

SERVICENOW CERTIFIED SYSTEM ADMINISTRATION PRACTICE (SAMPLE)

STUDY GUIDE



**SAMPLE STUDY GUIDE
WITH LIMITED QUESTIONS**

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THE FULL VERSION STUDY GUIDE**

<https://servicenowsystemadministration.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 is a group of customizations or personalizations called that can be packaged and moved from one instance to another?**
 - A. Customization Package
 - B. Update Set
 - C. Change Set
 - D. Customer Update Table

- 2. How can you prevent duplicate data while importing records into ServiceNow?**
 - A. By utilizing the Coalesce field
 - B. By using import sets
 - C. By setting data validation rules
 - D. By restricting access to import functions

- 3. What is the function of an Approval in a workflow?**
 - A. To verify and validate requests or decisions
 - B. To automatically close tasks
 - C. To escalate issues
 - D. To send notifications to users

- 4. What is the purpose of update sets in ServiceNow?**
 - A. To create reports
 - B. To capture and move customizations between instances
 - C. To update system patches
 - D. To import data from external sources

- 5. Why would a ServiceNow instance be cloned?**
 - A. To improve system performance
 - B. To copy production data over to a sub-production instance
 - C. To reset user permissions
 - D. To update the software version

6. In ServiceNow, what are Notifications used for?

- A. To inform users about important events and changes
- B. To request approvals from users
- C. To create new tasks automatically
- D. To update records in the database

7. What term describes when an SLA is not met?

- A. Breached
- B. Exceeded
- C. Delayed
- D. Compromised

8. What does the acronym RITM stand for in the context of the Service Catalog?

- A. Request Item
- B. Resource Item
- C. Requester Ticket
- D. Resolved Incident Task

9. What tool is used to import data from various data sources into ServiceNow tables?

- A. Data Transformation Tool
- B. Import Set
- C. Transform Map
- D. Data Loader

10. What is stored in a ServiceNow table?

- A. Data
- B. Configuration items
- C. Update sets
- D. Workflows

Answers

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

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Explanations

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1. What is a group of customizations or personalizations called that can be packaged and moved from one instance to another?

- A. Customization Package
- B. Update Set**
- C. Change Set
- D. Customer Update Table

A group of customizations or personalizations that can be packaged and moved from one instance to another is known as an Update Set. Update Sets are essential for efficiently transferring changes made in one ServiceNow instance to another, which is particularly useful during development or testing phases before deploying to production. An Update Set captures various types of customizations, such as changes to forms, scripts, application configurations, and other system settings. This packaging approach allows developers and administrators to maintain a clean and organized method of migrating changes, minimizing the risk of overwriting or losing critical configurations. Other terms like Customization Package, Change Set, and Customer Update Table do not represent the proper mechanism for moving configurations between instances in ServiceNow. While they might sound related, they don't carry the same meaning or functionality as Update Sets do in the context of ServiceNow's system management and migration process.

2. How can you prevent duplicate data while importing records into ServiceNow?

- A. By utilizing the Coalesce field**
- B. By using import sets
- C. By setting data validation rules
- D. By restricting access to import functions

Using the Coalesce field is a well-established method to prevent duplicate data during record imports in ServiceNow. When you designate one or more fields as the coalescing field(s) in the import set, ServiceNow uses these fields as unique identifiers. If a record being imported matches an existing record based on the coalesced field(s), the system will update the existing record instead of creating a new one. This process ensures data integrity and reduces redundancy, maintaining a clean database. While import sets are central to the data import process and are necessary for transferring data, they do not inherently prevent duplicates unless coalescing fields are defined. Data validation rules also play a significant role in maintaining data quality, but they do not specifically address duplicate entries during the import process. Restricting access to import functionalities can help control who can import data, but it does not prevent duplicates if imports are managed by authorized personnel without any coalescing criteria.

3. What is the function of an Approval in a workflow?

A. To verify and validate requests or decisions

B. To automatically close tasks

C. To escalate issues

D. To send notifications to users

In the context of a workflow, an Approval serves a crucial function in ensuring that requests or decisions undergo a necessary verification and validation process before they are executed. This step is vital for maintaining accountability and control over processes within the system. By requiring approval, organizations can ensure that actions taken in the workflow are aligned with business needs and governance standards, helping to mitigate risks and ensure that all stakeholders are properly informed and on board with the proposed actions. The other options, while related to different aspects of workflow management, do not accurately describe the primary role of an Approval. Automatically closing tasks might be part of a workflow process, but it does not involve the decision-making aspect intrinsic to Approvals. Escalating issues addresses how workflows can manage problems but, again, it lacks the direct verification function of an Approval. Sending notifications is important for communication but does not reflect the accountability and control aspect that Approvals provide. Thus, the core role of an Approval in a workflow is indeed to verify and validate requests or decisions.

4. What is the purpose of update sets in ServiceNow?

A. To create reports

B. To capture and move customizations between instances

C. To update system patches

D. To import data from external sources

The purpose of update sets in ServiceNow is to capture and move customizations between instances. Update sets allow developers and system administrators to bundle changes made in a ServiceNow instance, such as new tables, fields, and business rules, so they can be easily transferred to other instances, like development or production. This functionality is critical for maintaining consistency across various environments and for migrating updates efficiently. By using update sets, teams can ensure that the configurations they develop in one instance are accurately and completely replicated in another, facilitating a seamless transition and deployment process for custom features or applications. Other choices refer to different functionalities within ServiceNow. Creating reports is related to the reporting module, updating system patches involves the system maintenance processes, and importing data from external sources pertains to import sets and data integrations. Each of these tasks serves different purposes and does not reflect the function of update sets.

5. Why would a ServiceNow instance be cloned?

A. To improve system performance

B. To copy production data over to a sub-production instance

C. To reset user permissions

D. To update the software version

A ServiceNow instance is commonly cloned to copy production data over to a sub-production instance, which allows developers and administrators to work with real or representative data while ensuring that the production environment remains unchanged and secure. This process is vital for testing, development, and training purposes, as it enables teams to simulate a true-to-life environment where they can develop new features, integrate workflows, and troubleshoot issues without risking any operational disruptions in the live environment. The ability to clone instances is inherent to ServiceNow's infrastructure, and it ensures that the data and configurations of the production instance are accurately reflected in the sub-production instance. This practice enhances the overall development lifecycle by providing a realistic setting that helps in validating changes before they are deployed to the live system.

6. In ServiceNow, what are Notifications used for?

- A. To inform users about important events and changes
- B. To request approvals from users
- C. To create new tasks automatically
- D. To update records in the database

Notifications in ServiceNow serve the primary purpose of informing users about important events and changes within the system. This functionality ensures that users are kept aware of critical updates, such as incident changes, assignment updates, or any other significant activities that require their attention. Notifications can be configured to trigger based on specific conditions, making them a vital tool for communication within the platform. While other functionalities exist in ServiceNow, such as requesting approvals, creating tasks, or updating records, these actions are handled through different mechanisms and processes. Notifications specifically focus on delivering information rather than soliciting actions or altering data directly. Thus, the use of notifications is crucial for maintaining awareness and ensuring users are informed of relevant developments in their workflows.

7. What term describes when an SLA is not met?

- A. Breached
- B. Exceeded
- C. Delayed
- D. Compromised

The term that describes when a Service Level Agreement (SLA) is not met is "breached." When an SLA is breached, it signifies that the agreed-upon service levels have not been achieved, indicating a failure to meet the service expectations established in the agreement. This may have implications for service providers, including potential penalties or the need to take corrective actions to address the lapse. The concept of exceeding an SLA indicates that service levels were surpassed, which does not apply when the SLA is not met. "Delayed" refers to a situation where there is a holdup in meeting deadlines but does not specifically denote a failure to meet the SLA requirements. Lastly, the term "compromised" suggests a reduction in quality or integrity but is not the standard terminology used to refer to a failure in meeting SLA standards.

8. What does the acronym RITM stand for in the context of the Service Catalog?

- A. Request Item
- B. Resource Item
- C. Requester Ticket
- D. Resolved Incident Task

The acronym RITM in the context of the Service Catalog stands for "Request Item." In ServiceNow, when a user submits a request through the Service Catalog, that request can consist of one or multiple items. Each specific item requested is tracked as a Request Item. This allows for efficient management and processing of individual items within a single service request, enabling the system to handle approvals, fulfillment processes, and tracking effectively for each item. Understanding the distinction of a Request Item is crucial for those working within ServiceNow, as it helps in organizing and managing service delivery in a more granular way. In contrast, terms like "Resource Item" or "Requester Ticket" do not accurately represent the specific function and tracking of individual items within the Service Catalog. "Resolved Incident Task" is related to incident management, which is a separate area within ServiceNow focused on the handling and resolution of incidents rather than service requests.

9. What tool is used to import data from various data sources into ServiceNow tables?

- A. Data Transformation Tool
- B. Import Set**
- C. Transform Map
- D. Data Loader

The Import Set is the correct choice for importing data from various data sources into ServiceNow tables. An Import Set acts as a staging area where data from external sources is temporarily stored before being processed and moved to the target tables in ServiceNow. This functionality allows for the integration of data seamlessly regardless of the original format or source. When data is imported, it can come from multiple sources, including spreadsheets, databases, or other applications. Once the data is in the Import Set table, it can be manipulated, transformed, and then transferred into the appropriate ServiceNow tables, ensuring that the data structure aligns with ServiceNow requirements. Moreover, the Import Set works in conjunction with Transform Maps, which define how imported data is mapped to the target fields in the main ServiceNow tables. However, the role of the Import Set is foundational because it is the mechanism that facilitates the intake of external data into the ServiceNow environment. This makes the Import Set an essential tool for data management within ServiceNow, as it allows administrators to efficiently bring in data from diverse sources, ensuring accurate data handling and storage.

10. What is stored in a ServiceNow table?

- A. Data**
- B. Configuration items
- C. Update sets
- D. Workflows

The core purpose of a ServiceNow table is to store data, which is central to the functionality of the platform. Each table can hold records, which represent individual items or occurrences relevant to an application or process within ServiceNow. For instance, the Incident table stores details about incidents reported by users, while other tables might store user data, changes, or tasks. While configuration items, update sets, and workflows are indeed part of the ServiceNow ecosystem, they all utilize tables to store their respective data. Configuration items may be stored in the Configuration Item table, update sets in their specific table, and workflows are defined within the Workflow table. However, they all fundamentally represent structured data that is maintained within the broader framework of ServiceNow tables. In summary, the essence of what a ServiceNow table is primarily focused on is data storage, reflecting the information relevant to various processes and functionalities within the platform.

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!

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