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Certified System Administrator



Question: 22

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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