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Latest Exam Guide & Learning Materials

Exam : **CSA-JPN**

Title : ServiceNow Certified
System Administrator
(CSA日本語版)

Vendor : ServiceNow

Version : DEMO

QUESTION NO: 1

リストからレコードのセットを分類し、他のユーザーに表示できるようにするために使用できる機能はどれですか？

- A. タグ
- B. 歴史
- C. お気に入り
- D. アクティビティフォーマッタ

Answer: A

Explanation:

In ServiceNow, Tags allow users to categorize and group records in a list. Tagged records are visible to others if set to public or shared with specific users or groups.

Correct Answer

A . Tags

Tags help users organize and quickly locate records.

Tags can be private (Me) or shared (Everyone, Groups, or Specific Users).

Example:

A support team might tag critical incidents with "Urgent" for easy tracking.

Incorrect Answer Choices

B . History

The History module shows recently accessed records but does not categorize or share records.

C . Favorites

Favorites allow users to bookmark specific records or lists for quick access, but they are private and not shared with others.

D . Activity Formatter

The Activity Formatter tracks changes and updates in a record (e.g., who modified the record, comments added), but it does not categorize or share records.

Reference:

ServiceNow Documentation: Using Tags in Lists

ServiceNow User Guide: Managing and Sharing Tags

QUESTION NO: 2

インスタンス内で行われた構成変更 (つまり、フォーム内の変更)

は何に含まれており、開発環境から別の環境への変更を実装するのに役立ちますか？

- A. 更新セット
- B. トランスフォームマップ
- C. システム辞書
- D. インポートセット

Answer: A

Explanation:

An Update Set in ServiceNow is a container that captures configuration changes (such as form modifications, business rules, or UI policies) made in an instance. These changes can then be migrated from a development (Dev) environment to a test or production environment.

Key Features of Update Sets:

- ✓ Captures form modifications, ACLs, scripts, and configurations.
- ✓ Helps in migrating changes between instances (Dev → Test → Prod).
- ✓ Ensures consistency across environments.

Why Are Other Options Incorrect?

B . Transform maps

Used for mapping data fields during an import, not for migrating configuration changes.

C . System dictionaries

Defines table and field attributes but does not store configuration changes for migration.

D . Import sets

Used for importing external data into ServiceNow, not for transferring configuration changes.

Reference:

ServiceNow CSA Documentation - Using Update Sets for Configuration Migration ServiceNow Product Documentation - Best Practices for Update Sets (<https://docs.servicenow.com>)

QUESTION NO: 3

ユーザーがウィジェットを使用してダッシュボードを作成し、時間の経過に伴うデータを視覚化して改善領域を特定できる機能はどれですか？

- A. 分析レポート
- B. パフォーマンス分析
- C. 定期レポート
- D. レポート

Answer: B

Explanation:

Performance Analytics (PA) in ServiceNow allows users to create dashboards with widgets that visualize trends over time to monitor and improve processes.

Key Features of Performance Analytics:

- ✓ Data Visualization: Users can track KPIs, measure performance trends, and create meaningful insights.
- ✓ Dashboards & Widgets: Custom dashboards with interactive widgets display real-time analytics.
- ✓ Historical & Trend Analysis: Unlike standard reports, PA analyzes trends over time, helping organizations improve their services.
- ✓ Predictive Insights: Uses historical data to identify patterns and drive informed decisions.

Why Are Other Options Incorrect?

A . Analytics Reports

No such feature exists in ServiceNow under this name. The correct term is Performance Analytics.

C . Scheduled Reports

Scheduled reports allow users to automate report delivery, but they do not provide interactive dashboards or trend analysis.

D . Reporting

Standard Reporting provides snapshot views of data but does not support trend analysis over time like Performance Analytics.

Reference:

ServiceNow CSA Documentation - Performance Analytics Overview

ServiceNow Product Documentation - Creating Dashboards & Widgets with PA
(<https://docs.servicenow.com>)

QUESTION NO: 4

UIポリシーとデータポリシーの違いは何ですか？

- A. データポリシーは、UIポリシーが正常に実行された後にのみ実行されます
- B. データポリシーはServiceNowへのデータの入力方法に関係なく実行されますが、UIポリシーはフォームの相互作用に使用されます
- C. データポリシーはUIポリシーに変換できますが、UIポリシーはデータポリシーに変換できません
- D. データポリシーは、フォームを介して、インポートセットまたはWebサービスによって入力されたときに実行されますが、UIポリシーはWebサービスによってのみ設定されます

Answer: B

Explanation:

Both UI Policies and Data Policies are used to enforce rules on data in ServiceNow, but they work differently in terms of where and how they apply.

Key Differences Between UI Policies and Data Policies:

Feature

UI Policy

Data Policy

Scope

Works only on forms in the user interface (UI)

Works on all data entry methods, including forms, imports, and web services Execution Runs client-side in the browser Runs server-side on the database Purpose Dynamically show/hide, make fields mandatory, or read-only on forms Enforces mandatory and read-only fields at the database level Applies to User interactions on forms All data sources (Forms, Import Sets, Web Services, API) Conversion Can be converted into Data Policies Cannot be converted into UI Policies Why "B. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions" is Correct:

Data Policies apply to all data entry methods, ensuring data integrity no matter how the data enters ServiceNow.

UI Policies only apply to the user interface (forms) and dynamically modify field behavior in real-time.

Why Other Options Are Incorrect:

- A . Data Policies run only after UI Policies run successfully → UI Policies and Data Policies work independently and do not depend on each other.
- C . Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies → The opposite is true: UI Policies can be converted into Data Policies, but not the other way around.
- D . Data Policies run when data is entered through the form, by an Import Set, or by Web Services, while UI Policies are set only by web services → UI Policies are not related to web services; they only apply to form interactions.

Reference from CSA Documentation:

ServiceNow Documentation: UI Policies vs. Data Policies

CSA Exam Guide: Covers UI Policies and Data Policies differences in form and system-wide

data enforcement.

Thus, the correct answer is:

B. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions

QUESTION NO: 5

アクティブなインシデントのリストが表示されています。解決済みの状態のインシデントを除外したいと考えています。どうすればそれができますか？

- A. レコードのリストで、解決済みの値を右クリックし、[除外] を選択します。
- B. じょうごアイコンをクリックし、AND をクリックします。解決済みを選択し、状態ではありません。実行をクリックします。
- C. 状態列のタイトルで右クリックし、[除外] > [解決済み] を選択します。
- D. [検索] で [状態] を選択し、「未解決」と入力して Enter キーを押します。
- E. レコードのリストで、解決済みの値を見つけて右クリックし、[除外] を選択します。

Answer: E

Explanation:

In ServiceNow, when viewing a list view, you can easily filter out specific values by right-clicking on the field value and selecting "Filter Out". This action dynamically updates the filter to exclude records with that value.

Steps to Exclude Incidents with the State "Resolved":

Navigate to the Incident List.

Locate a record with State = Resolved.

Right-click on the "Resolved" value in the State column.

Select "Filter Out" from the context menu.

The list automatically refreshes, showing only incidents excluding "Resolved".

Why Other Answers Are Incorrect:

A . On the list of records, locate the right-click on the Resolved value, select Exclude.

"Exclude" is not an option in the ServiceNow list filter menu. The correct option is "Filter Out".

B . Click Funnel icon, click AND, Select Resolved, is Not State click Run.

The funnel icon opens the filter panel, but this answer is unnecessarily complex. Right-clicking and filtering out is faster.

C . On state column title, right-click, select Filter Out > Resolved.

You cannot right-click the column title to filter out a specific value; you must right-click on a specific field value.

D . On Search, select State, type not Resolved, press enter.

The correct syntax in the filter bar is "State != Resolved", but right-clicking is a more user-friendly method.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Filtering and List Views

ServiceNow CSA Training Module: "Working with Lists and Filters"

QUESTION NO: 6

どのような直感的な開発インターフェースが、初期のアプリケーション開発プロセスを通じてユーザーをガイドしますか？

- A. ガイドツアーデザイナー

- B. ServiceNow スタジオ
- C. ガイド付きアプリケーション作成者
- D. フローデザイナー

Answer: C

QUESTION NO: 7

Guided Application Creator

を使用してアプリケーションを作成する場合、テーブルを作成するためのオプションは何ですか？

3つの回答を選択してください

- A. テーブルを最初から作成する
- B. API呼び出しを使用する
- C. インポートジョブを実行する
- D. 外部テーブルへのリンク
- E. テンプレートからテーブルを作成する
- F. スプレッドシートをアップロードする
- G. テーブルを拡張する

Answer: A,E,F

QUESTION NO: 8

データをインポートするときの coalesce フィールドの目的は何ですか？

- A. 一致が見つかった場合、新しいレコードが挿入されます
- B. 一致するものが見つからない場合、既存のレコードが更新されます
- C. 重複レコードを識別してマージする
- D. レコードが既存のレコードと一致するか、新しいレコードであるかを判断する

Answer: D

QUESTION NO: 9

従業員のオンボーディング

チームは、マネージャーが新しい従業員のためにコンピューター、モニター、名刺、および携帯電話を注文する方法を求めました。この要件を満たすためにどのように進めますか？

- A. レコード プロデューサーの作成
- B. 注文ガイドの作成
- C. 依頼アイテム作成
- D. オンボーディング ボットの作成

Answer: B

Explanation:

An Order Guide in ServiceNow is used to group multiple catalog items together so that users can request all necessary items in one streamlined process.

Why an Order Guide is the Best Choice for This Scenario?

The Employee Onboarding team needs a way for managers to order multiple items (computers, monitors, business cards, cell phones) for new employees.

An Order Guide allows managers to request all necessary items in a single request, instead

of ordering them one by one.

The guide can also use rules and conditions to determine which items should be included based on user input (e.g., different job roles might require different devices).

Why Other Answers Are Incorrect:

A . Create Record Producer - Record Producers are used to capture information and create records (e.g., Incidents, Requests) but do not group multiple catalog items together like an Order Guide does.

C . Create Requested Item - A Requested Item (sc_req_item) is created when a request is submitted, but it is not the starting point for fulfilling this requirement.

D . Create Onboarding Bot - No such feature exists in ServiceNow; onboarding is typically handled via Order Guides and HR Case Management.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Order Guides Documentation

ServiceNow CSA Training Module: "Service Catalog: Order Guides and Catalog Items"

QUESTION NO: 10

ナレッジベース内のナレッジ記事は、カテゴリ別にグループ化されています。

A. True

B. False

Answer: A

Explanation:

In ServiceNow, knowledge articles within a Knowledge Base (KB) are grouped by categories to help users easily find and navigate relevant information.

Key Features of Knowledge Article Categorization:

Hierarchical Structure:

Categories can have parent-child relationships, allowing for subcategories.

Example:

nginx

CopyEdit

IT Support

├─ Hardware

| ├─ Laptops

| └─ Printers

├─ Software

| ├─ Windows

| └─ MacOS

Improved Search & Filtering:

Users can filter knowledge articles by category in the Service Portal, Knowledge Management homepage, or in the Global Search.

Permissions & Visibility Control:

Categories can have specific user criteria to restrict access to certain articles based on roles or groups.

Article Organization & Management:

Knowledge managers can reassign articles to different categories if needed.

Why the Answer is True?

Knowledge Base (KB) articles are always assigned to a category for structured organization. Without categories, articles would be unstructured and difficult to locate.

Reference from ServiceNow CSA Documentation:

Knowledge Management Overview

Knowledge Management in ServiceNow

Creating and Managing Knowledge Categories

Knowledge Base Categories

Final Verification: Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

QUESTION NO: 11

カタログ タスク レコードでは、管理者は優先順位の選択肢をどのように変更しますか？

- A. 優先度ラベルを右クリック > 選択肢の設定を選択
- B. フォームのコンテキストメニューで、オプションの設定を選択します。
- C. データディクショナリを開く > 値を選択
- D. 優先度ラベルを右クリック > リストの設定を選択

Answer: A

QUESTION NO: 12

後で適用するためにインスタンスのローカル変更を保存するために使用されるソース管理操作は、(n)<blank>.と呼ばれます。

- A. 日
- B. 5lasn
- C. ブランチ
- D. 更新セット

Answer: B

QUESTION NO: 13

フローがアクションを実行すると、実行時の値が生成されます。この値は、フローの期間中は同じままです。このランタイム値の名前は何か？

- A. 実行時の値をトリガーします
- B. シーケンスランタイム値
- C. 実行時の値の開始
- D. データピルの実行時の値
- E. 実行時の値を入力します

Answer: D

Explanation:

In ServiceNow Flow Designer, when an action is executed within a flow, it generates a runtime value that remains consistent throughout the flow execution. This value is known as a data pill runtime value.

Understanding Data Pill Runtime Values:

Definition: A data pill represents dynamic data retrieved from a trigger, action, or step in a flow.

Behavior: When a flow runs an action, it produces a data pill that stores the generated value.

This value remains unchanged for the duration of the flow's execution.

Usage: These values can be used in conditions, other actions, or as inputs to subsequent steps.

Key Features of Data Pills in Flow Designer:

Persistency: The data pill's value remains the same throughout the flow's execution.

Accessibility: Data pills can be referenced throughout different actions in the flow.

Dynamic Population: Data pills dynamically capture runtime values, eliminating the need for hardcoding.

Example Scenario:

Suppose a flow is triggered when a new incident is created. The incident's sys_id is stored as a data pill and can be referenced in subsequent actions, such as sending an email notification or updating the record.

Reference:

ServiceNow Docs: Understanding Data Pills in Flow Designer

ServiceNow Flow Designer Training: Flow Designer Basics

QUESTION NO: 14

通知のトラブルシューティングやデバッグを行う際に、イベントに応じて電子メールが送信されたかどうかを確認するにはどこに移動すればよいですか。

- A. システムログ > イベント
- B. システムログ > メール
- C. システムログ > プッシュ通知
- D. システムログ > ICE ログ

Answer: B

QUESTION NO: 15

「あなたの顧客は、人事部門のメンバーのみがアクセスできる人事知識ベースを持っています。従業員の四半期ごとのレビューに関する新しい手順は、HR ナレッジベースの四半期ごとのレビュー カテゴリに公開する必要がありますが、HR マネージャーにのみ表示する必要があります。この要件をどのように満たしますか？

A. ナレッジ

ベースで、管理者が読むことができるスクリプトを含むユーザー基準を読み取り可能リストに追加し、記事を任意のカテゴリに公開します。

B. カテゴリの読み取り可能リストに HR マネージャーグループのユーザー基準を追加します。

C. ナレッジ記事で、人事マネージャー

グループのアクセス制御を読み取り可能リストに追加し、記事を任意のカテゴリに公開します。

D. 記事の読み取り可能リストに HR マネージャーグループのユーザー基準を追加します。

Answer: D

Explanation:

In ServiceNow Knowledge Management, User Criteria is used to control who can view, contribute, or edit knowledge articles and knowledge bases.

Scenario Requirements Breakdown:

The HR Knowledge Base is already restricted to HR department members.

A new knowledge article needs to be published in the Quarterly Review category.

Only HR Managers should be able to read this specific article.

Best Approach (Correct Answer: D)

To restrict access to the article itself (not the entire knowledge base or category), we:

Open the knowledge article

Go to the "Can Read" field

Add a User Criteria that includes the "HR Manager" group

Publish the article

This ensures that only HR Managers can read this specific article while the rest of the HR department cannot see it.

Why Other Options Are Incorrect?

A . On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category This would restrict all articles in the knowledge base, not just the single article.

B . Add User Criteria for HR Manager Group on the Category's Can Read list User criteria can only be applied at the Knowledge Base or Article level, not at the category level.

C . On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category ACLs (Access Controls) are not used for Knowledge Article permissions. User Criteria is the correct method.

Official ServiceNow Documentation Reference:

Managing User Criteria in Knowledge Management

Restricting Article Access

QUESTION NO: 16

イベントを生成する2つの方法は何ですか？（2つ選択してください。）

A. ビジネスルール

B. ワークフロー

C. ログエントリ

D. 知識記事の出版

Answer: A,B

QUESTION NO: 17

ServiceNow

がリリースした新しいアプリケーションについて聞いたことがあります。それを試して、会社の ServiceNow

実装に役立つかどうかを確認したいと考えています。新しいアプリケーションを実際に体験するには、どのような方法が最適ですか？

A. docs.servicenow.com で最新のリリース ノートを確認してください。

B. 個人の開発インスタンスで、アプリケーション プラグインをアクティブ化します。

C. Wiki で販売デモ リクエスト フォームを検索し、

D. 会社の本番インスタンスで、アプリケーション プラグインをアクティブ化します。

Answer: B

Explanation:

When testing a new ServiceNow application, the best practice is to first try it in a safe, non-production environment to avoid any unintended impact on your company's live instance.

Why is "Activate the application plugin on your personal dev instance" the Correct Answer?
Safe Testing Environment

A personal developer instance (PDI) is provided by ServiceNow for testing and development. Activating a plugin in a PDI does not affect the company's production system.

Allows Hands-On Experience Without Risk

You can explore, configure, and test the new application in a personal dev instance.

Any issues encountered will not disrupt business operations.

Best Practice for ServiceNow Development

ServiceNow recommends testing all new features in a sandbox or development instance before enabling them in a production environment.

Incorrect Answer Choices Analysis:

A . Check the latest release notes at docs.servicenow.com.

Incorrect - While the release notes provide valuable information, they do not provide hands-on experience with the application.

C . Search the wiki for the sales demo request form.

Incorrect - ServiceNow has moved away from using wikis. Also, requesting a sales demo is not the best way to test an application yourself.

D . Activate the application plugin on your company's production instance.

Incorrect - Never test a new application directly in production. This can cause unexpected issues and impact live operations.

Official ServiceNow Documentation Reference:

ServiceNow Developer Program - Personal Developer Instances (PDI)

ServiceNow Developer Instances

ServiceNow Docs - Managing Plugins

How to Activate Plugins

Conclusion:

The correct answer is:

B. Activate the application plugin on your personal dev instance.

This method allows safe testing and evaluation before considering implementation in a production environment.

QUESTION NO: 18

システム内のすべてのテーブルとフィールドを定義する ServiceNow インフラストラクチャのコンポーネントはどれですか？

A. データアトラス

B. テーブルクラスマネージャー

C. スキーマ

D. Dictionary

E. フィールドマップ

Answer: D

Explanation:

In ServiceNow, the Dictionary is the component that defines every table and field in the system.

What is the Dictionary in ServiceNow?

It stores metadata about every table and field.

It contains details like data type, field properties, default values, and relationships.
It is managed through the sys_dictionary table.

Example:

If you navigate to System Definition > Dictionary, you can view and edit field properties for any table.

The Dictionary defines whether a field is mandatory, read-only, or referenceable.

Why Other Answers Are Incorrect:

A . Data Atlas - Not a valid ServiceNow concept.

B . Table Class Manager - Manages table extensions and inheritance, but does not define individual fields.

C . Schema - Refers to the overall structure of a database, but in ServiceNow, the Dictionary manages table and field definitions.

E . Field Map - Used for data imports and transformations, not for defining tables and fields system-wide.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Dictionary Overview

ServiceNow CSA Training Module: "Understanding Tables and Fields"

QUESTION NO: 19

ユーザーレコードはどのテーブルに保存されますか？

A. ユーザー[sys_user]

B. ユーザー[sn_user]

C. ユーザー[u_sys_user]

D. ユーザー[s_user]

Answer: A

Explanation:

In ServiceNow, user records are stored in the sys_user table. This table contains all user-related information such as username, email, department, roles, and active status.

sys_user Table Structure:

Stores all user accounts in the system.

Contains fields like user_name, email, first_name, last_name, and roles.

Administrators can manage users via User Administration > Users in the ServiceNow navigation panel.

Why Not Other Options?

B . User [sn_user] - There is no such table named sn_user in ServiceNow.

C . User [u_sys_user] - The u_ prefix indicates a custom table, which is not the default ServiceNow table.

D . User [s_user] - This table does not exist in ServiceNow.

Reference:

ServiceNow User Administration - sys_user Table

QUESTION NO: 20

カタログアイテムやレコードプロデューサーを作成するには、どのカタログツールを使用しますか？

A. カタログフォーマッタ

- B. ワークフローデザイナー
- C. カタログビルダー
- D. カタログデザイナー

Answer: C

QUESTION NO: 21

レコードの作成または更新後にフローを実行させるコンポーネントは何ですか？

- A. 日付ベースのトリガー
- B. レコードベースのトリガー
- C. オンチェンジトリガー
- D. アプリケーションベースのトリガー
- E. 更新日トリガー

Answer: B

Explanation:

A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table¹. It allows users to define conditions and actions for the flow based on the record's state and values¹. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority¹.

Reference

Flow trigger types - Product Documentation: San Diego - ServiceNow¹

QUESTION NO: 22

ユーザーメニューから、ユーザーはどのアクションを選択できますか？
(3つ選択してください。)

- A. 通知を送信します
- B. ログアウトServiceNow
- C. ロールの昇格
- D. ユーザーを偽装
- E. サービスカタログからの注文
- F. レコードの承認

Answer: B,C,D

Explanation:

The User Menu in ServiceNow is accessible from the top-right corner of the interface by clicking on the user's avatar or name. This menu provides various options that allow users to manage their sessions, roles, and impersonation settings.

The three correct actions a user can select from the User Menu are:

1. Log Out ServiceNow (Correct)

The Log Out option allows users to end their session and securely exit ServiceNow. It is an essential feature for security and session management.

Location: User Menu > Log Out

2. Elevate Roles (Correct, for Admin Users)

Users with appropriate privileges (such as administrators) can elevate their roles to gain temporary access to higher permissions.

This is primarily used when a user needs elevated access (e.g., security_admin) to perform specific administrative actions.

Location: User Menu > Elevate Roles

Example:

A system administrator can elevate their role to security_admin to access security-related configurations.

3. Impersonate Users (Correct, for Admin Users)

The Impersonate User feature allows an administrator to act as another user without needing their credentials.

This is useful for troubleshooting, testing permissions, and verifying user-specific configurations.

Location: User Menu > Impersonate User

Example:

An admin impersonating a regular user can verify that the correct permissions and UI settings are applied.

Why the Other Options Are Incorrect:

A. Send Notifications (Incorrect)

The User Menu does not include an option to send notifications.

Notifications (emails, push notifications, SMS) are managed through:

System Notification > Email > Notifications

Outbound SMS or Messaging Settings

E. Order from Service Catalog (Incorrect)

Users can order items from the Service Catalog, but this action is not available from the User Menu.

Instead, users access the Service Catalog through:

Self-Service > Service Catalog

Requests and Catalog Items pages

F. Approve Records (Incorrect)

Users can approve records if they have approval roles (e.g., approver), but this action is not directly available from the User Menu.

Approvals are managed through:

My Approvals in Self-Service

The Approvals module in the ServiceNow application navigator

Reference:

ServiceNow CSA Documentation: User Menu Overview

ServiceNow CSA Learning Path: User Menu and Elevate Roles

ServiceNow Docs: Impersonate Users in ServiceNow

QUESTION NO: 23

テーブルアクセスコントロールルールは、次の順序で処理されます。

- A. 任意のテーブル名 (ワイルドカード)、親テーブル名、テーブル名
- B. テーブル名、親テーブル名、任意のテーブル名 (ワイルドカード)
- C. 親テーブル名、テーブル名、任意のテーブル名 (ワイルドカード)
- D. 任意のテーブル名 (ワイルドカード)、テーブル名、親テーブル名

Answer: B

Explanation:

In ServiceNow, Table Access Control (ACL) rules define the permissions for accessing records within a table. When a user attempts to access a record, ServiceNow processes ACL rules in a specific order to determine if the user has the necessary permissions.

Order of Processing ACL Rules:

Specific Table Name ACLs

ServiceNow first checks ACL rules that are defined for the exact table being accessed.

If there are multiple ACL rules for the same table, ServiceNow evaluates them from most specific to least specific (i.e., field-level ACLs before table-level ACLs).

Parent Table Name ACLs (If applicable)

If the table inherits from another table (e.g., Incident inherits from Task), ServiceNow next checks ACL rules on the parent table.

This ensures that inherited rules are properly applied.

Wildcard ACLs (*) (Any table)

If no explicit ACL rule is found for the table or its parent, ServiceNow checks wildcard ACL rules (*), which apply to all tables.

Wildcard ACLs act as a last resort when no table-specific rules exist.

Explanation of Each Option:

(A) any table name (wildcard), parent table name, table name - Incorrect Wildcard rules (*) are processed last, not first.

(B) table name, parent table name, any table name (wildcard) - Correct

This follows the correct processing order:

First: ACLs for the specific table

Second: ACLs for the parent table (if applicable)

Third: Wildcard ACLs (*)

(C) parent table name, table name, any table name (wildcard) - Incorrect Parent table ACLs are checked after table-specific ACLs, not before.

(D) any table name (wildcard), table name, parent table name - Incorrect Wildcard ACLs (*) are always processed last, so this order is incorrect.

Additional Notes & Best Practices:

Field-level ACLs (column-specific) take precedence over table-level ACLs.

If multiple ACL rules apply, all must evaluate to true for access to be granted.

Explicit Deny: If an ACL rule explicitly denies access, the user is denied, even if another ACL grants access.

Always Test ACLs: Use the "Security Debugging" feature (/sys_security_acl_list.do) to verify how ACLs are applied.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: How Access Control Rules Work

<https://docs.servicenow.com>

ServiceNow Community: Understanding ACL Processing Order

<https://community.servicenow.com>

QUESTION NO: 24

ブラウザで実行されるスクリプトの種類は？

A. ポリシーとクライアント スクリプト

- B. Contral スクリプトへのアクセス
- C. スクリプト インクルード スクリプト
- D. ビジネス ルール スクリプト

Answer: A

Explanation:

Scripts that run in the browser (client-side) help control UI behavior, form validation, and field interactions in real-time without needing a server request.

Types of Client-Side Scripts in ServiceNow:

Client Scripts

Run directly in the user's browser.

Used for form validation, auto-populating fields, or UI interactions.

Example:

```
javascript
```

```
CopyEdit
```

```
function onLoad() {  
g_form.setValue('priority', '2');  
}
```

UI Policies

Control field visibility, mandatory status, and read-only state dynamically.

Example: If category = Hardware, make Serial Number field mandatory.

Why Other Options Are Incorrect?

B . Access Control Scripts → Incorrect

Access Control Lists (ACLs) run server-side, not in the browser.

C . Script Includes → Incorrect

Script Includes run server-side and are used for reusable functions and API logic.

D . Business Rules → Incorrect

Business Rules also run on the server, not in the browser.

Official ServiceNow Documentation Reference:

Client Scripts Overview

UI Policies in ServiceNow

QUESTION NO: 25

ServiceNow でタスクの割り当てを受け取ることができるエンティティの種類は?

2つの答えを選択してください

- A. グループ
- B. ユーザー
- C. 部署
- D. チーム。

Answer: A,B

Explanation:

In ServiceNow, tasks (such as Incidents, Change Requests, and Service Requests) can be assigned to individual users or groups to manage workload distribution efficiently.

Correct Answers

A . Groups

Groups in ServiceNow represent a collection of users with common roles or responsibilities.

Tasks are often assigned to groups first, allowing any member to take ownership.

Example:

IT Support Group for handling incident tickets.

Change Advisory Board (CAB) for approving changes.

B . Users

Individual users can receive task assignments directly.

Assigned users are responsible for completing or updating the task.

Example:

A specific Service Desk Agent assigned to resolve an incident.

Incorrect Answer Choices

C . Departments

Departments in ServiceNow represent organizational divisions (e.g., HR, IT, Finance), but they do not receive task assignments.

Assignments are made to groups or individuals within departments, not the department itself.

D . Teams

"Teams" is not a structured entity in ServiceNow for task assignments.

While some organizations may informally refer to groups as "teams," the platform recognizes Groups and Users as valid task recipients.

Reference:

Official ServiceNow Documentation: Assigning Tasks

ServiceNow Administration Guide: Users and Groups

QUESTION NO: 26

新しい通知を作成する場合、何を定義する必要がありますか？

3つの答えを選択してください

A. 通知の内容は何ですか

B. 関連する知識ベース

C. どのような条件で通知が送信されるか

D. 通知を受け取る人

E. 非アクティブなユーザーアカウントの処理に関する設定

Answer: A,C,D

Explanation:

When setting up a notification in ServiceNow, you must define three critical elements:

What is the content of the notification?

This includes email subject, body, variables, and templates that define how the notification will be displayed to the recipient.

Under what conditions is the notification sent?

Notifications are triggered based on conditions such as:

Record Insert/Update/Delete

Specific field value changes

Events generated by business rules

Who receives the notification?

The recipients can be configured using:

Specific users or groups

Scripted recipients

Users associated with the record (e.g., Caller, Assigned To)

Why Other Answers Are Incorrect:

B . The associated knowledge base - Notifications are not tied to knowledge bases; they are triggered by records and events.

E . Settings for handling inactive user accounts - While user preferences exist, this is not a required step in notification creation.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Notifications Guide

ServiceNow CSA Training Module: "Creating and Managing Notifications in ServiceNow"

QUESTION NO: 27

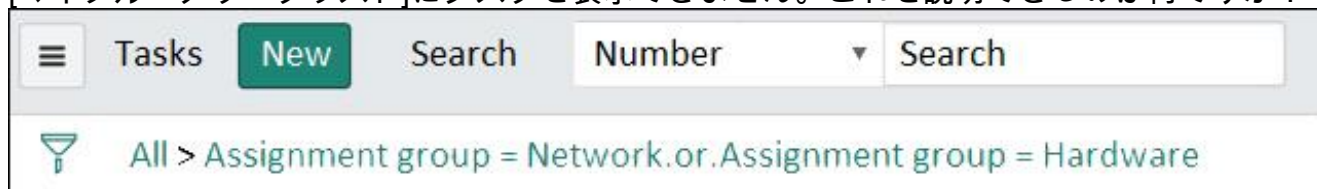
ServiceNow の委任開発に関する誤った記述を特定します。

- A. 管理者は開発者にセキュリティ レコードへのアクセス権を付与できます。
- B. 管理者は、管理者以外のユーザーにグローバルアプリケーションを開発する権限を付与できます。
- C. 管理者は、開発者がアクセスできるアプリケーション ファイルの種類を指定できます。
- D. 管理者は開発者にスクリプト フィールドへのアクセス権を付与できます。

Answer: A

QUESTION NO: 28

ITマネージャーは、ネットワークとハードウェアの割り当てグループを担当します。各グループには5人のチームメンバーが含まれます。これらのチームメンバーは多くのタスクに取り組んでいますが、マネージャーは[サービスデスク]>[マイグループワークリスト]にタスクを表示できません。これを説明できるのは何ですか？



- A. サービスデスク>マイグループワークリストには、まだ割り当てられていないアクティブなワークタスクが表示されます。
- B. マネージャーにはitilの役割はありません。
- C. マネージャーはサービスデスクグループのメンバーではありません。
- D. マネージャーはネットワークグループとハードウェアグループのメンバーではありません。
- E. [割り当てグループマネージャー]フィールドは空です。

Answer: A

Explanation:

In ServiceNow, the "Service Desk > My Groups Work" module is designed to display tasks assigned to a group but not yet assigned to an individual user. This means that even if an IT manager oversees the Network and Hardware assignment groups, they will not see any tasks in this list if all tasks have already been assigned to specific individuals within the group.

Let's break down why option A is the correct answer and why the other options are incorrect:

Explanation for Correct Answer (A):

The "My Groups Work" list only shows tasks that are assigned to the group but have not been assigned to a specific individual within the group.

If all tasks are assigned to specific team members, then the manager will not see any tasks in this list.

The IT manager can verify this by navigating to the Task List (e.g., Incidents, Changes, or Requests) and filtering by the Network and Hardware assignment groups.

Explanation for Incorrect Answers:

(B) The manager does not have the itil role.

The itil role allows users to view, create, update, and resolve incidents, changes, problems, and other ITSM tasks.

However, not having this role would restrict access to various ITSM functionalities, but it does not impact whether tasks appear in My Groups Work.

If the manager lacks the itil role, they might have trouble accessing or modifying tasks, but this wouldn't explain why they don't see anything in the list.

(C) The manager is not a member of the Service Desk group.

The Service Desk group is a separate entity in ServiceNow, typically associated with incident handling and user support.

The My Groups Work module is not restricted to the Service Desk group-it displays work assigned to any group the user belongs to.

Since the manager is responsible for the Network and Hardware groups, being part of the Service Desk group is irrelevant.

(D) The manager is not a member of the Network and Hardware groups.

If the manager was not a member of these groups, they wouldn't see any group-related tasks at all.

However, the question states that the manager is responsible for these groups, so it's reasonable to assume they are either a member or at least a group manager with visibility.

Even if they were just a manager and not an official group member, they would still be able to see the tasks assigned to the groups.

(E) The Assignment Group manager field is empty.

The Assignment Group manager field is an informational field that indicates who manages a group.

This field does not control what is displayed in the My Groups Work module.

Even if this field were empty, it wouldn't prevent a manager (who is a group member) from seeing unassigned tasks.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow CSA Guide - User Interface and Navigation

ServiceNow ITSM Fundamentals - Incident and Task Management

ServiceNow Role-Based Access Controls and Group Management

ServiceNow KB Articles - My Groups Work Module

QUESTION NO: 29

Flow Designerを使用する利点は何ですか？ (3つ選択してください。)

A. 上級開発者をサポート

B. 複雑なスクリプトを有効にします

C. 技術的負債を削減します

D. 手動スクリプトが少ない

E. サードパーティシステムとのスムーズな統合

Answer: C,D,E

Explanation:

Flow Designer is a modern, low-code automation tool in ServiceNow that allows users to build workflows efficiently. Here's why the correct answers are:

Reduces technical debt (C)

Flow Designer enables reusability of workflows, reducing the need for custom scripting and minimizing long-term maintenance efforts.

Reducing technical debt means fewer dependencies on custom scripts, which can become difficult to manage over time.

Less manual scripting (D)

Flow Designer uses a visual drag-and-drop interface, allowing non-technical users to build workflows without deep scripting knowledge.

This helps in creating automated processes without writing complex business rules or scripts.

Smooth integration with 3rd party systems (E)

Flow Designer supports IntegrationHub, which provides pre-built connectors (Spokes) for various third-party applications such as Slack, Microsoft Teams, and Azure.

This makes it easier to create automated integrations with external services.

Why Not Other Options?

A . Supports advanced developers - Flow Designer is primarily designed for low-code/no-code automation, not specifically for advanced developers.

B . Enables complicated scripting - While Flow Designer allows some scripting via Script Actions, it is not meant for creating "complicated" scripts. Instead, it focuses on simplifying automation.

Reference:

ServiceNow Flow Designer Documentation

QUESTION NO: 30

グループはどのテーブルに保存されていますか？

A. Group[user_group]

B. Group[sys_user]

C. Group[sys_user_group]

D. Group[sys_user_group_profile]

Answer: C

Explanation:

In ServiceNow, groups are stored in the Group [sys_user_group] table. Groups are used to organize users with similar responsibilities, permissions, or functional roles.

Key Fields in the sys_user_group Table:

Name (name) - The unique name of the group.

Manager (manager) - The user responsible for managing the group.

Roles (roles) - The roles assigned to the group, which are inherited by all group members.

Parent Group (parent) - If applicable, this establishes group hierarchy.

Common Use Cases for Groups:

Assigning access roles to multiple users at once.

Routing tasks or approvals (e.g., Incident assignments to an IT Support group).

Managing security and permissions in ServiceNow.

Explanation of Incorrect Options:

A . Group [user group] - Incorrect. This is not a valid ServiceNow table.

B . Group [sys_user] - Incorrect. This is the User table, not the Group table.

D . Group [sys_user_group_profile] - Incorrect. This table does not exist in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: User Administration - sys_user_group Table

ServiceNow CSA Study Guide - Managing Users and Groups

QUESTION NO: 31

スプレッドシート データを ServiceNow

テーブルにインポートするには、どの一連の手順を使用しますか？

A. データのロード、変換マップの作成、変換の実行

B. インポート セットを選択、変換マップを選択、変換を実行

C. データソースの選択、変換のスケジュール

D. データ ソースを定義し、変換マップを選択し、変換を実行します。

Answer: A

Explanation:

Importing spreadsheet data into a ServiceNow table follows a structured process that ensures data is accurately mapped and transformed before being added to the target table.

The correct process consists of three main steps:

1. Load Data (Import Set Creation)

Navigate to System Import Sets > Load Data.

Upload the spreadsheet (CSV, Excel, etc.) or connect to an external data source.

The system creates an Import Set Table to temporarily store the imported data.

2. Create Transform Map (Mapping Fields to Target Table)

A Transform Map is created to define how fields from the Import Set map to fields in the target table (e.g., incident, cmdb_ci).

Field mappings can be manually configured or auto-mapped if field names match.

Coalesce fields are defined to prevent duplicate records by identifying unique keys.

3. Run Transform (Apply Data to the Target Table)

The Transform Map is executed, transferring data from the Import Set to the final target table.

Any transformation scripts (such as data conversions) are applied during this process.

The imported data is now available in the production table.

Why Other Answers Are Incorrect:

B . Select Import Set, Select Transform Map, Run Transform

You must first load data before selecting an Import Set. Import Sets are created after data is loaded into the system.

C . Select Data Source, Schedule Transform

While Data Sources define where data comes from, they do not load data directly.

Scheduling transformations is optional, but it's not the primary step-by-step method for importing data.

D . Define Data Source, Select Transform Map, Run Transform

Defining a Data Source is part of setting up external integrations, but it is not required for a

basic spreadsheet import.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Data Import and Transform Maps

ServiceNow CSA Training Module: "Importing Data and Managing Import Sets"

QUESTION NO: 32

高セキュリティ設定を変更するにはどの管理者の役割が必要ですか？

A. セキュリティ_管理者

B. sn_ad_admin

C. high_sec_admin

D. 管理者

Answer: A

Explanation:

The security_admin role in ServiceNow is required to make changes to High Security Settings (now part of System Security Settings).

What Can the security_admin Role Do?

Modify high-security settings in ServiceNow.

Elevate privileges to make changes to sensitive security configurations.

Manage Access Control Lists (ACLs) to define security rules.

Why Elevation is Required?

Users with the admin role alone cannot modify high-security settings.

The security_admin role requires elevation via the "Elevate Role" option in the user menu.

This ensures that only authorized administrators can modify security-related configurations.

Why Other Answers Are Incorrect:

B . sn_ad_admin - No such role exists in ServiceNow.

C . high_sec_admin - This is not a valid ServiceNow role.

D . admin - The admin role alone does not grant access to high-security settings without elevating to security_admin.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Security Admin Role and Elevated Privileges

ServiceNow CSA Training Module: "Managing Security Settings and Access Controls"

QUESTION NO: 33

次の方法のうち、デフォルトで現在のフォームの上部に青い背景にメッセージを印刷する方法はどれですか。

A. g_form.addInfoMsg()

B. g_form.addInfoMessage()

C. g_form.showFieldMsg()

D. g_form.showFieldMessage()

Answer: B

QUESTION NO: 34

管理者がプラットフォーム (UI、インポート セット、または Web サービス)

に入力されたすべてのデータに適用されるポリシーを設定する場合、このポリシーはデフォルトでどこで実行されますか？

- A. ネットワーク
- B. サーバー
- C. クライアント
- D. ブラウザ

Answer: B

Explanation:

When an administrator sets a policy (such as Data Policies) that applies to all data entered into ServiceNow, it runs on the server-side.

Why Data Policies Run on the Server?

Data Policies apply to all data sources:

UI forms

Import Sets

Web Services (APIs, integrations)

Enforces field validation at the database level

Ensures data consistency across all entry points.

Reduces client-side dependency for validation.

Applies uniformly regardless of how the data is entered

Unlike UI Policies (which only work on forms), Data Policies ensure field rules are enforced everywhere.

Why Other Options Are Incorrect?

A . Network → Incorrect

Policies are not enforced at the network level.

They operate within the ServiceNow application.

C . Client → Incorrect

Client-side scripts (like UI Policies or Client Scripts) only enforce validation within the browser.

Data Policies run at the server level, ensuring broader enforcement.

D . Browser → Incorrect

While UI Policies and Client Scripts run in the browser, Data Policies are applied on the server.

Key Differences Between Client and Server Processing:

Validation Type

Runs On

Applies To

Purpose

Data Policies

Server

UI, Import Sets, Web Services

Ensures global data consistency

UI Policies

Client (Browser)

Forms (User Interface)

Controls form behavior dynamically

Client Scripts

Client (Browser)

Forms, Fields

Runs JavaScript in the user's browser

Business Rules

Server

Database Transactions

Executes logic when records are inserted, updated, or deleted

Official ServiceNow Documentation Reference:

Data Policies in ServiceNow

UI Policies vs. Data Policies

QUESTION NO: 35

他のすべてのプライベート アプリケーション スコープがアプリケーションのデータテーブルに構成レコードを作成しないようにするには、アプリケーションアクセスをどのように構成する必要がありますか？

A. アクセス可能フィールドの値を「このアプリケーションスコープのみ」に設定する

B.

「アクセス可能」フィールドの値を「すべてのアプリケーションスコープ」に設定し、「作成可能」オプションの選択を解除します。

C.

アプリケーションアクセスを使用するのではなく、他のすべてのアプリケーションスコープがアプリケーションのデータテーブルに構成レコードを作成できないようにするには、アクセス制御を作成する必要があります。

D. 「アクセス可能元」フィールドの値を「このアプリケーション

スコープのみ」に設定し、「Web

サービス経由でこのテーブルへのアクセスを許可する」オプションの選択を解除します。

Answer: A