



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

ServiceNow Certified System Administrator

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### QUESTION 1

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Correct Answer: D

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### QUESTION 2

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Correct Answer: A

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### QUESTION 3

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

Correct Answer: B

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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

Which one of the following statements describes the purpose of a Service Catalog workflow?

A. A Service Catalog workflow generates three basic components: item variable types, tasks, and approvals

B. Although a Service Catalog workflow cannot send notifications, the workflow drives complex fulfillment processes

C. A Service Catalog workflow is used to drive complex fulfillment processes and sends notifications to defined users or groups

D. A Service Catalog workflow generates three basic components: item variable types, tasks, and notifications

Correct Answer: C

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