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Exam : PR000370

Title : ServiceNow Certified System Administrator

Version : DEMO

1.What is a schema map?
A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
B. A schema map graphically organizes the visual task boards for the CMDB
C. A schema map graphically displays the Configuration Items that support a business service
D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema
Answer: D

2.What are the four knowledge workflows available in the ServiceNow base instance?
A. Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state
B. Instant Publish: Immediately publishes a draft article without requiring an approval
C. Instant Retire: Immediately retires a published article without requiring an approval
D. Retire Knowledge: Moves a knowledge article to the retired state.
Answer: A

3.Knowledge Base Search results can be sorted by which of the following? (Choose three.)
A. Most recent update
B. Popularity
C. Relevancy
D. Manager assignment
E. Number of views
Answer: A,C,E

4.What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers
A. You should never assign roles to groups.
B. You should assign roles to users.
C. You should assign roles to groups
D. You should add users to groups
Answer: C,D

5.Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?
A. Form
B. List
C. Dashboard
D. Timeline
Answer: C