



# PR000370<sup>Q&As</sup>

ServiceNow Certified System Administrator

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### QUESTION 1

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. workflow
- C. event
- D. task

Correct Answer: D

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### QUESTION 2

Which three Variable Types can be added to a Service Catalog Item?

- A. True/False, Multiple Choice, and Ordered
- B. True/False, Checkbox, and Number List
- C. Number List, Single Line Text, and Reference
- D. Multiple Choice, Select Box, and Checkbox

Correct Answer: D

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### QUESTION 3

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. UI Policies
- C. Roles
- D. Assignment Rules

Correct Answer: C

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### QUESTION 4

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Roles



B. Conditional Expressions

C. Assignment Rules

D. Scripts

E. User Criteria

F. Groups

Correct Answer: ABD

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#### QUESTION 5

What is generated from the Service Catalog once a user places an order for an item or service?

A. A change request

B. An Order Guide

C. A request

D. An SLA

Correct Answer: C

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