

PRACTICE QUESTIONS

ServiceNow Certified System Administrator

SHARED BY [u/Nifty-Llama-6590](#) on aiexamcerts

EDITION Free Set 1

QUESTIONS 10

SHARED October 15, 2026

EXAM ServiceNow Certified System Administrator

Shared by [u/Nifty-Llama-6590](#) on aiexamcerts

10 practice questions for the ServiceNow Certified System Administrator exam, each followed by its answer and a short explanation. More free sets and the full practice exam:

www.aiexamcerts.com/servicenow/servicenow-certified-system-administrator. Spotted a mistake? Email support@aiexamcerts.com with the exam name and the question number.

1. An integration loads a CSV of users into ServiceNow and maps the rows to the sys_user table. Which feature handles the staging and mapping?

- A Business rules that run when records are written
- B Client scripts
- C Import sets with transform maps
- D UI policies

Answer: C

Import sets stage the raw source rows, and transform maps map source fields onto the target table's fields. Business rules run when records are written, so they can be triggered during a transform, but they do not stage or map the source data. Client scripts and UI policies only affect forms in the browser.

2. Inside a server-side business rule, the variable that refers to the record being processed is named _____.

Answer: current

The current object is a GlideRecord representing the record that triggered the rule, while previous holds the values before the change. Using previous gives the older values during an update, which is the tempting wrong answer. The name must be used exactly as current.

3. Which ServiceNow object controls who can read, write, create, or delete records on a table?

- A Access control list (ACL)
- B Business rule
- C Script include with reusable server-side functions
- D UI action

Answer: A

ACLs define access to tables and fields for each operation and can check roles, conditions and scripts. Business rules run server-side logic on records but cannot grant access. Script includes are reusable server-side code, and UI actions add buttons and menu items, which is why they are tempting but wrong.

4. A reference field on one table points to a record in another table by storing that record's `sys_id`.
- A True
 - B False

Answer: A (True)

A reference field stores the `sys_id` of the target record and displays the target's display value. The tempting misconception is that the field stores the readable name, but the link is made through the `sys_id`.

5. Which two items can start a Flow Designer flow? (Choose two.)
- A A record created or updated in a table
 - B A scheduled time
 - C A mouse click on a table header in a list
 - D A browser refresh event
 - E An ACL evaluation

Answer: A, B

Flows can start from record triggers, such as a record being created or updated, and from schedule triggers that run at set times. A header click, a browser refresh and an ACL evaluation are not flow triggers, although the header click is a tempting UI action.

6. Which GlideRecord method executes a query after conditions have been added with `addQuery`?
- A `deleteRecord()`
 - B `setLimit()`
 - C `insert()`
 - D `query()`

Answer: D

`query()` runs the conditions built with `addQuery`, and `next()` then steps through the results. `insert()` creates a new record and `deleteRecord()` removes the current one. `setLimit()` restricts how many rows are returned but does not run the query, which makes it a tempting but incorrect choice.

7. Which Platform feature lets a user mark a frequently used record or list as a shortcut in the left-hand navigation?
- A Attachments section
 - B Favorites
 - C Watch list
 - D Activity subscriptions

Answer: B

Favorites are saved shortcuts to records and lists, shown in the left-hand navigation for quick return. A watch list on a task controls who is notified of its updates, which is the tempting confusion. Attachments hold files and do not create navigation shortcuts.

8. A user with no role assigned who tries to read a protected table is denied by the _____ check.

Answer: ACL (also accepted: access control, access control list)

The access control list evaluation decides whether the operation is allowed, so a user without the required role is denied at that check. Data policies enforce field rules rather than deciding read access, which makes them a tempting but incorrect answer.

9. Employees request laptops from a catalog item, and the request needs a variable for the laptop model. Where is the variable defined?
- A In a homepage widget that lists open requests
 - B In a transform map
 - C On the catalog item as a variable
 - D On the requesting user's record

Answer: C

Catalog variables are attached to the catalog item and render on the order form, and their answers become part of the request. The user record stores person details rather than per-request choices, which makes it the tempting wrong answer. Transform maps load external data and do not define order form questions.

10. An administrator wants an email sent to the requester when an incident is resolved. Which pair of components is used?
- A A notification triggered by a record condition, using an email template
 - B A UI action and a client script
 - C A scheduled job and an import set
 - D An ACL and a catalog item

Answer: A

A notification fires when a record condition or event occurs and sends mail using an email template. UI actions add buttons and client scripts run in the browser, so neither sends mail, although a client script alert is a tempting way to show a message. ACLs and catalog items do not send email.