# ServiceNow Certified System Administration Practice (Sample)

## Study Guide

**Everything you need from our exam experts!**

**Notice: Examzify makes every reasonable effort to obtain accurate, complete, and timely information about this product from reliable sources.**

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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. **What do you click to save changes on a new form and return to the previously viewed page?**
   - A. Submit
   - B. Update
   - C. Save
   - D. Cancel

2. **Which of the following are ways the Knowledge Base can be populated?**
   - A. Topics, Categories, Articles
   - B. Labels, Tags, Filters
   - C. Users, Roles, Permissions
   - D. Services, Assets, Incidents

3. **What type of record can be created without prior approval in ServiceNow?**
   - A. Incidents
   - B. Changes
   - C. Problems
   - D. Requests

4. **When are notifications sent in ServiceNow?**
   - A. When a record is updated
   - B. When a UI Policy condition is met
   - C. When an event is fired
   - D. When a Business Rule runs

5. **Which of the following can be removed from ServiceNow?**
   - A. Client scripts
   - B. UI Policies
   - C. Plug-ins
   - D. Business Rules

**6. 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**

**7. How is read-only status applied to fields in ServiceNow?**

**A. Through Data Policies**

**B. By using UI Actions**

**C. With a defined Client Script**

**D. By modifying system properties**

**8. Which functionality allows users to retrieve and utilize external data in ServiceNow?**

**A. Data Extraction Tool**

**B. Import Sets and Transform Maps**

**C. External Sync Module**

**D. Data Dependency Manager**

**9. What role does 'Approval' play in ServiceNow workflows?**

**A. It defines user permissions**

**B. It helps manage hardware inventory**

**C. It is a stage that requires confirmation to proceed**

**D. It controls service outages and incidents**

**10. What do you do to save a new record to the database instead of updating the current item?**

**A. UI Policy**

**B. Submit a form**

**C. Use the Create button**

**D. Fill and Save**

# Answers

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

# Explanations

## 1. What do you click to save changes on a new form and return to the previously viewed page?

**A. Submit**

**B. Update**

**C. Save**

**D. Cancel**

**The correct choice for saving changes on a new form and returning to the previously viewed page is "Update." When you click "Update," the system saves any modifications made on the form to the database and directs you back to the previous record or list you were viewing. The "Update" function is specifically designed to capture changes and persist them, ensuring that any updates you have made are reflected in the application. This is essential for workflows in ServiceNow, where maintaining current data is critical for accurate reporting and task management. In contrast, choices like "Submit" and "Save" may not serve the same purpose depending on the context in which you are working. "Submit" can imply more of an action to initiate a process or workflow rather than simply saving changes, while "Save" typically keeps the changes but may not redirect you back to the previous page, depending on the specifics of the UI flow. "Cancel" would not save any changes and would instead discard them, returning you to the previous screen without any modifications being retained.**

## 2. Which of the following are ways the Knowledge Base can be populated?

**A. Topics, Categories, Articles**

**B. Labels, Tags, Filters**

**C. Users, Roles, Permissions**

**D. Services, Assets, Incidents**

**The Knowledge Base in ServiceNow is primarily populated through the creation of articles that are organized into topics and categories. This structure allows users to easily navigate and find relevant information. Topics represent broad areas of knowledge, while categories are sub-sections that define specific subjects within those topics. Articles are the primary content pieces that provide detailed information, solutions, or instructions related to the defined categories. While the other options include terms related to the management or categorization of information, they do not accurately describe the direct methods for populating the Knowledge Base. For example, labels and tags are often used for additional organization and searchability of articles but are not initial means of populating the knowledge base. Users, roles, and permissions pertain to access controls and do not contribute to the actual content of the Knowledge Base. Lastly, services, assets, and incidents might be relevant within a broader IT service management context, but they do not specifically relate to the Knowledge Base construction in terms of articles and categorization. Thus, the focus on topics, categories, and articles reflects the correct and relevant ways the Knowledge Base can be populated.**

## 3. What type of record can be created without prior approval in ServiceNow?

A. Incidents

B. Changes

C. Problems

D. Requests

**In ServiceNow, incidents are designed to be created and logged quickly without the need for prior approval. The primary purpose of an incident record is to restore normal service operation as quickly as possible and minimize disruption to the business. Because of the urgent nature of incident management, the system allows users to create incident records freely, enabling efficient handling of issues as they arise. On the other hand, changes, problems, and requests typically involve more complex processes and often require approvals or assessments before they can be created or acted upon. Changes, for instance, usually go through a change management process where they must be assessed and approved to mitigate risks. Similarly, problems involve thorough investigation and often need approval before going into a resolution phase, while requests may also require validations related to service delivery. Thus, the ability to create incident records without prior approval emphasizes the need for quick response to service disruptions, aligning with IT service management best practices.**

## 4. When are notifications sent in ServiceNow?

A. When a record is updated

B. When a UI Policy condition is met

C. When an event is fired

D. When a Business Rule runs

**Notifications in ServiceNow are primarily sent out when an event is fired. This mechanism allows for a flexible and dynamic way to communicate changes or important information to users or groups based on specific occurrences within the system. An event can be associated with various actions, such as record updates or changes in statuses, and it triggers notification processes that are defined in the notification setup. For instance, administrators can create notifications based on particular events to inform users when a significant action has taken place, such as a new incident being created or a change request being approved. By utilizing events, ServiceNow can manage notifications in a more targeted manner, ensuring that they reach the right users at the right times while also allowing for more complex workflows and conditions to be established. While it is true that notifications can be influenced by updates to records, the initiation of notifications is fundamentally linked to the firing of an event, rather than the mere update of a record itself. The other options relate to instances where notifications might be indirectly affected, such as UI Policies or Business Rules, but these are not the primary triggers for sending notifications. Therefore, the correct understanding centers around the role of events as the direct cause for notifications in ServiceNow.**

## 5. Which of the following can be removed from ServiceNow?

- A. Client scripts
- B. UI Policies
- **C. Plug-ins**
- D. Business Rules

The ability to remove plug-ins from ServiceNow is typically restricted to certain conditions and is often regarded as a significant action because plug-ins can introduce critical components, functionalities, or even foundational changes to the platform. When a plug-in is installed, it enriches the ServiceNow instance with new features, enhancements, or integrations that can substantially affect the behavior of the system. Once activated, the underlying changes made by a plug-in may integrate deeply into the system. For this reason, if an organization decides that a particular plug-in is no longer needed, it may not be straightforward to remove it without potentially causing issues or discontinuing dependent functionalities. While other elements like client scripts, UI policies, and business rules can be deleted or modified at any time without the same level of impact on the system's core structure, removing a plug-in generally entails more careful consideration and can involve complex steps to ensure system integrity. Thus, the nature of plug-ins allows for their removal, but it comes with caveats that do not apply to the other options, which are more modular and can be adjusted or deleted without significant system-wide ramifications.

## 6. 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.

## 7. How is read-only status applied to fields in ServiceNow?

**A. Through Data Policies**

**B. By using UI Actions**

**C. With a defined Client Script**

**D. By modifying system properties**

**Read-only status for fields in ServiceNow is applied through defined Client Scripts. Client Scripts are JavaScript code snippets that run on the client side, allowing for dynamic behavior in the user interface based on given conditions. When a Client Script is set to make a field read-only, it prevents users from editing that field value while still allowing it to be displayed. In many scenarios, Client Scripts are used to enforce specific business logic or user requirements by changing the form behavior dynamically. For instance, a script can check a particular condition, such as user roles, field values, or state of the record, and based on this, it can toggle the read-only property of one or more fields. This functionality is distinct from the other options listed. Data Policies, for example, are primarily used for data validation and manipulation when records are inserted or updated, not specifically for making fields read-only in the UI. UI Actions are typically for triggering actions like saving or deleting records, rather than altering the edit capability of fields directly. Modifying system properties focuses on overall system behavior rather than granular control over individual field attributes.**

## 8. Which functionality allows users to retrieve and utilize external data in ServiceNow?

**A. Data Extraction Tool**

**B. Import Sets and Transform Maps**

**C. External Sync Module**

**D. Data Dependency Manager**

**The correct answer centers around the functionality known as Import Sets and Transform Maps. This feature is integral to ServiceNow, allowing users to bring in external data from various sources. Import Sets act as temporary tables that hold the incoming data, and by using Transform Maps, administrators can define how this data should be mapped and transferred into the appropriate ServiceNow tables. This method is particularly useful when integrating data from legacy systems, third-party applications, or any external databases. It provides robust capabilities for data migration, ensuring that data is not only collected but also transformed into a compatible format that aligns with the ServiceNow architecture. While the other functionalities mentioned may sound relevant, they do not offer the same comprehensive data retrieval and integration capabilities as Import Sets and Transform Maps. For instance, the Data Extraction Tool focuses on extracting data from ServiceNow rather than importing external data. The External Sync Module typically pertains to synchronization tasks rather than direct data retrieval. Similarly, the Data Dependency Manager is related to assessing dependencies within ServiceNow itself rather than interacting with external data sources. Therefore, Import Sets and Transform Maps are indeed the key functionalities for retrieving and utilizing external data effectively in ServiceNow.**

## 9. What role does 'Approval' play in ServiceNow workflows?

**A. It defines user permissions**

**B. It helps manage hardware inventory**

**C. It is a stage that requires confirmation to proceed**

**D. It controls service outages and incidents**

**In ServiceNow workflows, the role of 'Approval' primarily functions as a stage that requires confirmation to proceed. This means that before certain actions are executed in the workflow, approval from designated users or groups is necessary. This is critical in processes where validation, consent, or oversight is needed to ensure that actions align with governance, risk management, or compliance policies. For instance, in a request fulfillment workflow, an approval stage might be implemented to verify that a requested service or hardware purchase has been reviewed and authorized by the appropriate personnel. This safeguards against unauthorized changes or expenditures, ultimately leading to better control over processes and resources. The other options describe aspects that do not align with the specific function of the Approval stage. While user permissions are essential for defining who can do what within the system, this does not specifically pertain to the approval process itself. Managing hardware inventory relates to asset management practices rather than workflow approvals. Lastly, controlling service outages and incidents involves incident management and response processes, which are separate from the approval mechanisms within workflows.**

## 10. What do you do to save a new record to the database instead of updating the current item?

**A. UI Policy**

**B. Submit a form**

**C. Use the Create button**

**D. Fill and Save**

**To save a new record to the database, submitting a form is the correct action. When you complete a form with the necessary details for a new record and then submit it, ServiceNow processes this action by creating a distinct entry in the database. This action triggers the creation of a new record, ensuring that the submitted information is saved as a separate entity rather than modifying an existing one. Submissions leverage the underlying database operations that specifically differentiate between creating new records and updating existing entries. The action of submitting a form involves validating the input data and executing the necessary logic to ensure the new record adheres to the system's constraints and structures. While other options may relate to interaction with records in ServiceNow, they do not directly represent the act of creating a new record. For instance, a UI Policy is used to enforce rules and manage form behavior but does not create or submit records on its own. The Create button might suggest initiating the creation process or bringing up a form, but it is the submission action that actually saves a record to the database. Filling and saving is also not a standard action as the terminology does not align with ServiceNow's processes for saving new entries. Therefore, submitting the form is the definitive method for ensuring a new record is added**

# 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://servicenowsystemadministration.examzify.com**

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