    B. Bar Chart

    C. Calendar

    D. Flow Chart

9. **What is the best practice for managing users, groups, and roles?**

    A. Assign users to groups, map roles to users directly

    B. Assign users to groups, map roles to groups, apply general roles to small groups

    C. Assign users to roles only

    D. Leave groups unassigned to simplify management

10. **Which three components are essential in building a workflow in ServiceNow?**

    A. Approvals, Notifications, Tasks

    B. Triggers, Actions, States

    C. Users, Groups, Roles

    D. Records, Forms, Applications

Answers

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

Explanations

1. In ServiceNow, what is the term for a set of instructions that run on the server side?

A. Client Script

B. Business Rule

C. Data Policy

D. User Script

The correct term for a set of instructions that run on the server side in ServiceNow is indeed Business Rule. Business Rules are essential in ServiceNow as they are used to automate processes, enforce security, and manage workflows. They execute in response to database operations like insert, update, or delete actions. Since Business Rules perform their tasks on the server, they can interact directly with the database, allowing for significant modifications and validations of data in a controlled manner. Client Scripts, on the other hand, are run on the client side (typically within the user's browser) and are primarily used for user interface interactions. Data Policies focus on data validations and are more about data integrity and compliance, primarily working on record submissions without the same operational capabilities as Business Rules. User Scripts are not standard terminology within ServiceNow setup; they may refer to various user-defined scripts but do not encapsulate a formal function like Business Rules do.

2. In ServiceNow, what is the outcome when a request is canceled?

A. It is deleted from the system

B. It is moved to the fulfillment stage

C. The workflow is terminated

D. All related tasks are automatically assigned

When a request is canceled in ServiceNow, the primary outcome is that the workflow associated with that request is terminated. This means that any ongoing business processes that were initiated by the request will be halted, and no further actions will be taken regarding that request. Terminating the workflow ensures that resources are not wasted on processing a request that is no longer relevant. In terms of the other choices, deleting the request from the system is not accurate because cancelation does not remove the request; it merely stops its progression. Moving the request to the fulfillment stage also does not apply, as the purpose of canceling is to cease all related activities. Lastly, while tasks may exist that were generated from the request, they are not automatically assigned just because the request itself was canceled; instead, they might be marked as canceled or left in their current state depending on the specific configuration and business rules within the instance. This differentiation emphasizes the specific function of workflow management in handling canceled requests effectively.

3. Which component of ServiceNow workflows helps in notifying users of changes or updates?

A. Tasks

B. Notifications

C. Approvals

D. Timers

The component of ServiceNow workflows that is specifically designed to notify users of changes or updates is notifications. Notifications are crucial for ensuring that users are kept informed about important changes and can take necessary actions in a timely manner. This feature encompasses various forms of communication, such as emails or alerts within the ServiceNow platform, allowing stakeholders to stay updated without having to constantly monitor the system. In the context of workflows, notifications can be triggered by specific events, such as when a record is updated, a task is assigned, or a particular condition is met. This proactive approach enhances the overall user experience and operational efficiency, as it helps users respond to updates effectively. While tasks, approvals, and timers play important roles in managing workflow processes, they are not inherently focused on communication. Tasks involve actions that need to be performed, approvals require user consent for progressing with workflows, and timers are utilized to manage timing-related functions, such as delays or scheduling.

4. What are the two base tables used in ServiceNow?

A. cmdb_ci and cmdb_rel_ci

B. sys_user and cmdb_ci

C. task and incident

D. cmdb_ci and incident

The correct choice highlights the key tables that form the foundation of Configuration Management Database (CMDB) functionalities within ServiceNow. The cmdb_ci table is essential as it stores configuration items (CIs), which are the fundamental entities managed in CMDB, such as servers, applications, and network devices. cmdb_rel_ci, on the other hand, captures the relationships between these CIs, detailing how they interact with one another. This relationship mapping is crucial for understanding the dependencies and impact of changes within IT environments. In contrast, the other options, while they contain important tables, do not represent the primary base tables utilized specifically for CMDB purposes. For instance, the sys_user table is vital for user management, whereas the task and incident tables are part of the broader IT Service Management (ITSM) framework. However, they do not directly pertain to CMDB functionalities like the chosen answer. Therefore, focusing on cmdb_ci and cmdb_rel_ci underscores the essence of managing configuration items and their interrelations in ServiceNow.

5. How are users related to roles and groups?

A. Users can belong to multiple roles and groups

B. Users are assigned roles based on department only

C. Users can only belong to one role

D. Users are not related to roles

Users can belong to multiple roles and groups within ServiceNow, allowing for greater flexibility in access management and permissions control. By being part of various roles, users can inherit different sets of capabilities that correspond to their job functions or responsibilities. This multi-role assignment helps to ensure that users have access to the resources they need without being over-privileged. Groups also play a crucial role in managing access rights. Users can be part of multiple groups, and each group may have its own set of roles assigned. This hierarchy allows organizations to streamline role management and maintain a clear structure of permissions based on function, team, or project needs. In contrast, assigning roles based solely on department is limiting and does not reflect the complexity of many roles a user might fulfill. Restricting users to a single role is impractical in most organizational environments since job functions often require a blend of capabilities. Lastly, stating that users are not related to roles misunderstands the fundamental structure of ServiceNow's access control model, which is heavily reliant on roles to determine user permissions and access to services.

6. Which syntax is used to return items that equal a given phrase in ServiceNow?

A. sys_script

B. sys_script_table

C. sys_table_script

D. equal(sys_script)

The syntax that is used to return items that equal a given phrase in ServiceNow is the function designed to compare values directly in queries. Using the format equal(sys_script) allows the platform to efficiently filter and retrieve records that match the specified phrase exactly. This syntax is part of the query capabilities within ServiceNow, enabling users to find precise matches in the dataset. When using this function, it is essential to recognize that it checks for equality, which is particularly useful in scenarios where the exact match of a string or value is necessary for processing or reporting. This is different from other options that refer to scripts or tables, which do not pertain directly to the functionality of querying based on equality. For instance, sys_script and sys_script_table relate to the overall scripting functionality available in ServiceNow, but they do not directly reference how to perform equality checks in data queries.

7. What application is available to all users in ServiceNow?

A. Self-Service

B. Incident Management

C. Change Management

D. Knowledge Management

The Self-Service application is available to all users in ServiceNow because it is designed specifically to provide a user-friendly interface for individuals accessing the system without needing special permissions. It allows users to perform actions such as reporting incidents, submitting service requests, and accessing knowledge articles. This accessibility is crucial in empowering users to manage their own service inquiries and issues without needing to go through a support team, which enhances user satisfaction and operational efficiency. In contrast, the other applications listed—Incident Management, Change Management, and Knowledge Management—are often restricted to specific roles within the organization. Incident Management, for example, typically involves a set of permissions that ensures only certain users can create or manage incidents, focusing on service desk personnel and other support roles. Change Management similarly requires permissions to implement and approve changes, while Knowledge Management is usually controlled to maintain the integrity and accuracy of knowledge articles. Therefore, these applications are not universally accessible to all users like the Self-Service application.

8. Which of the following is NOT a type of standard report available in ServiceNow?

A. Pie Chart

B. Bar Chart

C. Calendar

D. Flow Chart

In ServiceNow, standard reports are designed to visualize and analyze data effectively. Pie charts, bar charts, and calendars are all common types of standard reports that provide insights into data distribution and timeframe-based information. For instance, pie charts offer a way to visualize proportions, bar charts display comparisons between discrete categories, and calendar reports can show events or incidents over time. On the other hand, flow charts are not categorized as a standard report type within ServiceNow. They are typically used to represent processes or workflows rather than to summarize data sets or present statistical insights. Thus, selecting flow chart as the option that does not belong to the list of standard report types is appropriate, as it highlights the distinction between visual representation of data for analysis and the representation of processes.

9. What is the best practice for managing users, groups, and roles?

A. Assign users to groups, map roles to users directly

B. Assign users to groups, map roles to groups, apply general roles to small groups

C. Assign users to roles only

D. Leave groups unassigned to simplify management

The best practice for managing users, groups, and roles involves assigning users to groups and then mapping roles to those groups rather than directly to individual users. This approach offers several advantages that streamline the administration of user access and permissions in ServiceNow. By assigning users to groups, you create a structure that simplifies permission management and enhances security. When roles are mapped to groups, any user joining the group automatically inherits the roles assigned to it, reducing the administrative burden. This method not only improves efficiency but also reduces the risk of excessive permissions being assigned to users. Additionally, it allows for the implementation of more tailored access control strategies, where specific groups reflect a particular function or department. Furthermore, applying general roles to small groups allows for better governance and auditing. This practice ensures that users have access only to the resources they need for their roles, maintaining principle of least privilege. It also makes it easier to manage and audit permissions, as you can review group roles rather than having to check each individual user. Using this structured approach ultimately leads to better organization and clearer management of user permissions, which is essential in a platform like ServiceNow where proper access control is crucial for security and compliance.

10. Which three components are essential in building a workflow in ServiceNow?

A. Approvals, Notifications, Tasks

B. Triggers, Actions, States

C. Users, Groups, Roles

D. Records, Forms, Applications

In building a workflow in ServiceNow, the key components that are essential include Approvals, Notifications, and Tasks. Approvals serve as a critical checkpoint within a workflow, allowing stakeholders to review and authorize requests or actions before proceeding to the next step. This is particularly important in organizational processes where certain steps must be validated by specific team members or leadership. Notifications are another vital component that ensures all relevant parties are kept informed of changes and updates within the workflow. This could include alerts about pending approvals, task assignments, or status changes, thereby facilitating communication and enhancing collaboration across teams. Tasks represent actionable items within a workflow. They can be assigned to users or groups and are often necessary for guiding the process from one stage to another. Each task may involve specific actions that need to be completed for the workflow to advance. The integration of these three components – Approvals for decision-making, Notifications for communication, and Tasks for action – creates a cohesive and effective workflow that drives operational efficiency and transparency within ServiceNow.   While other choices present important elements of the ServiceNow platform, they do not directly relate to the essential components required specifically for building a workflow. For instance, Triggers, Actions, and States might be relevant in a broader context of process automation