Pass the CSA in 4 weeks

A week-by-week plan for after you complete the ServiceNow Administration Fundamentals (SNAF) course. It builds on what you learned in the course and its e-book. It is not a replacement for either. Plan on about 1.5 to 2 hours a day, five or six days a week.

Ground rules

- **The e-book is the source of truth.** There are no questions on the exam that aren't covered in the book. Read all of it.
- **Take detailed notes.** Writing or typing them yourself is what makes the material stick.
- **Use practice questions to find gaps, not to memorize.** Real exam questions change. Understanding beats recognition.
- **Get a Personal Developer Instance** at developer.servicenow.com before day 1.

Week 1: Read and take notes

Get through the first half of the e-book. Skip the labs for now; this week is about understanding.

Days 1 to 5	Read at least 2 modules a day and take detailed notes. Write down every table name, role, and module path you see.
Day 6	Reread your notes. Turn the facts you keep forgetting into flash cards.
Day 7	Rest.

End of week check: you can explain the difference between a user, group, and role, and between a list and a form, without looking.

Week 2: Finish the book, then do the labs

Finish reading, then put your hands on the platform.

Days 1 to 3	Finish reading the remaining modules with the same note-taking. Read the "Note" boxes and lists closely, because questions often come from them.
Days 4 and 5	Start the labs in your PDI. Challenge yourself not to use the step-by-step guide; open it only when you're stuck.
Day 6	Continue the labs. Redo any lab you needed the guide for.
Day 7	Rest.

End of week check: you've read every module and started the labs.

Week 3: Labs and the blueprint

Finish every lab, then aim your study at the heaviest domains.

Days 1 and 2	Finish all remaining labs without the step-by-step guide.
Day 3	Review the current exam blueprint. Rate your understanding of each domain from 1 to 5. Read the Database Management section of the study guide and build a table, a relationship, and an ACL in your PDI.
Day 4	Study guide: Collaboration and Self-Service & Automation. Build a catalog item with a variable set, and a flow with an approval.
Day 5	Study guide: Data Migration, Instance Configuration, and Navigation. Import a small spreadsheet with a transform map and a coalesce field.
Day 6	Visit developer.servicenow.com: work through the admin learning plan topics you rated lowest, and skim the ServiceNow glossary to get comfortable with the lingo.
Day 7	Rest.

End of week check: no domain is rated below 3, and you've done each high-weight task in a PDI at least once.

Week 4: Practice, fix gaps, review

Test under exam conditions and close the gaps you find.

Day 1	Take a timed exam simulation (60 questions, 90 minutes) with answers hidden. Note your weakest domains.
Day 2	Go back to the e-book and your notes for your two weakest domains. Practice them in your PDI. Then do single-domain practice for each.
Day 3	Take a second timed simulation. Retake every missed question and look up why the right answer is right.
Day 4	Work through the full question bank one domain at a time.
Day 5	Final simulation. Review the study guide’s table names and the “Off the top of your head” questions. Aim for 85% or higher before you sit the exam.
Day 6	Light review of flash cards only. Sleep well.
Day 7	Exam day. Read every question carefully, and select exactly as many answers as it asks for.

Habits that help

- **Find a study group or accountability partner.** Explaining a topic to someone else shows you whether you understand it.
- **Make flash cards** for table names, roles, and module paths.
- **Take breaks.** Short breaks every 45 to 50 minutes keep your focus sharp.
- **Reward yourself** when you hit a weekly checkpoint, and set a consequence if you skip a day.
- **Behind schedule?** Don’t skip reading to get to practice questions. Push the exam date instead.

ServiceNow Certified System Administrator study guide

Platform overview & navigation	**7%**	Instance configuration	**11%**
Applications for collaboration	**20%**	Self-service & automation	**20%**
Database management	**27%**	Data migration & integration	**15%**

60 questions in 90 minutes. Database Management alone is more than a quarter of the exam. Expect "choose two" and "choose three" questions; select exactly that many. Use this guide after completing the ServiceNow Administration Fundamentals (SNAF) course on ServiceNow University.

How to use this guide

This guide is a companion to the ServiceNow Administration Fundamentals e-book, not a replacement for it. Everything on the exam is covered in that book. Use this guide to check your understanding after each module and to review the details the exam covers.

> **Key point:** boxes like this mark key facts to remember.

Do everything you read about in a Personal Developer Instance (PDI).

Client vs. server

Knowing where each script type runs helps you answer many questions.

Client side (the browser)

Controls forms and fields as the user works

- Client Scripts (onLoad, onChange, onSubmit, onCellEdit)
- UI Policies
- Catalog Client Scripts and Catalog UI Policies

Server side (the instance)

Controls data no matter how it arrives

- Business Rules
- Data Policies
- Access Control (ACL) scripts
- Flows, Script Includes, transform maps

A **UI Policy** only affects data entered on a form. A **Data Policy** applies to forms, import sets, and web services alike.

1. Platform overview and navigation 7%

ServiceNow is a cloud platform. Scripting uses **JavaScript**. Response time for a user is the **round trip** between client and server: a **request** plus a **response**.

Interfaces and the Unified Navigation header

ServiceNow is a cloud-based **Application Platform as a Service (aPaaS)** made of three parts: a single enterprise-wide database, a suite of applications, and a development environment. Each **instance** is a full, stand-alone copy of the platform with its own URL. ServiceNow uses a **single-tenant** architecture, so no part of an instance, including the database, is shared with other customers. Companies usually run several instances (Dev, Test, Prod): changes are deployed up the stack and clones copy down it. A **Personal Developer Instance (PDI)** is a free instance for learning and demos.

The main interfaces are the **Now Platform user interface**, **Service Portal**, and the **Now Mobile** apps. The current platform UI is the **Next Experience**, and its main menu bar is the **Unified Navigation header**. An instance with no changes is called a **baseline** implementation.

Header item	What it does
All	Opens the **Application Navigator**: applications, their categories, and modules
Favorites	Items you've marked as favorites
History	Pages you've recently visited, newest first (30 by default)
Workspaces	Single-page workspaces built for a specific kind of work
Admin	Modules for users with the admin role
Contextual app pill	Shows the title of the page you're on; its star adds it to Favorites
Global search	Searches keywords and identifiers across applications and records
Globe icon	The **application scope picker** and **update set picker**: see and switch your current application and update set
Discussions (chat bubbles)	Opens the Discussions sidebar so users can communicate and collaborate
Embedded help (question mark)	Context-sensitive help and articles for where you are, including guided tours
Notifications (bell)	Notification settings: how and when you're notified
User menu (avatar)	Profile, **Preferences** (theme, **time zone**), **Impersonate user**, **Elevate role**, and Log out

Application Navigator

- Each **application** contains categories and **modules**, the links that open screens and tools.
- **Favorites:** create them from a list's List controls menu or a form's Additional actions menu (**Create Favorite**), or with the star on the contextual app pill. Edit a favorite's label with the **pencil** icon.
- Type in the navigator filter for shortcuts: `table_name.list` opens the list, `table_name.form` opens a new form, and `table_name.filter` opens the list without running the query, which is handy for large tables. Typing the suffix in capitals (`.LIST`, `.FORM`, `.FILTER`) opens it in a new browser tab.

Screen types you'll see: **list views** (many records), **form views** (one record), **workspaces**, **dashboards** (reports and Performance Analytics widgets on one screen), **knowledge articles**, and the **Service Catalog**.

Form header

Item	What it does
Additional actions (three lines)	The form context menu: **Save**, **Insert**, **Insert and Stay**, Configure, Export, View, Create Favorite, Copy URL, Copy sys_id, Show XML, History, Reload form. You can also right-click the header.
Paperclip	Manage attachments: add, delete, download
More options (…)	Toggle the **template bar** and toggle annotations
UI Action buttons	Actions on the record, such as Update and Delete
Previous / Next arrows	Step through records when the form was opened from a list

- **Insert** and **Insert and Stay** create a new record as a copy of the one on screen. Insert closes the form; Insert and Stay leaves the copy open.
- Saving: **Save** keeps the form open. **Update** saves an existing record and closes the form. **Submit** saves a new record and closes the form. Changes aren't saved until you do one of these.
- **Templates** fill a group of fields from saved values. Open the template bar from More options (…).
- **Related lists** at the bottom of a form show records in other tables with a one-to-many relationship to this record, such as a user's roles and groups.

Lists and filters

A **list** shows many records; each row is a record and each **column is a field**. A **form** shows one record.

- A filter condition has three parts: **field**, **operator**, and **value**. The operator is always a choice list.
- The fields offered depend on the table, the columns on it, and the user's access rights.
- Build two conditions that must both be true with **AND**, then click **Run**. OR means either can match.

Quick filter technique	How
Show only one value	Right-click a value in the list > **Show Matching** (or Filter Out to exclude it)
Column search	Click the list magnifier, type under a column. `*email` means **contains**, `email%` means starts with, and `%email` means ends with. Text with no wildcard runs a greater-than-or-equal search.
Breadcrumbs	Click a breadcrumb to remove the conditions after it
Natural Language Query	Type a plain-language phrase to filter the list

List view tools

Tool	What it does
List controls menu (three lines)	Switch views, apply saved filters, Group By, Show (rows per page), Refresh List, Create Favorite
Filter icon (funnel)	Opens the **condition builder** (Run, Save, AND, OR, Add Sort)
List search / column search bar	Narrow results by field; the magnifier toggles the column search bar
List personalization (gear)	Choose which columns *you* see, plus wrap text, compact rows, list editing
Actions on selected rows	Act on the records whose checkboxes are selected
Column options menu (three dots on a header)	Sort, Group By, **Bar Chart**, **Pie Chart**, Configure, Import, Export, Update Selected, Update All
List fields menu (right-click a cell)	Show Matching, Filter Out, Copy URL, Copy sys_id, **Assign Tag**
Inline editing	Double-click a cell to edit it from the list
Pagination controls	Total count and page-by-page navigation

Personalize (gear) changes only your view. **Configure > List Layout** changes the list for everyone.

Context menus and tags

Open a context menu by **right-clicking** a list, form header, or column heading, or by clicking its menu icon. Add a tag by right-clicking a record in a list and choosing **Assign Tag**. Tag visibility can be **Everyone**, **Groups and users**, or **Me**.

Dot-walking

A **reference field** stores another record's **sys_id** (a foreign key). **Dot-walking** follows those references to reach related data, for example from an incident to the caller's department name. You can dot-walk in the condition builder, list personalization and list layout, report builders, notification recipients, and scripts (`current.caller_id.department.name`).

2. Instance configuration 11%

Branding, properties, and plugins

System Properties > Basic Configuration UI16 controls the instance look, including: banner image, **browser tab title**, **base theme**, **header background color**, banner text color, **module text color**, and background and divider colors. System Properties > My Company holds the company **banner image** and **banner text**.

Users fix their own date and time display by setting their **time zone** in **user menu > Preferences**. Don't change the instance time zone for one person.

Plugins

Plugins add applications or functionality. Activate them from System Definition > Plugins (or All Available Applications).

- You can't activate a plugin directly in production. Test it on a non-production or **Personal Developer Instance**, then request it for production through Now Support.
- When a plugin depends on others, the system tells you before activation and activates the dependencies.
- Once activated, a plugin **can't be deactivated**. Some offer demo data at activation.

Admin roles, high security, and impersonation

Role	Grants
`admin` (System Administrator)	Access to all system features, functions, and data, because admins can override ACL rules and pass all role checks. For sensitive data such as HR records, ServiceNow recommends custom admin roles instead.
`security_admin`	Elevated role needed to change high security settings and ACLs. Activate it with **Elevate Role** from the user menu.
`impersonator`	Lets a non-admin impersonate other users, but not admin users

Elevation lasts only for your current session. You can drop it two ways:

- **Uncheck the role:** click your user profile icon (avatar) in the top-right corner, select **Elevate Role**, uncheck **security_admin**, and click **Update** (or OK).
- **Log out:** log out and log back in, or wait for the session to time out. Elevated privileges reset automatically when the session ends.

Common security modules: System Properties > Security, System Security > High Security Settings, and System Security > Access Control (ACL).

Impersonation

- Start it from the **user menu in the banner**. Use it to test what a user sees.
- Return to your own account with **End Impersonation**.
- Impersonation is logged when the `glide.sys.log_impersonation` system property is true.

Forms, fields, and UI Policies

Tool	Open it from	Use it for
Form Layout	Context menu > Configure > Form Layout	Slushbucket: add, remove, and reorder fields and sections
Form Design	Context menu > Configure > Form Design	Drag-and-drop designer; can also create new fields

Both can add fields and change field order. The Form Designer has three main parts: the **page header**, the **field navigator**, and the **form layout**.

- **Sections** display as tabs (when the user has tabbed forms on) once you **give the section a name**.
- To change a field's label, right-click the label and choose **Configure Label**, or edit it from **Configure Dictionary**.
- Templates are opened from the form header's More options (…) icon.
- **Form Layout** is the traditional slushbucket tool; **Form Design** is the drag-and-drop (WYSIWYG) designer. Both build form **views**, which can differ by persona.

Field types

Need	Type
Free text with letters, numbers, special characters	String
Drop-down of predefined options	Choice
Look up a record in another table	Reference
Checkbox	True/False
Date and time	Date/Time

UI Policies

A UI Policy is the **no-code** way to make fields **mandatory**, **read-only**, or **hidden** based on conditions. Example: make Resolution code mandatory when State is Resolved, and hide a checkbox unless the user has a role. UI Policies run on the client, after Client Scripts, and only for form interactions.

3. Configuring applications for collaboration

20%

Users, groups, and roles

Object	Definition	Table
User	A person who can log in	`sys_user`
Group	A set of users who share a common purpose (a team)	`sys_user_group`
Role	A collection of permissions	`sys_user_role`

- Best practice: assign roles to **groups**, then add users to groups.
- Roles can contain other roles, and groups can contain other groups.
- Relationship tables: Group Member [`sys_user_grmember`] links users to groups, Group Role [`sys_group_has_role`] links groups to roles, and User Role [`sys_user_has_role`] links users directly to roles (possible but not recommended).
- A **persona** (requester, fulfiller, approver) describes a user by the work they do. Personas are implemented with roles.
- Manage users, groups, and roles in the **User Administration** application.
- Setting up a new IT worker: **create the user**, then **add them to each group** whose work they'll do.

If an IT user only sees self-service, they're missing the `itil` role, usually because they aren't in a group that grants it. A manager sees nothing in **My Groups Work** if they aren't a *member* of those groups; being listed as the group's manager doesn't count.

Tasks, assignment, and the activity stream

Task work can be assigned to **users** and **groups**. **Assignment rules** automatically decide which group gets which kind of task.

Benefits of assigning to a group: members can pick work by SLA urgency or highest priority, and the group can route work by on-call schedule, skills, and availability.

- The **Activity** section (activity stream) shows the most recent updates and the history of work on a record. Use its **funnel icon** to show only work notes.
- On a list, the activity stream icon opens a frame with live updates for records you're watching.
- **My Approvals**: right-click an approval in the list and choose Approve or Reject.

UI Actions

UI Actions add **buttons, links, and context menu items** to forms and lists.

Form UI Actions	List UI Actions
Form buttons, form context menu items, form links	List buttons, list context menu items, list choices, list links

Notifications

Notifications inform users about activity. They're created in **System Notification > Email > Notifications** and can be triggered by record inserts and updates or by **events**.

Tab	Defines
When to send	Record inserted or updated, or event fired; conditions
Who will receive	Users, groups, and **users/groups in fields**. Dot-walk from Caller to Caller.Manager to include the caller's manager.
What it will contain	Subject, message, and an **email template** for reusable content like a company banner

Reporting and Performance Analytics

Where you find reports depends on your release:

Release	Where reports live
Latest releases (Platform Analytics)	**Platform Analytics > Library > Data Visualizations**. Reports are now called **data visualizations**; click **Create data visualization** to build one. The same Library also holds Dashboards, Indicators, Filters, and Scheduled Export.
Earlier releases (classic reporting)	**Reports > View / Run** to see the reports you can access, and **Reports > Create New** to build one

In either version you can also start a chart by right-clicking a list column header.

Report designer section	Purpose
Data	Source table or report source, and filters
Type	Visualization: list, bar, horizontal bar, pie, donut, semi-donut, speedometer, line, and more
Configure	**Grouping and calculations**
Style	**Colors, titles, legend layout**

- Click **Run** to see changes without saving.
- Best practice: copy a report before editing it, using the dropdown next to Save (**Insert and Stay** / Save as).
- Reports on Service Catalog fulfillment of a specific item use **Requested Item [sc_req_item]**.
- Pull in data from a related table with **dot-walking**. If the same complex data set is reused often, give users a **report source**. If data lives in two tables and dot-walking can't reach it, create a **database view**.
- Share reports with yourself, groups, or everyone; schedule them to be emailed; add them to dashboards.

Performance Analytics

Use Performance Analytics when you need data **trended over time** and **forecast** into the future, using scheduled snapshots, KPIs, and dashboards. Standard reports show the data as it is right now. Learn it through a Performance Analytics course on Now Learning.

4. Self-service and automation 20%

Service Catalog

Build	When
Catalog item	One orderable good or service. Options such as color or RAM are **variables**.
Order guide	Several related items ordered together in one request (new employee: laptop, monitor, phone, business cards)
Record producer	A catalog form that creates a record in another table, like an **incident** from a "Get Help" item. Skips the request and requested item.
Content item	A catalog item that provides information (for example, a link or article) instead of a good or service
Variable set	A reusable group of variables added to many items (four shared mandatory fields across 80 items)

Structure: a **Catalog** [`sc_catalog`] contains **Categories** [`sc_category`], which can have subcategories, and categories hold **Catalog Items** [`sc_cat_item`]. A company can have many catalogs. Shoppers use **Self-Service > Service Catalog**; admins use the **Service Catalog** application.

Use **Catalog Builder** to create and publish catalog items and record producers from **templates** (a template is a set of pre-made decisions that simplifies building an item).

Role	Can do
`admin`	Everything in the Service Catalog, including related scripting (business rules, UI macros)
`catalog_admin`	Fully manage the Service Catalog application, without the scripting functions
`catalog_manager`	Update a specific catalog they manage and assign its editors and managers
`catalog_editor`	Edit a specific catalog and its categories and items
`catalog_builder_editor`	Create and maintain items in Catalog Builder using templates

- Request flow: **Request (REQ, sc_request) → Requested Item (RITM, sc_req_item) → Catalog Task (SCTASK, sc_task)**.
- One request has many requested items; one requested item has many approvals and many catalog tasks.
- When every catalog task for a requested item is complete, the requested item closes. When every requested item is complete, the request closes.
- Control who can see an item with **user criteria** (Available for / Not available for).
- One item needed in two catalogs? Create it once and **publish it to both catalogs**.

A manager approval is skipped when the requester's user record has **no manager**. When testing an approval flow: make sure the latest flow is active, impersonate the requester, and confirm the requester has a manager. On instances using legacy workflows, the approval threshold lives in the **Service Catalog Request** workflow.

Flow Designer

Flows automate business logic such as approvals, tasks, notifications, and record operations with little or no code. Open it from **Process Automation > Flow Designer**.

- A flow starts with a **trigger** (record, schedule, or application) and a **condition**.
- **Actions** do the work. Common core actions: Create Record, Look Up Record, Ask for Approval, Wait for Condition.
- Each action's output becomes a **data pill**. Drag data pills into later steps to reference record data. If a later action changes a data pill's value, the new value is used for the rest of the flow.
- Flows handle multi-level approvals with notifications at each level.

Advantages: less manual scripting, reduced technical debt, and smooth third-party integration through **IntegrationHub spokes**. Spokes are available from the **ServiceNow Store**. **Process Automation Designer** combines cross-enterprise workflows into one unified process.

Knowledge Management

Knowledge Management lets the organization create, categorize, review, approve, and browse information in one shared place.

- Access is controlled with **user criteria** on the knowledge base's **Can Read** and **Can Contribute** lists. Articles can also have their own Can Read user criteria to narrow access further.
- If a knowledge base has no user criteria, **all users can read it** by default. Newer instances can block this with a security property, so always set Can Read.
- With **Match All** selected, a user must meet every condition (company AND department AND group).
- Importing articles requires **Can Contribute** access.
- Check a specific user's access with **User Criteria Diagnostics**.

- **Workflows** control publishing and retiring articles. Article states: Draft, Review, Published, Retired.
- `knowledge_admin` manages multiple knowledge bases; a knowledge manager owns a specific one.
- Structure: a **Knowledge Base** [`kb_knowledge_base`] has an **owner** and a **publish** and **retire workflow**. It is divided into **categories** [`kb_category`]; a category belongs to one knowledge base. Each **article** [`kb_knowledge`] belongs to one knowledge base and one category.
- Articles can include formatted text, images, video, and code, and can be written in the editor or imported from a Word document.
- Feedback and continuous improvement: star ratings, helpful votes, comments, flagging an article, and creating an incident from an article.

Virtual Agent delivers help, knowledge, and common tasks through a conversational messaging interface.

Scripting basics

A **Business Rule** runs on the server when a record is displayed, inserted, updated, deleted, or when a table is queried. Its **When** options are **before**, **after**, **async**, and **display**. A **Client Script** runs in the browser.

5. Database management 27%

This is the largest domain. Practice building tables, relationships, and ACLs in your PDI.

Tables, fields, and relationships

A table holds records (rows); each **field** (column) holds one piece of data for a record. The primary operations on tables are **create, read, write, and delete**.

Term	Meaning
Core table	Ships with the platform (User, Task, Incident)
Custom table	Created by you (`u_` prefix in global; scope prefix such as `x_` or `sn_hr_` in a scoped app)
Base table	Not extended from any other table (Task)
Parent table	Has tables extended from it; may itself extend another table
Child table	Extends another table and inherits its fields

A table can't be both core and custom. Any other combination is possible.

Worked example: Incident extends Task, and Super Incident extends Incident. Task is a **base** and **parent** table. Incident is both a **child** and a **parent**. Super Incident is a **child**.

For a new app whose tickets get assigned to a team, **extend Task** and add your own fields, so you inherit assignment, state, and work notes.

Relationships

Relationship	Example
One-to-many	One request has many requested items (a reference field)
Many-to-many	Vendors sell many products; products come from many vendors. Related lists show on both tables.
Extension	Incident extends Task
Database view	Joins two tables for reporting

- Create tables with **System Definition > Tables** or **Tables & Columns**.
- See a table's relationships with the **schema map**: System Definition > Tables, open the table, Related Links > Show Schema Map.
- **Dictionary tables** describe the database itself: Table [`sys_db_object`] has a record for every table, and Dictionary Entry [`sys_dictionary`] has a record for every field. Dictionary overrides change a field's properties on a child table.
- Every table and field has a **name** (used in code, no spaces) and a **label** (shown in the UI).
- **sys_id** is the primary key on nearly every table. A reference field stores another table's sys_id.
- A new custom table gets four ACLs automatically: **create, read, write, delete**.

Access Controls (ACLs)

ServiceNow is **deny-first**: ACLs don't deny access, they **grant** it under set conditions. ACLs are stored in Access Control [`sys_security_acl`] and managed in the **System Security** application. They mainly protect records and fields for each operation (create, read, write, delete), and can also protect UI pages, client-callable scripts, and processors. Permissions are set with **roles**, **conditions**, and a **script** that sets `answer` to true or false. Creating or changing an ACL requires elevating to `security_admin`.

Name	Secures
`incident.None`	All records on the table (row level)
`incident.*`	All fields on the table
`incident.short_description`	One field

Let itil users create incidents: Name `incident.None`, Operation **create**, Role **itil**.

> - Table (row) ACLs are evaluated before field ACLs, so a user must have access to the table before field access is considered.
> - If a row rule and a field rule both apply, **both must pass**.
> - Table ACLs go from specific to general: the table, then its parent table, then the wildcard (`*`).

A user who can see a module but gets a blank page on Create New likely has read but not create access on that table.

Data Policies

Data Policies enforce mandatory and read-only rules on the **server**, for every way data arrives: forms, import sets, and web services. Use them for rules like "Short description is mandatory on insert everywhere" or "Number is read-only for all users." A Data Policy can also be applied as a UI Policy on forms.

CMDB and CSDM

Table	Role
`cmdb`	Base Configuration Item table, top of the CMDB hierarchy
`cmdb_ci`	Configuration Item table; CI classes extend it (cmdb_ci_server, cmdb_ci_computer)
`cmdb_rel_ci`	Relationships between CIs
`cmdb_rel_type`	The relationship types, such as Depends on::Used by

- Defining **suggested relationships** between CI classes makes relating CIs easier, because the platform suggests which types fit.
- The **CI dependency view** graphically shows a CI's infrastructure relationships. Right-click a relationship line and choose **View Relationship Form**; right-click a CI for options like View Form and View Related Tasks. Service desk agents use it to trace from a service to the CIs with active issues.
- On a CI form, **Related Items** shows the other CIs it's related to.
- Three ways to populate the CMDB: **manual entry** (always needed sometimes, but slow and error-prone), **integrations** that import data, and **automated discovery** (ServiceNow Discovery, Service Mapping, or third-party tools such as Microsoft SCCM). Each defined source is a **discovery source**.
- The **Identification and Reconciliation Engine (IRE)** uses identification rules and reconciliation (data precedence) rules to match incoming CIs and prevent duplicates. Identification rules say which attributes uniquely identify a CI; reconciliation rules say which source is trusted at the record and field level.
- **CI Class Manager** is the main tool for CMDB classes (a class is a CMDB table) and IRE rules.
- **CMDB Data Manager** creates and manages CI policies. The **CMDB Health Dashboard** measures Completeness, Compliance, and Correctness. **CMDB Query Builder** queries CIs and relationships with drag and drop.

The **Common Service Data Model (CSDM)** is the standard, shared set of service definitions across ServiceNow products. It's the blueprint for mapping your IT services into ServiceNow and supports service-level reporting.

6. Data migration and integration 15%

Import Sets

Import data with the **System Import Sets** application. The steps are: **load data**, **create a transform map**, **transform**, and **clean up** the import set table.

1. **Load Data** (first step) brings the source into an **import set row table**, the staging area.
2. A **transform map** defines where incoming columns go on the target table (field mapping).
3. **Transform** copies data from staging to the target.

Mapping tool	When
Automatic mapping (Auto Map Matching Fields)	Source and target field names match
Mapping Assist	Map source fields to target fields yourself in a slushbucket-style interface

> **Coalesce** fields are the unique key. Match found: the record is updated. No match: a new record is inserted. **No coalesce field**: every row is inserted as new, and nothing is updated.

A **data source** [`sys_data_source`] tells the platform how to connect to external data and load it into an import set table. Types include files (CSV, Excel, XML, local or from a network server), **JDBC**, **LDAP**, and **REST**. Target tables can be in the current scope, in global, or in other scopes that allow write access.

Record	Table	Purpose
Data source	`sys_data_source`	Where and how to get the data
Transform map	`sys_transform_map`	Import set table to target table
Field map	`sys_transform_entry`	Field-by-field mapping inside a transform map
Scheduled data import	`scheduled_data_import`	Runs an import automatically on a schedule

A **robust transform** is a more advanced transform used mainly for the CMDB: it can load several target tables and create relationships between the imported records.

Best practice: plan time before importing to clean out obsolete or inaccurate data.

Update Sets

Update sets capture configuration changes so you can move them between instances.

1. Create a named update set and make it current.
2. Make your changes, then mark the set **Complete**.
3. On the target: retrieve, **preview**, then **commit**.

> - Never use the **Default** update set to move changes between instances.
> - Update sets carry configuration, not task or process data. Not captured by default: **data records** and **homepages and content pages**. Add a homepage manually (Homepage Admin > Pages, right-click > Unload Portal Page) or a dashboard with **Unload Dashboard**.
> - Keep update sets small to reduce conflicts and make changes easier to review.
> - Moving several at once? **Batch** them.
> - Move data with import sets or XML export and import, not update sets.

Table names to memorize

The exam asks for exact names. Type each one followed by `.list` in your PDI.

Label	Table
User	`sys_user`
Group	`sys_user_group`
Role	`sys_user_role`
Task	`task`
Request / Requested Item / Catalog Task	`sc_request` / `sc_req_item` / `sc_task`
Catalog Item	`sc_cat_item`
Base CI / CI / CI relationship	`cmdb` / `cmdb_ci` / `cmdb_rel_ci`
System Properties / Business Rules / Client Scripts	`sys_properties` / `sys_script` / `sys_script_client`
Group Member / Group Role / User Role	`sys_user_grmember` / `sys_group_has_role` / `sys_user_has_role`
Table / Dictionary Entry	`sys_db_object` / `sys_dictionary`
Access Control	`sys_security_acl`
Catalog / Category	`sc_catalog` / `sc_category`
Knowledge / Knowledge Base / Category	`kb_knowledge` / `kb_knowledge_base` / `kb_category`
CI relationship type	`cmdb_rel_type`
Data source / Transform map / Field map	`sys_data_source` / `sys_transform_map` / `sys_transform_entry`

Off the top of your head

Answer each question, then open it to check.

- Insert vs. Insert and Stay?

  Both create a copy of the current record. Insert closes the form; Insert and Stay keeps the copy open.

- Which table holds a record for every table? For every field?

  sys_db_object for tables, sys_dictionary for fields.

- Open a big table's list without running the query?

  Type table_name.filter in the navigator.

- Three parts of a filter condition?

  Field, operator, value.

- Column search for "contains"?

  Start the term with `*`.

- Where do you find the update set picker?

  The globe icon in the banner.

- Role needed for high security settings, and how do you drop it?

  security_admin, elevated for the session. Drop it two ways: open your user profile icon (avatar) > Elevate Role, uncheck security_admin, and click Update (or OK); or log out and back in, or let the session time out. Elevated privileges reset when the session ends.

- How do you return from impersonation?

  End Impersonation from the user menu.

- Group vs. role?

  A group is a set of users; a role is a collection of permissions. Assign roles to groups.

- Where do you find reports in the latest releases? In earlier releases?

  Platform Analytics > Library > Data Visualizations. Earlier: Reports > View / Run.

- Report designer section for grouping? For colors and titles?

  Configure. Style.

- Trend and forecast data over time?

  Performance Analytics.

- Laptop, phone, and badge in one request?

  Order guide.

- Catalog form that creates an incident?

  Record producer.

- Same four variables on 80 items?

  One variable set added to every item.

- Why would a manager approval be skipped for one requester?

  The requester's user record has no manager.

- Where does action output live in a flow?

  In data pills.

- Knowledge base with no user criteria: who can read?

  All users, by default.

- Tool to check one user's knowledge access?

  User Criteria Diagnostics.

- Business Rule When options?

  Before, after, async, display.

- ACL to let itil users create incidents?

  `incident.None`, operation create, role itil.

- No-code mandatory field on forms only? On all data entry?

  UI Policy. Data Policy.

- Three key CMDB tables?

cmdb, cmdb_ci, cmdb_rel_ci.

- Blueprint for mapping IT services into ServiceNow?

  CSDM.

- What happens with no coalesce field?

  Every row is inserted as a new record.

- Two things not in an update set by default?

  Data records and homepages.

- Moving several update sets at once?

  Batch them.

ServiceNow CSA practice exam

198 questions grouped by exam domain. Answer key at the end.

Select exactly as many answers as each question asks for.

Platform Overview & Navigation 30 questions

1. A teammate needs to see the latest change someone made to a problem record. Which part of the form shows it?

A. The Audit tab
B. The Journal panel
C. The Update history field
D. The Activity stream

2. Response time for a user depends on a round trip between the browser and the instance. That round trip is made of:

A. A save and an update
B. An insert and a verify
C. A query and a commit
D. A request and a response

3. While building a flow, you want guided tours and help on inputs and outputs without leaving the instance. Where do you go?

A. The embedded help panel (question mark icon in the header)
B. The Getting Started module
C. The Community forums
D. The Docs site

4. In ServiceNow, a set of conditions that narrows a list down to a subset of records is called a:

A. Filter
B. View
C. Query mask
D. Breadcrumb set

5. Which are valid ways to save a record as a favorite?

Choose two.

A. Click the paperclip icon on the form header
B. Use the form's Additional actions menu and choose Create Favorite
C. Right-click a related link and choose Add Favorite
D. Click the star on the contextual app pill in the header

6. Which language do administrators and developers use to script on the ServiceNow platform?

A. Glide Script
B. Java
C. JavaScript
D. Python

7. You looked at a dashboard a few minutes ago and want to get back to it fast. What do you use?

A. The Favorites menu
B. The History menu in the header
C. The globe icon
D. The instance logo

8. You want to tag an incident "Escalated to vendor" from the incident list so you can find it later. How?

A. Pick the tag from a Tag choice field
B. Right-click the State column header and choose Tag
C. Check a box on the form named Escalated to vendor
D. Right-click the incident in the list and choose Assign Tag

9. What are two quick ways to open a context menu on a list, form header, or column heading?

Choose two.

A. Right-click it
B. Double-click it
C. Click its context menu icon
D. Press Ctrl+M

10. In the Unified Navigation header, which icon opens the update set picker?

A. The bell
B. The globe
C. The question mark
D. The chat bubbles

11. A list of 5,000 tasks is open. You only want rows where Category is Network. What is the fastest way?

A. Sort the Category column and scroll
B. Type Network into the global search
C. Right-click the column header and choose Group By, then collapse other groups
D. Right-click a Network value in the Category column and choose Show Matching

12. In a filter condition, which part is always picked from a choice list?

A. The table
B. The field
C. The operator
D. The value

13. When you share a tag, which "Viewable by" options exist?

Choose three.

A. Roles only
B. Groups and Users
C. Me
D. Everyone
E. Admins only

14. The fields you can pick in a filter condition depend on the table, its columns, and the user's access rights. What is this part of the condition called?

A. The value
B. The match type
C. The field
D. The operator

15. You want Short description to contain the word "printer." What do you type in the list's column search box?

A. printer
B. printer*
C. %printer
D. *printer

16. How do you rename a favorite in the navigator?

A. Open the clock icon
B. Right-click it and choose Rename
C. Drag it onto the star
D. Click the pencil (edit) icon

17. Which of these are ServiceNow interfaces?

Choose three.

A. Now Platform user interface
B. A command-line console
C. A desktop thick client
D. Service Portal
E. Now Mobile apps

---

18. A manager asks for incidents "opened this week for the network group" and types exactly that above the list. Which feature makes this work?

A. Global search
B. Keyword search
C. Natural language query
D. Predictive Intelligence

---

19. What is the icon with three horizontal lines in a form header?

A. Template bar
B. Personalize form
C. Additional actions (form context menu)
D. Activity filter

---

20. Which three parts make up one filter condition?

Choose three.

A. Table
B. Field
C. Order
D. Value
E. Operator

---

21. Which feature lets you type a plain-English phrase to filter a list?

A. Condition builder
B. Natural language query
C. Column search
D. Breadcrumbs

---

22. You want to quickly fill a form with saved standard values. Which form header icon gives you the template bar?

A. The activity stream icon
B. The paperclip
C. The star
D. More options (…)

---

23. Where do you start impersonating another user?

A. The application navigator
B. The form context menu
C. System Security > Users
D. The user menu (avatar) in the header

---

24. Which list technique shows only incidents that are Closed and assigned to Network, using the condition builder?

A. Add the first condition, click AND, add the second, click Run
B. Add the first condition, click OR, add the second, click Run
C. Add both values to one condition separated by a comma
D. Add the first condition, click a breadcrumb, add the second

---

25. What is the main menu bar of the Next Experience UI called?

A. The portal header
B. The application banner
C. The Unified Navigation header
D. The Core UI frame

---

26. By default, how many recently visited pages does the History menu show?

A. 20
B. 30
C. 50
D. 10

27. You want a copy of the current record and want the copy to stay open on screen. What do you choose from the Additional actions menu?

A. Insert and Stay
B. Insert
C. Reload form
D. Save

28. You edited an existing record and want to save and close the form in one click. Which button do you use?

A. Insert
B. Update
C. Save
D. Submit

29. You need to work with a table that has millions of rows and want to build a filter before any records load. What do you type in the navigator filter?

A. table_name.filter
B. table_name.list
C. table_name.form
D. table_name.do

30. What does ServiceNow's single-tenant architecture mean?

A. All customers share one database with separate schemas
B. Only one user can be logged in at a time
C. Each customer gets one instance only
D. No part of a customer's instance, including the database, is shared with other customers

Instance Configuration 21 questions

31. A business unit wants the Priority field on incidents to read "Impact level." What are two valid ways to change the label?

Choose two.

A. Right-click the field label and choose Configure Dictionary, then edit the label
B. Change it in the list column header
C. Right-click the field label and choose Configure Label
D. Change it in Form Layout

32. Which branding settings live on the My Company record (System Properties > My Company)?

A. Header colors and module text color
B. Browser tab title and base theme
C. Company logo and color scheme
D. Banner image and banner text

33. A new hire in another region says created dates on her list are off by several hours. What should she do?

A. Set her own time zone in user menu > Preferences
B. Switch browsers
C. Ask the admin to change the instance time zone
D. Change her laptop clock

34. Which role must be elevated to change high security settings?

A. maint
B. security_admin
C. admin
D. itil_admin

35. Why does the admin role have access to almost every feature and record?

A. It is granted every role in the instance by default
B. Admins can override ACL rules and pass all role checks
C. It bypasses application scope
D. It is the only role that can log in to production

36. Which can you set under System Properties > Basic Configuration UI16? (Choose five.)

Choose five.

A. Browser tab title
B. Module text color
C. Banner text color
D. Startup sound
E. Default calendar
F. Banner image
G. Preferred browser
H. Header background color

37. You need to test a newly released ServiceNow application before recommending it. What is the best approach?

A. Ask a sales rep for a slide deck
B. Activate the plugin in your company's production instance
C. Activate it on your Personal Developer Instance
D. Read release notes only

38. What should you know before activating a plugin?

A. You can turn it off later if you don't like it
B. Plugins can't be used on personal developer instances
C. Dependent plugins must be found and installed by hand
D. Once activated, a plugin can't be deactivated, so test on a non-production instance first

39. Your auditor wants a record of who impersonates whom. What do you configure?

A. The glide.sys.log_impersonation system property
B. An update set to track impersonation
C. Elevate Role on each admin
D. A new role called impersonate_log

40. In the Form Designer, how do you make a group of fields show as its own tab (for users with tabbed forms)?

A. Add a Tab field type
B. Give the section a name
C. Check Display as tab on each field
D. Add .tab to the end of a field name

41. A change request form needs Close notes mandatory when State is Closed, and a Vendor field hidden unless the user has a vendor_manager role. What is the best no-code tool?

A. A UI Policy with UI Policy Actions
B. A Business Rule
C. A Data Policy only
D. An ACL

42. Which are the three main areas of the Form Designer?

Choose three.

A. Page header
B. Field navigator
C. Form layout
D. Script editor
E. Schema map

43. You elevated to security_admin to change a setting. What are two ways to drop the elevated role?

Choose two.

A. End impersonation from the user menu
B. Open your user profile icon > Elevate Role, uncheck security_admin, and click Update
C. Clear your browser cache
D. Log out and log back in, or let the session time out

44. Which module would you use to change your instance's banner image and header colors?

A. Homepage Admin > Branding
B. Service Portal > Branding Editor
C. System UI > Themes
D. System Properties > Basic Configuration UI16

45. On a form, which two menu paths let you rearrange the order of fields?

Choose two.

A. Configure > List Layout
B. Configure > Form Design
C. Configure > Form Layout
D. Configure > Dictionary

46. What is the no-code way to make a field mandatory or read-only on a form?

A. UI Action
B. Client Script
C. UI Policy
D. UI Script

47. Which role has access to almost all platform features, functions, and data?

A. sys_admin
B. admin (System Administrator)
C. itil
D. security_admin

48. A stakeholder wants a new field on a form you're demoing. Which two paths let you add it?

Choose two.

A. Configure > UI Actions
B. Configure > Form Design
C. Configure > List Control
D. Configure > Form Layout

---

49. What do you activate to add a new application or feature to an instance?

A. An update set
B. A plugin
C. A UI script
D. A patch

---

50. You finished testing as another user. What is the cleanest way back to your own session?

A. Choose End Impersonation from the user menu
B. Log out and back in
C. Clear cache
D. Close the browser

---

51. Which users can someone with only the impersonator role NOT impersonate?

A. Users with no roles
B. Users with the itil role
C. Users in more than one group
D. Users with the admin role

Configuring Applications for Collaboration

38 questions

52. Which are list-level UI Actions?

Choose four.

A. List controls
B. List choices
C. List context menu items
D. List views
E. List banner buttons
F. List links

53. A notification must go to the caller and the caller's manager. How do you set this up?

A. Copy the notification and change the recipient
B. Add the manager as a static user
C. On Who will receive, add the Caller field, then dot-walk to Caller.Manager
D. Make the notification Subscribable

54. An analyst logs in and only sees self-service, but needs to work incidents. What could explain it?

Choose two.

A. Their manager hasn't approved their account
B. They aren't in a group that grants the itil role
C. Their session timed out
D. They don't have the itil role

55. Which rules automatically route tasks to the right group based on conditions?

A. Assignment rules
B. SLA definitions
C. On-call schedules
D. Escalation rules

56. In ServiceNow, a group is best described as:

A. A set of users who share a common purpose
B. A set of ACLs
C. A department record
D. A collection of permissions

57. A specialist wants to read only the work notes on a ticket that has many updates. What helps most?

A. Use the activity stream filter (funnel) and show only Work notes
B. Add a work notes related list
C. Switch to the Self Service view
D. Export the ticket to PDF

58. On an instance still using classic reporting, which module lists the reports you have access to?

A. Dashboards > My Reports
B. Reports > View / Run
C. Reports > Overview
D. Self-Service > My Reports

59. A manager wants monthly sales numbers compared to targets, plus a trend over time and a forecast. What do you recommend?

A. A scheduled bar chart
B. A database view
C. Performance Analytics
D. An Excel export each month

60. You changed a report's filter and want to see the result before saving. What do you click?

A. Preview
B. Run
C. Test
D. Apply

61. In the report designer, which section sets grouping and calculations such as count or sum?

A. Type
B. Configure
C. Style
D. Data

62. Which section of the report designer controls colors, the title, and the legend?

A. Type
B. Format
C. Configure
D. Style

63. You want to change a shared report without breaking the original. How do you copy it?

A. Change the sharing to Me
B. Use the arrow next to Save and choose Insert and Stay
C. Right-click the title and choose Duplicate
D. Export it and re-import it

64. A manager says a mandatory approval never happens when one employee requests a laptop. Others get approvals. Most likely cause?

A. The employee's user record has no manager
B. The flow is inactive
C. The item has no price
D. The employee is in too many groups

65. A new desktop technician must work tickets for the Desktop and Printer groups. What do you do?

Choose three.

A. Add the user to the Printer group
B. Give the user the admin role
C. Add the user directly to an ACL
D. Create the user account
E. Add the user to the Desktop group

66. In the My Approvals list, how can you approve a request without opening it?

A. Double-click the State field
B. Use the list's filter
C. Drag it to Favorites
D. Right-click the approval row and choose Approve

67. Which module opens Connect in full-screen mode?

A. Connect > Connect Workspace
B. Connect > Dashboard
C. Collaborate > Chat
D. Self-Service > Connect

68. A team runs many SLA reports that dot-walk across the same tables. What would simplify their work?

A. Give them the admin role
B. Create a report source with those conditions and show them how to use it
C. Export the data nightly
D. Teach them SQL

69. What are benefits of assigning work to a group instead of a person?

Choose three.

A. Members can pick up tasks by priority or SLA urgency
B. Work can be routed by skills or availability
C. Work can be routed by on-call schedule
D. Members can ignore tasks near an SLA breach
E. No one needs the itil role

70. A manager wants to count business card orders fulfilled this year. Which table should the report use?

A. Requested Item [sc_req_item]
B. Catalog Task [sc_task]
C. Request [sc_request]
D. Catalog Item [sc_cat_item]

71. Every customer-facing notification needs the same company banner. What is the cleanest approach?

A. Add the banner to the instance logo
B. Use a shared email template or email layout
C. Create a new notification table
D. Paste the banner into every notification

72. Which are form-level UI Actions?

Choose three.

A. Form buttons
B. Form sections
C. Form links
D. Form views
E. Form context menu items

73. What can receive task assignments?

Choose two.

A. Groups
B. Locations
C. Departments
D. Users

74. Which capability gives dashboards with widgets that show trends over time to find improvement areas?

A. Database views
B. Scheduled reports
C. List reports
D. Performance Analytics

75. What is the table name for groups?

A. sys_user_group
B. user_group
C. sys_groups
D. sys_group

76. Which are valid ServiceNow report types?

Choose four.

A. Speedometer
B. Thermometer
C. Donut
D. Horizontal bar
E. Odometer
F. Semi-donut

77. You need data from a related table on a report, through a reference field. What do you use?

A. Dot-walking
B. A new table
C. A transform map
D. A SQL join

78. A task worker wants live updates on records assigned to him without refreshing each one. What helps?

A. A scheduled report
B. A new update set
C. The activity stream icon on his list
D. The History tab

79. A role is best described as:

A. A set of users
B. A workflow persona
C. A department
D. A collection of permissions

80. Where do you create a new email notification?

A. System Properties > Email
B. User Preferences > Notifications
C. System Mailboxes > Outbound
D. System Notification > Email > Notifications

81. Which feature uses events or record changes to tell users about activity in ServiceNow?

A. Notifications
B. UI Policies
C. Assignment rules
D. Transform maps

82. A manager owns two groups but sees nothing in Service Desk > My Groups Work. Why?

A. The groups have no description
B. He isn't a member of those groups
C. My Groups Work only shows incidents
D. He lacks the admin role

83. User records are stored in which table?

A. sn_user
B. sys_user
C. sys_users
D. user

84. Which UI element adds buttons, links, and context menu items to forms and lists?

A. UI Actions
B. UI Scripts
C. UI Policies
D. UI Pages

85. Which is the best way to learn Performance Analytics properly?

A. Take the Performance Analytics course on Now Learning
B. Ask end users
C. Activate it in production and explore
D. Read sales brochures

86. Which section on a task form shows the history of documented work, like comments and work notes?

A. Audit
B. Variables
C. Activity
D. Related Links

87. Which table links users to the groups they belong to?

A. sys_user_grmember
B. sys_user_group
C. sys_group_has_role
D. sys_user_has_role

88. What is the recommended way to give users roles?

A. Give everyone admin and remove access later
B. Add roles to each user record directly
C. Add users to an ACL
D. Add roles to groups, then add users to the groups

89. In the latest releases with Platform Analytics, where do you find the reports (data visualizations) you have access to?

A. Platform Analytics Administration > Data Sources
B. Platform Analytics > Library > Data Visualizations
C. Self-Service > My Reports
D. Platform Analytics > Usage Insights

Self-Service & Automation 42 questions

90. Which feature automates business logic such as approvals, tasks, notifications, and record operations with little or no code?

A. Client Scripts
B. Transform maps
C. Flows in Flow Designer
D. UI Policies

91. When a flow runs an action, it produces values that later steps can use. What are these called?

A. Trigger constants
B. Field values
C. Data pill runtime values
D. Script variables

92. HR wants managers to order a laptop, monitor, phone, and badge for a new hire in one request. What do you build?

A. A record producer
B. An order guide
C. Four separate requests
D. A variable set

93. How do you confirm whether one specific user can contribute to a knowledge base?

A. Impersonate every user
B. Look at the knowledge base's roles list
C. Check the user's groups manually
D. User Criteria Diagnostics

94. A knowledge base has no Can Read or Cannot Read user criteria. By default, who can read it?

A. Only users with the itil role
B. Only knowledge managers
C. No one
D. All users

95. What access lets a user import articles into a knowledge base?

A. Can Read
B. Can Contribute on that knowledge base
C. The kb_admin role
D. The knowledge_import role

96. What controls how knowledge articles get published and retired?

A. UI Policies
B. Knowledge workflows
C. Update sets
D. Assignment rules

97. An HR knowledge base is readable only by HR. One new article should be visible only to HR managers. What do you do?

A. Retire all other articles
B. Use an ACL on the knowledge base table
C. Create a separate instance
D. Add user criteria for HR managers to the article's Can Read

98. Which flow parts determine when a flow starts?

A. The flow's name and description
B. The first action and its inputs
C. The trigger and its condition
D. The data pills

99. Which tool lets process owners combine workflows from several departments into one unified process?

A. Process Automation Designer
B. Report Designer
C. Schema map
D. Form Designer

100. Which of these runs in the user's browser?

A. Business Rules
B. Scheduled jobs
C. Script Includes
D. Client Scripts and UI Policies

101. A knowledge base allows: Company = ACME North America, Department = HR, Group = ACME Managers, Match All = true. Who can read it?

A. Only HR users anywhere
B. Anyone in any one of the three
C. Only users who meet all three conditions
D. Only ACME Managers members

102. On a Business Rule, which options does the When field offer?

A. onLoad, onChange, onSubmit
B. daily, weekly, monthly
C. insert, update, delete, query
D. before, after, async, display

103. Which server-side script can run when a record is displayed, inserted, updated, deleted, or queried?

A. Client Script
B. UI Script
C. UI Policy
D. Business Rule

104. Which ServiceNow process lets people create, review, approve, and browse shared information in one place?

A. Configuration Management
B. Service Catalog
C. Knowledge Management
D. Reporting

105. Where can you find prebuilt IntegrationHub spokes to connect with third-party services?

A. The Developer Blog
B. The Community
C. Now Learning
D. The ServiceNow Store

106. Which role can manage more than one knowledge base?

A. itil
B. knowledge
C. knowledge_admin
D. kb_user

107. A catalog item for a phone must let users choose color, storage size, and case style. What do you add?

A. Fields on the Requested Item table
B. Variables
C. UI Actions
D. A new table

108. You're building 80 catalog items. All of them need the same four questions; everything else differs by item. What do you use?

A. An order guide
B. One variable set with the four questions, added to all 80 items
C. Copy the four variables into every item by hand
D. A record producer

109. Users can order a tablet only after two levels of approval, and everyone is notified at each step. What do you use?

A. A UI Policy
B. A flow
C. A Data Policy
D. An assignment rule

110. Which guided tool creates catalog items and record producers without opening the classic catalog forms?

A. Form Designer
B. Workflow Editor
C. Flow Designer
D. Catalog Builder

111. Which tab on a knowledge base record lists who can read its articles?

A. Categories
B. Can Read
C. Can Contribute
D. Roles

112. Where is an action's output stored so later flow steps can use it?

A. In a choice list
B. In a system property
C. In a data pill
D. In an update set

113. Which module opens Flow Designer?

A. Workflow > Editor
B. Process Automation > Flow Designer
C. System Definition > Flows
D. Service Catalog > Flows

114. Which features help readers improve knowledge articles over time?

Choose three.

A. Edit the article without permission
B. Flag the article
C. Leave a comment
D. Rate the article

115. What limits who can read or contribute to a knowledge base?

A. Assignment rules
B. Transform maps
C. User criteria
D. Update sets

116. When testing a catalog item with a manager approval flow, what should you do?

Choose three.

A. Approve it with your admin account to save time
B. Impersonate the requester to submit it
C. Make sure the right flow version is active
D. Confirm the requester has a manager on their user record

117. In Flow Designer, how do you use a field from the record that triggered the flow?

A. Drag the matching data pill into the action's input
B. Create a variable set
C. Add a Business Rule
D. Type the sys_id manually

118. Which statement about Client Scripts and Business Rules is correct?

A. Both run in the browser
B. Client Scripts run in the browser; Business Rules run on the server
C. Client Scripts run on the server; Business Rules run in the browser
D. Both run only on form load

119. Which are advantages of Flow Designer?

Choose three.

A. Reduced technical debt
B. Easier third-party integration through spokes
C. Requires advanced coding skills
D. Less manual scripting

120. Which are core Flow Designer actions?

Choose three.

A. Ask for Approval
B. Run SQL
C. Look Up Record
D. Create Record

121. Which capability uses a messaging interface to help users get answers and complete common tasks?

A. Assignment rules
B. Knowledge categories
C. Virtual Agent
D. Report designer

122. Your company still uses legacy workflows for catalog requests. Leadership raises the approval threshold from $1,000 to $1,500. Which workflow do you update?

A. Change Request Approval
B. Service Catalog Request
C. Service Catalog Item Request
D. Purchasing Approval Flow

123. What determines user access to a knowledge base or an individual article?

A. Knowledge roles only
B. Update sets
C. User criteria
D. Group membership only

124. You need a "Report an issue" item that creates an incident for the service desk. What do you build?

A. A UI Policy
B. An order guide
C. A catalog item that creates a requested item
D. A record producer

125. What controls which users can see and order a Service Catalog item?

A. The catalog's category
B. The item's price
C. User criteria (Available for / Not available for)
D. An ACL on sc_cat_item

126. Which capability delivers knowledge articles through a conversational chat?

A. Global search
B. Virtual Agent
C. Notifications
D. Connect

127. Two departments each have their own catalog and both need the same room-setup item. What do you do?

A. Build one catalog item and add it to both catalogs
B. Use an ACL to show it to both
C. Put it in a parent catalog only
D. Build two identical items

128. Which Service Catalog item type gives users information, such as a link or article, instead of a good or service?

A. Order guide
B. Standard item
C. Record producer
D. Content item

129. A team member should only build and maintain catalog items with Catalog Builder templates. Which role fits?

A. admin
B. catalog_admin
C. catalog_builder_editor
D. catalog_manager

130. Every catalog task under a requested item is closed. What happens next?

A. Nothing until an admin closes it
B. The request closes immediately
C. A new task is created
D. The requested item is marked complete

131. How many knowledge bases and categories can a single knowledge article belong to?

A. Unlimited
B. One knowledge base and many categories
C. Many knowledge bases and one category
D. One knowledge base and one category

Database Management 42 questions

132. What is an advantage of defining suggested relationships between CI classes?

A. Relating CIs is easier because the platform suggests appropriate types
B. CIs relate themselves automatically
C. Users can no longer relate CIs incorrectly
D. The dependency view loads faster

133. In a Dependency Views map, how do you open the details of the relationship between two CIs?

A. Double-click the background
B. Open the schema map
C. Right-click the relationship line and choose View Relationship Form
D. Hover over a CI icon

134. Which table sits at the top of the CMDB class hierarchy?

A. cmdb_rel_ci
B. cmdb_ci
C. cmdb
D. cmdb_ci_server

135. You want everyone to see all records in a custom table named x_offering. Which ACL name targets every record?

A. *.x_offering
B. x_offering.all
C. x_offering.None
D. x_offering.*

136. Which part of a table holds one piece of data for one record?

A. A module
B. A field
C. A row
D. A view

137. A team needs a new ticket type with its own fields that gets assigned to a support group. How do you start?

A. Create a database view
B. Add the fields to the Incident table
C. Extend the Task table and add the new fields
D. Create a new base table from scratch

138. Some table names begin with a prefix like x_acme_ or sn_hr_. What does that prefix tell you?

A. It is a scoped application table
B. It is excluded from upgrades
C. It is a system table
D. It is a database view

139. Which are examples of core tables?

A. Customer, Lead, Opportunity
B. Room, Badge, Desk
C. Vendor, Invoice, Asset
D. User, Task, Incident

140. On a CI form, which section shows the other CIs it is related to?

A. Related Items
B. Related Links
C. Activity
D. Variables

141. Which ServiceNow framework is the blueprint for modeling your services in the CMDB?

A. Discovery
B. ITIL
C. Service Catalog
D. Common Service Data Model (CSDM)

142. A manager needs data from two tables for many reports, and dot-walking can't reach it. What do you create?

A. A database view
B. A transform map
C. A record producer
D. A new update set

143. Which combination can never describe the same table?

A. Parent and child
B. Base and parent
C. Custom and child
D. Core and custom

144. Which policies apply to data no matter how it enters the platform: forms, imports, or web services?

A. Data Policies
B. UI Policies
C. Assignment rules
D. Client Scripts

145. Which is a true many-to-many relationship?

A. One request has many requested items
B. Vendors supply many products, and each product can come from many vendors
C. A task has one assignment group
D. A user has one manager

146. When you create a custom table, which ACLs are created automatically?

Choose four.

A. write
B. create
C. report
D. read
E. execute
F. delete

147. A Data Policy runs where by default?

A. In the browser
B. On a MID Server
C. On the server
D. In the network

148. How do you open the schema map for a table?

A. Open the dictionary entry for sys_id
B. System Definition > Tables, open the table, then Show Schema Map under Related Links
C. Right-click any list and choose Schema
D. System Logs > Schema

149. Within table-level ACL matching, which order does the platform check?

A. The table, then its parent table, then the wildcard (*) rule
B. The wildcard first, then the parent, then the table
C. The rule with the most roles first
D. Newest rule first

150. What is the difference between a base table and a parent table?

A. A parent table can't have children
B. They are the same thing
C. A base table always has no children
D. A base table extends nothing; a parent table has children and may itself extend another table

151. Which security modules does an admin often use?

Choose three.

A. System Security > Access Control (ACL)
B. System Security > High Security Settings
C. Self-Service > My Access
D. System Properties > Security

152. Contract extends Task, and Vendor Contract extends Contract. Which are true?

Choose three.

A. Task is a base table
B. Contract is both a parent and a child table
C. Task is a child table
D. Vendor Contract is a base table
E. Vendor Contract is a child table

153. A service is degraded. Which tool lets an agent trace from the service to the supporting CIs that have open issues?

A. Report designer
B. Update sets
C. Dependency Views
D. Schema map

154. Which modules can create a new table?

Choose two.

A. Tables & Columns
B. System Definition > Tables
C. Schema map
D. System Dictionary > Fields

155. Which statement about ACL evaluation is correct?

A. Roles with the most permissions are checked first
B. If a row-level rule and a field-level rule both apply, both must pass
C. The oldest rule always wins
D. Field rules are checked before table rules

156. Which four operations do ACLs control on tables?

A. Add, show, modify, remove
B. Create, read, write, delete
C. Create, read, upload, delete
D. Insert, view, edit, purge

157. Which can you use to grant permission in an ACL?

Choose three.

A. Required roles
B. Conditions
C. A script that sets answer to true or false
D. Group names typed into the ACL name

158. Why are table ACLs checked before field ACLs?

A. So a user must have access to a table before field access is considered
B. So admins see fewer fields
C. So fields load faster
D. So reports run first

159. Which tool graphically shows a CI's infrastructure and its relationships with other CIs?

A. Dependency Views
B. Database view
C. Form Designer
D. Schema map

160. What are the three key CMDB tables?

Choose three.

A. cmdb_rel_type_only
B. cmdb_rel_ci
C. sn_cmdb
D. cmdb
E. cmdb_ci

161. You want users with the itil role to create incidents. How do you define the ACL?

A. Name incident.number, operation read, role itil
B. Name incident.*, operation write, role itil
C. Name *.*, operation create, role itil
D. Name incident.None, operation create, role itil

162. Which resource gives a shared set of service definitions across ServiceNow products and a CMDB framework that supports service-level reporting?

A. Discovery
B. ITSM
C. CSDM
D. ITIL

163. What relationship lets related records show in a related list on both tables?

A. One-to-many
B. Extension
C. Dictionary override
D. Many-to-many

164. Which are one-to-many relationships in the Service Catalog?

Choose three.

A. One requested item has many catalog tasks
B. One request has many requested items
C. One requested item has many approvals
D. One approval belongs to many requests

165. A user can see your app and its Create New module, but gets a blank page when they click it. Likely cause?

A. The module has too many roles
B. They can read the table but don't have create access
C. The browser is outdated
D. Their session timed out

166. Which field type offers a drop-down of predefined options?

A. Choice
B. Reference
C. String
D. True/False

167. The Number field must be read-only everywhere, and Short description must be mandatory on insert across all data entry. What do you use?

A. An assignment rule
B. A Client Script
C. A Data Policy
D. A UI Policy

168. Which right-click options does a CI node in a Dependency Views map offer?

Choose two.

A. Delete Table
B. Run Transform
C. View Form
D. View Related Tasks

169. Which dictionary table stores a record for every table in the instance?

A. sys_db_object
B. sys_metadata
C. sys_dictionary
D. sys_table

170. In ServiceNow, ACLs work on a deny-first model. What does that mean?

A. Access is denied unless an ACL grants it
B. The first ACL found always denies
C. Admins are denied by default
D. ACLs are written to block access

171. What do you need to do before you can create or change an ACL?

A. Activate the ACL plugin
B. Impersonate a security user
C. Elevate your role to security_admin
D. Switch to the Global update set

172. In the CMDB, what is the job of the Identification and Reconciliation Engine (IRE)?

A. Build CMDB reports
B. Match incoming CIs to existing ones using identification and precedence rules, preventing duplicates
C. Schedule discovery scans
D. Draw dependency maps

173. Which table defines the types of relationships that can exist between CIs, such as Depends on::Used by?

A. cmdb
B. cmdb_ci
C. cmdb_rel_ci
D. cmdb_rel_type

Data Migration & Integration 25 questions

174. Which table holds imported rows before they are transformed?

A. The import set (staging) table
B. The update set table
C. A temp table in the dictionary
D. The target table

175. During an import, which field decides whether a row updates an existing record or creates a new one?

A. The sys_id field
B. The primary key on the source file
C. The display field
D. The coalesce field

176. Which record defines where imported data lands in the target table, field by field?

A. A schema map
B. An update set
C. A data source
D. A transform map

177. Why keep update sets small and focused?

Choose two.

A. Fewer conflicts
B. Easier to review and identify changes
C. They import faster to production during business hours
D. They satisfy ISO audits automatically

178. A homepage must move to another instance with an update set. What do you do?

A. Unload it into the update set from Homepage Admin > Pages (right-click > Unload Portal Page)
B. Nothing; it is captured automatically
C. Export it as a ZIP
D. Recreate it by hand

179. What is a best practice before a data import?

A. Create a new import set table for every load
B. Import everything, then fix it in production
C. Plan time to clean out obsolete or inaccurate data first
D. Adjust the transform map after data is in the target table

180. What is the correct order for an import set?

A. Transform, load data, verify, clean up
B. Load data, create transform map, transform, clean up
C. Create transform map, load data, clean up, transform
D. Coalesce, load data, transform, publish

181. What happens if no coalesce field is set?

A. Every row is inserted as a new record
B. Duplicates are rejected
C. Existing records are overwritten
D. The import fails

182. Which tool lets you drag and drop to connect source fields to target fields?

A. Mapping Assist
B. Schema map
C. Form Designer
D. Auto Map Matching Fields

183. When importing a spreadsheet, which step says which columns go to which target fields?

A. Cleaning up the import set
B. Loading the data
C. Choosing the data source type
D. Field mapping in the transform map

184. Which data source types can feed an import?

Choose three.

A. JDBC connection
B. A local file such as CSV or Excel
C. A screenshot of a spreadsheet
D. LDAP connection

185. Which tool defines field relationships between an import set table and a target table?

A. Schema map
B. Transform map
C. Data Policy
D. Dictionary override

186. Which target tables can you choose for an import?

Choose three.

A. Tables in an outside database
B. Tables in other scopes that allow write access
C. Tables in the current application scope
D. Tables in the global scope

187. When source and target field names match, which mapping option is used?

A. Mapping Assist
B. Auto Map Matching Fields
C. Manual field maps only
D. Coalesce

188. Which feature imports data from many sources and maps it into ServiceNow tables?

A. Data Policies
B. Report sources
C. Import sets
D. Update sets

189. What is the first step when importing a spreadsheet?

A. Load data
B. Set coalesce
C. Run the transform
D. Clean up the import set

190. Which are not captured in an update set by default?

Choose two.

A. Homepages
B. Business Rules
C. Data records, such as incidents
D. Client Scripts

191. Which module starts an import?

A. Transform Maps
B. Load Data
C. Run Transform
D. Data Sources

192. Which application is mainly used to load data into ServiceNow?

A. System Properties
B. System Import Sets
C. System Update Sets
D. System Definition

193. What is the best practice for the Default update set?

A. Don't use it to move changes between instances
B. Submit it to the app repository
C. Merge it before moving
D. Limit it to 20 records

194. You need to move several update sets together. What helps?

A. Preview each twice
B. Batch them
C. Merge them into Default
D. Export them to Excel

195. Which statement about update sets and data is true?

A. Update sets can't carry Business Rules
B. Update sets carry all incident records
C. Update sets carry configuration, not task or process data
D. Update sets only carry homepages

196. An import must load data into several CMDB tables and create relationships between the new records. Which kind of transform fits?

A. A robust transform
B. A scheduled data import
C. A standard transform map
D. A field map only

197. You want an import to run automatically every night. What do you create?

A. A data policy
B. An update set
C. A transform script
D. A scheduled data import

198. Which table stores the field-by-field mappings inside a transform map?

A. sys_transform_map
B. sys_transform_entry
C. sys_data_source
D. sys_import_set

Answer key

1. D
2. D
3. A
4. A
5. B, D
6. C
7. B
8. D
9. A, C
10. B
11. D
12. C
13. B, C, D
14. C
15. D
16. D
17. A, D, E
18. C
19. C
20. B, D, E
21. B
22. D
23. D
24. A
25. C
26. B
27. A
28. B
29. A
30. D
31. A, C
32. D
33. A
34. B
35. B
36. A, B, C, F, H
37. C
38. D
39. A
40. B
41. A
42. A, B, C
43. B, D
44. D
45. B, C
46. C
47. B
48. B, D
49. B
50. A
51. D
52. B, C, E, F
53. C
54. B, D
55. A
56. A
57. A
58. B
59. C
60. B
61. B
62. D
63. B
64. A
65. A, D, E
66. D
67. A
68. B
69. A, B, C
70. A
71. B
72. A, C, E
73. A, D
74. D
75. A
76. A, C, D, F
77. A
78. C
79. D
80. D
81. A
82. B
83. B
84. A
85. A
86. C
87. A
88. D
89. B
90. C
91. C
92. B
93. D
94. D
95. B
96. B
97. D
98. C
99. A
100. D
101. C
102. D
103. D
104. C
105. D
106. C
107. B
108. B
109. B
110. D
111. B
112. C
113. B
114. B, C, D
115. C
116. B, C, D
117. A
118. B
119. A, B, D
120. A, C, D
121. C
122. B
123. C
124. D
125. C
126. B
127. A
128. D
129. C
130. D
131. D
132. A
133. C
134. C
135. C
136. B
137. C
138. A
139. D
140. A

141. D
142. A
143. D
144. A
145. B
146. A, B, D, F
147. C
148. B
149. A
150. D
151. A, B, D
152. A, B, E
153. C
154. A, B
155. B
156. B
157. A, B, C
158. A
159. A
160. B, D, E
161. D
162. C
163. D
164. A, B, C
165. B
166. A
167. C
168. C, D
169. A
170. A
171. C
172. B
173. D
174. A
175. D
176. D
177. A, B
178. A
179. C
180. B
181. A
182. A
183. D
184. A, B, D
185. B
186. B, C, D
187. B
188. C
189. A
190. A, C
191. B
192. B
193. A
194. B
195. C
196. A
197. D
198. B