

PRACTICE QUESTIONS

ServiceNow Certified System Administrator

SHARED BY [u/livelybeaver1996](#) on aiexamcerts

EDITION	Free Set 2
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QUESTIONS	10
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SHARED	October 15, 2026
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EXAM	ServiceNow Certified System Administrator
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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. A user needs to view incidents but must not change them. Which setup follows least-privilege practice?

- A Give every user the itil role with no ACLs
- B Turn off ACLs for the incident table
- C Grant the admin role
- D Grant read access through an ACL tied to a view-only role

Answer: D

Least privilege means granting only the operation the user needs, controlled by an ACL tied to a suitable role. The admin role is far broader than necessary. Turning ACLs off removes protection for everyone, which is the tempting shortcut and the most dangerous choice.

2. Impersonating a user permanently changes that user's roles and password.

- A True
- B False

Answer: B (False)

Impersonation temporarily switches the session to the target user so you can see the platform as they see it, and it changes neither roles nor passwords. The tempting misconception is that it modifies the account, which is false.

3. Which server-side call writes an informational message to the system log from a script?

- A `GlideAjax.getXML()`
- B `gs.info()`
- C `g_form.addInfoMessage()`
- D `GlideRecord.update()`

Answer: B

`gs.info` writes a message to the system log from server-side code. `g_form.addInfoMessage` shows a banner in the user's browser, which is the most tempting wrong answer because it also displays information. `GlideRecord.update` saves record changes, and `GlideAjax` calls server code from the client.

4. The system field that stores when a record was first inserted is named _____.

Answer: sys_created_on

sys_created_on is a standard audit field filled in automatically on insert, alongside sys_created_by. sys_updated_on changes on every update, which makes it the tempting wrong field for creation time.

5. Which two script types run on the server? (Choose two.)

- A Business rule
- B Script include
- C Client script
- D UI policy script
- E Catalog client script

Answer: A, B

Business rules run on the server when records are read or written, and script includes are reusable server-side libraries. Client scripts, UI policy scripts and catalog client scripts all run in the browser, and those are the tempting choices.

6. A user wants a list of only priority 1 incidents assigned to their group. Which tool gives this result without code?

- A A UI macro
- B A transform map
- C Conditions on the list filter
- D A client script attached to the list

Answer: C

List filters add conditions such as priority and assignment group, and the result can be saved. A client script is unnecessary for a simple filter, which makes it a tempting but excessive choice. Transform maps only move data in during imports.

7. Which concept keeps an application's customizations separate from the global scope so they do not conflict with other apps?

- A Dictionary entry
- B Choice list of values for a dropdown field
- C Workspace
- D Application scope

Answer: D

Application scope isolates an app's artifacts, and custom apps typically use a prefix such as x_ to keep them apart. A dictionary entry defines a field, a choice list defines dropdown values, and a workspace is a user interface. Dictionary entries are the tempting choice because they are defined per table.

8. A data policy can make a field mandatory or read-only in a way that also applies to imports and web service writes.

- A True
- B False

Answer: A (True)

Data policies enforce field requirements on the server, so they apply beyond the form to imports and web service writes. A UI policy only changes form behavior, which is the tempting limitation that the data policy overcomes.

9. A flow must wait for an approval decision before it creates a task. Which Flow Designer action provides this?

- A Ask for approval
- B Look up records
- C Log
- D Set flow variables

Answer: A

The Ask for approval action pauses the flow until the approvers respond. Look up records retrieves data and Log writes a message, and neither waits for a decision. Set flow variables stores values for later steps.

10. Which base table do the incident and change request tables extend to share common task fields?

- A cmdb_ci
- B kb_knowledge
- C task
- D sys_user

Answer: C

The task table is the parent that incident, problem and change request extend, sharing fields such as state and assignment. sys_user stores people, cmdb_ci holds configuration items and kb_knowledge stores knowledge articles, so each of those is a different kind of base table.