Q&A

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Certified System Administrator

Which would NOT appear in the History section of the Application Navigator?
A. Records
B. UI Pages
C. Lists
D. Forms

Answer: B

Question: 23

Which one of the following statements is a recommendation from ServiceNow about Update Sets?
A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
C. Use the Baseline Update Set to store the contents of items after they are changed the first time
D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Answer: A

Question: 24

From the User menu, which actions can a user select? (Choose three.)
A. Send Notifications
B. Log Out ServiceNow
C. Elevate Roles
D. Impersonate Users
E. Order from Service Catalog
F. Approve Records

Answer: BCD

Question: 25

A REQ number in the Service Catalog represents…
A. the order number.
B. the stage.
C. the task to complete.
D. the individual item in the order.

Answer: A

Question: 26

Which term refers to application menus and modules which you may want to access quickly and often?
A. Breadcrumb
B. Favorite
C. Tag
D. Bookmark

Answer: B

Question: 27

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

Answer: C

Question: 28

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?
A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
C. REQ (Number)>RITM (Number)>TASK (Number)
D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

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