

# PR000370<sup>Q&As</sup>

ServiceNow Certified System Administrator

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**QUESTION 1**

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Correct Answer: D

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**QUESTION 2**

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.

Correct Answer: A

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**QUESTION 3**

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

- A. They run behind the scenes.
- B. They are the building blocks.
- C. They are optional.
- D. They provide options.

Correct Answer: B

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**QUESTION 4**

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables

C. Extended Tables

D. Custom Tables

Correct Answer: A

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**QUESTION 5**

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

Correct Answer: BCD

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