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Exam : **PR000370**

Title : ServiceNow Certified System Administrator

Vendor : ServiceNow

Version : DEMO

NO.1 What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Content Items
- B. Maintain Categories
- C. Maintain Items
- D. Items

Answer: C

NO.2 Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark

Answer: B

NO.3 What information does the System Dictionary contain?

- A. The human-readable labels and language settings
- B. The definition for each table and column
- C. The language dictionary used for spell checking
- D. The information on how tables relate to each other

Answer: B

NO.4 Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. LDAP
- C. SSO
- D. FTP authentication
- E. Local database

Answer: B,C,E

NO.5 Which group of permissions is used to control Application and Module access?

- A. Assignment Rules
- B. Roles
- C. UI Policies
- D. Access Control Rules

Answer: B

NO.6 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.

Answer: A