ServiceNow.CSA-JPN.v2026-02-28.q258

試験コード：	CSA-JPN
試験名称：	ServiceNow Certified System Administrator (CSA日本語版)
認証ベンダー：	ServiceNow
無料問題の数：	258
バージョン：	v2026-02-28
ページの閲覧量：	105
問題集の閲覧量：	2584

https://www.jpnshiken.com/shiken/ServiceNow.CSA-JPN.v2026-02-28.q258.html

質問: **1**
顧客にインシデントフォームを表示する際に、優先度の値を変更して、内部用語P1、P2、P3、P4を表示するように依頼します。彼らはそれがすべてのタスクにわたって一貫していることを望んでいます。どのようにそれをしますか？
優先度を右クリックして、何を選択しますか？
A. リストを構成する
B. オプションを表示
C. タスクの構成
D. 選択肢を表示
E. 選択リストを表示
F. オプションの構成
正解: **(**正解を表示します**)**
In ServiceNow, Priority is a choice field, meaning it has predefined values (e.g., 1 - Critical, 2 - High, etc.). If a customer wants to change the values to display P1, P2, P3, P4 consistently across all tasks, you must modify the choice list values for the Priority field.
Steps to Modify the Priority Field Choices:
Right-click on the Priority field in the Incident form.
Select "Show Choices" from the context menu.
In the Choice List Entries table, modify the Label values to match the internal terminology (P1, P2, P3, P4).
Ensure that the changes apply to all Task-related tables (such as Incident, Change, and Problem).
Why is the Correct Answer "Show Choices"?
The "Show Choices" option displays the choice list for that specific field, allowing modifications to the values displayed in the dropdown.
This ensures consistency across all records using the Priority field.
Why Not the Other Options?
A . Configure Lists: ❌ Configures list views, not choice field values.
B . Show Options: ❌ Not a valid option in ServiceNow for modifying choice fields.
C . Configure Task: ❌ Configures the task table settings, not choice list values.

E . Show Choice List: ❌ Not a valid ServiceNow menu option.
F . Configure Options: ❌ Not a valid option in ServiceNow for modifying choice fields.
Reference from the Certified System Administrator (CSA) Official Documentation:
Modifying Choice Lists in ServiceNow: ServiceNow Docs
How to Customize Dropdown Fields in ServiceNow
Using "Show Choices", administrators can update choice values while preserving the existing backend values, ensuring consistency in workflows and reports.

質問: **2**
Service Desk エージェントが、問題のあるサービスからトレースして、そのサービスをサポートしているどの Cis がアクティブな問題を抱えているかを確認できるようにする ServiceNow ユーティリティはどれですか?
A. AL サービス ダッシュボード
B. CI ヘルス ダッシュボード
C. 依存ビュー
D. イベント管理ホームページ
正解: **(**[正解を表示します]**)**
In ServiceNow, the Dependency View is a graphical representation that allows Service Desk agents and IT teams to trace relationships between Configuration Items (CIs) and identify which CIs are experiencing issues that may be affecting a business service.
Why is "Dependency View" the Correct Answer?
Visualizes Relationships Between CIs and Services
Dependency View displays CIs and their dependencies in an interactive map.
Service Desk agents can quickly see which CIs are impacted and how they affect the business service.
Identifies Impacted Configuration Items (CIs)
If a server, database, or network component is down, Dependency View helps trace which business service is affected.
This is useful for incident management, root cause analysis, and change impact assessment.
Integrated with CMDB (Configuration Management Database)
Dependency Views pull data from the CMDB to map CI relationships.
This helps Service Desk agents identify problems quickly without needing deep technical knowledge.
Incorrect Answer Choices Analysis:
A . AI Service Dashboard
❌ Incorrect - There is no standard "AI Service Dashboard" in ServiceNow.
B . CI Health Dashboard
❌ Incorrect - The CI Health Dashboard focuses on the overall health of CIs (e.g., compliance, correctness, completeness) but does not provide a dependency map for tracing service issues.
D . Event Management Homepage

❌ Incorrect - Event Management (ITOM) is used for monitoring events and alerts, but it does not provide an interactive dependency view for tracing service issues.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Dependency Views
Understanding Dependency Views
ServiceNow Docs - CMDB Relationship Visualization
Using CMDB Relationships
Conclusion:
The correct answer is:
✅ C. Dependency View
Dependency View allows Service Desk agents to trace service issues back to the affected CIs, making it an essential tool for incident management and root cause analysis.

質問: **3**
テーブルのフィールド設定を表示するために使用できるモジュールは次のどれですか?
A. テーブルと列
B. アクセス制御
C. 列とフィールド
D. テーブルとフィールド -.偽
正解: **(**正解を表示します**)**
The correct module name is "Tables & Columns", not "Tables and Fields".
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: System Definition - Tables & Columns
ServiceNow CSA Study Guide - Table Administration
ServiceNow Product Documentation: Managing Fields in a Table

質問: **4**
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. O 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。
B. O 優先度ラベルを右クリック > 選択肢の設定を選択
C. O 優先度ラベルを右クリック > リストの設定を選択
D. O データディクショナリを開く > 値を選択
正解: **(**正解を表示します**)**

質問: **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。
正解: **E (**コメントを発表する**)**
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"

質問: **6**
ログインしているユーザーとリアルタイムで会話するにはどのツールを使用しますか？
A. コネクトチャット
B. 今メッセンジャー
C. ユーザーの存在
D. コメント
正解: **(**正解を表示します**)**
Connect Chat is the real-time messaging tool in ServiceNow that allows logged-in users to communicate instantly within the platform. It provides live, interactive conversations between users, which is particularly useful for collaboration in IT Service Management (ITSM), HR, and other ServiceNow modules.

Understanding Connect Chat:
Primary Functionality:
Enables real-time conversations within ServiceNow.
Allows communication between individual users, groups, and support teams.
Can be integrated into various ServiceNow applications (e.g., Incident Management, HR Service Delivery).
Where to Access It:
Users can access Connect Chat from the Connect Sidebar (a chat window on the right side of the screen).
Available under: All → Connect Chat.
Key Features:
Supports one-on-one and group conversations.
Integrates with work notes and comments on ServiceNow records.
Provides notifications and presence indicators to show who is online.
Explanation of Incorrect Answers:
B . Now Messenger - Incorrect.
No such tool called Now Messenger exists in ServiceNow.
C . User Presence - Incorrect.
User Presence allows users to see who is online in the system but does not provide chat functionality.
D . Comments - Incorrect.
Comments are used to provide asynchronous updates on records but do not enable real-time communication.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation → Connect Chat
ServiceNow CSA Study Guide → Collaboration Tools in ServiceNow
ServiceNow Knowledge Base → Connect Chat vs. User Presence

質問**: 7**
関連リストの目的は何ですか？
A. 1対多の関係を作成するには
B. コアテーブルにドットウォークするには
C. 関連フィールドを提示する
D. 関連レコードを提示する
正解**: (**[正解を表示します]**)**
A Related List in ServiceNow is used to display records from other tables that are related to the current record. It helps users view and manage associated records without navigating away from the main record they are working on.
Key Features of Related Lists:
Related Lists appear at the bottom of a form view.

They display records from tables that have a relationship (via reference fields, many-to-many relationships, or database joins) with the current table.
Users can add, remove, or modify related records directly from the Related List, depending on their permissions.
Why "D. To present related records" is the correct answer?
Related Lists show records from another table that have a relationship with the current record.
For example:
An Incident record may have a Related List showing all Tasks associated with it.
A User record may have a Related List displaying Group Memberships.
A Change Request record may have a Related List displaying all related CI (Configuration Items).
Explanation of Incorrect Options:
Option A: "To create a one-to-many relationship" - Incorrect. While Related Lists often display one-to-many relationships, they do not create them. Relationships are defined through reference fields, many-to-many tables, or database joins.
Option B: "To dot-walk to a core table" - Incorrect. Dot-walking allows users to access related fields from referenced records, but it is not the purpose of a Related List.
Option C: "To present related fields" - Incorrect. Related Lists display related records, not just individual fields. Related fields can be accessed using dot-walking or reference fields but are not the same as Related Lists.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation - Related Lists
ServiceNow CSA Study Guide - Configuring Forms and Lists
ServiceNow Docs: Relationships in Tables

質問**: 8**
新しいテーブルを作成した後、ナビゲーション ウィンドウに関するベスト プラクティスは何ですか?
2つの答えを選択してください
A. アプリケーション メニューでフィルター条件を設定します。
B. アプリケーション メニューとモジュールの両方でフォント スタイルを設定します。
C. モジュールを表示できるロールを指定します
D. アプリケーション メニューを表示できる役割を指定します。
E. テーブル ラベルと同じ名前のアプリケーション メニューを作成します。
F. テーブルラベルの複数形でモジュールを作成
正解**: (**正解を表示します**)**
When you create a new table in ServiceNow, best practices for the navigation pane ensure that the table is properly organized, accessible, and follows role-based visibility standards.
1. Specify which Roles can see the Module (✅ Correct - C)
Modules allow users to navigate directly to the table from the left navigation pane.
Setting role-based access ensures that only authorized users can view or use the table.

Navigate to System Definition > Modules, and define who can access the module using roles.
2. Create an Application Menu with the Same Name as the Table Label (✅ Correct - E) This ensures consistency in navigation and makes it easier for users to locate the table.
Example: If you create a table "Project Tasks", the Application Menu should also be named "Project Tasks".
This follows ServiceNow UI best practices for organization.
Why Other Options Are Incorrect?
A . Set the filter condition on the Application Menu → ❌ Incorrect
Application Menus do not require filter conditions; they are for grouping related modules under a category.
B . Set the font style on both the Application Menu and the Module → ❌ Incorrect Font styles are not customizable in the navigation pane.
D . Specify which Roles can see the Application Menu → ❌ Incorrect
The Application Menu itself is usually visible to all users unless restricted by module-level roles.
The best practice is to restrict roles at the module level (Correct Answer: C).
F . Create a Module with the Plural of the Table Label → ❌ Incorrect
While it is a common practice, it is not a strict best practice.
Example: If your table is "Incident", the module is typically named "Incidents", but it's not a mandatory rule.
Official ServiceNow Documentation Reference:
Managing Application Menus and Modules
Creating Tables and Modules

質問: **9**
ServiceNowにインポートできるさまざまなタイプのデータソースとは何ですか？ 4つ選択してください。）
A. ローカルソース（つまり、XML、CSV、Excel）
B. 実装スポーク
C. DataHub
D. JDBC接続
E. ネットワークサーバー
F. LDAP接続
正解: **A,C,D,F (**コメントを発表する**)**
In ServiceNow, Data Sources define external data that can be imported into the platform. These sources feed data into Import Sets, which are then transformed into ServiceNow tables.
Why These Options Are Correct?
✅ A. Local Sources (i.e. XML, CSV, Excel)
Allows importing structured data files stored locally or uploaded manually.
Commonly used for one-time data migrations or periodic imports.
✅ D. JDBC Connection

JDBC (Java Database Connectivity) allows ServiceNow to connect directly to external databases (e.g., MySQL, Oracle, SQL Server).
Useful for real-time integrations with legacy systems.
✅ E. Network Server
Allows importing data from a file stored on a remote server via SFTP/FTP.
Common for automated batch data imports.
✅ F. LDAP Connection
LDAP (Lightweight Directory Access Protocol) allows ServiceNow to sync user and group data from enterprise directories (e.g., Active Directory).
Used for HR, ITSM, and Identity Management.
Why Are the Other Options Incorrect?
❌ B. Implementation Spoke
Incorrect because "Implementation Spoke" is not a data source but a ServiceNow IntegrationHub component used for automating ITSM tasks.
❌ C. DataHub
Incorrect because "DataHub" is not a ServiceNow data source.
ServiceNow uses IntegrationHub, JDBC, REST, and SOAP APIs for data ingestion.
Reference to Official Certified System Administrator (CSA) Documentation:
ServiceNow Data Sources - Importing External Data
ServiceNow LDAP Integration - Best Practices
ServiceNow JDBC and File-Based Data Import Methods

質問: 10
統合にスポークを使用する利点は何ですか? 3つの答えを選択してください
A. コードの必要性を減らします
B. 機能のスケールと制御メカニズム
C. ServiceNow ストアで無料のスポークを入手できます
D. 見つけやすさと再利用を保証
E. 自動イベント管理
正解: (正解を表示します**)**
Spokes in ServiceNow IntegrationHub are pre-built connectors that allow organizations to integrate with external systems without requiring custom scripting. They provide low-code/no-code solutions, making integrations faster and more scalable.
Correct Answers
A . Reduces the need for code ✅
Spokes come with prebuilt actions, reducing the need for custom scripting.
Example: Instead of writing a REST API script to send a message via Slack, a Slack Spoke provides an action for it.
B . Features scale and control mechanisms ✅
Spokes support enterprise scalability with built-in governance, security, and control mechanisms.

Example: Rate limits prevent excessive API calls, ensuring stability in large-scale integrations.
D . Ensures discoverability and reuse ✅
Spokes allow actions to be reused across different flows and automations.
This enhances maintainability by ensuring integrations are not duplicated.
Incorrect Answer Choices
C . Free spokes are available in the ServiceNow Store ❌
While some spokes are free, many require a separate license.
IntegrationHub Standard and Enterprise subscriptions cover most advanced spokes.
E . Automated event management ❌
Event Management is part of ITOM, not IntegrationHub Spokes.
While spokes trigger actions based on events, they do not manage events like ITOM Event Management.
Reference:
ServiceNow Documentation: IntegrationHub and Spokes
ServiceNow Developer Guide: Using Spokes in Flow Designer

質問: **11**
________________ は、サービスとして実行されるコンピュータ プログラム、1 つ以上のサービスの実行専用の物理コンピュータ、またはデータベースを実行するシステムです。
正解**:**
Server
Explanation:
A server is a computer program running as a service, a physical machine dedicated to executing services, or a system running a database.
Types of Servers in ServiceNow & IT Infrastructure:
Application Server - Runs the ServiceNow application logic and processes user requests.
Database Server - Stores and manages the ServiceNow database, where all records and configurations are maintained.
Web Server - Handles HTTP/HTTPS requests and delivers web pages to users.
In ServiceNow's cloud-based architecture, the server infrastructure is maintained by ServiceNow and hosted in highly secure data centers worldwide.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Understanding ServiceNow Cloud Infrastructure
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/platform-overview/concept/servicenow-cloud-architecture.html

質問: **12**
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
正解**: A,C,D (**コメントを発表する**)**
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"

質問**: 13**
ユーザーがカテゴリ レコードの 利用可能」および 利用不可」関連リストの両方にリストされている場合、何が起こりますか?
A. カテゴリ内のカタログアイテムに制限がない場合にのみ、ユーザーはカテゴリにアクセスできます。
B. 利用不可」が 利用可能」を上書きしているため、ユーザーはカテゴリにアクセスできません。
C. ユーザーはカテゴリにアクセスできますが、変更することはできません
D. 利用可能」が優先されるため、ユーザーはカテゴリにアクセスできます。
正解**: (**正解を表示します**)**
In ServiceNow User Criteria (used for Service Catalog Items, Categories, and Knowledge Bases), the security logic follows a "deny-first" or "restriction overrides permission" model.

The Rule: If a user matches the criteria defined in the Not Available For list, they are denied access immediately, regardless of whether they also appear in the Available For list.
Logic: Not Available For > Available For.
This ensures that security restrictions are strictly enforced. For example, you might make a category Available to "All Employees" but Not Available to "Contractors." If a user is both (e.g., an employee record exists but they are tagged as a contractor group), the restriction blocks them.

質問**: 14**
IT ユーザーは、タスク レコードで作業する必要があるため、サービス デスクに電話します。ServiceNow インスタンスにログインしたときに表示されるのは、ホームページのセルフ サービスだけです。これを説明できる問題は何ですか？
2つの答えを選択してください
A. ユーザー アカウントが LDAP 認証に失敗しました
B. ユーザー アカウントが正しくログインされていません
C. ユーザー アカウントがマネージャーによって承認されていません。
D. ユーザー アカウントに itil ロールがありません
E. ユーザー アカウントは、itil ロールを含むどのグループにも属していません。
正解**: (**正解を表示します**)**
In ServiceNow, roles determine what users can see and do within the platform.
Issue:
The IT user only sees the Self-Service homepage instead of the full ServiceNow interface, including task records.
This suggests that their account does not have the necessary role(s) to access task records.
Why the Correct Answers?
✅ D. Their user account does not have the itil role
The itil role is required to work with ITSM task records (e.g., Incidents, Problems, Changes).
Without this role, users only have access to the Self-Service portal.
✅ E. Their user account does not belong to any groups, which contain the itil role Even if a user is not directly assigned the itil role, they can inherit it through a group membership.
If their user account is not part of an ITSM-related group that has the itil role, they will not be able to access tasks.
Why Other Options Are Incorrect?
A . Their user account failed LDAP authentication → ❌ Incorrect
If LDAP authentication failed, the user would not be able to log in at all.
In this case, they are logged in but only see Self-Service, meaning authentication is not the issue.
B . Their user account is not logged in properly → ❌ Incorrect
If the login was incorrect, they would be logged out or receive an error message.
The issue here is a lack of permissions, not a login failure.
C . Their user account was not approved by their manager → ❌ Incorrect
Manager approval is not required for standard ITSM roles and access.

Official ServiceNow Documentation Reference:
User Roles in ServiceNow
Assigning Roles and Group Memberships

質問: **15**
「読み取り可能構成」フィールドが選択されていない場合、どのアプリケーション アクセス構成フィールドが使用できませんか?
A. 読み取り可能は、他のアプリケーションアクセスフィールドの可用性には影響しません。
B. 作成可能、更新可能、削除可能
C. 構成を許可する
D. このテーブルへのすべてのアクセスはWebサービス経由で行われます
正解: **(**正解を表示します**)**

質問: **16**
インバウンドアクションスクリプトで使用できるオブジェクトはどれですか?
A. 現在のメール
B. 現在と前
C. 現在のイベント
D. 現在のプロデューサー
正解: **(**正解を表示します**)**

質問: **17**
データをインポートするときに、合体フィールドが指定されていない場合、インポートされた行はどうなりますか？
A. 合体フィールドが必要なため、すべての行がインポートから拒否されます。
B. すべての行が新しいレコードとして扱われます。既存のレコードは更新されません。
C. 重複する行はインポートから拒否されます。
D. すべての行は新しいレコードとして扱われますが、インポートログでエラーのフラグが立てられます。
正解: **(**正解を表示します**)**
When importing data into ServiceNow via an Import Set, the system determines whether to update existing records or create new ones based on the Coalesce field setting.

Behavior When No Coalesce Field is Specified:
If no Coalesce Field is defined, ServiceNow treats every imported row as a new record.
The import process does not check for existing records, meaning no records in the target table are updated.
This can result in duplicate entries if the imported data includes records that already exist in the target table.
How Coalescing Works:
A Coalesce Field is used to match incoming data to existing records.
If a matching record is found, it is updated instead of inserting a new one.
If no matching record is found, a new record is created.
Incorrect Answers
A . All rows are rejected from the import, as coalesce field is required ❌ This is incorrect because the import does not require a coalesce field to proceed. The system will still import all rows.
C . Duplicate rows are rejected from the import ❌
Without a coalesce field, duplicates are not rejected. Instead, every row is inserted as a new record, even if it already exists in the target table.
D . All rows are treated as new records, but errors will be flagged in the import log ❌ Errors are only flagged in cases of data mismatches, validation failures, or incorrect mappings, not just because coalescing is missing.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Documentation → "Importing Data - Coalescing Best Practices" ServiceNow Import Set Documentation → "Understanding Import Set Behavior Without Coalescing"

質問: **18**
Flow Designerのどこで､ユーザーはフローに追加されたアクションに関する情報にアクセスできますか？
A. 仮想エージェントヘルプ
B. ローカルアクションヘルプ
C. ヘルプパネル
D. フローアシスタント
正解: **C (**コメントを発表する**)**
In ServiceNow Flow Designer, users can access detailed information about actions added to a flow via the Help Panel. The Help Panel provides contextual guidance and documentation about the available actions, conditions, and steps within the flow.
Key Features of the Help Panel:
Displays Information About Actions:
When an action is selected in Flow Designer, the Help Panel provides descriptions and usage details.
Helps users understand what the action does and how to configure it.
Accessing the Help Panel:

Inside Flow Designer, users can click the Help icon (?) or expand the Help Panel from the side.
This provides inline documentation for added actions.
Guidance for New Users:
The panel provides ServiceNow documentation links and tips to help users build flows effectively.
Why Option C (Help Panel) is Correct?
✅ The Help Panel provides built-in documentation and details about actions added to the flow.
Why Other Options Are Incorrect?
❌ A. Virtual Agent Help → Incorrect
Virtual Agent Help is related to chatbot and conversational assistance, not Flow Designer.
❌ B. Local Action Help → Incorrect
No such feature exists in ServiceNow; action details are found in the Help Panel.
❌ D. Flow Assistant → Incorrect
Flow Assistant helps with building expressions and selecting data pills but does not provide action documentation.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Flow Designer Help Panel
https://docs.servicenow.com
ServiceNow Learning - Flow Designer and Automation Best Practices
ServiceNow Developer Portal - Flow Designer Action Configuration

質問**: 19**
UIポリシーとUIアクションの違いは何ですか？
A. UIアクションは、フィールドを読み取り専用、必須、または非表示にすることができます。UIポリシーでは、適切なユーザーに保存ボタンを表示できます。
B. UIポリシーは、フィールドを読み取り専用、必須、または非表示にすることができます。UIアクションは、適切なユーザーが保存ボタンを表示できるようにします。
正解**: (**正解を表示します**)**
UI Policies and UI Actions are both part of the ServiceNow user interface customization but serve different purposes.
UI Policy:
Used to dynamically change form field behaviors based on specific conditions.
Can make fields read-only, mandatory, or hidden without requiring scripts.
Runs on the client-side (browser) to improve performance and responsiveness.
Example:
If the Category is Hardware, the Serial Number field becomes mandatory.
UI Action:
Used to create buttons, links, and context menu actions.
Can execute scripts to perform specific actions when clicked.
Runs on the server-side or client-side depending on configuration.
Example:

A "Save" button that becomes visible only to users with a specific role.
Why Option A is Incorrect?
UI Policy (not UI Action) is responsible for making fields read-only, mandatory, or hidden.
UI Action (not UI Policy) is responsible for making a Save button visible for specific users.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: UI Policy Overview
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_UIPolicies.html ServiceNow Docs: UI Action Overview
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_UIActions.html

質問**: 20**
g_scratchpad について正しいのは次のうちどれですか?
2つの回答を選択してください
A. モバイルプラットフォームには存在しません
B. サーバーからクライアントに情報をプッシュするために使用されます
C. クライアント側スクリプトによって渡されるデフォルトのプロパティがあります
D. コンストラクタとメソッドを持つ
正解**: A,B (**コメントを発表する**)**

質問**: 21**
ユーザーがプラットフォーム内でタスクを見つけて自分に割り当てたい場合、リストビューからどのような操作を実行して割り当てを行うことができますか? (2 つの回答を選択)
A. チェックボックスを使用してレコードを選択し、人物アイコンを選択します。
B. タスク番号を選択し、フォーム上の「自分に割り当てる」UIアクションを選択します。
C. タスク番号を右クリックし、メニューから[自分に割り当てる]オプションを選択します。
D. 「割り当て先」の値をダブルクリックし、ユーザー名を入力して緑色のチェックマークを選択します。
E. チェックボックスを使用してレコードを選択し、リストヘッダーの「自分に割り当てる」UIアクションを選択します。
正解**: (**正解を表示します**)**
Detailed
To assign a task to themselves, users in ServiceNow can:
Option A: Use the check box to select the record, then click the Person icon to assign it.
Option B: Select the Task number and use the Assign to me UI action available on the form.
These methods provide quick ways for users to take ownership of tasks directly from the list view.
(Reference: ServiceNow Documentation - Task Assignment and List Actions)

質問**: 22**
構成管理データベース階層の実表はどれ?

A. cmdb_d
B. ucmdb
C. cmdb_ret_Oi
D. cmdb
正解: **D (**コメントを発表する**)**
In ServiceNow's Configuration Management Database (CMDB), the cmdb table is the base table from which all Configuration Item (CI) tables inherit.
Why is cmdb the Correct Answer?
cmdb is the Parent Table of All CMDB-Related Tables
The cmdb table contains basic attributes shared by all Configuration Items (CIs).
Every CI in ServiceNow inherits from cmdb or one of its child tables.
Hierarchy of CMDB Tables in ServiceNow:
cmdb (Base Table) → Stores general CI data.
cmdb_ci (Stores specific CI details) → Extends cmdb to store devices, applications, and services.
cmdb_rel_ci (Stores relationships between CIs) → Used to track dependencies.
Incorrect Answer Choices Analysis:
A . cmdb_d
❌ Incorrect - No such standard table exists in ServiceNow's CMDB.
B . ucmdb
❌ Incorrect - uCMDB (Universal CMDB) is an HP product, not part of ServiceNow's CMDB.
C . cmdb_rel_ci
❌ Incorrect - This table stores CI relationships, but it is not the base table.
Official ServiceNow Documentation Reference:
ServiceNow Docs - CMDB Core Tables
CMDB Table Structure
ServiceNow Docs - CMDB Best Practices

質問: **23**
フォームヘッダーの3つのバーアイコンは何と呼ばれていますか？
A. パンケーキアイコン
B. 追加のアクションまたはコンテキストメニュー
C. ハンバーガーアイコン
D. ケーキアイコン
正解: **C (**コメントを発表する**)**
The three-bar icon in the Form header of ServiceNow is commonly referred to as the Hamburger icon. It provides access to additional form actions through a context menu.
Functions of the Hamburger Icon in ServiceNow:
Opens a drop-down menu with options such as:
Configure Form Layout
Configure Form Design
Insert and Stay

View History
Export Options
Helps users access quick actions without navigating away from the form.
Why is it Called a "Hamburger Icon"?
The icon consists of three horizontal lines, resembling a hamburger (bun-patty-bun).
This naming convention is widely used in web and mobile UI design.
Incorrect Answer Choices
❌ A. Pancake Icon - No such term exists in ServiceNow UI terminology.
❌ B. Additional Actions or Context Menu - While the icon does provide additional actions, "Context Menu" refers to right-click options or three-dot menus, not the three-bar menu.
❌ D. Cake Icon - No such UI term exists in ServiceNow or general UI design.
Official CSA Documentation Reference:
Understanding the ServiceNow Form Header
ServiceNow UI Overview

質問: **24**
UI ポリシーはどこで実行されますか?
A. サーバーサイドスクリプト内
B. サーバー側（データベース）
C. クライアント側（ブラウザ）
D. ナレッジベース
正解: **(**正解を表示します**)**
UI Policies execute on the Client-side (browser).
Purpose: They are used to dynamically change the behavior of information on a form based on user interaction or data values.
Actions: They primarily control three attributes of a field:
Mandatory (Required)
Visible (Hidden/Shown)
Read-only (Editable/Locked)
Execution: Because they run in the browser, they provide immediate feedback to the user without needing to query the server or reload the page.
Reference:
ServiceNow Client-side scripting documentation classifies UI Policies (and Client Scripts) as logic that runs in the web browser.

質問: **25**
各レコードのどのフィールドにそのレコードの一意の識別子が含まれていますか?
A. システム番号
B. sc_req_item
C. システムID

D. システム番号ID
正解: **(正解を表示します)**
Detailed
In ServiceNow, the sys_id field serves as a unique identifier for every record within the platform's database. The sys_id is a 32-character globally unique identifier (GUID) that ServiceNow automatically generates for each record, ensuring that every record is uniquely identifiable and can be referenced across the system. This sys_id is essential for integrations, queries, and relationships between records. (Reference: ServiceNow Documentation - Record Identification and sys_id Field)

質問: **26**
ベース テーブルから拡張テーブルを作成する場合、どのフィールドを作成する必要がありますか? 2つの答えを選択してください
A. ベース テーブルの必須フィールド。
B. ベース テーブルの参照フィールド。
C. ベース テーブルにないフィールド。
D. 拡張テーブルに固有のフィールド。
正解: **C,D (コメントを発表する)**
When creating an extended table in ServiceNow, it inherits all fields from the base table, meaning you do not need to recreate those fields. Instead, you only need to define fields that are:
Not present in the base table - If a field does not exist in the base table but is required for the extended table, it must be created.
Specific to the extended table - Custom fields that are unique to the child table need to be added.
Why Other Answers Are Incorrect:
A . The mandatory fields for the base table - Since the extended table inherits the base table's fields, mandatory fields from the base table are already included automatically.
B . The reference fields for the base table - Reference fields are not always required unless they are specific to the extended table's functionality.
Example Scenario:
If you extend the Task table to create a Custom Task table, the new table automatically gets all Task fields (like Number, Short Description, etc.).
If you want to add a new field, such as Custom Priority, you need to create it manually.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Extending Tables
ServiceNow CSA Training Module: "Data Schema and Extending Tables"

質問: **27**
管理者は、異なる通知チャネルに同じコンテンツをどのように利用できますか？
A. デフォルトの通知コンテンツを構成する
B. 実用的な通知コンテンツを有効にする

C. 共通の通知コンテンツを提供する
D. 関連する通知コンテンツを設定する
正解**: C (**コメントを発表する**)**
In ServiceNow, administrators can reuse the same notification content across multiple channels (such as email, SMS, and push notifications) by using Common Notification Content.
Key Features of Common Notification Content:
Consistency Across Channels
Ensures that the same message format is used across email, SMS, and push notifications.
Easier Maintenance
Instead of creating separate content for each channel, administrators can manage all notification content from one place.
Dynamic Content
Supports variables and dynamic placeholders to customize messages based on recipient data.
Why Other Options Are Incorrect?
A . Configure Default notification content ❌
Incorrect: There is no "default notification content" feature in ServiceNow.
B . Enable Actionable notification content ❌
Incorrect: Actionable notifications allow users to take actions directly from the notification, but they do not manage common content.
D . Set up Related notification content ❌
Incorrect: No such feature as "Related notification content" exists in ServiceNow.
Reference from ServiceNow CSA Documentation:
Common Notification Content Overview
ServiceNow Notification Management
Setting Up Common Notification Content
Creating Reusable Notification Content

質問**: 28**
レポートとパフォーマンス分析の主な違いは何ですか？
A. Performance Analyticsには、時間の経過とともに取得されたデータのスナップショットが含まれています。レポートは、レポートが実行された時点で、データのみをそのまま表示します。
B. パフォーマンス分析は傾向を示すことができます。レポートはできません。
C. レポートはスケジュールに基づいて実行できます。PerformanceAnalyticsはできません。
D. パフォーマンス分析データをダッシュボードに公開できます。レポートはできません。
E. パフォーマンス分析はKPIを示します。レポートはしません。
正解**: (**正解を表示します**)**
The key difference between Reporting and Performance Analytics (PA) is how they handle data over time.
Reporting
Shows real-time data from tables.

Runs queries on data at the moment the report is generated.
Cannot analyze historical trends unless data is manually stored.
Used for static reports, lists, charts, or dashboards.
Performance Analytics (PA)
Captures snapshots of data at scheduled intervals (e.g., daily, weekly).
Tracks trends and KPIs (Key Performance Indicators) over time.
Helps organizations forecast and analyze historical patterns.
Used for business intelligence and proactive decision-making.
Incorrect Answer Choices
❌ B. Performance Analytics can show trends; Reports cannot.
Reporting can show trends using aggregated data (e.g., grouped by date), but PA is specifically designed for tracking trends over time.
❌ C. Reports can be run on a scheduled basis; Performance Analytics cannot.
Both Reports and PA can be scheduled to run at regular intervals.
❌ D. Performance Analytics data can be published to Dashboards; Reports cannot.
Reports can be published to dashboards, just like Performance Analytics.
❌ E. Performance Analytics shows KPIs; Reporting does not.
Reports can display KPIs using calculated metrics and aggregations, but PA is optimized for KPI tracking over time.
Official CSA Documentation Reference:
Performance Analytics vs. Reporting
ServiceNow Reporting Overview

質問: **29**
アクセス制御ルールの評価を正しく説明しているステートメントはどれですか。
A. ルールはロールを使用して評価されます。最も多くの権限を持つロールが最初にルールを評価します
B. 1つの行に複数のルールが適用される場合、古いルールが最初に評価されます
C. 行レベルのルールとフィールドレベルのルールが存在する場合、操作を許可する前に両方のルールがtrueである必要があります
D. ルールは一般的なものから特定のものまで評価されるため、続行するにはテーブルルールがアクティブである必要があります
正解**: (**正解を表示します**)**
In ServiceNow, Access Control rules (ACLs) are used to restrict or grant access to data. Each Access Control rule consists of:
Table-level (Row-Level) ACLs - Control access to the entire record (row).
Field-level ACLs - Control access to specific fields within a record.
Access Control Rule Evaluation Process:
Access Control rules are evaluated in a specific order to determine whether a user has the necessary permissions to perform an action (Read, Write, Create, Delete, etc.).

If both a row-level and a field-level ACL exist for the same table, BOTH must evaluate to "true" before access is granted.
The system checks conditions, scripts, and roles defined in the ACLs to decide whether the user meets the access requirements.
Why is Option C Correct?
✅ If both a row-level rule and a field-level rule exist, both must evaluate to "true" for a user to perform an action.
Row-Level ACLs check if a user can access the record itself.
Field-Level ACLs check if a user can access specific fields within that record.
If a user fails either ACL check, access is denied.
Why Are the Other Options Incorrect?
❌ A. "Rules are evaluated using roles. The role with the most permissions evaluates the rules first." Access Control rules are not evaluated based on roles with the most permissions.
Roles are just one factor in ACL evaluation, along with conditions and scripts.
❌ B. "If more than one rule applies to a row, the older rule is evaluated first." ServiceNow does not prioritize ACL rules based on their creation date.
Instead, ACLs follow a structured evaluation order (general-to-specific).
❌ D. "Rules are evaluated from the general to the specific, so a table rule must be active to continue." This is partially true but misleading.
ServiceNow evaluates ACLs from specific to general (Field → Table).
However, a table-level rule does NOT need to be active for a field-level ACL to be evaluated.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Access Control Rules (ACLs) Evaluation
ServiceNow ACL Evaluation Documentation
"If a field-level rule and a row-level rule exist, both must evaluate to true for the operation to be allowed." Conclusion:
✅ The correct answer is C. If a row-level rule and a field-level rule exist, both rules must be true before an operation is allowed.
Understanding ACL rule evaluation is critical for managing security in ServiceNow, ensuring that users have the appropriate access while maintaining data integrity.

質問**: 30**
保護ポリシー値が 保護」であるスクリプト インクルードの場合、正しいのは次のうちどれですか。
A. 保護ポリシーは、アプリケーションがServiceNow App Storeからダウンロードされた場合にのみ適用されます。
B. 保護ポリシーオプションは、管理者ロールを持つユーザーのみが有効化できます。
C. 保護ポリシーは、glide.app.apply.protection システム プロパティ値が true の場合にのみ適用されます。

D. protected_edit ロールを持つすべてのユーザーは、スクリプトインクルードを表示および編集できます。
正解: **B (**コメントを発表する**)**

質問: **31**
レコードが表示、挿入、更新、削除されるとき、またはテーブルがクエリされるときに実行できるスクリプトはどれですか?
A. ビジネスルール
B. クライアントスクリプト
C. レコードルール
D. UI スクリプト
E. スケジュールされたジョブ
正解: **(**正解を表示します**)**
Detailed
Business Rules in ServiceNow are server-side scripts that execute in response to database operations, such as when a record is displayed, inserted, updated, deleted, or queried. They are critical for automating processes, ensuring data integrity, and performing backend operations without user intervention. Business Rules can be set to run at different times, such as before or after the database action, depending on the requirement. (Reference: ServiceNow Documentation - Business Rules and Server-side Scripting)

質問: **32**
ServiceNow はデータ インポートに関するベスト プラクティスとして何を推奨していますか?
A. データがターゲット テーブルにロードされた後、変換マップを調整します。
B. 複数の大きなインポート セットではなく、非常に大きなインポート セットを使用します。
C. 新しいデータをロードするたびに、新しいインポート セット テーブルを作成します。
D. インポートの前に、古いデータまたは不正確なデータを削除する時間を計画します。
E. データ スクラブ ワークスペースを使用して、データ品質を監視し、インポートされたデータをクリーンアップします。
正解: **(**正解を表示します**)**
When importing data into ServiceNow, data integrity and accuracy are critical. ServiceNow recommends cleaning and verifying data before importing it into the system.

Best Practice: Clean Data Before Importing
Obsolete or inaccurate data can cause duplicate or incorrect records.
Pre-cleaning ensures only relevant, high-quality data is loaded into ServiceNow.
Improves system performance by preventing unnecessary data clutter.
Recommended Pre-Import Steps:
Identify and remove obsolete records (e.g., inactive users, old assets).
Fix formatting issues (e.g., date formats, duplicate values).
Verify data mappings to ensure correct field alignment.
Use a small test import before a full-scale import.
Why Other Options Are Incorrect?
A . Adjust your Transform maps, after the data is loaded into the target table → ✕ Incorrect
Transform Maps should be set before importing, not after.
Adjusting them afterward may require reloading data.
B . Use extremely large Import Sets, instead of multiple large Import Sets → ✕ Incorrect Large imports can cause performance issues.
Best practice: Use incremental imports with data validation.
C . Create a new Import Set table for each new data load → ✕ Incorrect
Reusing Import Set tables is more efficient.
New tables are needed only for major structural differences.
E . Monitor data quality and clean imported data, using the Data Scrub Workspace → ✕ Incorrect
No such feature as "Data Scrub Workspace" exists in ServiceNow.
Data should be cleaned before importing, not after.
Official ServiceNow Documentation Reference:
Best Practices for Importing Data
Preparing Data for Import

質問**: 33**
インスタンス間で大量のデータを移動する最も効率的な方法はどれですか?
A. データ パッケージにエクスポート
B. XML にエクスポート
C. 更新セット
D. Zipにエクスポート
正解**: A (**コメントを発表する**)**
When transferring large amounts of data between ServiceNow instances, the most efficient and recommended method is Export to Data Package. This method allows for bulk data transfer, ensuring that relationships, dependencies, and data integrity are maintained.
Why "Export to Data Package" is the Best Choice?
Optimized for Large Data Transfers
Data Packages are designed to efficiently handle large datasets without performance degradation.

They maintain relationships between records, unlike simple XML exports.
Preserves Data Integrity
Ensures that all referenced records (e.g., related tables) are included in the export.
Prevents data loss by preserving dependent records.
Faster and More Reliable than XML or Update Sets
XML exports are less efficient for large datasets.
Update Sets do not transfer actual table records, only configurations (metadata).
Supports Complex Data Structures
Useful for moving entire tables or a large subset of records while maintaining relationships.
Incorrect Answer Choices Analysis:
B . Export to XML
❌ Incorrect - XML exports are not efficient for large data transfers because:
It does not manage relationships between records.
Importing large XML files can cause performance issues.
More suitable for moving individual records rather than large datasets.
C . Update Sets
❌ Incorrect - Update Sets do NOT transfer actual data, only configurations (e.g., fields, forms, workflows).
They are meant for customization changes, not for moving large data records.
D . Export to Zip
❌ Incorrect - There is no "Export to Zip" option for large data transfers in ServiceNow.
This is likely a distractor option.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Data Export and Import Best Practices
Data Export and Import
ServiceNow Docs - Moving Data Between Instances
Exporting and Importing Data Packages
Conclusion:
The correct answer is A. Export to Data Package because it is the most efficient and scalable way to transfer large amounts of data between ServiceNow instances while maintaining relationships and data integrity.

質問**: 34**
リストの各行は何を示していますか?
A. フィルター
B. レコード
C. テーブル
D. フィールド
正解**: B (**コメントを発表する**)**
In a ServiceNow list view, each row represents a single record from the table being viewed.
For example:

In the Incident table (incident), each row represents one Incident record.
In the User table (sys_user), each row represents one User record.
List View Structure:
Each row = A single record
Each column = A field from the record
Why Are Other Options Incorrect?
A . A filter ❌
Filters are used to narrow down results but do not define what each row represents.
C . A table ❌
The table contains multiple records, but each row only represents one record.
D . A field ❌
Fields represent individual attributes of a record (e.g., "Priority" or "Category"), but a row contains multiple fields that make up a record.
Reference:
ServiceNow CSA Documentation - Understanding List Views & Records
ServiceNow Product Documentation - Working with Lists in ServiceNow (https://docs.servicenow.com)

質問**: 35**
レポートにセカンダリ関連テーブルのデータを含めることができるServiceNow機能はどれですか？
A. SQL
B. ドットウォーキング
C. 外部結合
D. 参加
正解**: (**正解を表示します**)**
Dot Walking is a ServiceNow feature that allows you to access and include data from related tables when creating reports, conditions, scripts, and business rules.
How Dot Walking Works:
When working with records, each table has fields that may reference another table (e.g., an Incident record has an "Opened by" field that references the User table).
Dot Walking allows you to traverse these relationships by using a dot (.) notation to pull in data from related tables.
Example: If you want to include the email address of the user who created an incident, you can reference it as:
CopyEdit
incident.opened_by.email
This is useful for reporting when you need to include data from multiple related tables without needing custom joins.
Why the other options are incorrect:

A . SQL → Incorrect. ServiceNow does not use direct SQL queries for reports. It relies on GlideRecord and Dot Walking instead.
C . Outer Join → Incorrect. ServiceNow does not provide traditional SQL joins for reports. Instead, it uses Dot Walking and Database Views.
D . Joins → Incorrect. While Database Views allow for joins, Dot Walking is the primary method used to include related table data in reports.
Reference:
ServiceNow: How to Access Related Tables with Dot Walking
ServiceNow CSA Training Material
555555555555555

質問: **36**
すばやく頻繁にアクセスする必要があるアプリケーションメニューおよびモジュールを指す用語はどれですか。
A. ブレッドクラム
B. お気に入り
C. タグ
D. ブックマーク
正解: **(**正解を表示します**)**
In ServiceNow, Favorites allow users to quickly access application menus and modules that they frequently use. By marking an application menu or module as a favorite, it appears under the Favorites tab in the Application Navigator, making navigation faster and more efficient.
Explanation of Each Option:
(A) Breadcrumb - Incorrect
Breadcrumbs in ServiceNow show the navigation path within a list view or form.
They help users filter data quickly but do not store shortcuts for quick access.
(B) Favorite - Correct
The Favorite feature in ServiceNow allows users to save frequently used menus and modules for quick access.
Users can add, remove, and reorder favorites for better personalization.
Located in the Application Navigator, favorites appear at the top for easy access.
Favorites can include forms, records, reports, or dashboards.
(C) Tag - Incorrect
Tags are used to organize and categorize records (e.g., incidents, problems, change requests).
Tags help users group related records but do not create direct menu shortcuts.
(D) Bookmark - Incorrect
ServiceNow does not use the term "Bookmark" for quick access to menus and modules.
While users can bookmark URLs in a web browser, this is different from ServiceNow's built-in Favorites feature.
Additional Notes & Best Practices:
Users can customize Favorites by renaming them or selecting an icon for better visibility.

Admins can pre-configure favorites for users based on roles to improve productivity.
Favorites improve user efficiency by reducing the number of clicks needed to reach frequently used items.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Using Favorites in the Application Navigator
https://docs.servicenow.com
ServiceNow Community: Personalizing the Application Navigator with Favorites
https://community.servicenow.com

質問: **37**
次のどれが Flow Designer のトリガー タイプではありませんか?
A. 記録
B. スケジュール
C. アプリケーション
D. 送信メール
正解: **(**正解を表示します**)**

質問: **38**
有効なService Nowユーザー認証方法はどれですか？ （3つ選択してください。）
A. XMLフィード
B. ローカルデータベース
C. LDAP
D. SSO
E. FTP認証
正解: **(**正解を表示します**)**
FTP (File Transfer Protocol) is used for transferring files between systems and is not a valid authentication method in ServiceNow.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: User Authentication Methods
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/security/concept/user-authentication-methods.html ServiceNow CSA Official Training Guide (User Authentication & Security) These references confirm that Local Database, LDAP, and SSO are valid authentication methods in ServiceNow.
Explanation:
ServiceNow supports multiple authentication methods to verify user identities before granting access to an instance. The three valid authentication methods from the given options are:
Local Database Authentication
This is the default authentication method used in ServiceNow.
User credentials (username and password) are stored in the ServiceNow database.
Authentication is handled directly by ServiceNow without relying on external identity providers.

This is useful for small implementations or instances where external authentication is not required.
LDAP (Lightweight Directory Access Protocol)
LDAP allows ServiceNow to integrate with corporate directory services, such as Microsoft Active Directory, to authenticate users.
Users authenticate using their corporate credentials, reducing the need to maintain separate user accounts in ServiceNow.
ServiceNow connects to an LDAP server and verifies credentials without storing passwords in the ServiceNow database.
SSO (Single Sign-On)
Single Sign-On enables users to log into ServiceNow using an external identity provider (IdP).
ServiceNow supports various SSO protocols, including:
SAML 2.0 (Security Assertion Markup Language)
OAuth 2.0
OpenID Connect
Kerberos
This allows users to authenticate once and gain access to multiple applications, improving security and user experience.
Why the Other Options Are Incorrect?
A . XML feed -
XML feeds are used for data exchange, not authentication.
ServiceNow can consume XML feeds for integrations but does not use XML feeds to authenticate users.

質問**: 39**
アクセス制御をどのように定義して、iti ロールを持つユーザーがインシデント レコードを作成する権限を持つことができるようにしますか?
A. 名前: 件"; 権限: 書き込み; 役割: itil
B. 名前: 任意のインシデント、操作: 書き込み、権限: itil
C. 名前: インシデント.*; 操作: 書き込み; 許可: itil
D. 名前: 件なし、権限: create: 役割: itil
E. 名前: インシデント。なし; 操作: 作成; 役名 :イチル
正解**: (**正解を表示します**)**
In ServiceNow, Access Control Rules (ACLs) are used to grant or restrict permissions for performing actions on a table or field.
To allow a user with the itil role to create Incident records, the correct Access Control Rule must:
Apply to the incident table
Grant the "create" operation
Be restricted to users with the "itil" role
Breaking Down the Correct ACL Configuration:
ACL Field

Correct Value
Name
incident.None (applies to the table-level, not a field)
Operation
create (allows creating new records)
Role
itil (only users with the itil role can create incidents)
Why is "incident.None" used instead of "incident.*"?
incident.None → Applies to the entire table (for record creation).
incident.* → Applies to all fields in the table (not needed for create operations).
Incorrect Answer Choices Analysis:
A . Name: incident"; Permission: write; Role: itil
❌ Incorrect - The "write" permission allows editing existing records, but does not allow creating new ones.
B . Name: incident Any, Operation: write, Permission: itil
❌ Incorrect - There is no such name format "incident Any" in ACLs. Also, "write" does not allow record creation.
C . Name: incident.*; Operation: write; Permission: itil
❌ Incorrect - "incident.*" applies to all fields in the table, but does not apply to record creation.
D . Name: incident None, Permission: create: Role: itil
❌ Incorrect - The correct format uses "Operation: create", not "Permission: create".
Official ServiceNow Documentation Reference:
ServiceNow Docs - Access Control Rules
How ACLs Work
ServiceNow Docs - Configuring ACLs for Tables and Fields
Table-Level vs Field-Level ACLs

質問**: 40**
役割は何として定義されますか？
A. 権限のコレクション
B. 一連のユーザーアクセスポリシー
C. ワークフロー内のペルソナ
D. 一連のアクセス制御ルール
正解**: (**正解を表示します**)**
In ServiceNow, a role is a collection of permissions that control what actions a user can perform and what data they can access within the system.
Roles are used to grant access to applications, modules, and records, and they are assigned to users based on their job functions. Users can have multiple roles, which collectively define their permissions.
For example:

The admin role provides full system access.
The itil role allows access to Incident and Change Management.
The catalog_admin role grants permissions to manage Service Catalog items.
Why the other options are incorrect:
B . A set of user access policies → Incorrect, because user access policies are more granular security rules, whereas a role is a broader concept grouping multiple permissions.
C . A Persona in a workflow → Incorrect, because a role is not the same as a persona in a workflow; personas are more conceptual.
D . A set of access control rules → Incorrect, because roles do not define access control rules directly; they are used within ACLs (Access Control Lists) to determine access permissions.
Reference:
ServiceNow Roles Documentation
ServiceNow CSA Training Material

質問: **41**
インポートセットがServiceNowのテーブルに入力するために使用できるデータの種類は何ですか？
A. CSS、SOAP、Excel
B. XML。CSV、Excel
C. SOAP、REST、およびXML
D. XML、SOAP、CSS
正解: **B (**コメントを発表する**)**
In ServiceNow, Import Sets allow administrators to import and transform data from external sources into ServiceNow tables. The platform supports multiple file formats for importing data, including XML, CSV, and Excel.
Supported Data Formats for Import Sets:
XML (Extensible Markup Language)
Used for structured data exchange between systems.
ServiceNow can import XML files containing records formatted according to its schema.
CSV (Comma-Separated Values)
One of the most common formats for bulk data imports.
ServiceNow can process CSV files and map them to target tables.
Excel (XLS/XLSX)
ServiceNow allows direct imports from Microsoft Excel spreadsheets.
Users can upload Excel files via the Import Set UI.
How Import Sets Work in ServiceNow:
Import Data: The user uploads a supported file (XML, CSV, or Excel) into an Import Set table.
Mapping: The imported data is mapped to target tables using a Transform Map.
Transformation & Processing: Data is transformed, validated, and inserted into the correct destination tables.
Why Other Options Are Incorrect:

A . CSS, SOAP, and Excel → ❌ CSS is a styling language, and SOAP is a protocol, not a data format.
C . SOAP, REST, and XML → ❌ SOAP and REST are web service protocols, not file formats used for import sets. XML is valid but alone is insufficient.
D . XML, SOAP, and CSS → ❌ SOAP and CSS are incorrect as they are not standard import file formats.
Reference from CSA Documentation:
ServiceNow Documentation: Importing Data into ServiceNow
CSA Exam Guide: Covers supported data formats for Import Sets (XML, CSV, and Excel).

質問: **42**
事前に構築されたスポークにアクセスして、サードパーティのサービスとすばやく統合し、コンテンツを構築および共有するための単一の場所であるストアフロントはどれですか。
A. 統合スポークストア
B. ServiceNow ストア
C. スポークストア
D. ServiceNow スポーク ストア
正解**: (**正解を表示します**)**
Detailed
The ServiceNow Store is the primary marketplace for accessing pre-built integrations, known as spokes, for ServiceNow. These spokes enable rapid integration with third-party services, streamlining the development of automation and integration workflows. The store includes various applications and plugins tailored for ServiceNow workflows, facilitating the quick deployment of additional capabilities. (Reference: ServiceNow Documentation - ServiceNow Store and Integration Hub Spokes)

質問: **43**
フォーム上で、クリックすると関連付けられたレコードのプレビューを表示できるこのアイコンがあるフィールドのタイプはどれですか?
A. 参照
B. ドリルダウン
C. スナップショット
D. 検索
E. プレビュー
F. クイックビュー
正解**: (**正解を表示します**)**

質問: **44**
ServiceNow UIのどのセクションでグローバル検索を実行できますか？
A. アプリケーションナビゲーター

B. バナーフレーム
C. リストペイン
D. コンテンツフレーム
正解**: (**正解を表示します**)**
In ServiceNow, the global search bar is located in the Banner Frame, which is the topmost section of the user interface. The global search feature allows users to search across multiple tables and records within the platform.
Key Features of the Global Search in the Banner Frame:
Searches across multiple record types (Incidents, Knowledge Articles, Change Requests, etc.).
Auto-suggests results as you type.
Filters results based on user roles and permissions.
Uses indexing to improve search speed and efficiency.
Why "B. Banner frame" is Correct:
✅ The Banner Frame contains the global search bar, which enables users to search across all available records in ServiceNow.
Why Other Options Are Incorrect:
A . Application Navigator → ❌ The Application Navigator is used for browsing modules and applications, not for performing a global search.
C . List pane → ❌ The List Pane only displays records from a specific table, and its search is limited to that list view.
D . Content frame → ❌ The Content Frame displays forms, lists, and dashboards, but does not provide a global search function.
Reference from CSA Documentation:
ServiceNow Documentation: Global Search in ServiceNow
CSA Exam Guide: Covers Banner Frame and its functions, including Global Search.
Thus, the correct answer is:
✅ B. Banner frame

質問**: 45**
スプレッドシートからデータをインポートする場合、受信データ列が受信テーブルのどこに書き込まれるかを定義する手順はどれですか?
A. フィールド マッチング
B. ロードデータ
C. データソースを選択
D. スケジュール変換
E. 変換マップの作成
正解**: (**正解を表示します**)**
When importing data from a spreadsheet into ServiceNow, the step that defines where incoming data columns will be written in the receiving table is Field Matching.
Steps in the Import Process:

Select Data Source - Choose the spreadsheet (CSV, Excel, etc.) that contains the data.
Load Data - Uploads the data into a temporary staging table.
Create Transform Map - Defines the mapping between the source data and the target table.
Field Matching ✅ - This step matches the columns from the source data to the fields in the receiving table.
Schedule Transform (if needed) - Optionally schedule automatic data transformation.
Why Are Other Options Incorrect?
B . Load Data ❌
This step only loads data into a temporary table and does not define field mapping.
C . Select Data Source ❌
This step is only about choosing the input file, not about mapping fields.
D . Schedule Transform ❌
Scheduling only determines when a transformation runs but does not define field mappings.
E . Create Transform Map ❌
While transform maps define relationships between source and target tables, Field Matching is the step that actually aligns specific fields.
Reference:
ServiceNow CSA Documentation - Data Import Process & Field Mapping
ServiceNow Product Documentation - Transform Maps & Field Matching
(https://docs.servicenow.com)

質問: **46**
ユーザー認証に使用できる6つの方法は何ですか？
A. ローカルデータベース :インスタンスデータベースのユーザーレコードのユーザー名とパスワード。
B. 多要素 :データベース内のユーザー名とパスワード、およびGoogle認証システムがインストールされているユーザーのモバイルデバイスに送信されるパスコード
C. LDAP :ユーザー名とパスワードは、データベースに一致するユーザーアカウントを持つ企業ディレクトリのLDAPを介してアクセスされます。
D. SAML 2.0 :データベースに一致するユーザーアカウントを持つSAML IDプロバイダーアカウントで構成されたユーザー名とパスワード。
E. OAuth 2.0 :データベースに一致するユーザーアカウントを持つOAuth IDプロバイダーのユーザー名とパスワード。
F. ダイジェストトークン :ユーザーレコード内のユーザー名とパスワードの暗号化されたダイジェスト。
正解: **(**正解を表示します**)**
The six methods available for user authentication in ServiceNow are:
Local Database - The user authenticates using a username and password stored in the instance database.

Multifactor Authentication (MFA) - The user provides their username, password, and a passcode (e.g., from Google Authenticator).
LDAP (Lightweight Directory Access Protocol) - The user authenticates using credentials stored in a corporate LDAP directory.
SAML 2.0 (Security Assertion Markup Language) - The user is authenticated via an external SAML Identity Provider (IdP).
OAuth 2.0 - The user authenticates via an OAuth identity provider (such as Google, Microsoft, or Facebook).
Digest Token Authentication - The user authenticates using an encrypted token rather than directly submitting a password.
Thus, the correct answer is:
✅ A, B, C, D, E, F
Comprehensive and Detailed In-Depth
ServiceNow supports multiple authentication methods to provide flexibility, security, and integration capabilities with external identity providers.
Local Database Authentication:
ServiceNow stores usernames and passwords in the internal database.
Users authenticate directly with the instance.
This method is commonly used when no external authentication provider is configured.
Multifactor Authentication (MFA):
Enhances security by requiring two authentication factors:
Username and password (stored in the database).
Passcode from a registered device (such as Google Authenticator, Microsoft Authenticator).
MFA helps prevent unauthorized access even if credentials are compromised.
LDAP Authentication:
Allows users to authenticate against an external LDAP directory (such as Microsoft Active Directory).
The user must have a matching record in the ServiceNow user table ([sys_user]).
ServiceNow does not store passwords when using LDAP; it only validates credentials against the directory.
SAML 2.0 Authentication:
Users authenticate via a SAML Identity Provider (IdP) such as Okta, Microsoft Azure AD, or Ping Identity.
ServiceNow acts as a Service Provider (SP) and does not store passwords.
Provides Single Sign-On (SSO) capabilities.
OAuth 2.0 Authentication:
Allows authentication via OAuth providers (Google, Facebook, Microsoft, etc.).
Users do not need to store passwords in ServiceNow; instead, authentication is delegated to the OAuth identity provider.
Digest Token Authentication:
Uses an encrypted token (instead of a plaintext password) to authenticate users.

Often used for API-based authentication or scenarios where passwords should not be transmitted over the network.
Why These Are the Correct Methods?
Each method aligns with ServiceNow's authentication mechanisms as per official documentation.
ServiceNow supports a hybrid authentication approach, allowing multiple methods to coexist.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Authentication Methods
https://docs.servicenow.com
ServiceNow Security Best Practices - Authentication & Access Controls
ServiceNow Developer Portal - SSO & OAuth Authentication

質問: **47**
UL ポリシー アクションはフォーム上のフィールドのどの属性を変更できますか?
3つの回答を選択してください
A. 長さ
B. 表示/非表示
C. フォーマット
D. 読み取り専用
E. 必須
正解: **(**正解を表示します**)**

質問: **48**
アクセス制御ルールには何が指定されていますか？
A. グループ、条件式、ワークフロー
B. テーブルスキーマ、CRUD、およびユーザー認証
C. 保護されているオブジェクトと操作。オブジェクトにアクセスするために必要な権限
D. security_admin
正解: **C (**コメントを発表する**)**
An Access Control rule (ACL) in ServiceNow defines who can access data and what actions they can perform on that data. Each ACL consists of three primary components:
Object being secured - The specific table, field, or record that the rule applies to.
Operation - The type of action that is being secured (e.g., Read, Write, Create, Delete).

Permissions required - The conditions, roles, or scripts that determine whether access is granted.
How ACLs Work in ServiceNow:
ACLs evaluate whether a user has permission to access a specific table, field, or action.
The security rules are processed from most specific to least specific (e.g., field-level > table-level).
Permissions can be granted based on roles, conditions, or custom scripts using GlideSystem (gs).
Explanation of Incorrect Options:
A . Groups, Conditional Expressions, and Workflows ❌ (Incorrect)
ACLs do not manage workflows or directly control group assignments.
B . Table Schema, CRUD, and User Authentication ❌ (Incorrect)
CRUD (Create, Read, Update, Delete) permissions are controlled by ACLs, but User Authentication is managed separately through login policies (LDAP, SSO, etc.).
D . security_admin ❌ (Incorrect)
security_admin is a special elevated role required to modify security settings, but it is not what an ACL specifies.
Official Reference from Certified System Administrator (CSA) Documentation:
Access Control Rules Overview:
https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/security/concept/access-control-rules.html Configuring ACLs in ServiceNow:
https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/security/task/t_CreateOrModifyAnAccessControl.html

質問**: 49**
Service Catalog プロジェクトには、80 個のカタログ アイテムの構築が含まれます。カタログ アイテムごとに、次のフィールドがフォームで必須になります。
※依頼内容
*に要求された
* 承認管理者
* 配達指示書
他のすべての変数は、個々のカタログ アイテムに固有です。カタログ アイテム フォームを設計するときに、どの機能を使用しますか?
A. 4 つの変数に対して 1 つの変数セットを作成します。次に、その変数セットを 80 個のカタログ アイテムのそれぞれに追加します。
B. 4 つのフィールドを含むレコード プロデューサーを作成します。次に、カタログ ファイルのレコード プロデューサー関連リストに追加します。
C. フロー デザイナー アクションを作成し、変数セット データ ピルを使用します。次に、80 個のカタログ アイテムすべてにフローを適用します。

D. すべての変数を含む注文ガイドを作成します。次に、必要に応じて変数をコピーおよび非表示にします。
E. 変数セット テンプレートを作成します。次に、すべてのカタログ アイテムに適用します。
正解: **A** (コメントを発表する)
When designing Service Catalog items, Variable Sets allow you to reuse common fields across multiple catalog items.
Best Approach (Correct Answer: A)
Instead of creating the same four fields (Requested for, Requested by, Approving manager, Delivery instructions) 80 times, You can define them once in a Variable Set and apply it to all catalog items.
Advantages of Using a Variable Set:
✅ Reusability - The same Variable Set can be added to multiple catalog items.
✅ Consistency - Ensures the four mandatory fields are always included.
✅ Easier Maintenance - Changes to these fields only need to be made in one place.
Why Other Options Are Incorrect?
B . Create a Record Producer that contains the four fields → ❌ Incorrect A Record Producer is used to create records in a specific table (e.g., Incident, Request, Change).
It is not designed for defining reusable fields across multiple catalog items.
C . Create a Flow Designer Action with Variable Set Data Pill → ❌ Incorrect Flow Designer is for process automation, not for defining form variables.
It does not allow you to create reusable fields for catalog item forms.
D . Create an Order Guide and hide variables as needed → ❌ Incorrect
Order Guides are used for ordering multiple catalog items together.
They do not provide a structured way to manage common fields across different catalog items.
E . Create a Variable Set Template → ❌ Incorrect
There is no concept of a "Variable Set Template" in ServiceNow.
Variable Sets themselves act as templates.
Official ServiceNow Documentation Reference:
Using Variable Sets in Service Catalog
Building Service Catalog Forms

質問: **50**
お気に入りのアイコンと色を変更するには、どのアイコンを使用しますか?
A. スター
B. 三角形
C. 鉛筆
D. 時計
正解: **C** (コメントを発表する)
In ServiceNow, the Favorites feature allows users to quickly access frequently used modules, applications, or records. Users can customize Favorites by changing the icon and color.

To edit a favorite, you need to:
Open the Application Navigator.
Locate your Favorites list.
Click the Pencil (✏) icon next to the favorite you want to edit.
Choose a new icon and color.
Save the changes.
Why Are Other Options Incorrect?
A . Star ❌
The Star icon is used to add or remove a favorite but not for editing.
B . Triangle ❌
No Triangle icon is used for Favorites customization.
D . Clock ❌
The Clock icon represents recently viewed items, not Favorite customization.
Reference:
ServiceNow CSA Documentation - Customizing Favorites
ServiceNow Product Documentation - Personalizing the Application Navigator
(https://docs.servicenow.com)

質問: **51**
グループレコードはどのテーブルに保存されますか？
A. グループ[sn_user_group]
B. グループ[sys_user_group]
C. グループ[s_sys_group]
D. グループ[u_sys_group]
正解**: (**正解を表示します**)**
Reference:
Why is the Correct Answer "sys_user_group"?
The sys_user_group table is the official table for storing group records.
Groups are used for assigning tasks, roles, and responsibilities in ServiceNow.
The sys_user_group table contains records for all defined groups, including IT support teams, security groups, and business process groups.
Why Not the Other Options?
A . Group [sn_user_group]: ❌ No such table exists in ServiceNow.
C . Group [s_sys_group]: ❌ Incorrect, as there is no "s_sys_group" table in ServiceNow.
D . Group [u_sys_group]: ❌ "u_" prefix refers to custom tables, but the standard group table is sys_user_group.
Reference from the Certified System Administrator (CSA) Official Documentation:
Managing User Groups in ServiceNow: ServiceNow Docs
ServiceNow Knowledge Base: KB0832548 (Group Table Information)

The sys_user_group table is the correct location for storing group records, allowing efficient role-based access and task assignments in ServiceNow.

質問: **52**
どのタイプのフィールドにドロップダウンリストがあり、そこから事前定義されたオプションから選択できますか？
A. 選択
B. ピッカー
C. ドロップダウン
D. オプション
正解: **(**[正解を表示します]**)**
Understanding Choice Fields in ServiceNow:
A Choice field provides a drop-down list of predefined values that users can select from.
These fields are useful when standardized inputs are required (e.g., Status: Open, In Progress, Closed).
Why "Choice" is the Correct Answer:
A Choice field stores predefined options that users can select from a dropdown.
It ensures data consistency by limiting inputs to a set of defined values.
Administrators can configure Choice fields in System Definition → Tables & Columns by adding choices to specific fields.
Why Other Answers Are Incorrect:
B . Picker → ServiceNow does have reference pickers (e.g., User Picker, Date Picker), but these are not used for predefined choice selections.
C . Drop down → While a Choice field appears as a dropdown, "Drop down" is not an official ServiceNow field type.
D . Option → "Option" is a general term and not a specific ServiceNow field type.
Best Practice Solution:
To create or modify Choice fields, go to System Definition → Tables & Columns, select the desired table, and edit the field properties.
Use Choice Lists to manage predefined values efficiently.
Reference:
ServiceNow Docs: Choice Fields
ServiceNow CSA Documentation on Field Types

質問: **53**
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. カタログビルダー
B. カタログフォーマッタ
C. カタログデザイナー
D. ワークフローデザイナー

正解: **A (コメントを発表する)**

質問: **54**
アクセス制御ルールは、次のどの許可要件で定義できますか？ （3つ選択してください。）
A. 役割
B. 条件式
C. 割り当てルール
D. スクリプト
E. ユーザー基準
F. グループ
正解: **(正解を表示します)**
In ServiceNow, Access Control Rules (ACLs) define the permissions required for users to interact with records, fields, or UI actions. ACLs are enforced at the database level and are evaluated before granting access to a user.
Access Control rules can be configured using three primary permission requirements:
1. Roles (Correct - ✅)
Roles define a set of permissions assigned to users.
Access Control rules can require users to have a specific role (e.g., admin, itil, catalog_admin) to perform an action on a table, field, or record.
Example:
A rule might state: Only users with the itil role can read the Incident table.
2. Conditional Expressions (Correct - ✅)
Conditional expressions allow access based on a specified condition.
These conditions are evaluated at runtime, and access is granted if they are met.
Example:
A condition could be: "Allow access if the record's 'State' field is 'New'".
This would mean that users can only modify records if their state is "New".
3. Scripts (Correct - ✅)
Scripts allow advanced, custom logic to determine access.
ACLs support server-side scripts (written in JavaScript) that use the gs.hasRole(), current object, or other logic to evaluate whether a user should have access.
Example:
javascript
CopyEdit
```
// Allow access only if the user is the requester of the record
answer = current.requested_for == gs.getUserID();
```
Scripts provide flexibility by allowing complex access conditions beyond simple roles or expressions.
Why Other Options Are Incorrect?
C . Assignment Rules ❌ (Incorrect)

Assignment Rules are used to automatically assign records to users or groups based on conditions.
They do not define access control permissions.
E . User Criteria ❌ (Incorrect)
User Criteria is used in Service Catalog and Knowledge Base (KB) to control access to catalog items or knowledge articles.
It is not used for ACLs at the table/field level.
F . Groups ❌ (Incorrect)
Groups are collections of users but cannot be directly used in ACLs.
Instead, roles (which are often assigned to groups) are used to define ACL permissions.
Reference from ServiceNow CSA Documentation:
ServiceNow Product Documentation - Access Control Rules
Access Control Rules Overview
Defining Access Control Rules
ServiceNow Security Model
Role-Based Access
Scripted ACLs

質問: **55**
UIポリシーを使用してフォームにフィールドを作成できる状態はどれですか。
A. 読み取り専用
B. 書き込み専用
C. 必要
D. 必須
E. 空
F. 非表示
正解: **(**正解を表示します**)**
In ServiceNow, UI Policies allow administrators to dynamically control form fields based on conditions without using scripts. With UI Policies, you can change the behavior of a field by making it:
Read-only → The user can view the field but cannot edit it.
Mandatory → The field becomes required, and the user must fill it out before submitting the form.
Hidden → The field is removed from visibility on the form.
Explanation of Each Option:
✅ A. Read-only - Correct
A UI Policy can make a field read-only, meaning users can see the field but cannot modify its value.
Example: A field like Request Number (REQ0001) is typically read-only after submission.
❌ B. Write-only - Incorrect
ServiceNow does not have a "write-only" field setting in UI Policies.

If a field is editable, users can both read and write; if it's hidden or read-only, writing is not possible.
❌ C. Necessary - Incorrect
There is no "Necessary" field state in ServiceNow UI Policies.
If the intent is to make a field required, the correct term is "Mandatory".
✅ D. Mandatory - Correct
UI Policies can make a field mandatory, requiring the user to enter a value before submitting the form.
Example: An Incident Description field might be mandatory before an incident is submitted.
❌ E. Empty - Incorrect
UI Policies cannot directly enforce an "empty" state. However, a default value could be cleared using a client script, but this is not a UI Policy feature.
✅ F. Hidden - Correct
UI Policies can hide a field, making it invisible on the form.
Example: A "Manager Approval" field may be hidden until a certain condition (e.g., request cost > $1000) is met.
Final Answer:
✅ Read-only
✅ Mandatory
✅ Hidden
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - UI Policies and UI Policy Actions
https://docs.servicenow.com
ServiceNow Learning - Form Configuration & UI Policies
ServiceNow Developer Portal - Controlling Form Behavior with UI Policies

質問: 56
SeniceNow テーブルのフィールドを最もよく表しているのはどれですか?
A. フィールドは、データを格納するテーブル セルです。
B. フィールドはテーブル行です
C. フィールドは、メニュー リストに表示されるアイテムです。
D. フィールドはテーブル内のレコードです
正解: (正解を表示します**)**
In ServiceNow, a field is a single data point in a table, similar to a cell in a spreadsheet.
Understanding Fields in ServiceNow:
Fields store specific data in a table, such as:
Short Description (text field)
Priority (choice field)
Assignment Group (reference field)
Each record consists of multiple fields

Example: In the Incident table, a single Incident record contains multiple fields such as:
Number (INC0012345)
State (In Progress)
Assigned To (John Doe)
Fields have different data types
Text, Integer, Choice, Date/Time, Reference, etc.
Incorrect Answer Choices Analysis:
B . A field is a table row
❌ Incorrect - A table row represents an entire record, not just a single field.
A record consists of multiple fields (columns).
C . A field is an item that appears in a menu list
❌ Incorrect - Menu items are UI elements, not database fields.
A field is part of a table, while a menu contains navigation links.
D . A field is a record in a table
❌ Incorrect - A record is a full row of data, which includes multiple fields.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Understanding Tables, Records, and Fields
Tables and Fields Overview
ServiceNow Docs - Field Types and Definitions
Field Data Types
Conclusion:
The correct answer is:
✅ A. A field is a table cell that stores data.
A field is a single piece of data within a record, much like a cell in a spreadsheet.

質問: **57**
インシデント レコードに、特別な取り扱い」のタグをどのようにレコードに追加しますか?
A. [その他のオプション] (.,.) アイコンをクリックし、[タグの追加] をクリックして、特別な処理」と入力し、Enter キーを押します。
B. [特別な取り扱い] フィールドで、チェックボックスをオンにします。
C. [タグ] フィールドで、選択リストから [特別な取り扱い] を選択します。
D. コンテキスト メニューをクリックし、[タグの追加] を選択し、特別な処理」と入力して Enter キーを押します。
正解: **(**正解を表示します**)**
In ServiceNow, Tags allow users to categorize and quickly find records without modifying the database structure. They act as labels that can be applied to records dynamically.
To add a Tag such as "Special Handling" to an Incident record, follow these steps:
Open the Incident record in the platform.
Click the More options (.,.) icon in the top-right corner of the record.
Select "Add Tag."

Type "Special Handling" and press Enter to apply the tag.
Once applied, the tag will appear in the Tags field of the record, making it easier for users to search and filter incidents with similar labels.
Incorrect Answer Choices Analysis:
B . On the Special Handling field, check the box
❌ Incorrect - There is no standard "Special Handling" field in the Incident table that acts as a tag.
If such a field exists, it would be a custom field and not related to Tags functionality.
C . On the Tag field, select Special Handling from the choice list
❌ Incorrect - Tags are not stored in a field with a choice list.
Tags are user-defined labels that can be dynamically added using the "More options" menu.
D . Click on the Context menu, select Add Tag, type Special Handling, press Enter
❌ Incorrect - The Context Menu (right-click menu) does not provide an option to add a Tag.
Tags are added using the More options (.,.) icon, not the Context Menu.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Using Tags
How to Use Tags
ServiceNow Docs - Searching Records with Tags
Search and Filter with Tags
Conclusion:
The correct answer is:
✅ A. Click on the More options (.,.) icon, click Add Tag, type Special Handling, press Enter.
This is the standard way to add a Tag in ServiceNow without modifying any database fields.

質問**: 58**
ServerNew アプリケーションのテストに使用されるテスト フレームワークはどれですか?
A. Selenium
B. Test Driven Framework (TDF)
C. Junit
D. Automated test Framework (ATF)
正解**: (**正解を表示します**)**
The Automated Test Framework (ATF) is the built-in testing framework in ServiceNow used to test applications, including Server-side scripts and logic.
Key Features of ATF:
Enables automated testing of ServiceNow applications without manual effort.
Can test server-side scripts (e.g., Business Rules, Script Includes, and Workflows).
Supports UI testing for forms, lists, and portals.
Reduces testing time and enhances release reliability.
Why ATF is Used for Testing ServiceNow Applications?
ServiceNow is a low-code/no-code platform, so ATF provides a platform-specific testing tool.
ATF allows test creation without coding, making it easy for administrators and developers to use.
Integrates with Continuous Integration (CI/CD) pipelines to ensure smooth updates.

Why Other Options Are Incorrect?
A . Selenium → ❌ Incorrect
Selenium is used for web UI automation, but it is not built into ServiceNow.
ATF is the preferred testing framework for ServiceNow applications.
B . Test Driven Framework (TDF) → ❌ Incorrect
No such framework called "Test Driven Framework" in ServiceNow.
TDD (Test-Driven Development) is a software development methodology, not a testing tool.
C . JUnit → ❌ Incorrect
JUnit is a Java-based testing framework used for Java applications.
ServiceNow scripts use JavaScript, not Java.
Official ServiceNow Documentation Reference:
Automated Test Framework (ATF)

質問**: 59**
フォームを作成します。フォームのフィールドの順序を変更するには、何をクリックしますか?
2つの答えを選択してください
A. コンテキスト メニュー > 構成 > フォーム レイアウト
B. コンテキスト メニュー > フォーム > レイアウト
C. ヘッダーを右クリック > 構成 > フォーム デザイン
D. コンテキスト メニュー > 構成 > フォーム デザイナー
E. ヘッダーを右クリック > 構成 > UX ダッシュボード
正解**: A,C (**コメントを発表する**)**
To modify the order of fields on a form in ServiceNow, you have two main options:
Form Layout (A - Correct Answer)
Navigation: Context Menu > Configure > Form Layout
Allows you to rearrange fields using a simple list-based interface.
You can add, remove, or reorder fields quickly.
Form Design (C - Correct Answer)
Navigation: Right-click on the form header > Configure > Form Design
Opens a drag-and-drop interface for modifying form layout.
Provides more advanced customization options, including sections, tabs, and field arrangements.
Why Other Options Are Incorrect?
B . Context Menu > Form > Layout
No such menu option exists in ServiceNow.
D . Context Menu > Configure > Form Designer
There is no direct "Form Designer" option in the context menu; instead, it's accessed via Configure > Form Design.
E . Right-click on header > Configure > UX Dashboard
UX Dashboard is used for UI pages, dashboards, and workspace configurations, not form layout changes.

Official ServiceNow Documentation Reference:
Configuring Forms in ServiceNow
Using Form Designer

質問: 60
ServiceNowプラットフォームの主なUIコンポーネントは何ですか？
A. バナーナビゲーター
B. バナーフレーム
C. アプリケーションフレーム
D. アプリケーションナビゲーター
E. コンテンツメニュー
F. コンテンツフレーム
正解: **(**正解を表示します**)**
The main UI components of the ServiceNow platform are designed to provide a structured and user-friendly experience for interacting with the system. These core UI elements include:
Banner Frame - Displays key information such as the logo, user profile, settings, and global search.
Application Navigator - Provides access to different modules and applications within ServiceNow.
Content Frame - Displays the main content area where users interact with forms, lists, and dashboards.
Why Other Options Are Incorrect:
A . Banner Navigator - Incorrect terminology; the correct term is Banner Frame.
C . Application Frame - No such UI component exists in ServiceNow.
E . Content Menu - This is not a primary UI component; the correct term is Content Frame.
Reference from CSA Documentation:
ServiceNow Documentation: User Interface Overview
CSA Exam Guide: Covers Banner Frame, Application Navigator, and Content Frame as the three primary UI components.
Thus, the correct answer is:
✅ B. Banner Frame, D. Application Navigator, F. Content Frame

質問: 61
ユーザーがサービスポータルにログインできるように、どの証明書ベースの認証方法を有効にできますか？（該当するものをすべて選択してください）以下のオプションから2つの回答を選択してください
A. Extended Validation Access（EVA）
B. 組織検証カード（OVC）
C. 共通アクセスカード（CAC）
D. ドメイン認証カード（DAC）
E. 個人識別検証（PIV）
正解: **(**正解を表示します**)**

In ServiceNow, users can log into the Service Portal using certificate-based authentication methods. The two commonly supported methods are:
1. Common Access Card (CAC) - (Correct Answer)
A CAC is a smart card issued by the U.S. Department of Defense (DoD).
It is used by military personnel, contractors, and government employees for secure authentication.
ServiceNow supports CAC authentication by integrating with external identity providers.
2. Personal Identity Verification (PIV) - (Correct Answer)
A PIV card is used by U.S. federal agencies for authentication.
It follows Federal Information Processing Standard (FIPS) 201 for identity verification.
ServiceNow allows users to log in using PIV authentication, ensuring secure access to government and enterprise systems.
Why "C. CAC" and "E. PIV" are the Correct Answers?
Both CAC and PIV are widely recognized certificate-based authentication methods used in ServiceNow for secure user authentication.
They provide multi-factor authentication (MFA) and meet federal security standards.
Explanation of Incorrect Options:
A . Extended Validation Access (EVA) - Incorrect
No such authentication method exists in ServiceNow. Extended Validation (EV) certificates are used for website security, not user authentication.
B . Organization Verification Card (OVC) - Incorrect
Not a recognized ServiceNow authentication method.
D . Domain Authentication Card (DAC) - Incorrect
No such authentication method exists in ServiceNow.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Common Access Card (CAC) Authentication
ServiceNow Docs: Personal Identity Verification (PIV) Authentication
ServiceNow CSA Study Guide - Authentication Methods in ServiceNow

質問: 62
次の文のうち、列コンテキストメニューについて正しいものはどれですか。
A. クイックレポートの作成、リストの構成、データのエクスポートなどのアクションを表示します

B. フィルタリングオプション、タグの割り当て、検索に関連するアクションを表示します
C. リスト全体の表示とフィルタリングに関連するアクションを表示します
D. フォームの表示、関連タスクの表示、関係の追加などのアクションを表示します
正解**: (**正解を表示します**)**
Column Context Menus in ServiceNow provide options for interacting with list columns in a table. These menus allow users to customize list views, generate quick reports, export data, and configure list settings.
When users right-click on a column header in a list view, they see a context menu with several actions. The correct answer, Option A, correctly describes these capabilities.
Key Features of Column Context Menus:
Create Quick Reports
Users can generate bar charts, pie charts, or other visual reports based on column data.
Example: Right-clicking on the "State" column in an Incidents list allows users to create a report showing the count of incidents per state.
Configure the List
Users can modify the list layout, display additional columns, or customize fields.
Options include Personalize List, Show / Hide Columns, and Sort features.
Export Data
Data can be exported in various formats, such as Excel, CSV, PDF, or XML.
Example: Exporting all incidents assigned to a particular group.
Why the Other Options Are Incorrect:
✕ B. It displays actions related to filtering options, assigning tags, and search (Incorrect) Filtering options are part of the Filter Navigator and List Context Menu, not the Column Context Menu. Assigning tags and performing searches happen within the list view but are not primary functions of the Column Context Menu.
✕ C. It displays actions related to viewing and filtering the entire list (Incorrect) While column menus allow sorting and filtering, filtering the entire list is mainly done via the List Context Menu (right-clicking the entire list or using the filter option at the top).
✕ D. It displays actions such as view form, view related task, and add relationship (Incorrect)
Viewing forms, related tasks, and adding relationships are functions available when interacting with record-level actions (right-clicking a row), not a column.
These actions are available via the List Context Menu or Related Lists, not the Column Context Menu.
Example of Using a Column Context Menu in ServiceNow:
Navigate to Incident > All.
Right-click on the Priority column header.
A menu appears with options such as:
Sort (Ascending/Descending)
Group By This Field
Create Report

Export Data
Configure List Layout
Reference:
ServiceNow Documentation: Working with Lists
ServiceNow Docs: List and Column Context Menus
ServiceNow Learning: List Management and Customization

質問**: 63**
スプレッドシートデータをServiceNowにインポートする場合、データはどのステップで受信テーブルに書き込まれますか？
A. 変換を実行します
B. インポートを実行
C. データセットのインポート
D. 変換を実行する
E. スケジュール変換
正解**: (**正解を表示します**)**
When importing spreadsheet data into ServiceNow using the Import Set process, data is transferred in multiple stages. The step where data gets written to the receiving table is called "Run Transform." Import Set Process in ServiceNow:
Load Data: The spreadsheet or data file is uploaded to a temporary table (Import Set table).
Run Transform: The system processes the import set data and writes it to the target table.
Verify Data: After transformation, the data is checked for accuracy.
Explanation of Each Step:
Load Data:
The spreadsheet or external data is first imported into a staging table (Import Set table) in ServiceNow.
At this stage, the data is not yet written to the actual destination table.
Run Transform (Correct Answer):
The Transform Map applies field mappings and business logic.
The data is processed and written from the import set table to the target table (e.g., Incident, CMDB, or any other receiving table).
Any data transformation (such as field mappings, lookups, or script-based modifications) happens here.
Verify Data:
After transformation, users should validate the imported records to ensure that data was written correctly.
Why Other Options Are Incorrect?
B . Run Import:
This step only loads the data into a temporary Import Set table.
It does not write data to the receiving table.
C . Import Dataset:

"Import Dataset" is not an actual step in the ServiceNow data import process.
D . Execute Transform:
There is no "Execute Transform" step in ServiceNow.
The correct term is "Run Transform."
E . Schedule Transform:
While you can schedule transforms, this is not the step where data gets written to the final table.
The actual transformation and writing occur during "Run Transform."
Official ServiceNow Documentation Reference:
For more details, refer to the official ServiceNow documentation:
Importing Data into ServiceNow
Transform Maps in Import Sets

質問: **64**
ユーザーがアプリケーションナビゲーターでモジュールを表示できないと報告した場合、どのモジュールが表示されているかを確認するために何ができますか？
A. 彼らのパスワードを調べて、あなたが彼らのアカウントでログインできるようにします
B. ConnectChatセッションを開始します
C. Bomgarプラグインをインストールします
D. ユーザーになりすます
E. NowChatウィンドウを起動します
正解: **D (**コメントを発表する**)**
If a user reports that they cannot see certain modules in the Application Navigator, the best way to troubleshoot is to impersonate the user. Impersonation allows an administrator to see exactly what the user sees without needing their password.
Steps to Impersonate a User in ServiceNow:
Click on your profile icon (top-right corner).
Select Impersonate User.
Search for and select the user's name.
The instance will reload, and you will see the UI as the user experiences it.
Navigate to the Application Navigator and check for missing modules.
Once done, click Stop Impersonation.
Why is Impersonation Useful?
Ensures security (no need to reset or look up passwords).
Speeds up troubleshooting by allowing admins to replicate user issues.
Helps verify role-based access permissions.
Incorrect Answer Choices
❌ A. Look up their password, so you can login with their account
This is a security violation and not an acceptable practice.
❌ B. Initiate a Connect Chat session
Chatting with the user can help gather information, but it does not allow you to see what they see.

❌ C. Install the Bomgar plug-in
Bomgar is a remote support tool, but impersonation is the built-in and recommended method for troubleshooting in ServiceNow.
❌ E. Launch a NowChat window
NowChat is used for customer support and collaboration, not for verifying module visibility.
Official CSA Documentation Reference:
Impersonate Users in ServiceNow
User Roles and Permissions

質問**: 65**
My Appというアプリケーションにはテーブルがあります。MyAppTableのアプリケーションアクセス構成は次のようになります。
アクセス可能: すべてのアプリケーションスコープ 読み取り可能: 選択済み 削除可能: 未選択 構成を許可:
選択済み
この構成に基づいて正しいのは次のうちどれですか?
A. 別のプライベートスコープのアプリケーションで作業しているアプリケーション開発者は、MyAppTable テーブルからすべてのレコードを正常に削除するビジネス ルールを MyAppTable テーブルに記述できます。
B. MyAppTable テーブルからすべてのレコードを正常に削除するビジネス ルールを記述することはできません。
C. My App スコープで作業するアプリケーション開発者は、MyAppTable テーブルのすべてのレコードを正常に削除するビジネス ルールを MyAppTable テーブルに記述できます。
D. アプリケーション開発者は誰でも、MyAppTable からすべてのレコードを正常に削除するビジネスルールを作成できます。
正解**: (**正解を表示します**)**

質問**: 66**
リストに関連するULアクションの例は?
4つの答えを選択してください
A. リスト リンク
B. リスト コントロール
C. リストボタン
D. リスト コンテキスト メニュー
E. リストオーバーライド
F. リストの選択肢
正解**: A,B,C,D (**コメントを発表する**)**
UI Actions related to Lists in ServiceNow provide ways to interact with and modify list data through different UI elements.
Correct Answers & Their Functions:

A . List Links ✅
Appear at the bottom of lists and provide actions such as "Create New" or "Save as Template."
B . List Control ✅ Located in the list title bar, allowing users to configure views, export data, and refresh lists.
C . List Buttons ✅
Buttons added to a list form that trigger specific actions, such as "Approve" or "Reject." D . List Context Menu ✅ Right-click menu on list records providing actions like Edit, Delete, Assign, and Export.
Why Are Other Options Incorrect?
E . List Override ❌
No such feature called "List Override" exists in ServiceNow.
F . List Choices ❌
This term is not a recognized UI Action for lists in ServiceNow.
Reference:
ServiceNow CSA Documentation - UI Actions in Lists
ServiceNow Official Documentation - List Controls and Actions (https://docs.servicenow.com)
✅ Final Answer: A, B, C, D (List Links, List Control, List Buttons, List Context Menu)

質問**: 67**
インポートセットテーブルとは
A. データが配置されるテーブル、変換後
B. 関係を決定するテーブル
C. インポートされたレコードのステージング領域
D. 更新セット情報のリポジトリ
正解**: (**正解を表示します**)**
In ServiceNow, an Import Set Table is a temporary staging area where raw data is stored before it is transformed and moved into a target table. It is primarily used in data import processes to ensure data integrity and allow transformation before committing data to production tables.
Key Functions of an Import Set Table:
Stores incoming data from external sources (e.g., CSV files, Excel files, APIs, LDAP, etc.).
Acts as a temporary staging area before records are mapped and transformed into a target table (e.g., incident, cmdb_ci, problem).
Allows validation and error handling before final data migration.
Uses Transform Maps to determine how fields in the import set relate to fields in the target table.
Example Workflow of an Import Set:
Data is imported into an Import Set Table from an external source.
The Import Set Table temporarily stores the data without affecting existing records.
A Transform Map is applied to move and modify the data before inserting it into the correct table.
Once transformation is complete, the data is transferred to the target table, and the Import Set Table can be cleared.

Explanation of Each Option:
(A) A table where data will be placed, post-transformation - Incorrect ❌ The target table (e.g., incident, cmdb_ci, problem) holds the data after transformation.
The Import Set Table is only a temporary staging area before transformation occurs.
(B) A table that determines relationships - Incorrect ❌
Relationship tables (e.g., cmdb_rel_ci) define dependencies between records but are not used for data import.
Import Set Tables do not determine relationships between records.
(C) A staging area for imported records - Correct ✅
Import Set Tables temporarily store incoming records before processing.
The data is transformed and mapped before being inserted into the final target table.
This ensures data integrity and consistency.
(D) A repository for Update Set information - Incorrect ❌
Update Sets (sys_update_set) store changes to configurations, such as scripts, workflows, and UI policies.
Import Set Tables are used for data imports, not Update Sets.
Additional Notes & Best Practices:
Always review data in the Import Set Table before applying transformations to avoid incorrect data entry.
Use Transform Maps to define field mappings between Import Set Tables and target tables.
Monitor Import Logs (sys_import_set_run) for errors or incomplete data.
Delete old Import Set data periodically to improve performance and avoid unnecessary storage usage.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Import Set Overview
https://docs.servicenow.com
ServiceNow Community: Best Practices for Import Set Management
https://community.servicenow.com

質問: **68**
セキュリティ ルールは、ユーザーがデータを表示したり操作したりする許可を制限するように定義されています。これらのセキュリティ ルールは何と呼ばれますか?
A. 役割割り当てルール
B. CRUD ルール
C. スクリプト化されたユーザー ルール
D. アクセス制御規則
E. ユーザー認証規則
正解: **(**正解を表示します**)**

Access Control Rules (ACLs) in ServiceNow define security rules that control user permissions for viewing, creating, updating, and deleting records in the system. These rules ensure that users can only see and interact with the data they are authorized to access.
Correct Answer
D . Access Control Rules ✅
ACLs define security restrictions at the field, table, and record level.
These rules use conditions, scripts, and role-based permissions to enforce security.
Example: A user with the itil role may view incidents, but only users with the admin role can delete them.
Incorrect Answer Choices
A . Role Assignment Rules ❌
ServiceNow assigns roles to users, but roles alone do not define security rules.
ACLs control what users can do, while roles only grant potential access.
B . CRUD Rules ❌
CRUD (Create, Read, Update, Delete) defines permission types, but not security rules.
ACLs enforce CRUD operations based on roles and conditions.
C . Scripted User Rules ❌
No such term as "Scripted User Rules" in ServiceNow security.
Possibly confused with Scripted ACLs, which are part of Access Control Rules.
E . User Authentication Rules ❌
Authentication rules control user login mechanisms (LDAP, SSO, OAuth) but do not define access to data.
ACLs manage data security, while authentication ensures users are who they claim to be.
Reference:
ServiceNow Documentation: Access Control Rules Overview
ServiceNow Developer Guide: Creating and Managing ACLs

質問: **69**
アクセス制御が評価される順序の結果は何ですか？
A. テーブルへのアクセスを検討する前に、ユーザーがテーブルのフィールドにアクセスできることを確認します
B. ユーザーができるだけ早く仕事に取り掛かることができるようにします
C. アプリケーション内のモジュールへのアクセスを評価する前に、ユーザーがアプリケーションにアクセスできることを確認します
D. テーブル内のフィールドへのアクセスを評価する前に、ユーザーがテーブルにアクセスできることを確認します
正解: **(**正解を表示します**)**
In ServiceNow, Access Control Rules (ACLs) determine user permissions for accessing tables, records, and fields. The evaluation order follows a structured hierarchy to ensure security and proper access control enforcement.

Access Control Evaluation Order:
Table-Level Access Control - The system first checks if the user has access to the table. If the user does not have access at the table level, field-level ACLs are not evaluated.
Field-Level Access Control - If table access is granted, the system evaluates field-level access. A user must pass both the table-level and field-level conditions to access specific fields.
Row-Level Access - If there are row-level ACLs (e.g., access based on record ownership), they are also evaluated.
Why Not Other Options?
A . Ensures user has access to the fields in a table, before considering their access to the table - Incorrect because table access is evaluated first, not field access.
B . Ensures user can get to work as quickly as possible - Access controls prioritize security over speed, so this is not the primary result of ACL order evaluation.
C . Ensures user has access to the application, before evaluating access to a module within the application - Application access is controlled separately from ACLs and does not follow the same hierarchy.
Reference:
ServiceNow KB0541355 - Access Control Evaluation Order

質問**: 70**
アクセス制御ルールは、次のデータベースオブジェクトのどれにアクセスセキュリティを提供する可能性がありますか？
A. 特定の役割、グループ、またはユーザーの場合
B. 特定の行、列、またはテーブルの場合
C. 特定のグループ向け
D. 特定のCMDB構成アイテムの場合
正解**: (**正解を表示します**)**
When creating a custom table in ServiceNow, the platform automatically assigns a table name prefixed with "u_" to differentiate custom tables from out-of-the-box (OOB) tables.
Naming Convention for Custom Tables:
The default prefix "u_" is applied to all custom global tables.
The table name follows the format: "u_" + [custom name].
Example:
If you create a table named "abc", the system assigns it the table name: u_abc.
Why "C. u_abc" is Correct?
All custom tables created by users automatically receive the "u_" prefix.
Prevents conflicts with ServiceNow's internal tables.
Ensures custom tables are easy to identify.
Explanation of Incorrect Options:
A . snc_abc - Incorrect
"snc_" is not used for custom tables; it is reserved for internal ServiceNow functionality.
B . abc - Incorrect

Custom tables do not use raw names; they always include a prefix (u_).
D . sys_abc - Incorrect
"sys_" is reserved for system tables (e.g., sys_user, sys_db_object).
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Creating Custom Tables
ServiceNow CSA Study Guide - Table Administration
ServiceNow Product Documentation: Understanding Table Naming Conventions

質問: **71**
フロー デザイナーを使用する場合、フローの実行は何によって開始されますか?
A. トリガー
B. 既存のサブフロー
C. 許可ロジック
D. 実行データの丸薬
正解: **(**正解を表示します**)**
In Flow Designer, a Flow Execution is initiated by a trigger. A trigger determines when and under what conditions a flow starts.
Types of Triggers in Flow Designer:
Record-Based Trigger
Executes the flow when a record is created, updated, or deleted in a specific table.
Example: A flow runs when an Incident is created with a specific priority.
Schedule-Based Trigger
Executes the flow at a specific time or on a recurring schedule.
Example: A flow runs every Monday at 8 AM to check overdue tasks.
Application-Based Trigger (Inbound Actions, API Calls, or Events)
Executes the flow when a specific event occurs in ServiceNow.
Example: A flow runs when an email is received in ServiceNow.
Why Other Answers Are Incorrect:
B . An existing subflow
Subflows are reusable flows that can be called within a parent flow.
A subflow does not initiate execution on its own; it must be triggered by a flow or script.
C . Allow logic
No such term exists in Flow Designer; logic applies within a flow but does not initiate execution.
D . An execution data pill
Data pills represent stored data within a flow but do not trigger execution.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Flow Designer - Triggers
ServiceNow CSA Training Module: "Building Flows with Flow Designer"

質問: **72**

ServiceNow のどの機能の、ユーザーがメッセージング インターフェイスを介して情報を取得し、意思決定を行い、一般的な作業タスクを実行するための支援を提供しますか?
A. エージェントワークスペース
B. チャットボット
C. 仮想エージェント
D. ナレッジチャット
E. Now Support → AI 駆動型アシスタントではなく、ServiceNow のカスタマー サポート ポータル。
正解: **(**正解を表示します**)**
Virtual Agent is ServiceNow's AI-powered chatbot that provides assistance via a messaging interface. It helps users obtain information, make decisions, and complete common tasks without human intervention.
Key Capabilities of Virtual Agent:
Conversational Interface → Users interact through chat to get information and perform tasks.
Automated Responses → Uses predefined topics and natural language understanding (NLU) to provide relevant answers.
Integration with ServiceNow Applications → Can create incidents, reset passwords, check order statuses, etc.
Available on Multiple Channels → Works with Microsoft Teams, Slack, and the ServiceNow portal.
Why Other Options Are Incorrect:
A . Agent Workspace → A unified interface for agents to manage cases, not an AI chatbot.
B . Chat bot → A generic term; Virtual Agent is the official chatbot in ServiceNow.
D . Knowledge Chat → No such feature exists; however, Virtual Agent can integrate with the Knowledge Base.
Reference:
ServiceNow Docs: Virtual Agent Overview
ServiceNow CSA Official Study Materials

質問: **73**
レコードプロデューサーとは何ですか？
A. レコードプロデューサーは、サービスではなく、リクエストに使用されるカタログアイテムのタイプです。
B. レコードプロデューサーがユーザーレコードを作成します
C. レコードプロデューサーは、リクエストをバンドルして簡単に注文できるタイプのカタログアイテムです。
D. レコードプロデューサーは、ユーザーがService Catalogからタスクベースのレコードを作成できるようにするカタログアイテムの一種です。
正解: **D (**コメントを発表する**)**

A Record Producer in ServiceNow is a type of Catalog Item that allows users to create records in tables (such as Incidents, Change Requests, or HR Cases) from the Service Catalog. It provides a simplified and user-friendly interface for users to submit structured data without needing direct access to the actual form or database tables.

Key Features of a Record Producer:

✓ Creates task-based records in the appropriate table (e.g., incident, sc_task, problem).

✓ Uses a simplified form instead of the standard form view of a record.

✓ Can trigger workflows and business rules when submitted.

✓ Maps user inputs to table fields via Variable Mappings.

Example Use Case:

An employee wants to report a broken laptop but does not need to see the full Incident form.

The IT team creates a Record Producer named "Report an IT Issue" in the Service Catalog.

The Record Producer collects user input (e.g., issue description, urgency, contact information).

Upon submission, it creates an Incident record (incident table) in ServiceNow.

Why the Correct Answer is D:

✅ D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog (Correct) This is the most accurate description of a Record Producer.

It allows users to create records in a specified task table (Incident, Change, Request, etc.) through the Service Catalog.

Why the Other Options Are Incorrect:

❌ A. A Record Producer is a type of Catalog Item that is used for Requests, not Services (Incorrect) Record Producers are not limited to Requests.

They can create various types of records, including Incidents, Change Requests, and HR Cases.

❌ B. A Record Producer creates user records (Incorrect)

A Record Producer does not create user records (users are managed in the sys_user table).

Instead, it creates task-based records in other tables like incident or sc_task.

❌ C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests (Incorrect) Order Guides, not Record Producers, handle bundling multiple Catalog Items into a single request.

A Record Producer creates a single record in a defined table.

Comparison: Record Producer vs. Other Catalog Items

Feature

Record Producer

Standard Catalog Item

Order Guide

Creates a record in a ServiceNow table

✅ Yes

❌ No

❌ No

Used to order physical/digital goods
❌ No
✅ Yes
✅ Yes
Can bundle multiple requests
❌ No
❌ No
✅ Yes
Uses a form-based submission
✅ Yes
✅ Yes
✅ Yes
Reference:
ServiceNow Documentation: Record Producers Overview
ServiceNow Learning: Creating and Managing Record Producers
ServiceNow Docs: Service Catalog Fundamentals

質問: **74**
レコードに加えられた最新の更新を確認するには、タスク レコードのどのセクションを使用しますか?
A. タイムライン
B. ジャーナル
C. 監査ログ
D. アクティビティ
正解**: (**正解を表示します**)**
In ServiceNow, the Activity section on a task record provides a real-time log of all recent updates, including field changes, comments, and system-generated events.
Key Features of the Activity Section:
Displays a chronological history of changes made to a record.
Includes Work Notes, Additional Comments, and Field Changes.
Shows who made the change and when it occurred.
Can be filtered to show only specific types of updates (e.g., comments, field changes).
Why Other Options Are Incorrect?
A . Timeline → ❌ Incorrect
There is no standard "Timeline" section on a task record.
Visual Task Boards (VTBs) have timelines, but task records use Activity.
B . Journal → ❌ Incorrect
ServiceNow does not have a "Journal" section for task records.
Journal fields (e.g., "Additional Comments" and "Work Notes") store specific updates, but Activity provides the full record history.

C . Audit Log → ✕ Incorrect
The Audit Log (sys_audit table) tracks changes but is not displayed directly on task records.
Admins need to manually query the Audit Log for historical changes.
Official ServiceNow Documentation Reference:
Activity Stream Overview
Understanding Journal Fields

質問: **75**
ソース管理からアプリケーションをインポートしたり、アプリケーションをソース管理にリンクしたりするなど、ソース管理リポジトリ操作へのアクセスを許可するロールはどれですか?
2つの回答を選択してください
A. git_admin
B. ソース管理
C. 管理者
D. ソース管理管理者
正解: **B,C (**コメントを発表する**)**

質問: **76**
構成アイテム (CI)のインフラストラクチャビューと他のCIとの関係をグラフィカルに表示するツールはどれですか？
A. スキーママップ
B. 依存関係ビュー
C. 依存関係マップ
D. データベースビュー
正解: **(**正解を表示します**)**
The Dependency View graphically represents Configuration Items (CIs) and their relationships in ServiceNow's Configuration Management Database (CMDB). It provides an interactive visualization of dependencies and relationships between infrastructure components, helping administrators understand system architecture.
Key Features of Dependency View:
Displays CI relationships in an interactive graphical format.
Helps identify upstream and downstream dependencies (e.g., how a failed server affects dependent applications).
Can be accessed via the Configuration Item (CI) form under the Related Links section.
Used in Impact Analysis for Change Management and Incident Management.
Why Not Other Options?
A . Schema Map - Used to visualize table relationships, not CI dependencies.
C . Dependency Map - Not a ServiceNow term; the correct term is Dependency View.
D . Database View - Used to create virtual tables combining data from multiple tables but does not display CI dependencies graphically.

Reference:
ServiceNow Dependency Views - Official Documentation

質問: **77**
データ ソースからインポートされたレコードのステージング エリアとして機能するテーブルはどれですか?
A. 変換テーブル
B. ステージング テーブル
C. セット行テーブルのインポート
D. 一時テーブル
正解: **(**正解を表示します**)**
In ServiceNow, when importing data from an external source (e.g., CSV, Excel, or an external database), the records first go into a staging area before being transformed and inserted into their final destination table.
The Correct Table: Import Set Row Table
The Import Set Row Table (sys_import_set_row) is where records are temporarily stored during an import.
This table holds raw data from the Import Set Table (sys_import_set), allowing transformation and validation before writing to the target table.
Import Process Flow:
Load Data → Records are loaded into the Import Set Row Table (sys_import_set_row).
Transform Data → A Transform Map processes and moves data to the target table.
Clean Up → Processed records are removed from the staging table after transformation.
Why Other Options Are Incorrect?
A . Transform Table → ❌ Incorrect
No such table called "Transform Table" exists in ServiceNow.
Transformation happens via Transform Maps, not a separate table.
B . Staging Table → ❌ Incorrect
The term "staging table" is a general concept but not an actual table name in ServiceNow.
D . Temp Table → ❌ Incorrect
ServiceNow does not use a "Temp Table" for imports.

Temporary data is held in sys_import_set_row, not a table named "Temp Table." Official ServiceNow Documentation Reference:
Import Sets Overview
Understanding Import Set Row Table

質問: **78**
カスタマイズをあるインスタンスから別のインスタンスに移動するためによく使用されるものは何ですか?
A. テーブルテンプレート
B. アプリケーション ファイル
C. UI スクリプトのインクルード
D. セットの更新
正解: **(**正解を表示します**)**
✓ Update Sets are the primary method for moving customizations from one ServiceNow instance to another. An Update Set records changes made to an instance, including modifications to:
Forms, fields, and tables
Business rules, scripts, and workflows
UI policies and ACLs
How Update Sets Work:
When you modify configurations, the changes are captured in an active Update Set.
The Update Set is then exported from the development instance and imported into the target instance (e.g., from Dev to Test to Production).
Once imported, the Update Set is committed, applying the changes.
Option A (Table Templates) is incorrect because these define default field structures for tables but do not move customizations.
Option B (Application Files) is incorrect because individual application files exist within Update Sets but do not serve as a transport mechanism.
Option C (UI Script Includes) is incorrect because script includes are reusable scripts, not a method for transferring configurations.
Reference: ServiceNow Administration - Update Sets & Instance Migration

質問: **79**
ServiceNow フォーム UI ではなく、ユーザーに対してレコード プロデューサー UI を開くモジュールを作成するときに選択する正しいリンク タイプは次のどれですか。
A. コンテンツページ
B. スクリプト (引数から:)
C. HTML (引数から:)
D. URL (引数から)
正解: **(**正解を表示します**)**

質問: **80**
他のテーブルによって拡張される可能性があるが、別のテーブルを拡張しないテーブルのタイプはどれですか？
A. ベーステーブル
B. コアテーブル
C. 拡張テーブル
D. カスタムテーブル
正解: **(**正解を表示します**)**
In ServiceNow, tables are structured in a hierarchical format where some tables can extend others, inheriting fields and properties. However, there are specific tables that do not extend any other table but can be extended-these are known as Base Tables.
Understanding Table Types in ServiceNow
Base Tables:
A Base Table is a table that does not extend another table but can be extended by other tables.
It serves as a foundation for creating new tables.
Example:
Task Table (task) - The Incident, Problem, and Change tables extend from the Task table.
Configuration Item Table (cmdb_ci) - Used as a base for various CI types.
Core Tables:
Core Tables are the standard tables provided by ServiceNow.
They can be base tables or extended tables depending on their role.
Example:
Task (task) and User (sys_user) are core tables, but only some core tables are base tables.
Extended Tables:
Extended Tables are tables that inherit fields and functionality from a parent table.
Example:
Incident (incident) extends from Task (task).
Custom Tables:
Custom Tables are tables that developers create for specific business needs.
They may or may not extend another table depending on their design.
Why Answer "A" is Correct:
✔☐"Base Tables" are tables that may be extended by other tables but do not extend another table.
These tables do not inherit fields from any other table.
They provide the foundation for extensions, making them the top-level tables in ServiceNow's data hierarchy.
Example: The Task table is a base table because it does not extend another table but serves as the foundation for many other tables (e.g., Incident, Problem, Change).
Why the Other Answers Are Incorrect:
✖ B. "Core Tables"

Incorrect because Core Tables are standard ServiceNow tables, but they can be either base or extended tables.
Not all core tables follow the definition of a base table.
❌ C. "Extended Tables"
Incorrect because extended tables inherit fields from parent tables, meaning they do extend another table.
Example: The Incident table extends from the Task table, making it an extended table.
❌ D. "Custom Tables"
Incorrect because Custom Tables can be either base or extended tables depending on how they are created.
If a developer chooses to extend an existing table, then it is not a base table.
Reference from the Certified System Administrator (CSA) Documentation:
ServiceNow CSA Study Guide - Data Schema & Tables
ServiceNow Docs: Table Hierarchy & Extensions (ServiceNow Documentation) ServiceNow Data Model Overview (Base Tables & Extended Tables)

質問: **81**
タグを管理するときに、誰が iL を表示できるかを調整できます。表示オプションとは何ですか? 3つの答えを選択してください
A. 管理者
B. 全員
C. グループとユーザー
D. 役割と権限
E. 私
正解**: (**正解を表示します**)**
In ServiceNow, tags are used to categorize and organize records for quick access. When managing tags, users can control their visibility by setting who can see them.
Correct Answers
B . Everyone ✅
The tag is public and visible to all users in the instance.
Example: A Service Desk team creates a "High Priority" tag that everyone can use.
C . Groups and Users ✅
Tags can be restricted to specific groups or individual users.
Example: A Security Team creates a tag only visible to IT Security staff.
E Me ✅
Tags can be private, meaning only the creator (you) can see them.
Example: A user creates a "Follow-up" tag for their own personal tracking.
Incorrect Answer Choices
A . Admins ❌
Incorrect-Admins can manage tags, but "Admins" is not a visibility setting.

Instead, visibility is set to Everyone, Groups, or Me.
D . Roles and Permissions ❌
Incorrect terminology-ServiceNow does not provide a tag visibility setting based on "Roles and Permissions." Tags are assigned based on specific users or groups, not roles.
Reference:
ServiceNow Documentation: Managing Tags and Visibility
ServiceNow User Guide: Configuring and Sharing Tags

質問: **82**
フォームは、1 つのレコードに関する情報を上部に表示します。たとえば、ユーザー、そのユーザーに関連付けられている追加のレコードは、フォームの下部にあるタブに表示されます。これらのタブは何と呼ばれていますか?
A. 追加情報
B. 詳細情報
C. 関連リンク
D. 関連リスト
正解: **(**正解を表示します**)**
In ServiceNow, when viewing a record in a form view, the top section of the form displays details about that record, while the bottom section (if enabled) displays related records that are associated with it.
These sections at the bottom of the form are called Related Lists.
Key Characteristics of Related Lists:
Displays Records from Related Tables
Related Lists show one-to-many or many-to-many relationships between records.
Example: On a User form, Related Lists might include:
Groups (shows all groups the user belongs to)
Roles (lists roles assigned to the user)
Incidents Assigned (shows all incidents assigned to the user)
Automatically Generated Based on Table Relationships
ServiceNow automatically generates Related Lists based on Reference Fields, Many-to-Many (M2M) tables, or Database Views.
Admins can configure which Related Lists appear via Form Layout settings.
Configurable in Form Design & UI Policies
Related Lists can be enabled or disabled using:
Form Layout (Configure → Related Lists)
UI Policies and Client Scripts
Incorrect Answer Choices Analysis:
A . Additional Info
❌ Incorrect - There is no "Additional Info" feature in ServiceNow related to form layouts.
B . More Info

❌ Incorrect - This is not a term used in ServiceNow for displaying related records.
C . Related Links
❌ Incorrect - Related Links provide quick actions (e.g., "Create New Task") but do not display related records.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Related Lists
Related Lists Overview
ServiceNow Docs - Configuring Related Lists on Forms
How to Configure Related Lists

質問: **83**
ServiceNowでサポートされているクライアントスクリプトのタイプは次のうちどれですか。 4つ選択してください。）
A. onSubmit
B. onUpdate
C. onCellEdit
D. onLoad
E. onEdit
F. onChange
G. onSave
正解: **(**正解を表示します**)**
In ServiceNow, Client Scripts are used to execute JavaScript code on the client-side (browser) to control form behavior, validate data, or enhance user interaction.
Types of Client Scripts in ServiceNow:
There are four types of Client Scripts supported in ServiceNow:
onLoad (✅ Option D)
Runs when a form loads.
Used to pre-fill fields, hide/show elements, or set default values.
Example: Automatically setting the "Priority" field to High when a new incident is created.
onChange (✅ Option F)
Runs when a specific field value changes.
Used for dynamic form behavior, such as making fields mandatory based on another field's value.
Example: If "Category" is changed to "Hardware," then show the "Hardware Type" field.
onSubmit (✅ Option A)
Runs when the form is submitted.
Used for final validation before allowing submission.
Example: Preventing submission if a mandatory field is left empty.
onCellEdit (✅ Option C)
Runs when a cell value is edited inline in a list view.
Used to trigger immediate validation or updates without opening the full form.

Example: Displaying an alert when a user directly changes an incident's priority from a list view.
Why Are the Other Options Incorrect?
❌ B. onUpdate
No "onUpdate" client script type exists in ServiceNow.
"onUpdate" is relevant in Business Rules, not Client Scripts.
❌ E. onEdit
No "onEdit" client script type exists.
Similar functionality can be achieved with "onChange" or "onCellEdit" scripts.
❌ G. onSave
No "onSave" client script type exists.
"onSubmit" handles validation before saving a record.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Client Scripts
ServiceNow Client Scripts Documentation
"Client Scripts can be onLoad, onChange, onSubmit, or onCellEdit depending on when they execute." Conclusion:
✅ The correct answers are:
A . onSubmit (Runs when submitting a form)
C . onCellEdit (Runs when editing a list cell)
D . onLoad (Runs when a form loads)
F . onChange (Runs when a field value changes)

質問**: 84**
次のステートメントのどれが役割の割り当ての特性を説明していますか？
A. ロールには他のロールを含めることができます。ロールが割り当てられると、そのロール内のすべてのロールを継承します
B. ユーザーはロールのパーソナライズ機能をクリックして、さまざまなロールを試すことができます
C. ロールはシステム管理者によってユーザーに付与されます
D. 各ユーザーはServiceNowプラットフォームで役割を持っています
正解**: A (**コメントを発表する**)**
In ServiceNow Role Management, a role is a collection of permissions that control what users can see and do within the platform.
Key Characteristics of Role Assignment:
Role Hierarchy (Role Inheritance)
Roles can contain other roles (known as nested roles).
When a user is assigned a parent role, they inherit all child roles within it.
Example:
The ITIL role includes incident_manager and problem_manager roles.
Assigning ITIL to a user automatically grants them all the permissions of the included roles.

Roles Are Assigned by Administrators
Typically, roles are assigned by a System Administrator or an authorized user.
Role-Based Access Control (RBAC)
ServiceNow uses RBAC to control access to applications, records, and actions.
Why the Other Options Are Incorrect?
B . Users can click on the Personalize Role feature to try different roles Incorrect because users cannot manually switch roles unless they have the impersonation privilege.
C . A role is granted to a user by the System Administrator
Partially correct, but not the best answer because roles can also be assigned via groups or automated processes, not just by a System Administrator.
D . Each user has a role in the ServiceNow platform
Incorrect because not all users must have a role.
Example: A self-service user can access the system without having any specific role.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Role-Based Access Control (RBAC)
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/roles/reference/r_RBAC.html ServiceNow CSA Official Training Guide (User & Role Management) This confirms that roles can contain other roles, and when a user is assigned a role, they inherit all roles within it.

質問: **85**
レコード プロデューサーにはどのクライアント側スクリプトが適用されますか?
2つの回答を選択してください
A. カタログULポリシー
B. UI スクリプト
C. レコードプロデューサーポリシー
D. カタログクライアントスクリプト
E. スクリプトを修正
正解: **(**正解を表示します**)**

質問: **86**
データ ピル ピッカーを使用する場合、どのキーをドット ウォークに使用しますか (他のテーブルの 6 フィールド?
A. Arrows
B. Plus, Minus
C. Ctrl c, Ctrl
D. Ctrl <, Ctrl >
E. Shift F4, Shit FS
正解: **(**正解を表示します**)**
When using the Data Pill Picker in Flow Designer, dot-walking is used to access fields in related tables.

The shortcut for dot-walking in the Data Pill Picker is:
Ctrl < and Ctrl >
What is Dot-Walking?
Dot-walking allows users to access fields in referenced records.
For example, if you have an Incident record with a Caller field (which references the sys_user table), you can dot-walk to the Caller's email using:
CopyEdit
incident.caller.email
This is useful when building conditions, flows, and reports in ServiceNow.
Why Other Answers Are Incorrect:
A . Arrows - Arrow keys are used for navigation, but they do not support dot-walking.
B . Plus, Minus - These keys are not used for dot-walking in ServiceNow.
C . Ctrl C, Ctrl - These are copy-paste shortcuts, unrelated to dot-walking.
E . Shift F4, Shift F5 - These do not have any function related to dot-walking.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Dot-Walking & Data Pill Picker
ServiceNow CSA Training Module: "Using Dot-Walking in Flow Designer and Reporting"

質問: **87**
データの表示方法に関して、データ視覚化構成パネルで使用できるオプションは何ですか?
（2つの回答を選択してください）
A. Oチャートマッピング
B. O メトリクス
C. O データソース
D. O 構成項目
E. O 時間マップ
正解: **A,B (**コメントを発表する**)**

質問: **88**
作成され、実行され、最終的に閉じた状態に移行するものを最もよく表している用語はどれですか。
A. report
B. workflow
C. event
D. task
正解: **(**正解を表示します**)**
In ServiceNow, a task is a record that represents work that needs to be completed. It follows a lifecycle where it is:
Created - A task is generated, either manually or automatically (e.g., an incident, change request, or problem record).

Worked Upon - Users perform necessary actions, update statuses, and progress the task towards resolution.
Closed - Once completed, the task reaches a closed state, indicating that no further action is needed.
Key Features of a Task:
Tasks in ServiceNow are derived from the Task [task] table.
Common task-based records include Incidents, Change Requests, Problems, and Service Requests.
Tasks follow a defined workflow and state transitions (e.g., New → Work in Progress → Resolved → Closed).
Why Other Options Are Incorrect:
A . Report:
A report is a visualization of data and does not follow a lifecycle involving work or closure.
B . Workflow:
A workflow defines process automation and the movement of tasks, but it is not something that gets "worked upon" directly like a task.
C . Event:
Events are system-generated triggers that notify or automate actions, but they do not have a structured lifecycle like a task.
Reference from CSA Documentation:
ServiceNow Documentation: Task Management in ServiceNow
CSA Exam Guide: Covers task records as fundamental entities that go through a lifecycle.
Thus, the correct answer is D. Task ✅.

質問: **89**
Exportitemテーブルは、ItemテーブルにItemCountry列を追加して拡張されています。Itemテーブルには、ItemName列とItemQty列が含まれています。
Exportitem テーブルで使用できるフィールドは何ですか?
A. ItemCountryのみ
B. アイテムの国、数値
C. アイテム名、アイテム数量のみ
D. アイテム名、アイテム数量、アイテム国
正解: **D (**コメントを発表する**)**

質問: **90**
フローの開始に使用されるのは次のどれですか？
A. トリガー
B. コアアクション
C. スポーク
D. イベント

正解: **(正解を表示します)**

In ServiceNow Flow Designer, a Trigger is used to initiate a flow. Triggers define the conditions under which a flow starts and can be based on various system events, schedules, or user actions.

Explanation of Each Option:

(A) A Trigger - Correct ✅

Triggers are the starting point of a flow in Flow Designer.

A flow will not execute unless a trigger condition is met.

Types of triggers include:

Record-based triggers (e.g., when a record is created, updated, or deleted) Scheduled triggers (e.g., run at a specific time or interval) Application-specific triggers (e.g., Service Catalog request submission) (B) Core Action - Incorrect ❌ Core Actions are predefined actions that execute tasks within a flow, such as:

Sending notifications

Updating records

Calling APIs

They are steps within a flow, not what initiates it.

(C) A Spoke - Incorrect ❌

A spoke in Flow Designer is a collection of actions and subflows related to a specific application or integration (e.g., ServiceNow ITSM Spoke).

Spokes contain actions but do not initiate flows.

(D) An Event - Incorrect ❌

Events in ServiceNow trigger Business Rules, Notifications, and Script Actions, but they are not directly used to initiate flows in Flow Designer.

However, a flow can be triggered based on an event, but the event itself is not the trigger-the flow's trigger is configured to listen for the event.

Additional Notes & Best Practices:

Triggers should be well-defined to prevent unnecessary flow executions that might impact performance.

Use Scheduled Triggers for time-based workflows (e.g., daily reports).

Record Triggers are commonly used for automation within ITSM processes.

Debugging Triggers: Use the Flow Execution Details page to troubleshoot trigger execution.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Flow Designer Triggers

https://docs.servicenow.com

ServiceNow Community: Best Practices for Flow Designer Triggers

https://community.servicenow.com

質問: **91**

ナレッジ ベース内でナレッジに貢献したり、ナレッジを読んだりできる人を制限できる機能は何ですか?

A. カテゴリー
B. 役割
C. ユーザー基準
D. グループ
正解**: C (**コメントを発表する**)**
In ServiceNow Knowledge Management, User Criteria is the best practice method for restricting access to knowledge articles.
Why is "User Criteria" the Correct Answer?
Controls Who Can Read or Contribute to a Knowledge Base
Read Access - Determines which users can view articles in a Knowledge Base.
Contribute Access - Determines which users can create, edit, or publish articles.
Can Be Based on Multiple Factors
User Criteria can include or exclude users based on:
Roles
Groups
Departments
Locations
Flexible & Scalable
Instead of manually assigning permissions article-by-article, User Criteria applies rules to the entire Knowledge Base.
This method provides a centralized way to manage permissions for large teams.
Incorrect Answer Choices Analysis:
A . Categories
❌ Incorrect - Categories organize knowledge articles into groups, but they do not control access.
B . Roles
❌ Incorrect - While roles can be used within User Criteria, they alone do not determine access.
User Criteria provides more granular control than just assigning roles.
D . Groups
❌ Incorrect - Groups can be included in User Criteria, but groups alone do not directly control knowledge access.
Official ServiceNow Documentation Reference:
ServiceNow Docs - User Criteria for Knowledge Management
User Criteria Overview
ServiceNow Docs - Managing Knowledge Base Permissions
How to Configure Knowledge Access

質問: 92
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
正解: **(**正解を表示します**)**
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

質問: **93**
アクセスコントロールルールを適用するためにtrueと評価する必要がある3つの権限要件は何ですか？
3つの答えを選んでください
A. Conditions
B. table.
C. Roles
D. Script
E. table."
F. table.none
正解: **A,C,D (**コメントを発表する**)**
In ServiceNow, Access Control Rules (ACLs) determine who can create, read, write, delete, or execute records within a table. Each ACL rule evaluates three main permission requirements, all of which must be true for the rule to apply. These requirements are:
1. Conditions (A - Correct Answer)
The Conditions field in an ACL specifies predefined logic that must be met for the rule to apply.
Example: An ACL might specify that a record is only accessible if the State field is set to "Open".
Conditions are evaluated first before checking roles or scripts.
2. Roles (C - Correct Answer)
ACLs can be restricted to users with specific roles.
If a user does not have the required role(s), the ACL denies access.
Example: Only users with the "itil" role can edit incidents.

If the ACL does not specify any role, all users may be eligible based on conditions and script evaluations.
3. Script (D - Correct Answer)
ACL scripts provide advanced conditional logic using server-side JavaScript.
Scripts allow complex rule evaluation, such as checking whether a user is the record's creator.
Example: A script could restrict access to records where current.requested_for == gs.getUserID() (only allow users to see their own requests).
If a script is present in an ACL, it must return true for access to be granted.
Why "A. Conditions," "C. Roles," and "D. Script" are the Correct Answers?
Access control rules are only granted when all three evaluations return true.
Conditions act as filters.
Roles define permissions based on user roles.
Scripts allow advanced access logic.
Explanation of Incorrect Options:
B . Table - Incorrect
Access control applies to specific tables, but defining a table itself is not one of the permission checks.
E . Table." - Incorrect
This is an incorrectly formatted option and does not relate to access control evaluation.
F . Table.none - Incorrect
"Table.none" is not an evaluation factor in ACLs. Access control applies to table-level, field-level, and record-level, but "table.none" is not an access requirement.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Access Control Rules (ACLs) Overview
ServiceNow CSA Study Guide - Security and Access Control
ServiceNow Product Documentation: Evaluating ACLs and Permissions

質問: **94**
ユーザーのなりすましの機能は何ですか？
A. テストと可視性
B. 詳細ログを有効化
C. カスタムパースペクティブを表示する
D. アプリケーションマスターリストのロック解除
正解**: (**正解を表示します**)**
In ServiceNow, User Impersonation allows an admin or a user with the appropriate role to temporarily act as another user without needing their password. This is mainly used for testing and visibility, helping administrators and developers verify user permissions, role-based access, and UI experiences.
Primary Functions of User Impersonation:
Testing Permissions & Roles

Ensures that users have the correct access rights (e.g., verifying ITIL user permissions for incident management).
Helps test UI Policies, Business Rules, and ACLs (Access Control Rules) by viewing the system from the perspective of different roles.
Debugging & Troubleshooting
Identifies why a user cannot access certain records or modules.
Helps in resolving permission-related issues without affecting live users.
Experience Validation
Ensures users see the correct menus, fields, and options based on their assigned roles.
Useful when developing new applications, workflows, or Service Catalog items.
How to Use Impersonation:
Admins and authorized users can impersonate by clicking on their name in the top-right corner and selecting Impersonate User.
Once impersonated, all actions are logged for security and compliance.
Explanation of Each Option:
(A) Testing and visibility - Correct ✅
The primary function of user impersonation is to test and verify what different users can see and do in the system.
It helps with debugging UI, role-based access, ACLs, and workflow execution.
(B) Activate verbose logging - Incorrect ❌
Verbose logging is used for detailed debugging and performance monitoring, but impersonation does not enable logging features.
(C) View custom perspectives - Incorrect ❌
ServiceNow does not use the term "custom perspectives" in the context of impersonation.
Impersonation shows what a specific user sees based on their roles, but it does not create custom perspectives.
(D) Unlock Application master list - Incorrect ❌
There is no such feature as an "Application Master List" that requires impersonation to unlock.
Application access is controlled by roles and permissions, not impersonation.
Additional Notes & Best Practices:
Never impersonate a user without permission, especially in production environments.
All impersonation actions are logged in the system for security and auditing purposes.
Use impersonation in a sub-production (development or test) instance before making changes to production.
Admins should use impersonation instead of logging in with test user accounts to maintain security and accountability.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Impersonating Users
https://docs.servicenow.com
ServiceNow Community: Best Practices for User Impersonation
https://community.servicenow.com

質問: **95**
ナレッジ記事の公開および廃止のプロセスを制御するものは何ですか?
A. ワークフロー
B. ワークフローデザイナー
C. 承認ポリシー
D. 状態のライフサイクル
E. 承認定義
正解**: (**正解を表示します**)**

質問**: 96**
システムディクショナリにはどのような情報が含まれていますか？
A. 人間が読めるラベルと言語設定
B. 各テーブルと列の定義
C. テーブルの相互関係に関する情報
D. スペルチェックに使用される言語辞書
正解**: B (**コメントを発表する**)**
The System Dictionary in ServiceNow stores and maintains the metadata about tables and fields in the platform. It contains definitions for each table and column, including field data types, default values, and attributes.
Key Features of the System Dictionary (sys_dictionary Table):
Stores table and field definitions, including:
Column names
Data types (e.g., String, Integer, Reference)
Attributes (e.g., unique, read-only, required)
Default values
Ensures data integrity by defining the structure of database tables.
Used by administrators to modify or extend existing tables.
Allows the creation of custom fields in tables.
How to Access the System Dictionary:
Navigate to: System Definition → Dictionary
Search for a table or field to view its metadata.
Modify attributes (if needed) to customize table behavior.
Explanation of Incorrect Answers:
A . The human-readable labels and language settings - Incorrect.
Human-readable labels are stored in the sys_documentation table, not the System Dictionary.
C . The information on how tables relate to each other - Incorrect.
Table relationships are stored in the Schema Map, not the System Dictionary.
D . The language dictionary used for spell checking - Incorrect.
Spell checking and translations are managed in system localization settings, not the System Dictionary.

Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation → System Dictionary (sys_dictionary)
ServiceNow CSA Study Guide → Understanding Tables and Fields
ServiceNow Developer Documentation → Dictionary and Table Structure
Would you like me to verify another question?

質問: **97**
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) に入力されるすべてのデータに適用されるポリシーを設定すると、このポリシーは既定でどこで実行されますか?
A. クライアント
B. サーバー
C. ブラウザ
D. ネットワーク
正解**: (**正解を表示します**)**
When setting a data policy in ServiceNow, it applies to all data entered into the platform, regardless of whether the data comes from:
UI Forms
Import Sets
Web Services (APIs, integrations, etc.)
Where Does the Data Policy Run?
✅ Data Policies Run on the Server-Side
Data policies enforce data consistency and validation at the server level.
They apply uniformly across all data entry points, ensuring that validation rules are enforced before storing data in the database.
Why Other Options Are Incorrect?
A . Client → ❌ Incorrect
Data Policies do not run on the client-side (browser).
Client Scripts and UI Policies handle client-side validation.
C . Browser → ❌ Incorrect
Data Policies do not operate within the browser; they work at the database level on the server.
D . Network → ❌ Incorrect
ServiceNow does not enforce policies at the network layer; all validations occur on the application server (Server-Side Processing).
Key Differences Between Data Policies and Other Validation Methods:
Validation Type
Runs On
Applies To
Purpose
Data Policy
Server

UI, Import Sets, Web Services
Enforces rules across all data sources
UI Policy
Client (Browser)
UI Forms
Dynamically changes form behavior
Client Script
Client (Browser)
UI Forms
Runs JavaScript in the user's browser
Business Rule
Server
Database Transactions
Executes logic when records are inserted, updated, or deleted
Official ServiceNow Documentation Reference:
Data Policies Overview
Difference Between UI Policies and Data Policies

質問: **98**
顧客は、e コマース サービスをサポートするインフラストラクチャのコンポーネントを特定して追跡できるようにしたいと考えています。この要件をサポートできる ServiceNow 製品は何ですか?
3 つの答えを選択してください
A. パフォーマンス分析
B. 構成管理 (CMDB)
C. 財務管理
D. 発見
E. サービスマッピング
正解: **(**正解を表示します**)**
To track and manage infrastructure components that support an eCommerce service, a customer needs tools that provide visibility into IT assets, relationships, and dependencies.
Correct Answers
B . Configuration Management (CMDB) ✅
The CMDB is a central repository that stores information about Configuration Items (CIs) such as servers, databases, applications, and network devices.
Helps track relationships between components supporting the eCommerce service.
Example: Tracking which servers host the online store application.
D . Discovery ✅
Discovery automatically identifies and updates IT assets and infrastructure in the CMDB.
Scans on-premise and cloud environments to find servers, applications, and databases.

Example: Detecting newly deployed servers supporting the eCommerce platform.
E . Service Mapping ✅
Service Mapping builds a visual map of how infrastructure components (CIs) relate to a business service.
Helps identify dependencies between applications and underlying infrastructure.
Example: Mapping how web servers, databases, and payment systems interact to support eCommerce transactions.
Incorrect Answer Choices
A . Performance Analytics ❌
Performance Analytics (PA) is used for trend analysis and reporting, but it does not track infrastructure components.
PA could be used later to analyze eCommerce performance, but it does not discover or track components.
C . Financial Management ❌
Financial Management (Now ITFM or TBM) tracks IT costs and budgets, not infrastructure components.
It helps analyze IT spending related to infrastructure but does not provide technical tracking of eCommerce components.
Reference:
ServiceNow Documentation: CMDB Overview
ServiceNow Documentation: Discovery Overview
ServiceNow Documentation: Service Mapping Overview

質問**: 99**
ユーザーはどのテーブルに保存されていますか？
A. ユーザー[sys_user]
B. ユーザー[sys_user_group]
C. ユーザー[syst_user_profile]
D. ユーザー[user_profile]
正解**: (**正解を表示します**)**
In ServiceNow, user records are stored in the User [sys_user] table. This table contains all user-related data, including usernames, email addresses, roles, department affiliations, and more.
Key Fields in the sys_user Table:
User ID (user_name) - Unique identifier for the user.
First Name & Last Name (first_name, last_name) - User's full name.
Email (email) - The user's email address.
Department (department) - The department to which the user belongs.
Roles (roles) - List of assigned roles that determine access permissions.
Active (active) - Indicates whether the user account is active or inactive.
Explanation of Incorrect Options:
B . User [sys_user_group] - Incorrect. This table stores groups, not individual users.

C . User [syst_user_profile] - Incorrect. This table does not exist in ServiceNow.
D . User [user_profile] - Incorrect. There is no such table in ServiceNow.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: User Administration - sys_user Table
ServiceNow CSA Study Guide - User and Group Administration

質問: **100**
ユーザーがインスタンス内の日付と時刻の形式を表示および指定できるようにするアクションはどれですか?
A. デフォルトのタイムゾーンを設定するための UI スクリプトを作成する
B. ユーザーにパソコンのタイムゾーンを調整するよう依頼する
C. ユーザーメニュー > 設定 > 言語と地域 > 日付と時刻の形式とタイムゾーンの設定を選択します。
D. ユーザーメニュー > 設定 > 時間設定 > 表示タイムゾーンの切り替えを選択します。
E. システムプロパティを使用してインスタンスのタイムゾーンを修正します
正解: **(**正解を表示します**)**
Users in ServiceNow can set their personal date and time format via:
✓ User menu > Preferences > Language & Region > Set date and time format and time zone
Option A (Create a UI Script) is incorrect because UI Scripts do not modify user preferences.
Option B (Adjust the time zone on their PC) is incorrect because ServiceNow instances have their own time zone settings.
Option D (Toggle display time zone) is incorrect because there is no "Time Settings" option under Preferences.
Option E (System properties to correct time zone) is incorrect because system-wide properties affect all users, but personal settings are changed via Preferences.
Reference: ServiceNow User Preferences - Date & Time Settings

質問: **101**
テーブルは次のどれで構成されていますか？
A. records
B. lists
C. forms.
D. fields
正解: **(**正解を表示します**)**
In ServiceNow, tables are fundamental components of the platform's database structure. A table consists of records (rows) and fields (columns) that store data.
1. Records (Rows) - Correct Option
A record is an individual entry in a table, similar to a row in a traditional database.
Each record represents a single entity (e.g., an incident, a user, a request).
Records are stored uniquely in the system and are identified by a Sys ID (a globally unique identifier).

2. Fields (Columns) - Correct Option
A field is an attribute of a record, like a column in a database.
Each field has a specific data type (e.g., string, integer, date, reference).
Fields define what type of information can be stored in a record.
Example: The Incident [incident] table
Sys ID
Number
Short Description
Caller
State
123abc
INC001
System crash
John D
New
456def
INC002
Network issue
Jane S
Open
Records: INC001, INC002 (each row is a record).
Fields: Number, Short Description, Caller, State (each column is a field).
Explanation of Incorrect Options:
B . Lists - Incorrect
Lists are a view of table data but are not a part of the table itself.
A list displays multiple records from a table but does not define the structure of a table.
C . Forms - Incorrect
Forms are user interfaces used to view or edit single records.
A form allows users to interact with the data stored in a table but is not part of the table structure itself.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Tables and Records
ServiceNow CSA Study Guide - Understanding Tables, Records, and Fields
ServiceNow Product Documentation: List and Form Views

質問: **102**
ServiceNow にはどのような暗号化機能がデフォルトで含まれていますか?
A. 使用中のデータ
B. 転送中のデータ
C. 保存データ
正解**: B (**コメントを発表する**)**

By default, ServiceNow encrypts data in transit using industry-standard Transport Layer Security (TLS) protocols. This ensures that any data transmitted between the client and the ServiceNow platform, or between ServiceNow and integrated systems, is encrypted and protected from interception or tampering.
While ServiceNow also offers options for data at rest encryption and customer-managed encryption keys, these features often require additional configuration or subscription services.
Encryption of data in use (while data is being processed in memory) is a more advanced concept and not provided by default.
Thus, encryption of data in transit is the baseline encryption feature included automatically in all ServiceNow instances.
Reference:
ServiceNow Security Operations Documentation, Encryption section
ServiceNow Trust and Compliance Documentation
ServiceNow System Administrator Study Guide, Security Chapter

質問**: 103**
次のステートメントのどれが構成管理データベース（CMDB）の内容を説明していますか？
A. CMDBには、有形および無形のビジネス資産に関するデータが含まれています
B. CMDBには、企業が使用する無形で構成可能な資産を管理するビジネスルールが含まれています
C. CMDBはすべてのService Management PaaS機器のメタデータと使用統計をアーカイブします
D. CMDBには、構成アイテムに関連するITILプロセスデータが含まれています
正解**: A (**コメントを発表する**)**
The Configuration Management Database (CMDB) in ServiceNow is a centralized repository that stores information about Configuration Items (CIs), which can include both tangible and intangible business assets.
What is Stored in the CMDB?
Tangible assets: Physical devices like servers, network components, and workstations.
Intangible assets: Software, applications, cloud services, licenses, and business services.
Relationships and Dependencies: CMDB maintains the relationships between CIs to help with impact analysis, change management, and troubleshooting.
CMDB plays a crucial role in IT Service Management (ITSM), ensuring that organizations have accurate and up-to-date asset data for better decision-making.
Explanation of Each Option:
(A) The CMDB contains data about tangible and intangible business assets - Correct ✅ The CMDB tracks and manages both physical (tangible) and virtual (intangible) assets.
Examples of tangible assets: Servers, routers, desktops, mobile devices.
Examples of intangible assets: Cloud services, software applications, business services.

(B) The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company - Incorrect ❌ Business Rules are not stored in the CMDB.
Business Rules in ServiceNow are part of the platform's automation framework and control system behavior but do not define configuration items.
(C) The CMDB archives all Service Management PaaS equipment metadata and usage statistics - Incorrect ❌ The CMDB does not function as an archive; it maintains real-time, active data about CIs.
Usage statistics are stored in performance analytics and reporting tools, not in the CMDB.
(D) The CMDB contains ITIL process data pertaining to configuration items - Incorrect ❌ While CMDB supports ITIL processes, it does not store ITIL process data directly.
ITIL process data (e.g., incident, problem, change records) is stored in ITSM modules, not in the CMDB itself.
CMDB does contain CI relationships that support ITIL processes like Incident, Problem, and Change Management.
Additional Notes & Best Practices:
CI Classes & Hierarchy: ServiceNow CMDB uses a hierarchical structure with various CI Classes (e.g., cmdb_ci, cmdb_ci_server, cmdb_ci_database).
CMDB Health Dashboard: Ensures data accuracy with completeness, compliance, and correctness metrics.
Relationship Management: CIs in the CMDB are linked to show dependencies, which is crucial for impact analysis in change and incident management.
Discovery & Service Mapping: ServiceNow's Discovery and Service Mapping tools help automate CI data collection.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: CMDB Overview
https://docs.servicenow.com
ServiceNow Community: Best Practices for CMDB Data Accuracy
https://community.servicenow.com

質問**: 104**
部門マネージャーは、アナリストにいくつかのレポートを作成するように依頼します。アナリストはどこから始めることをお勧めしますか？
A. レポートダッシュボード>新規作成
B. レポート>はじめに
C. パフォーマンス分析>レポート
D. セルフサービス>レポート
E. レポート>新規作成
正解**: (**正解を表示します**)**

When an analyst needs to build a new report in ServiceNow, the best place to start is Reports > Create New. This option provides a structured interface for selecting data sources, choosing visualization types, applying filters, and generating reports.
Steps to Create a New Report in ServiceNow:
Navigate to Reports > Create New.
Select a data source (table) for the report.
Choose a report type (Bar Chart, List, Pie Chart, etc.).
Apply filters and groupings to refine the data.
Preview and save the report.
Why Other Answers Are Incorrect:
A . Report Dashboard > Create New - Dashboards display multiple reports but do not provide a direct interface for creating a new report.
B . Reports > Getting Started - This is a helpful guide, but it is not where reports are created.
C . Performance Analytics > Reports - Performance Analytics focuses on advanced trend analysis and KPIs, not general reporting.
D . Self-Service > Reports - This allows end-users to view and run reports, but it is not meant for creating new reports.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Reports and Dashboards
ServiceNow CSA Training Module: "Creating and Managing Reports in ServiceNow"

質問: **105**
ナレッジ記事を作成、読み取り、書き込み、および廃棄できるユーザーを決定するためにユーザーに対して評価される条件を定義するもの。
A. ユーザー条件
B. ユーザー情報
C. ユーザー基準
D. ユーザー権限
正解**:** **(**正解を表示します**)**
In ServiceNow, User Criteria define conditions that determine which users can create, read, write, and retire knowledge articles in a Knowledge Base (KB). User Criteria help enforce access control and ensure that only authorized users can interact with specific knowledge bases.
Key Features of User Criteria:
Control who can read, contribute, edit, or retire knowledge articles.
Based on roles, groups, departments, locations, or custom conditions.
Applied at the Knowledge Base level, affecting all articles within that KB.
Can be combined using "Must match all" or "Match any" logic.
Examples of User Criteria:
Example 1: Restricting Read Access
A knowledge base for IT Support should be accessible only to IT employees.
User Criteria: Department = IT, OR Role = itil

Only IT employees or ITIL users can read articles in this KB.
Example 2: Controlling Who Can Contribute
Only HR staff should be allowed to create or update HR-related knowledge articles.
User Criteria: Group = HR Team, OR Role = knowledge_manager
Only HR Team members and Knowledge Managers can contribute.
Why "C. User Criteria" is the Correct Answer?
User Criteria is the official term in ServiceNow for defining access control conditions for knowledge articles.
It allows precise control over who can read, create, write, or retire articles.
It is a feature within the Knowledge Management application.
Explanation of Incorrect Options:
A . User Conditions - Incorrect
No such concept exists in ServiceNow. User Criteria, not "User Conditions," determine knowledge article access.
B . User Info - Incorrect
"User Info" refers to details stored in the sys_user table (e.g., name, email) but does not define knowledge permissions.
D . User Permissions - Incorrect
While permissions exist in ServiceNow (via roles and ACLs), User Criteria specifically manage Knowledge Base access.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: User Criteria for Knowledge Management
ServiceNow CSA Study Guide - Knowledge Management Permissions
ServiceNow Product Documentation: Configuring Knowledge Base Access

質問**: 106**
ServiceNow アプリケーションを Git リポジトリにリンクするには何が必要ですか?
3つの回答を選択してください
A. URL
B. ACL
C. ユーザー名
D. URI
E. パスワード
F. アプリケーション名
正解**: (**正解を表示します**)**

質問: 107
プラットフォーム上で他の権限を持たずに、誰かがリクエストを承認できるようにする役割は?
A. 承認者 [承認者ユーザー]
B. 認可 [authorize-user]
C. レビュアー [reviewer_user]
D. 承認者グループ [承認グループ]
E. 検証 [verify_user]
正解: (正解を表示します**)**
In ServiceNow, the Approver [approver-user] role is specifically designed for users who need to authorize requests but should not have any other permissions or administrative access to the platform.
Key Features of the Approver Role:
Can approve or reject requests (e.g., Change Requests, Service Catalog Requests).
No additional platform permissions (cannot create, modify, or view records beyond approvals).
Assigned automatically to users designated as approvers in approval workflows.
Example Use Case:
An IT Manager receives an approval request for a new laptop.
The manager logs in and sees only the approval request (no other system access).
They approve/reject the request without modifying any records.
Why Other Options Are Incorrect?
B . Authorize [authorize-user] → ❌ Incorrect
No such role exists in ServiceNow.
C . Reviewer [reviewer_user] → ❌ Incorrect
No such role exists in ServiceNow.
D . Approver Group [approval_group] → ❌ Incorrect
Approval groups allow multiple users to approve a request collectively, but it is not a standalone role.
The approver-user role is the correct answer for individual approvals.
E . Verification [verify_user] → ❌ Incorrect
No such role exists in ServiceNow.
Official ServiceNow Documentation Reference:
Approval Configuration
User Roles in ServiceNow

質問: 108
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
正解**: B (**コメントを発表する**)**
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

質問: **109**
ユーザーが記事を検索したり、リクエストを送信したり、通信通知を閲覧したりできるインターフェースはどれですか?
A. 顧客サービス管理
B. 従業員セルフサービス
C. ワンストップショップ
D. サービスポータル
正解: **(**正解を表示します**)**

質問: **110**
ユーザーが組織全体で共有される一元的な場所で重要な情報を作成、分類、確認、承認、閲覧できるようにするプロセスは何ですか?
A. セルフサービス管理
B. ナレッジマネジメント
C. 知識中心の経営
D. 情報ポータル管理
E. ビジネス情報の管理
正解: **(**正解を表示します**)**
Knowledge Management (KM) in ServiceNow is the process that enables users to create, categorize, review, approve, and browse important information in a centralized repository that is shared across the organization.
Key Features of Knowledge Management:
✅ Centralized knowledge base for storing important information.
✅ Categorization and tagging for easy search and retrieval.
✅ Approval workflows to ensure content accuracy.
✅ Role-based access control (User Criteria) for managing visibility.
✅ Integration with Self-Service and Service Catalog for user assistance.
Example Use Case:
A company's IT support team documents solutions to common IT issues. Employees can search the Knowledge Base for solutions before opening a ticket, reducing the number of support requests.
Why Other Options Are Incorrect?
A . Self-Service Management → ❌ Incorrect
Self-Service allows users to submit requests and incidents but does not manage knowledge articles systematically.
C . Knowledge-Centered Management → ❌ Incorrect

No such term as "Knowledge-Centered Management" in ServiceNow.
The correct industry term is Knowledge-Centered Service (KCS), but ServiceNow uses Knowledge Management (KM).
D . Information Portal Management → ❌ Incorrect
No such concept in ServiceNow; portals provide UI access but do not manage structured knowledge bases.
E . Business Information Management → ❌ Incorrect
Business Information Management (BIM) focuses on business data strategy, not knowledge sharing.
Official ServiceNow Documentation Reference:
Knowledge Management Overview
Creating and Managing Knowledge Articles

質問: **111**
ユーザーが新しい iPhone を注文する方法を作成するように依頼されましたが、それはユーザーが 2 つのレベルの承認を得た場合に限られます。承認者とユーザーは、各承認レベルで自動的に通知される必要があります。承認と通知を管理するには、どの機能を使用しますか?
A. 親子承認者。
B. 承認チェーン
C. フロー
D. 承認基準
E. 承認者の代理人
正解: **(**正解を表示します**)**
In ServiceNow, Flows (Flow Designer) is the recommended way to manage multi-level approvals and notifications for catalog items like ordering a new iPhone.
Why Flows?
✓ Automates Approval Processes - Flows allow sequential and parallel approval steps to ensure that the request goes through multiple levels of approval.
✓ Built-in Notifications - Automatically sends email or system notifications to requesters and approvers at each step.
✓ Low-Code Solution - Eliminates the need for complex scripting by using a graphical interface to configure approvals and actions.
How It Works?
A user submits a request for a new iPhone through the Service Catalog.
The Flow Designer workflow starts and routes the request to the first-level approver.
If approved, it moves to the second-level approver.
Notifications are sent to the requestor and approvers at each step.
Why Are Other Options Incorrect?
A . Parent-Child Approvers ❌

No such built-in feature exists in ServiceNow. Approvals are handled via Flow Designer or Workflow Engine.
B . Approval Chains ❌
Approval Chains are not an official ServiceNow feature. The correct term is Flow Designer Approval Actions.
D . Approval Criteria ❌
ServiceNow uses conditions to define approval requirements, but Approval Criteria is not a standalone feature.
E . Approver Delegates ❌
Delegates allow users to assign approvals to others, but they do not manage multi-level approvals.
Reference:
ServiceNow CSA Documentation - Flow Designer & Approval Management
ServiceNow Product Documentation - Automating Approvals in Flow Designer (https://docs.servicenow.com)

質問: **112**
フォームにフィールドを追加するには、フォームから何をクリックしますか? (2 つ選択してください。)
A. コンテキストメニュー > フォーム > レイアウト
B. コンテキストメニュー > 設定 > フォームレイアウト
C. コンテキストメニュー > 設定 > フォームデザイン
D. ヘッダーを右クリック > 追加 > フィールド
E. コンテキストメニュー > フォーム > デザイナー
F. ヘッダーを右クリック > 設定 > UX ダッシュボード ❌ (誤り)
正解: **(**正解を表示します**)**
UX Dashboards are used for analytics and reporting, not form configuration.
Official Reference from Certified System Administrator (CSA) Documentation:
Form Layout in ServiceNow:
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/task/t_ConfigureFormLayout.html Form Designer Overview:
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_FormDesigner.html Explanation:
In ServiceNow, you can add additional fields to a form using either:
Form Layout (for quick field additions)
Form Designer (for a drag-and-drop UI approach)
Correct Methods:
Context Menu > Configure > Form Layout (B) ✅
This allows administrators to add or remove fields in a simple list-based interface.
Used when only minor modifications are needed.

Context Menu > Configure > Form Design (C) ✅
Opens the Form Designer, a drag-and-drop UI editor for configuring forms.
Allows users to rearrange fields, sections, and tabs easily.
Explanation of Incorrect Options:
A . Context Menu > Form > Layout ❌ (Incorrect)
The correct path is Configure > Form Layout, not "Form > Layout."
D . Right-click on header > Add > Field ❌ (Incorrect)
Right-clicking the form header does not provide an option to add fields directly.
E . Context Menu > Form > Designer ❌ (Incorrect)
The correct option is Configure > Form Design, not "Form > Designer."

質問: **113**
高セキュリティ設定を変更するには、どの管理者ロールが必要ですか?
A. sn_acl_admin
B. ハイセキュリティ管理者
C. 管理者
D. セキュリティ管理者
正解: **(**正解を表示します**)**

質問: **114**
インポート中にフィールドが合体する場合、次のステートメントのどれが一連のフィールドに適用されますか？
A. 結合フィールドを使用して一致が見つかった場合、既存のレコードはインポートされる情報で更新されます
B. 結合フィールドを使用して一致が見つからない場合、システムは変換マップを作成しません
C. 合体フィールドを使用して一致が見つかった場合、システムは新しいレコードを作成します
D. 結合フィールドを使用して一致が見つからない場合、既存のレコードはインポートされる情報で更新されます
正解: **(**正解を表示します**)**
Coalescing is a crucial concept in ServiceNow's data import process. When a set of fields are marked as "coalesce" in a Transform Map, they act as unique identifiers to determine if an existing record should be updated rather than creating a new one.
How Coalescing Works in ServiceNow Imports:
If a match is found based on the coalesce field(s):
The system updates the existing record with the new data from the import.
If no match is found:
A new record is created.
This means that coalescing helps maintain data integrity by preventing duplicate records while ensuring existing records receive updates when necessary.
Why is Option A Correct?

When a record in the target table matches the value(s) in the coalesce field(s), ServiceNow updates that existing record instead of creating a new one.
This ensures that data is synchronized correctly rather than creating duplicate entries.
Why Are the Other Options Incorrect?
Option B (Incorrect): "If a match is not found using the coalesce fields, the system does not create a Transform Map."
❌ The Transform Map is always created before the import process even starts. The presence or absence of a match has no impact on the Transform Map itself.
Option C (Incorrect): "If a match is found using the coalesce fields, the system creates a new record."
❌ If a match is found, the existing record is updated, not replaced or duplicated.
Option D (Incorrect): "If a match is not found using the coalesce fields, the existing record is updated with the information being imported."
❌ If a match is not found, a new record is created, not an update to an existing one.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow CSA Official Documentation on Data Import & Transform Maps:
ServiceNow Docs - Transform Maps
"If a field is coalesced, the system checks for matching records before inserting new ones. If a match is found, the existing record is updated; if no match is found, a new record is created."
Conclusion:
✅ The correct answer is A. If a match is found using the coalesce fields, the existing record is updated with the information being imported.
Understanding coalescing is vital for any ServiceNow administrator to ensure data integrity, avoid duplicates, and maintain system efficiency when handling data imports.

質問: **115**
ナレッジベースの記事にフラグを付ける目的は何ですか？
A. 後で読む記事にマークを付けるため。
B. ユーザーが記事に関するフィードバックを送信できるようにします
C. エラーの報告
正解: **(**正解を表示します**)**
In ServiceNow Knowledge Management, flagging an article is a feature that allows users to report errors or issues within a knowledge article. This helps maintain article accuracy and ensures that outdated or incorrect information is addressed by knowledge managers.
Key Purposes of Flagging an Article:
Error Reporting ✅
Users can flag an article if they find incorrect, outdated, or misleading information.
Knowledge managers receive a notification about flagged articles and can review them for updates.
Article Quality Control ✅

Helps improve knowledge base content by allowing users to point out inaccuracies.
Ensures that knowledge articles remain relevant and useful.
Notifying Knowledge Managers ✅
Flagged articles appear in the Knowledge Base Administration module, allowing managers to track and resolve flagged issues.
Why Other Options Are Incorrect?
A . To mark an article to read later ❌
Incorrect: There is no built-in "read later" feature in ServiceNow Knowledge Management. Instead, users can bookmark an article for quick access.
B . Allow a user to submit feedback about an article ❌
Incorrect:
Feedback is submitted through the Feedback feature, which allows users to rate articles and provide comments.
Flagging is specifically for error reporting, not general feedback.
Reference from ServiceNow CSA Documentation:
Flagging Knowledge Articles
Flagging an Article for Review
Managing Flagged Articles
Knowledge Management Administration

質問: **116**
アプリケーションナビゲーターのフィッターナビゲーターの目的は何ですか？
A. 使用順にアプリケーションをフィルターします
B. アプリケーションとモジュールにすばやく移動
C. アプリケーションの折りたたみと展開
D. アプリケーションを上位リクエストの順にリストします
正解**: (**正解を表示します**)**
The Filter Navigator in the Application Navigator is a powerful search tool in ServiceNow that allows users to quickly find applications and modules by typing keywords instead of manually browsing through the navigation menu.
Key Functions of the Filter Navigator:
Quick Navigation:
Users can type the name of an application or module to locate it instantly.
Example: Typing "incident" in the Filter Navigator will show links to "Create New Incident," "All Incidents," "Open Incidents," etc.
Dynamic Filtering:
The list of applications and modules dynamically updates as you type.
Helps users find relevant sections without scrolling through the full menu.
Keyboard Navigation Support:
Users can use the keyboard (arrow keys and Enter) to navigate through the filtered results.
Time-Saving Feature:

Reduces the need to expand and collapse menus manually.
Especially useful for new users or users working across multiple modules.
Why Option B is Correct?
✅ The Filter Navigator is specifically designed to help users quickly search and navigate to applications and modules.
Why Other Options Are Incorrect?
❌ A. Filter applications in order of use → Incorrect
The Filter Navigator does not sort applications by usage; it simply filters based on text input.
❌ C. Collapse and expand applications → Incorrect
Expanding/collapsing applications is done manually, but the Filter Navigator is purely for searching and filtering.
❌ D. List applications in order of Top Requests → Incorrect
The Filter Navigator does not rank applications by usage or requests. It only filters based on search input.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Using the Filter Navigator
https://docs.servicenow.com
ServiceNow Learning - Application Navigator and UI Features

質問: **117**
サービスカタログには、次のコンポーネントのどれが含まれますか？
A. 注文ガイド、為替レート、カレンダー
B. 注文ガイド、カタログアイテム、インターセプター
C. カタログアイテム、資産契約、タスク調査
D. レコードプロデューサー、注文ガイド、およびカタログアイテム
正解: **(**正解を表示します**)**
In ServiceNow, the Service Catalog is a structured collection of IT and business services that users can request. It is designed to provide a self-service experience for end-users, streamlining service requests and automating fulfillment processes. The main components of a Service Catalog include:
Record Producers - These are simplified forms that allow users to create records in various tables without requiring direct access to those tables. They enable users to submit requests or incidents through the catalog in a user-friendly manner.
Order Guides - These facilitate the ordering of multiple related catalog items in a single request. For example, when a new employee is onboarded, an order guide can group multiple items such as a laptop, software access, and a phone.
Catalog Items - These are the individual items or services that users can request through the Service Catalog. Examples include hardware (like laptops and monitors), software access, and other business services.
Why the Other Options Are Incorrect:

Option A (Order Guides, Exchange Rates, Calendars) -
Exchange Rates and Calendars are not part of the Service Catalog framework in ServiceNow. While Exchange Rates may be relevant in financial applications, they do not define the core components of the Service Catalog.
Calendars are used for scheduling, but they do not form part of the Service Catalog structure.
Option B (Order Guides, Catalog Items, and Interceptors) -
Interceptors are used to guide users through form-based submissions, but they are not a fundamental component of the Service Catalog.
Order Guides and Catalog Items are correct, but the presence of Interceptors makes this option incorrect.
Option C (Catalog Items, Asset Contracts, Task Surveys) -
Asset Contracts relate to IT Asset Management (ITAM) and are not core Service Catalog components.
Task Surveys are used for feedback collection but are not part of the core structure of a Service Catalog.
Reference:
ServiceNow CSA Documentation: Service Catalog Overview
ServiceNow CSA Learning Path: Service Catalog Fundamentals
ServiceNow Product Documentation: Order Guides & Record Producers

質問**: 118**
ログインしていなくてもナレッジ ベースの記事を表示できる設定は何ですか?
A. すべて表示設定
B. 許可ロール
C. ESS の役割
D. 公開設定
正解**: (**正解を表示します**)**
In ServiceNow Knowledge Management, articles are typically restricted to specific users or roles. However, if you want an article to be accessible without requiring login, you must enable the Public setting.
How to Make a Knowledge Article Public:
Navigate to Knowledge Base Settings.
Enable the Public checkbox.
Save the changes.
The article is now viewable by anyone, even without logging into ServiceNow.
Why Are Other Options Incorrect?
A . The View All setting ❌
No such setting exists for public access in ServiceNow.
B . The Allow role ❌
"Allow roles" restricts access to specific roles, but does not make the article public.
C . The ESS role ❌

The ESS (Employee Self-Service) role allows access to logged-in users, not public users.
Reference:
ServiceNow CSA Documentation - Public Knowledge Articles
ServiceNow Product Documentation - Configuring Knowledge Base Permissions (https://docs.servicenow.com)

質問: **119**
UI ポリシーをすべてのビューに適用するには、その定義レコードでどのフィールドを true に設定する必要がありますか?
A. 継承
B. false の場合は反転
C. On lowed
D. グローバル
正解: **(**正解を表示します**)**
UI Policies in ServiceNow allow administrators to dynamically control the behavior of form fields based on user input or conditions. If you want a UI Policy to apply to all form views, you must set the Global field to true.
Correct Answer
D . Global ✅
When the Global field is set to true, the UI Policy applies to all views of the form.
This ensures that fields remain consistent across different layouts, regardless of the view being used.
Example:
A UI Policy hides the "Resolution Notes" field unless the "State" is Resolved.
Setting Global = true ensures this rule applies in all form views (Default, Mobile, or Workspace).
Incorrect Answer Choices
A . Inherit ❌
Not a standard UI Policy field in ServiceNow.
Likely confused with role inheritance in security settings.
B . Reverse if false ❌
"Reverse if false" only reverses the policy's action when the condition is not met.
It does not control whether the UI Policy applies to all views.
C . On lowed ❌
Incorrect and not a valid ServiceNow UI Policy field.
Possibly a typo or misunderstanding of "Allowed Roles".
Reference:
ServiceNow Documentation: UI Policies and Actions
ServiceNow Developer Guide: Creating Global UI Policies

質問: **120**

基本構成UI 16モジュールを介してカスタマイズできるのは次のどれですか？ (3つ選択してください。）
A. バナー画像
B. レコード番号形式
C. ブラウザタブのタイトル
D. システム日付形式
E. フォームヘッダーサイズ
正解: **(**正解を表示します**)**
The Basic Configuration UI 16 module in ServiceNow allows administrators to make basic UI customizations without needing to modify code or system properties manually. These settings apply to the overall look and feel of the instance.
Customizable Elements via Basic Configuration UI 16:
Banner Image (✅ Option A)
Allows admins to change the ServiceNow banner logo at the top of the page.
This is useful for branding the instance with a company's logo.
Browser Tab Title (✅ Option C)
Changes the title displayed on the browser tab when accessing the ServiceNow instance.
Helps customize the instance's branding for different user environments (e.g., "IT Service Portal" instead of "ServiceNow").
System Date Format (✅ Option D)
Allows admins to set the date format displayed across the instance.
Helps standardize date display based on organizational or regional preferences (e.g., MM/DD/YYYY vs. DD/MM/YYYY).
Why Are the Other Options Incorrect?
❌ B. Record Number Format
Incorrect: The format of record numbers (such as INC0010001 for incidents) is controlled via System Definition → Number Maintenance and NOT in Basic Configuration UI 16.
❌ E. Form Header Size
Incorrect: The form header size is not directly customizable through Basic Configuration UI 16. Form layout and styling changes are managed through UI Policies, Client Scripts, or custom CSS configurations.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Basic Configuration UI 16
ServiceNow UI Customization Documentation
"Basic Configuration UI 16 provides a simple way to modify banner images, browser titles, and system-wide date formats." Conclusion:
✅ The correct answers are:
A . Banner Image (Customizes the instance's logo)
C . Browser Tab Title (Changes the browser tab text)
D . System Date Format (Sets the instance-wide date format)

Understanding Basic Configuration UI 16 is important for ServiceNow administrators to quickly apply branding and instance-wide display settings without modifying system properties manually.

質問: **121**
基本クラス テーブルと親クラス テーブルをどのように区別しますか?
A. 基本クラス テーブルには、常にそれらから拡張されたテーブルがあり、親テーブルにはそれらから拡張されたテーブルはありません。
B. Base Class テーブルは別のテーブルから拡張されていません。親クラスのテーブルは、別のテーブルから拡張できます。
C. 拡張テーブルは、親テーブルまたはベース テーブルから拡張できますが、両方から拡張することはできません。
D. 拡張テーブルは常に親テーブルから拡張され、拡張テーブルは通常ベース テーブルから拡張されます。
正解: **B (**コメントを発表する**)**
In ServiceNow, tables follow an inheritance model, where tables can be extended from other tables. The distinction between Base Class tables and Parent Class tables is as follows:
Definitions:
Base Class Table:
A Base Class table is not extended from any other table.
It exists at the top level in the table hierarchy.
Example: Task [task], Configuration Item [cmdb_ci] are base tables.
Parent Class Table:
A Parent Class table may be extended from another table but also has tables extending from it.
It acts as a bridge between the base table and other extended tables.
Example: Change Request [change_request] extends from Task [task], making Task the base class and Change Request a parent class to other change-related tables.
Why Other Options Are Incorrect?
A . Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
Incorrect because not all base tables have extensions.
Parent tables do have extended tables.
C . Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
Incorrect because extended tables can inherit from other extended tables in a multi-level hierarchy.
D . Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables.
Incorrect because extended tables can come from either Base or Parent tables, not just Parent tables.
Official ServiceNow Documentation Reference:

Table Inheritance in ServiceNow
Extending Tables

質問: **122**
管理者が ServiceNow テーブルにインポートされたデータの宛先を定義できるようにするモジュールはどれですか?
A. フィールド変換
B. 変換マップ
C. スキーマ マップ
D. インポート マップ
正解: **(**正解を表示します**)**
A Transform Map in ServiceNow is used to define how imported data from external sources (such as CSV files, Excel sheets, or third-party integrations) is mapped into the target table within the platform.
Key Features of Transform Maps:
They allow administrators to define field mappings between the import set table and the target table.
Can include field transformations, such as converting data formats or merging values.
Support scripted transformations using onBefore and onAfter scripts.
Why Other Answers Are Incorrect:
A . Field Transform - No such module exists in ServiceNow. Transform Maps handle field transformations.
C . Schema Map - The Schema Map visualizes table relationships but does not handle data imports.
D . Import Map - This is not a valid ServiceNow module. The correct term is Transform Map.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Transform Maps Documentation
ServiceNow CSA Training Module: "Importing Data and Transform Maps"

質問: **123**
テーブル ビルダー内のフォーム注釈の役割は何ですか?
A. デザイナーで色を使って視覚的な魅力を加える
B. 各フィールドに追加情報を提供する

C. フォーム内のフィールドを並べ替える
D. 新しいフォームビューを作成する
正解: **(**正解を表示します**)**

質問: **124**
重要で優先度の高いサービス リクエストを適切な割り当てグループまたはチーム メンバーに自動的に割り当てるのに役立つ機能はどれですか?
A. ユーザー ポリシー
B. UI ポリシー
C. 予測インテリジェンス
D. 割り当てルール
正解: **D (**コメントを発表する**)**
Assignment Rules in ServiceNow automatically assign tasks (such as incidents, service requests, or change requests) to the appropriate group or individual based on predefined criteria.
How Assignment Rules Work:
A critical, high-priority service request is created.
The Assignment Rule checks conditions (e.g., priority, category, requester, etc.).
The system assigns the request to the correct assignment group or individual.
Example Scenario:
If an incident is Priority 1 (P1) and the category is Network, an assignment rule can automatically route it to the "Network Support" group.
Why Are Other Options Incorrect?
A . User Policy ❌
No such feature exists in ServiceNow for task assignments.
B . UI Policy ❌
UI Policies control form behavior (visibility, field conditions, etc.), not assignment logic.
C . Predictive Intelligence ❌
Predictive Intelligence uses machine learning to suggest assignments, but Assignment Rules are the primary mechanism for automatic task allocation.
Reference:
ServiceNow CSA Documentation - Configuring Assignment Rules
ServiceNow Official Documentation - Automating Task Assignments
(https://docs.servicenow.com)
✅ Final Answer: D. Assignment Rule

質問: **125**
UIアクションの例ではないものは何ですか？
A. 検索
B. フォームボタン
C. リストボタン

D. 関連リンク
正解: **(**正解を表示します**)**
In ServiceNow, UI Actions are used to add interactive elements like buttons, links, and context menu items to forms and lists. They can trigger scripts, workflows, or other actions when clicked.
Common Types of UI Actions:
Form Buttons - Buttons that appear on a form (e.g., Save, Update, Resolve Incident).
List Buttons - Buttons that appear in a list view and perform actions on multiple records.
Related Links - Links that appear in the Related Links section of a form and provide quick navigation or actions.
Since Form Buttons, List Buttons, and Related Links are all types of UI Actions, they are valid UI Actions.
Why "Search" is NOT a UI Action?
Search is a built-in system functionality that allows users to find records but does not involve UI Actions.
UI Actions execute predefined actions, whereas Search simply retrieves and filters data.
ServiceNow search functions (Global Search, List Search, and Quick Search) are not part of UI Actions.
Why the Other Options Are UI Actions?
B . Form Buttons → ✅ Valid UI Action
Appears on forms (e.g., Submit, Save, Update).
C . List Buttons → ✅ Valid UI Action
Used in list views for bulk actions (e.g., Close All, Approve Selected).
D . Related Links → ✅ Valid UI Action
Provides quick links in forms (e.g., View CI Details, Reopen Ticket).
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: UI Actions Overview
https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_UIActions.html ServiceNow CSA Official Training Guide (UI Actions & User Interface Customization)

質問: **126**
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、フォーム、インポートセット、またはWebサービスからデータが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。
B. データポリシーはUIポリシーに変換できますが、UIポリシーをデータポリシーに変換することはできません
C. 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、UIポリシーはフォームの相互作用に使用されます
D. 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
正解: **(**正解を表示します**)**

In ServiceNow, UI Policies and Data Policies serve different but complementary purposes in controlling data behavior and enforcing business rules.

UI Policies:

UI Policies are client-side rules that dynamically change form behavior based on user interactions.

They enable administrators to show/hide fields, make fields read-only, or set fields as mandatory dynamically.

UI Policies only apply when a user is interacting with a form through the ServiceNow UI (Client-side execution).

These policies do not enforce rules if data is added via an Import Set, API, or background script.

Data Policies:

Data Policies enforce rules server-side, meaning they apply regardless of how data is entered (e.g., form submission, Import Sets, SOAP/REST API calls, or Business Rules).

They ensure data integrity by making fields mandatory, setting read-only properties, or applying other restrictions.

Data Policies can apply conditions globally, unlike UI Policies, which work only in the UI context.

Key Differences:

Feature

UI Policy

Data Policy

Scope

Affects only forms (Client-side)

Affects all data entry points (Server-side)

Execution Location

Runs in the browser

Runs on the server

Triggers

User interaction on the form

Any data entry method (Forms, Import Sets, API, etc.)

Enforcement

Works only when using the UI

Applies even when data is added outside the UI

Why Option C is Correct:

"Data Policies run regardless of how data is entered into ServiceNow" → Correct, because Data Policies enforce rules whether the data is entered via UI, API, Import Sets, or other means.

"UI Policies are used for form interactions" → Correct, because UI Policies apply only to client-side form behavior.

Why Other Options are Incorrect:

Option A: Incorrect. UI Policies are not set by web services; they are applied when interacting with forms.

Option B: Incorrect. While some Data Policies can be converted into UI Policies, the reverse is not true in all cases.
Option D: Incorrect. UI Policies and Data Policies operate independently, and Data Policies do not depend on UI Policies running first.
Reference:
For official documentation, refer to:
ServiceNow Docs - UI Policies
ServiceNow Docs - Data Policies
ServiceNow Community - UI Policy vs Data Policy

質問: **127**
アプリケーション スコープの目的は何ですか?
A. スコープは、すべてのアプリケーションが互いのテーブルとビジネスロジックにアクセスするかどうかを決定します1
B. スコープはプラットフォームのコアサービスの機能を決定します
C. スコープは、アプリケーションが自身のテーブルやビジネスロジックを変更することを防ぎます。
D. スコープは、ServiceNow2 内の他のアプリケーションで使用できるアプリケーションの部分を決定します。
正解**: (**正解を表示します**)**
In ServiceNow, Application Scope is a fundamental concept used to protect applications by identifying and restricting access to application artifacts (such as tables, scripts, and business rules).3
1. The Concept of Scope:
Every application in ServiceNow has a scope.4
Global Scope: This is the default scope for the baseline ServiceNow instance. Legacy applications and general configurations usually live here.
Private/Scoped Applications: These are distinct namespaces (e.g., x_acme_book_mgmt).5
2. Why Option D is Correct (Availability and Protection):
The primary purpose of a private scope is to define boundaries. It acts as a protective layer that does two main things:
Protection: It prevents code in the Global scope or other Scoped applications from modifying your application's data or logic without explicit permission.6 Availability (The Answer): It allows the developer to explicitly define which parts of the application are public. By default, artifacts in a private scope are hidden from other applications.7 The developer must configure "Cross-scope privileges" or set specific "Access" settings (e.g., making a Script Include "Accessible from: All application scopes") to determine what is available for use by others.8
3. Why the other options are incorrect:

A: Scope does the opposite; it restricts access by default, rather than granting "all access." B: Scope does not determine the functionality of core services; it acts as a container for custom or store-bought applications.
C: Scope prevents other applications from changing your tables, but it allows the application to change its own tables and logic.9

質問: **128**
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 > メール
B. システムログ > ICE ログ
C. システムログ > イベント
D. システムログ > プッシュ通知
正解**: A (**コメントを発表する**)**

質問**: 129**
Now Platform のフォーム ビルダーの主な目的は何ですか?
A. データテーブルから分析レポートを生成する
B. レコードの入力に使用するフォームを編集する
C. プラットフォーム内に新しいテーブルを作成する
D. システム設定と権限を構成する
正解**: (**正解を表示します**)**
✓ Form Builder is used to design and modify forms that users interact with when entering and updating records.
Key Features of Form Builder:
Drag-and-drop interface to add, remove, or rearrange fields.
Supports sections, tabs, and related lists.
Enables quick modification of forms without writing scripts.
Option A (Generate analytical reports) is incorrect because reports are created using the Report Designer, not Form Builder.
Option C (Create new tables) is incorrect because tables are created via Table Builder or directly in the Table module.
Option D (Configure system settings and permissions) is incorrect because permissions are managed through roles, ACLs, and system properties.
Reference: ServiceNow Platform UI - Form Builder Guide

質問**: 130**
ほぼすべてのプラットフォーム機能、機能、データにアクセスできる最も一般的なロールは何ですか?
A. セキュリティ管理者 [security_admin]

B. システム管理者 [sys_admin]
C. 管理者 [sn_admin]
D. システム管理者 [admin]
E. 基本管理者 [base_admin] → 不正解です。これはServiceNowの標準ロールではありません。
正解**: (**正解を表示します**)**
The System Administrator (admin) role is the most powerful and common role in ServiceNow, providing access to nearly all platform features, functions, and data. Users with this role have full control over system configurations, user management, security settings, application access, and more.
Key Capabilities of the "admin" Role:
Full system access to all applications, modules, tables, and records.
Ability to configure and customize the platform.
Create, update, and delete records in any table.
Manage roles and users, including assigning roles to others.
Configure Access Control Rules (ACLs) to define security policies.
Why the other options are incorrect:
A . Security Admin [security_admin] → Incorrect. The security_admin role is primarily for managing security settings and access control rules. While powerful, it does not inherently provide access to all platform functions like the admin role does.
B . Sys Admin [sys_admin] → Incorrect. There is no such role as "sys_admin" in ServiceNow. The correct role is admin.
C . Admin [sn_admin] → Incorrect. sn_admin is not a standard ServiceNow role. The official role is simply admin.
Reference:
ServiceNow Developer Glossary
ServiceNow Role Documentation

質問**: 131**
[レポート]ページで、さまざまな対象者に表示されるレポートを確認できるセクションはどれですか。4つ選択してください。）
A. グループ
B. 部門
C. 私のレポート
D. チーム
E. ダッシュボード
F. グローバル
G. 管理者
H. 分析
I. すべて
J. 会社

正解: ([正解を表示します](#))
On the Reports page in ServiceNow, different sections allow users to see which reports are visible to various audiences.
Why These Options Are Correct?
✅ C. My reports
Displays reports created by the logged-in user.
These reports are private unless explicitly shared.
✅ E. Dashboards
Dashboards consolidate multiple reports and make them visible to specific audiences.
Users can share dashboards with groups or individuals.
✅ F. Global
Global reports are available to all users with reporting access.
These reports are not restricted to a specific user or group.
✅ I. All
The "All" section lists every report the user has access to, including:
Personal reports
Shared reports
Global reports
Reports from dashboards
Why the Other Options Are Incorrect?
❌ A. Group
There is no "Group" section in the Reports page.
However, reports can be shared with groups, but there is no direct "Group" view.
❌ B. Department
Departments do not determine report visibility in the Reports page.
Report access is controlled by roles, users, and groups, not departments.
❌ D. Team
Teams are not a standard report visibility category in ServiceNow.
Reports are shared at user, role, and global levels, not by "Team."
❌ G. Admin
There is no "Admin" section in the Reports page.
However, Admins can access all reports via the "All" section.
❌ H. Analytics
Analytics is a separate module in ServiceNow, primarily used for Performance Analytics (PA) and dashboards.
It is not a standard report visibility section.
❌ J. Company
There is no "Company" section in the Reports page.
Reports can be shared at a global level, but not specifically by "Company." Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Reports - Managing Visibility and Access
ServiceNow Reporting Guide - Sections of the Reports Page
ServiceNow Dashboards and Report Sharing Best Practices

質問: **132**
次の手順をいつ使用しますか?
1、ホームページ管理者 > ページ
2.ホームページレコードを右クリック
3.Unioadポータルページを選択
A. ホームページをポータルに公開するには
B. ホームページを廃止するには
C. ホームページを削除するには
D. o ホームページを更新セットに追加するには
正解: **(**正解を表示します**)**
In ServiceNow, homepages (classic dashboards) are part of the user experience, and administrators may need to move them between instances using update sets.
Explanation of the Given Steps:
Homepage Admin > Pages - This is where homepages are managed.
Right-click on a Homepage record - This brings up additional options.
Select "Unload Portal Page" - This action ensures that the homepage is captured in an update set, making it available for export to another instance.
Why This Process is Used for Update Sets:
Homepages do not automatically get added to an update set when modified.
The "Unload Portal Page" option forces the homepage to be included in the update set.
This is necessary when moving homepages from development to production environments.
Why Other Answers Are Incorrect:
A . To publish a Homepage to the Portal - This step does not publish a homepage; it just makes it available for update sets.
B . To retire a Homepage - Retiring a homepage involves disabling or removing it, not adding it to an update set.
C . To delete a Homepage - Deleting a homepage is done via the UI but does not require these specific steps.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Update Sets and Homepages
ServiceNow CSA Training Module: "Moving Configuration Changes Between Instances"

質問: **133**
レコードの32文字の一意の識別子が含まれるフィールドはどれですか。
A. sn_rec_id
B. rec_id
C. u_id

D. sys_id
E. sn_gu_id
F. sn_sys_id
G. id
正解**: (**正解を表示します**)**
In ServiceNow, every record in a table has a unique 32-character identifier called sys_id. This ID uniquely identifies a record and is stored in the sys_id field for every table.
Why is the Correct Answer "sys_id"?
sys_id is a globally unique identifier assigned to every record in ServiceNow.
It is a 32-character hexadecimal string, ensuring uniqueness across instances.
It remains constant for a record, even if other fields in the record are modified.
sys_id is used in API calls, reference fields, and update sets to track records across environments.
Why Not the Other Options?
A . sn_rec_id: ❌ No such field in ServiceNow.
B . rec_id: ❌ Not a valid field in ServiceNow.
C . u_id: ❌ Not a standard ServiceNow field. Custom fields may use "u_" prefix but u_id is not a system field.
E . sn_gu_id: ❌ No such field in ServiceNow.
F . sn_sys_id: ❌ No such standard field in ServiceNow.
G . id: ❌ Generic term, but not a standard field in ServiceNow.
Reference from the Certified System Administrator (CSA) Official Documentation:
ServiceNow Data Model and sys_id Explained: ServiceNow Docs
sys_id Best Practices for Data Management
The sys_id is crucial for tracking and managing records efficiently in ServiceNow and plays a key role in integrations, workflows, and automation.
Topic 1, Exam Pool B
Explanation:
In ServiceNow, Tables & Columns is the module that allows administrators to view and manage field settings for a table. This module provides a list of tables in the system along with details about their columns (fields), data types, and attributes.
Key Features of the "Tables & Columns" Module:
Displays all fields (columns) within a selected table.
Shows data types, attributes, and configurations of each field.
Allows admins to add, modify, or remove fields.
Provides details on relationships between tables (e.g., reference fields, one-to-many relationships).
How to Access Tables & Columns in ServiceNow:
Navigate to:
System Definition > Tables & Columns

Select a table to view its field settings.
Explanation of Incorrect Options:
B).Access Control - Incorrect
This module manages security rules (ACLs) for accessing records but does not display table field settings.
C).Columns and Fields - Incorrect
No such module exists in ServiceNow.

質問: **134**
次の文のうち、Service Catalogワークフローの目的を説明しているのはどれですか。
A. Service Catalogワークフローは3つの基本コンポーネントを生成します :アイテム変数タイプ、タスク、および承認
B. Service Catalogワークフローは通知を送信できませんが、ワークフローは複雑なフルフィルメントプロセスを推進します
C. Service Catalogワークフローは、複雑なフルフィルメントプロセスを推進し、定義されたユーザーまたはグループに通知を送信するために使用されます
D. Service Catalogワークフローは3つの基本コンポーネントを生成します :アイテム変数タイプ、タスク、および通知
正解: **(**正解を表示します**)**
A Service Catalog workflow in ServiceNow is a structured sequence of automated activities designed to manage and fulfill catalog requests. These workflows are essential in handling approvals, tasks, notifications, and process automation for requests submitted through the Service Catalog.
Key Functions of a Service Catalog Workflow:
Drives Complex Fulfillment Processes:
When a user submits a catalog request, the workflow determines how it should be processed.
It automates the required steps, such as approvals, task assignments, and record updates.
Different items in the catalog may require different workflows based on the request type.
Sends Notifications to Defined Users or Groups:
Service Catalog workflows include email and in-platform notifications to keep users informed.
Notifications can be triggered at different stages, such as request submission, approval, fulfillment, and closure.
Example: If an item requires managerial approval, the workflow sends an approval request notification to the designated approver.
Approval and Task Automation:
Workflows can create approval steps for request items before they proceed to fulfillment.
They can also generate tasks for fulfillment teams based on predefined conditions.
Integration with Flow Designer and Other Automation Tools:
In newer ServiceNow versions, Flow Designer is often used instead of traditional workflows, but the core purpose remains the same.

Workflows can integrate with SLA (Service Level Agreements), script actions, and record updates.
Why Option C is Correct?
✅ "Drives complex fulfillment processes" → Correct, as workflows automate and manage Service Catalog request fulfillment.
✅ "Sends notifications to defined users or groups" → Correct, since notifications are an integral part of ServiceNow workflows.
Why Other Options Are Incorrect?
❌ Option A: Incorrect - While workflows include tasks and approvals, they do not "generate item variable types." Variables are defined within catalog items, not workflows.
❌ Option B: Incorrect - Workflows can send notifications, making this statement false.
❌ Option D: Incorrect - Similar to Option A, workflows do not generate "item variable types." Instead, they focus on fulfillment processes and notifications.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation - Service Catalog Workflows
https://docs.servicenow.com
ServiceNow Learning - Service Catalog and Workflow Automation
ServiceNow Developer Portal - Flow Designer & Workflow Automation

質問: **135**
サービスを提供するために管理する必要のあるコンポーネントを何と呼びますか？
A. CSDMアイテム
B. CMDB
C. 構成項目
D. サービスの提供
E. アセット
正解**: (**[正解を表示します]**)**
A Configuration Item (CI) is any component that needs to be managed to deliver IT services. In ServiceNow, CIs are stored in the Configuration Management Database (CMDB) and can include servers, applications, databases, network devices, and more.
Why Are Configuration Items Important?
Tracking & Management: Helps organizations track IT assets and their relationships.
Service Impact Analysis: Identifies how an issue with one component can affect related services.
Change Management Support: Ensures changes to IT assets are controlled and well-documented.
Incident & Problem Resolution: Provides insights into troubleshooting and root cause analysis.
Examples of Configuration Items (CIs):
Hardware: Servers, network devices, storage systems.
Software: Applications, databases, operating systems.
Services: Business services, IT services.

Documentation: Policies, SLAs, knowledge articles.
Incorrect Answer Choices
❌ A. CSDM Items - The Common Service Data Model (CSDM) is a framework for structuring CMDB data, but individual components in the CMDB are called Configuration Items (CIs).
❌ B. CMDB - The CMDB (Configuration Management Database) is the database that stores Configuration Items, but it is not a CI itself.
❌ D. Service Offerings - A Service Offering represents a set of capabilities available to customers but is not the same as a CI.
❌ E. Asset - An IT Asset refers to a physical or virtual resource owned by the organization, but not all assets are CIs (e.g., a computer mouse may be an asset but not a CI).
Official CSA Documentation Reference:
ServiceNow CMDB Overview
Configuration Items (CIs)

質問: **136**
フォームで作業する場合、挿入操作と更新操作の違いは何ですか？
A. 挿入は新しいレコードを作成し、更新は変更を保存します。どちらもフォームに残ります
B. 挿入は新しいレコードを作成し、更新は変更を保存します。どちらもフォームを終了します
C. 挿入は変更を保存してフォームを終了し、更新は変更を保存してフォームに残ります
D. 挿入は変更を保存してフォームに残り、更新は変更を保存してフォームを終了します
正解**: C (**コメントを発表する**)**
In ServiceNow, when working with forms (such as Incident, Change, or Task forms), users can perform different actions to save records. The two key operations in this context are Insert and Update.
1. Insert Operation (✅ Correct Description in Option C)
Creates a new record in the database.
Saves the record and exits the form (returns to the list view or the previous screen).
The form is cleared after inserting the record.
It does not modify an existing record; instead, it generates a new record with a new unique sys_id.
Example:
A user creates a new Incident, fills in details, and clicks Insert.
The system saves the new Incident and exits to the list view.
2. Update Operation (✅ Correct Description in Option C)
Saves changes to an existing record.
Remains on the form after saving.
It does not create a new record; it modifies the existing record in place.
Example:
A user opens an existing Incident, changes the Priority, and clicks Update.
The system saves the changes but keeps the user on the form.

Why the Other Options Are Incorrect:
❌ A. Insert creates a new record and Update saves changes, both remain on the form (Incorrect) Insert does not remain on the form; it exits after creating a new record.
❌ B. Insert creates a new record and Update saves changes, both exit the form (Incorrect) Update does not exit the form; it remains on the form after saving.
❌ D. Insert saves changes and remains on the form, Update saves changes and exits the form (Incorrect) Insert exits after creating a new record.
Update remains on the form, not exits.
Additional Notes:
Insert and Stay: This is a variation of Insert, which creates a new record but keeps the form open for additional edits.
Submit vs. Insert:
Submit is typically used when submitting a form for workflow processing (e.g., Service Catalog Requests).
Insert explicitly saves a record as a new entry.
Example Scenario in Incident Management:
Action
Result
Click "Insert"
Creates a new Incident and exits the form.
Click "Update"
Saves changes to the existing record and stays on the form.
Reference:
ServiceNow Documentation: Forms and UI Actions
ServiceNow Learning: Working with Forms
ServiceNow Docs: Creating and Updating Records

質問: **137**
Task テーブルの子であり、基本システムに付属しているテーブルはどれですか?
3 つの答えを選択してください
A. 事件
B. 問題

C. 変更リクエスト
D. 構成
E. 辞書
F. cmdb
正解**: A,B,C (**[コメントを発表する](#)**)**
In ServiceNow, the Task (task) table is a parent table that provides a common structure for work-related records. Several core tables inherit from the Task table, meaning they reuse its fields, business rules, and workflows.
The following tables are children of the Task table in the base system:
Incident (incident) ✅
Used for managing break/fix issues reported by users.
Inherits fields like Assigned To, State, Priority from the Task table.
Problem (problem) ✅
Used for root cause analysis of recurring incidents.
Inherits Task table properties, making it easy to relate problems to incidents.
Change Request (change_request) ✅
Used to manage changes in IT infrastructure (e.g., software updates, hardware replacements).
Inherits fields like Assignment Group, Description, State from the Task table.
Why Are Other Options Incorrect?
D . Config ❌
No such table named "Config" exists as a child of the Task table. Configuration-related data is stored in CMDB tables.
E . Dictionary ❌
The Dictionary (sys_dictionary) table stores metadata about database fields, not task-related records.
F . cmdb ❌
The CMDB (cmdb) table is not a child of the Task table. It stores Configuration Items (CIs) like servers, routers, and software, which are separate from task-based workflows.
Reference:
ServiceNow CSA Documentation - Task Table and Child Tables
ServiceNow Product Documentation - Incident, Problem, and Change Management (https://docs.servicenow.com)
✅ Final Answer: A, B, C (Incident, Problem, Change Request)

質問**: 138**
クライアント側スクリプト API の一部として使用されるオブジェクトはどれですか?
2つの回答を選択してください
A. 現在と前
B. gs
C. ワークフロー.スクラッチパッド

D. gユーザー
E. gフォーム
正解: **(**正解を表示します**)**

質問: **139**
IT部門に新しい従業員が加わり、ネットワークグループとハードウェアグループに割り当てられた業務を行う必要があります。その従業員のアクセス権限をどのように設定しますか？
3つの回答を選択してください
A. ユーザーアカウントの作成
B. ネットワークグループにユーザーアカウントを追加する
C. ACLにユーザーアカウントを追加する
D. ハードウェアグループにユーザーアカウントを追加する
E. itil グループにユーザー アカウントを追加する
F. IT ナレッジベースにユーザー アカウントを追加する
正解: **(**正解を表示します**)**

質問: **140**
フローアクションを含むスコープ付きアプリケーションを作成する場合、アプリケーションは何と呼ばれますか?
A. アクション
B. フロー
C. スポーク
D. バンドル
正解: **C (**コメントを発表する**)**

質問: **141**
Flow Designer を使用してフローを構築する利点は何ですか? 3 つの答えを選択してください
A. サードパーティ システムとの簡単な統合をサポートします。
B. 複雑なスクリプト作成用の IDE を提供します。
C. フロー ロジックの自然言語の説明を提供します。
D. ノーコードアプリケーション開発をサポート
E. SLA レコードを自動的に入力します。
F. 複雑なコーディングのための組み込みライブラリ/API を提供します。
正解: **(**正解を表示します**)**
https://www.adzuna.in/details/3252834223
The folloing are the benefits of building flows using Flow Designer:
C . Provides natural-language descriptions of flow logic: This allows users without programming experience to understand and modify flows, making them more accessible to a wider range of users.

D . Supports No-Code application development: Flow Designer provides a visual interface and pre-built actions that allow users to automate processes without writing code. This can significantly reduce development time and effort.
A . Supports easy integration with 3rd party systems: Flow Designer integrates with a variety of 3rd party systems through the Integration Hub, making it easy to connect your ServiceNow instance to external applications.
Flow Designer offers a low-code/no-code approach to building automation, simplifies complex logic with natural language descriptions, and integrates seamlessly with external systems.
Reference:
ServiceNow Product Documentation: Exploring Flow Designer - https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html ServiceNow Community: Flow Designer vs Workflow - https://www.servicenow.com/community/developer-forum/what-are-the-advantages-and-disadvantages-between-flow-designer/m-p/1407094

質問: **142**
フィルタ条件を表示する文字列の名前は?
A. トピック
B. 選択肢
C. パンくず
D. メニュー
正解: **(**正解を表示します**)**
In ServiceNow, a Breadcrumb is the string of filter criteria displayed at the top of a list when filters are applied. Breadcrumbs help users navigate and refine filters without having to manually edit conditions.
How Breadcrumbs Work:
Navigate to a list view (e.g., Incidents, Requests).
Apply a filter (e.g., "Priority is High" AND "State is New").
A breadcrumb string appears, displaying the filter conditions.
Users can click on different parts of the breadcrumb to adjust or remove filter conditions dynamically.
Why Are Other Options Incorrect?
A . Topic ❌
Topics are used in Knowledge Management and Virtual Agent but do not represent filter criteria.
B . Choice ❌
A Choice refers to dropdown options in ServiceNow fields, not filters.
D . Menu ❌
Menus provide navigation options, but they do not display filters.
Reference:
ServiceNow CSA Documentation - Using Breadcrumbs for Filtering Lists

ServiceNow Product Documentation - Filtering and Navigating Lists
(https://docs.servicenow.com)
✅ Final Answer: C. Breadcrumb

質問: **143**
条件ビルダーの代わりに通常の単語を使用してリストデータをフィルタリングできるクエリの種類は何ですか？
A. 自然言語クエリ
B. Alexaクエリ
C. 機械学習クエリ
D. 予測インテリジェンスクエリ
E. クエリの自動提案
正解: **(**正解を表示します**)**
A Natural Language Query (NLQ) allows users to filter list data using plain English instead of using the traditional condition builder. NLQ interprets human-readable search terms and translates them into system queries, making it easier for non-technical users to retrieve information without having to understand the underlying database structure.
Key Features of NLQ in ServiceNow:
User-friendly: Users can type a question in normal language (e.g., "Show me all open incidents assigned to me").
Automatic Query Conversion: The system translates the NLQ into a structured query that ServiceNow understands.
Faster Search & Filtering: It helps in quickly filtering and finding records without manually setting conditions.
Works on Lists: NLQ is used primarily in list views where users need to filter or search records.
Example Usage:
If a user enters "Show me all open incidents for John Doe", the NLQ engine will convert it into a structured query like:
[State = Open] AND [Assigned To = John Doe]
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation → "Natural Language Query Overview"
ServiceNow List Filters and Condition Builder → "Using Natural Language Queries for Filtering"

質問: **144**
すべてのアプリケーションとモジュールのリストを展開および折りたたむために、どのアイコンをダブルクリックしますか？

A. スター
B. 時計
C. アプリケーション
D. じょうご
正解: (正解を表示します)
In ServiceNow, the Application Navigator allows users to browse and access Applications and Modules. To expand or collapse the Application Navigator, users interact with the Application Menu icon (☰) commonly known as the "Hamburger" menu.
How to Expand/Collapse Applications & Modules:
Locate the three-line "Hamburger" icon (☰) at the top-left of the Application Navigator.
Double-click or single-click to expand/collapse the list of applications and modules.
Explanation of Incorrect Options:
A . Star ✕ (Incorrect)
The Star icon (⭑) represents Favorites, allowing users to mark frequently used modules for quick access.
B . Clock ✕ (Incorrect)
The Clock icon (□□) is for Recently Viewed Items, showing the user's most recent navigations.
D . Funnel ✕ (Incorrect)
The Funnel icon () is a filter used to refine search results or application lists, not to expand/collapse the navigator.
Official Reference from Certified System Administrator (CSA) Documentation:
Navigating the Application Menu:
https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/navigation-and-ui/concept/c_NavigationAndTheUserInterface.html

質問: **145**
2つの部門 (HRオンボーディングと施設)があなたのところに来て、従業員がイベントルームのセットアップサービスを要求する方法を求めています。要件は、フォームと施設の割り当てグループへのタスクルーティングで同じです。
HRの場合、このアイテムは主にオンボーディングコーディネーター、従業員オリエンテーションセッションで使用されます。
施設については、室内設置サービスが必要な社内の方ならどなたでもご利用いただけます。

ただし、どちらの部門にも独自のサービスカタログがあります。これらの要件をサポートするために、あなたは何をしますか？
A. HRイベントルームのセットアップ用に1つ、施設イベントルームのセットアップ用に1つのカタログアイテムを作成します。次に、それぞれを適切なカタログに公開します。
B. イベントルームのセットアップ用に1つのカタログアイテムを作成します。次に、両方のカタログに公開します。
C. イベントルームのセットアップ用に1つのカタログアイテムを作成します。次に、HRとファシリティの両方がアクセスできる親カタログに公開します。
D. イベントルームのセットアップ用に1つのカタログアイテムを作成します。次に、ACLを使用してアクセスを制御します。
正解**: B (**コメントを発表する**)**
ServiceNow allows a single Catalog Item to be published to multiple service catalogs, avoiding duplication while ensuring accessibility for the right users.
Why is Option B Correct?
Instead of creating duplicate catalog items (which would require managing two separate items with the same functionality), we create one Catalog Item and publish it in both catalogs (HR and Facilities).
This approach ensures centralized management while maintaining accessibility for both departments.
It simplifies updates-any changes to the form or workflow will apply to both catalogs automatically.
Why Are the Other Options Incorrect?
❌ A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
Incorrect because it creates duplicate catalog items with the same functionality, increasing maintenance effort.
❌ C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
Incorrect because there is no "Parent Catalog" concept in ServiceNow.
ServiceNow allows publishing a single item to multiple catalogs, but there is no need for a parent catalog.
❌ D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.
Incorrect because ACLs restrict access at a field, table, or record level, but they do not control where a Catalog Item appears.
The correct approach is to publish the item to multiple catalogs rather than using ACLs.
Reference to Official Certified System Administrator (CSA) Documentation:
ServiceNow Service Catalog Management - Publishing Items to Multiple Catalogs ServiceNow ITSM - Best Practices for Catalog Item Reusability ServiceNow CSA Guide - Managing Service Catalogs and Items

質問**: 146**

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]
正解**:** **(**正解を表示します**)**
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

質問**: 147**
次のうち、Service Catalogに関連するService Catalogアイテムに当てはまるものはどれですか。
A. 裏で実行されます。
B. それらはビルディングブロックです。
C. オプションです。
D. オプションを提供します。
正解**: B (**コメントを発表する**)**
In ServiceNow, the Service Catalog is a centralized portal where users can request IT services, hardware, software, and other business-related items. Within the Service Catalog, the fundamental components are known as Service Catalog Items.
Understanding Service Catalog Items
Definition of Service Catalog Items:
A Service Catalog Item represents a specific service, product, or action that a user can request from the Service Catalog.
It is the core component that defines what users can request.

Examples include:
Requesting a new laptop
Submitting an access request
Ordering a software installation
Why They Are the "Building Blocks" of the Service Catalog:
All Service Catalog requests are based on catalog items-without them, the catalog has no offerings.
Each item has associated workflows, approvals, and fulfillment processes that define how the request is handled.
They form the foundation of the Service Catalog because every service request must be tied to an item.
Why Answer "B" is Correct:
✔☐"They are the building blocks."
Service Catalog Items serve as the fundamental components of the catalog.
They define what services and products are available for request.
Without catalog items, the Service Catalog would not function as intended.
Why the Other Answers Are Incorrect:
✕ A. "They run behind the scenes."
Incorrect because Service Catalog Items are visible to users in the Service Catalog portal.
While workflows and fulfillment processes may operate in the background, the items themselves are not hidden.
✕ C. "They are optional."
Incorrect because Service Catalog Items are mandatory for a functioning Service Catalog.
The catalog is useless without catalog items, making them essential, not optional.
✕ D. "They provide options."
Incorrect because while Service Catalog Items can have variables (such as dropdown selections or checkboxes), their primary role is not just to provide options but to define the services available.
Reference from the Certified System Administrator (CSA) Documentation:
ServiceNow CSA Study Guide - Service Catalog & Request Management
ServiceNow Docs: Service Catalog Overview (ServiceNow Documentation)
ServiceNow Tables & Data Model (sc_catalog, sc_cat_item, sc_request, sc_task)

質問: **148**
アプリケーションを共有する準備ができたら、ServiceNow では次のどの公開方法がサポートされますか?
3つの回答を選択してください
A. ServiceNow ストアに公開する
B. 更新セットに公開する
C. スプレッドシートに公開する

D. ローカルドライブに公開
E. ローカルUSBデバイスに公開する
F. アプリケーションリポジトリに公開する
正解**: (**正解を表示します**)**

質問**: 149**
一般的に使用されるフィールドをフォームに入力するには、どのツールを使用する必要がありますか？
A. テンプレート
B. 参照修飾子
C. フォーマッター
D. 割り当てルール
正解**: (**正解を表示します**)**
In ServiceNow, a Template is a tool used to pre-fill commonly used fields in a form, saving time and ensuring consistency in data entry.
What is a Template in ServiceNow?
A Template is a predefined set of field values that can be applied to a form to automatically populate fields.
Users can create and apply templates to speed up form completion and reduce errors.
Templates are especially useful for standardized requests, such as incident logging, change requests, or task assignments.
How to Use a Template?
Create a Template:
Navigate to System UI → Templates.
Define the fields and their default values.
Assign the template to a specific table (e.g., incident, change_request).
Apply a Template to a Form:
When filling out a form, users can select a template from the Template Bar.
The template automatically populates the pre-configured fields.
Example Use Case:
Scenario: A Service Desk agent frequently logs incidents for password resets.
Solution: A "Password Reset" template can be created with:
Short Description: "Password reset request"
Category: "Access"
Assignment Group: "IT Support"
When an agent applies this template, these fields are automatically populated, saving time.
Why Option A (Template) is Correct?
✅ Templates are the official ServiceNow tool for pre-filling commonly used fields in a form.
Why Other Options Are Incorrect?
❌ B. Reference Qualifier → Incorrect

Reference Qualifiers control which values appear in a reference field (e.g., filtering available users in the Assigned To field).
They do not populate fields automatically.
❌ C. Formatter → Incorrect
A Formatter is a UI component that displays additional information (e.g., an Activity Formatter shows an activity log).
It does not populate form fields.
❌ D. Assignment Rule → Incorrect
Assignment Rules automatically assign records to users or groups based on conditions.
They do not populate multiple fields in a form.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Creating and Using Templates
https://docs.servicenow.com
ServiceNow Learning - Templates and Data Population
ServiceNow Best Practices - Using Templates for Efficiency

質問**: 150**
インポートセットのフィールド名がターゲットテーブルのフィールドの名前と一致する場合、どのインポートユーティリティを使用しますか？
A. スキーママッピング
B. 自動マッピング
C. マッピングアシスト
D. マッピングダッシュボード
正解**: (**正解を表示します**)**
Reference:
Automatic Mapping in ServiceNow:
Definition: A feature that automatically links import set fields to target table fields when their names match exactly.
Key Benefit: Saves time by eliminating the need to manually map each field.
How to Use:
Navigate to System Import Sets > Load Data and upload the file.
Create a new Transform Map.
Click "Auto Map Matching Fields" - ServiceNow will automatically pair fields with the same names.
Validate and run the transformation process.
Incorrect Answer Choices
❌ A. Schema Mapping
No such import utility exists; ServiceNow does not use "Schema Mapping" for import sets.
❌ C. Mapping Assist

This is a manual mapping tool that helps users drag and drop field mappings. It is used when fields do not match automatically.
❌ D. Mapping Dashboard
This term is incorrect; there is no Mapping Dashboard in ServiceNow.
Official CSA Documentation Reference:
Import Set Field Mapping
Transform Maps and Automatic Mapping

質問: **151**
展示品を参照してください。

新しいインシデント記録を編集していて、保存」ボタンをフォームヘッダーに配置したいのですが、そのボタンを表示するにはどのような操作が必要ですか？
A. すべて > システムプロパティ > UIプロパティ > glide.ui.advanced*プロパティをオンにする
B. コンテキストメニュー > フォームデザイン > 保存」ボタンを追加
C. すべて > システムプロパティ > UIプロパティ > 保存」ボタンをオンにする
D. コンテキスト メニュー > フォーム レイアウト > [保存]* ボタンを追加します。
正解: **(**正解を表示します**)**
In ServiceNow, by default, the "Save" button is not displayed on the form header. Instead, users typically use the "Submit" or "Update" buttons.
To enable the "Save" button on the form header, you must enable the glide.ui.advanced system property.
Why is "Turning on glide.ui.advanced" the Correct Answer?
Enables the "Save" Button in the Form Header
The glide.ui.advanced property activates additional UI options, including the Save button on forms.
Once enabled, users will see the "Save" button alongside "Submit" and "Update" in the form header.
Allows Partial Record Saves Without Submitting
Unlike "Submit" (which creates a new record) or "Update" (which modifies an existing record), "Save" allows users to retain changes without submitting the form.
Useful for drafts or in-progress edits.
Controlled via System Properties

The "Save" button is not a field or UI action that can be manually added through Form Design or Layout.
It is enabled at the system level via System Properties > UI Properties.
How to Enable the Save Button in ServiceNow?
Navigate to All > System Properties > UI Properties
Find the glide.ui.advanced property
Set it to "true"
Save the changes
Refresh the Incident form → The "Save" button will now appear
Incorrect Answer Choices Analysis:
B). Context Menu > Form Design > Add the "Save" button
❌ Incorrect - The "Save" button is not a UI action that can be added via Form Design. It must be enabled through system properties.
C). All > System Properties > UI Properties > Turn on the "Save" button
❌ Incorrect - No such specific "Save" button setting exists in UI Properties. The correct setting is glide.ui.advanced.
D). Context Menu > Form Layout > Add the "Save" button
❌ Incorrect - Form Layout only controls fields, not form buttons. The "Save" button is controlled via UI Properties.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Enabling the Save Button
Configuring UI Properties
ServiceNow Docs - Using the glide.ui.advanced Property
Understanding glide.ui.advanced
Conclusion:
The correct answer is:
✅ A. All > System Properties > UI Properties > Turn on the glide.ui.advanced property This enables advanced UI options, including the "Save" button, allowing users to save records without submitting them.

質問: **152**
顧客に表示されるカタログアイテムフォームの構造を定義するのに役立つものは何ですか?

A. カタログ定義
B. 注文ガイド
C. 変数
D. カタログの説明
正解**: (**正解を表示します**)**
In the ServiceNow Service Catalog, the actual form structure-the input fields, checkboxes, and drop-downs that a user interacts with-is built using Variables.
While a standard ServiceNow form is defined by "Fields" on a table, a Catalog Item form is defined by a collection of Variables. These variables determine what data is collected from the user. To further define the "structure" or layout, these Variables can be grouped into Containers (which create sections, columns, or split layouts) and Variable Sets (groups of variables reused across multiple items).
Order Guides are used to group multiple distinct catalog items into a single request process, not to define the structure of a single item's form.
Catalog Description is merely the text field describing the item.

質問**: 153**
フォームやリストにボタン、リンク、コンテキストメニュー項目を追加するためにどの機能を使用しますか？
A. UIポリシー
B. UI設定
C. UIアクション
D. UI構成
正解**: (**正解を表示します**)**
In ServiceNow, UI Actions are used to add buttons, links, and context menu items on forms and lists to enhance user interaction.
Why is the Correct Answer "UI Actions"?
UI Actions provide interactive elements such as buttons, links, and context menu options on forms and lists.
UI Actions allow execution of server-side and client-side scripts, including GlideAjax and GlideRecord calls.
They can be configured to execute under specific conditions, such as user roles, field values, or record states.
Examples of UI Actions include:
Submit, Update, and Delete buttons on forms.
Custom action buttons such as "Escalate Incident" or "Resolve Task".
List context menu items such as "Approve" or "Reject" for workflow items.
Why Not the Other Options?
A . UI Policies: ❌ Used for dynamically showing, hiding, or making fields mandatory, but not for adding buttons or links.
B . UI Settings: ❌ No such module in ServiceNow.

D . UI Config: ❌ Not a valid option; UI Actions, not "UI Config," control buttons and menus.
Reference from the Certified System Administrator (CSA) Official Documentation:
UI Actions Overview: ServiceNow Docs
Configuring UI Actions for Forms and Lists
By using UI Actions, developers can enhance the user experience by providing interactive buttons and menu options in ServiceNow.

質問: **154**
アクセス制御はどのような順序で評価されますか?
A. フィールドレベル - 最も一般的なものから最も具体的なものへ: 次に行レベル - 最も具体的なものから最も一般的なものへ
B. テーブルレベル - 最も具体的なものから最も一般的なものへ; 次に行レベル - 最も具体的なものから最も一般的なものへ
C. テーブルレベル - 最も具体的なものから最も一般的なものへ; 次にフィールドレベル « 最も具体的なものから最も一般的なものへ
D. フィールドレベル - 最も具体的なものから最も一般的なものへ: 次にテーブルレベル - 最も具体的なものから最も一般的なものへ
正解: **(**正解を表示します**)**
Access Control Rules (ACLs) in ServiceNow determine who can access a record, table, or field. They are evaluated in a specific order to ensure security.
ACL Evaluation Order in ServiceNow:
Table-Level ACLs are evaluated first
ServiceNow first checks if the user has permission to access the table itself.
If the user does not have access at the table level, no further checks are performed.
Field-Level ACLs are evaluated next
Once table access is granted, ServiceNow checks if the user has permission to access individual fields.
More specific ACLs override broader ones (e.g., incident.short_description takes priority over incident.*).
Order of Specificity (Most Specific to Least Specific)
Field-Specific ACL (incident.short_description.read)
Wildcard Field ACL (incident.*.read)
Table-Level ACL (incident.read)
Wildcard Table ACL (*.read)
This ensures that specific rules take precedence over general rules for enhanced security.
Example of ACL Evaluation in Incident Table:
ACL Rule Type
Example ACL
Evaluation Order
Field-Specific
incident.short_description.read

First (Most Specific)
Wildcard Field
incident.*.read
Second
Table-Level
incident.read
Third
Wildcard Table
*.read
Last (Most General)
Incorrect Answer Choices Analysis:
A . Field-level - most general to most specific; then Row-level - most specific to most general
❌ Incorrect - Field-level ACLs are not evaluated first; table-level ACLs are checked before field-level.
B . Table-level - most specific to most general; then Row-level - most specific to most general
❌ Incorrect - "Row-level" is not a correct term in ServiceNow ACL processing.
D . Field-level - most specific to most general; then Table-level - most specific to most general
❌ Incorrect - Table-level ACLs are always evaluated before field-level ACLs.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Access Control Evaluation Order
How ACLs Are Processed
ServiceNow Docs - Managing ACLs in ServiceNow
Best Practices for ACLs
Conclusion:
The correct answer is:
✅ C. Table-level - most specific to most general; then Field-level - most specific to most general
This ensures that general table permissions are granted before checking field-level access, following a structured and secure approach to access control in ServiceNow.

質問**: 155**
アプリケーションがスケジュールされたスクリプト実行 (スケジュールされたジョブ) を使用する場合の例はどれですか?
A. アプリケーションは、割り当てられていないレコードを探すために、毎日データベースをクエリする必要があります。
B. レコードが送信される前にフォーム入力フィールドを検証します。
C. アプリケーションは、毎日同じ時間にクライアント側スクリプトを実行する必要があります。
D. ユーザーがログインしたときにカスタムのウェルカム メッセージを表示します。
正解**: (**正解を表示します**)**

質問**: 156**

クライアント スクリプトとビジネス ルールの違いを正しく説明している記述はどれですか。
A. クライアントスクリプトはサーバー上で実行され、ビジネスルールはクライアント上で実行されます。
B. クライアント スクリプトはレコードがロードされる前に実行され、ビジネス ルールはレコードがロードされた後に実行されます。
C. クライアントスクリプトはクライアント上で実行され、ビジネスルールはサーバー上で実行されます。
D. レコードがロードされる前にクライアント スクリプトが実行され、レコードが更新された後にビジネス ルールが実行されます。
正解**: (**正解を表示します**)**
The fundamental difference between a Client Script and a Business Rule in ServiceNow lies in where they execute and when. A Client Script runs on the client side - that is, in the user's browser - and is primarily used to control UI behavior, validate data before submission, and enhance user interaction with forms. Client Scripts can run at different stages (onLoad, onChange, onSubmit), but they always execute within the browser environment.
A Business Rule, on the other hand, runs on the server side and executes when records are inserted, updated, deleted, or queried in the database. Business Rules are used for enforcing data integrity, automating server-side logic, and integrating with other systems. They can be set to run before or after a database action (before insert, after update, etc.).
Therefore, the correct statement is that Client Scripts execute on the client and Business Rules execute on the server.
Reference:
ServiceNow System Administrator Study Guide, Client Scripts and Business Rules chapter
ServiceNow Docs: Client Scripts ServiceNow Docs: Business Rules

質問**: 157**
顧客は、インスタンスで偽装を実行しているユーザーを監視できることを要求しています。その要件を満たすためにあなたは何をしますか？
A. ロールLog Write [sn_log_write]を偽装者グループに追加します
B. なりすまし追跡用のユーザー更新セットを作成します
C. glide.sys.log_impersonationプロップをアクティブにします
D. [ユーザー]アイコンから、[役割の昇格]を選択します
E. 偽装者の役割レコードで、右クリックして[ログの作成]を選択します
正解**: (**正解を表示します**)**
To monitor which users are performing impersonations in a ServiceNow instance, administrators can activate the system property glide.sys.log_impersonation. When enabled, this property logs impersonation activities in the system logs, providing full traceability of who is impersonating whom.
Here's how it works:
By default, impersonation is not logged unless this system property is explicitly activated.

Once enabled, all impersonation activities are recorded in the syslog table (System Log > All), making it easy to track when and by whom impersonations were performed.
This helps in security audits and compliance tracking, ensuring that only authorized users impersonate others in the system.
Steps to Enable Logging of Impersonations:
Navigate to System Definition > System Properties.
In the filter navigator, search for glide.sys.log_impersonation.
Set the value to true.
Save the changes.
Alternative Verification Methods:
Check logs manually: Navigate to System Logs > All and filter logs by message containing "impersonation".
Audit the impersonation role assignments under System Security > Roles.
Reference:
ServiceNow KB Article: KB0717055 - How to Log Impersonations
ServiceNow Docs: Logging and Monitoring in ServiceNow

質問: **158**
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.showFieldMessage()
B. g_form.showFieldMsg()
C. g_form.addInfoMessage()
D. g_form.addInfoMsg()
正解**: C (**コメントを発表する**)**

質問**: 159**
レポート デザイナーには、レポートを構成するためのさまざまなセクションが含まれています。データに対して実行するグループ化と計算を指定するために使用されるセクションはどれですか?
A. スタイル
B. フォーマット
C. データ
D. 設定
E. グループ化
正解**: (**正解を表示します**)**
In Report Designer, the Data section is used to specify grouping and calculations to be performed on the report's dataset.
What Happens in the "Data" Section?
You select the table from which the report will pull data.
You define filters to limit the dataset.

You specify "Group By" fields to categorize data.
You apply aggregations (SUM, COUNT, AVG, etc.) to perform calculations on fields.
Why Other Answers Are Incorrect:
A . Style - Controls visual appearance (colors, fonts, chart type, etc.) but does not handle data grouping or calculations.
B . Format - Used for formatting elements but does not control grouping or data calculations.
D . Configure - There is no "Configure" section in Report Designer; settings are managed under other sections.
E . Group By - While "Group By" is used within the Data section, it is not a separate section itself.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Report Designer - Data Configuration
ServiceNow CSA Training Module: "Creating and Configuring Reports"

質問: **160**
ServiceNow インスタンスのどの部分にユーザーを偽装するオプションがありますか?
A. モジュール
B. コンテンツフレーム
C. アプリケーションナビゲーター
D. ユーザーメニュー
正解**: C (**コメントを発表する**)**
In ServiceNow, an Update Set is a mechanism used to package and transfer customizations from one instance to another. The Default Update Set is automatically created for every instance and captures all unassigned configuration changes. However, it is considered a best practice not to use the Default Update Set for moving customizations between instances.
Reasons Why You Should Not Use the Default Update Set for Moving Between Instances:
Lack of Organization & Traceability
The Default Update Set collects all modifications automatically, making it difficult to track specific changes related to a particular project or feature.
If multiple administrators or developers work in an instance, their changes will all be mixed together in the Default Update Set, leading to confusion and conflicts.
Risk of Losing Changes
Default Update Sets are not automatically complete. Since users can forget to mark their customizations explicitly for an update set, some changes might not get captured.
If a system admin forgets to move a customization into a named update set, those changes may not be included in the migration process.
Cannot Be Moved Between Instances
The Default Update Set cannot be retrieved or moved between instances because it is system-managed. This makes it impossible to use it for transferring customizations effectively.
Named Update Sets, on the other hand, allow developers to package only the required changes for controlled migration.
Best Practice: Use Named Update Sets

It is highly recommended to create a named Update Set (e.g., "Incident_Enhancements_Q1_2025") for each set of related changes.
This provides a structured way to track, test, and promote configurations from development → test → production environments in a controlled manner.
Incorrect Answer Choices Analysis:
A . Merge Default Update Sets before moving between instances
❌ Incorrect - The Default Update Set cannot be moved between instances, so merging it would not serve any purpose.
B . Submit Default Update Set to Application Repository
❌ Incorrect - The Application Repository is used for Scoped Applications, not for update sets.
The Default Update Set is system-managed and should not be used for structured deployments.
D . Keep Default Update Set to a maximum of 20 records, for troubleshooting purposes
❌ Incorrect - While keeping the Default Update Set small might be useful for tracking small changes, there is no such best practice limit of "20 records." It is still not recommended for migrations.
Official ServiceNow Documentation Reference:
ServiceNow Product Documentation - Update Sets Best Practices
Update Set Best Practices
ServiceNow Community Best Practices - Managing Update Sets
Managing Update Sets
Conclusion:
The correct answer is C. You should not use the Default Update Set for moving between instances. The best practice is to always create named Update Sets to ensure controlled, traceable, and reliable migrations of customizations between ServiceNow instances.

質問: **161**
インシデントとタスク テーブルの関係をどのように説明しますか?
A. インシデント テーブルにはタスク テーブルと多対多の関係があります。
B. インシデント テーブルはタスク テーブルと 1 対多の関係にあります。
C. インシデント テーブルはタスク テーブルから拡張されます。
D. インシデント テーブルは INC 番号を介してタスク テーブルに関連付けられています
E. インシデント テーブルはタスク テーブルのデータベース ビューです。
正解: **(**正解を表示します**)**
In ServiceNow, the task table is the parent table for many ITSM processes, including incidents, problems, changes, and requests.
Why is "Incident Table is Extended from Task Table" the Correct Answer?
task is a Parent Table
The task table is a base table that contains common fields shared by multiple process tables.
Fields like Short Description, Assignment Group, Assigned To, and State exist in task and are inherited by its child tables.

incident Table Extends task
The incident table inherits fields from the task table, adding incident-specific fields such as:
Impact
Urgency
Priority
This extension allows incidents to share common workflow actions with other task-based tables.
Hierarchy Example:
Table Name
Extends From
Purpose
task
(Base Table)
Parent table for task-related records.
incident
task
Stores incidents (support issues).
problem
task
Stores problems (root cause analysis).
change_request
task
Stores change requests.
Incorrect Answer Choices Analysis:
A . incident table has a many-to-many relationship with the task table.
❌ Incorrect - The incident table extends task (inheritance), but they do not have a many-to-many (M2M) relationship.
B . incident table has a one-to-many relationship with the task table.
❌ Incorrect - incident does not own multiple tasks; rather, it is a child of task.
D . incident table is related to the task table via the INC number.
❌ Incorrect - The "INC" number is just a record identifier, not the basis of the relationship between incident and task.
E . incident table is a database view of the task table.
❌ Incorrect - A database view (DB View) is a virtual table combining data from multiple tables, but incident is a physical table that extends task.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Understanding Table Extensions
How Tables Extend in ServiceNow
ServiceNow Docs - Task Table and its Extensions
ServiceNow Task Table Overview
Conclusion:
The correct answer is:

✅ C. incident table is extended from the task table.
The incident table inherits fields from the task table, making it a specialized version of a task in ServiceNow.

質問: **162**
サービスカタログにオプションを作成するように求められます。これにより、ユーザーは[ヘルプを表示]をクリックして、発生している問題を説明できます。これらのフォームはインシデントレコードを作成する必要があり、これは自動的にサービスデスクにルーティングされます。どの方法を使用しますか？
A. レコードプロデューサーを作成する
B. カタログアイテムの作成
C. 注文ガイドの作成
D. コンテンツアイテムを作成する
正解**: A (**コメントを発表する**)**
Understanding Service Catalog Components:
In ServiceNow, the Service Catalog provides a structured way for users to request services.
A Record Producer is a special type of catalog item that creates records in a specific table (e.g., creating an Incident record when submitting a "Get Help" form).
Why "Create Record Producer" is the Correct Answer:
A Record Producer allows users to submit requests using a form that creates records in a specified table (in this case, the Incident table).
The submitted form automatically routes the record to the Service Desk based on assignment rules.
It improves user experience by simplifying the incident creation process.
Why Other Answers Are Incorrect:
B . Create Catalog Item → Catalog Items are used for ordering products or services (e.g., laptop requests) but do not create Incident records.
C . Create Order Guide → Order Guides are used for grouping multiple Catalog Items into a single request, not for creating Incidents.
D . Create Content Item → Content Items provide links or information, but they do not create records in ServiceNow.
Best Practice Solution:
Navigate to Service Catalog → Record Producers and create a new Record Producer for the Incident table.
Set appropriate fields, workflow, and assignment rules to ensure proper routing to the Service Desk.
Reference:
ServiceNow Docs: Creating Record Producers
ServiceNow CSA Documentation on Service Catalog & Record Producers

質問: **163**
顧客は、サイトのネットワーク停止の影響を受けているユーザーに通知するための新しいテンプレートを作成したいと考えています。新しい通知を作成するためにどのモジュールを使用しますか？
A. システム通知>電子メール>通知
B. 管理>通知の概要
C. システムプロパティ>メール>設定
D. ユーザー設定>メール>通知
E. [ギア]> [通知]> [新規]をクリックします
正解: **(**正解を表示します**)**
To create a new email notification in ServiceNow for users affected by network outages, you must navigate to the Notifications module under System Notification.
Steps to Create a New Notification:
Navigate to:
System Notification > Email > Notifications
Click New to create a new notification.
Configure the notification with the following:
Name: "Network Outage Notification"
Table: Select the relevant table (e.g., Incident, Task)
When to Send: Define the trigger (e.g., when an Incident is created or updated with a Network Outage category).
Who Will Receive: Specify affected users.
Message Content: Create the email subject and body using dynamic fields (such as affected user's site).
Save and test the notification.
Why is the Correct Answer "System Notification > Email > Notifications"?
Notifications are managed in System Notification.
The Notifications module allows you to configure email triggers, recipients, conditions, and templates for system alerts.
Why Not the Other Options?
B . Administration > Notification Overview: ❌ No such module in ServiceNow.
C . System Properties > Email > Settings: ❌ This configures email server settings, not individual notifications.
D . User Preferences > Email > Notifications: ❌ User preferences only enable or disable personal notifications, not create new ones.
E . Click Gear > Notifications > New: ❌ The gear icon does not provide access to email notifications.
Reference from the Certified System Administrator (CSA) Official Documentation:
Creating and Managing Email Notifications in ServiceNow: ServiceNow Docs ServiceNow Notification Configuration Guide By using System Notification > Email > Notifications,

administrators can create a targeted email notification to alert users of network outages effectively.

質問: **164**
公開されたアプリケーションに含まれるスクリプト、レポート、その他のアプリケーション成果物を確認するには、次の手順を実行します。
A. アーティファクトレコードを個別に開き、アプリケーションフィールドの値を確認します。
B. インスタンスの更新セットのリストを開きます
C. 公開するアプリケーションのアプリケーションファイル関連リストを確認します。
D. グローバル検索フィールドにアプリケーションの名前を入力します。
正解: **C (**コメントを発表する**)**

質問: **165**
列のカテゴリに基づいてレコードをグループで表示したい場合は、リストで何をしますか？（2つ選択してください。）
A. リストのコンテキストメニューで、[グループ化]> [カテゴリ]を選択します
B. [フィルター]メニューで、[グループ化]> [カテゴリ]を選択します
C. [グループ化]アイコンをクリックし、[カテゴリ]を選択します
D. ナビゲーターフィルターで、tablename.group.categoryと入力し、Enterキーを押します
E. [カテゴリ]列のタイトルで、[コンテキスト]メニュー> [カテゴリ別にグループ化]をクリックします
正解: **A,E (**コメントを発表する**)**
In ServiceNow, lists allow users to view, filter, and group records dynamically. If you want to group records based on a particular column (e.g., Category), you can use the "Group By" functionality.
Correct Answers
A . On list Context Menu, select Group By > Category
The List Context Menu (right-clicking anywhere in the list header) provides an option to group records by a specific column.
Selecting "Group By > Category" organizes records into expandable sections based on the selected field.
This is one of the quickest ways to group records in a list.
E . On the Category column title, click Context menu > Group By Category Each column header in a list has its own Column Context Menu (accessible by clicking the three-line menu or right-clicking the column title).
Clicking "Group By Category" on the Category column will instantly rearrange the list based on the values in that column.
Incorrect Answer Choices
B . On the Filter Menu, select Group By > Category ❌

The Filter Menu is used for setting up filters and conditions, but it does not provide a "Group By" option.
It allows users to filter records but does not change the list structure.
C . Click Group On icon, select Category ❌
There is no "Group On" icon in ServiceNow lists.
Grouping is done through context menus, not a dedicated "Group On" button.
D . On Navigator Filter, type tablename.group.category and press enter ❌ The Application Navigator Filter is used for searching applications, modules, and tables-not for modifying list views.
Entering something like incident.group.category will not perform a grouping action on a list.
Reference:
Official ServiceNow Documentation: Grouped Lists
ServiceNow User Interface Guide: List Control Features

質問: **166**
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
正解: **B (**コメントを発表する**)**
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

質問: 167
ServiceNowは、特定のフォーム内に保存されているすべてのデータを説明するためにどの用語を使用していますか
A. フィールド
B. フォーム
C. レコード
D. リスト
正解: (正解を表示します**)**
In ServiceNow, a Record represents all the data saved within a particular form. Each record corresponds to a single entry in a table and contains multiple fields storing different pieces of information.

Key Concepts:
A Record is a single instance of data stored in a ServiceNow table.
When a user fills out and submits a form, a record is created or updated in the respective table.
Each record has a unique Sys ID (a 32-character identifier).
Example:
An Incident record contains fields such as Number, Caller, Short Description, and Priority.
A Change Request record contains fields like Change Number, Requested By, and Assignment Group.
Why Other Options Are Incorrect?
A . Fields ❌
Fields are individual data points within a record.
Example: The Caller and Priority fields in an Incident record.
B . Form ❌
A Form is a user interface to enter and display data, but it does not store data itself.
It is just a way to interact with records.
D . Lists ❌
A List displays multiple records from a table, but each row in a list represents a single record.
Lists are used for filtering, sorting, and searching records but do not represent a single data entry.
Reference from ServiceNow CSA Documentation:
ServiceNow Data Model - Records and Tables
Understanding Records and Forms
Forms vs. Records vs. Fields
ServiceNow Forms and Records
Final Verification: ✅ Answer is 100% correct and aligned with official ServiceNow Certified System Administrator (CSA) documentation.

質問**: 168**
ServiceNowは単一インスタンスの複数テナントアーキテクチャですか？
A. True
B. False
正解**: (**[正解を表示します](#)**)**
ServiceNow follows a single-instance, single-tenant architecture, not a multiple-tenant architecture. This means:
Single-Instance:
Each ServiceNow instance is a unique, independent environment for a customer.
All customers have their own dedicated instance with their own custom configurations, data, workflows, and applications.
ServiceNow instances are hosted in a multi-instance cloud model rather than a multi-tenant model.
Single-Tenant Model (Multi-Instance Architecture):

Unlike multi-tenant architectures (where multiple customers share the same application and database), ServiceNow provides each customer with a separate, isolated instance.
This ensures data security, performance isolation, and customization flexibility.
Each instance has its own data storage, configuration, and upgrade schedule, reducing risks associated with shared environments.
Why ServiceNow Uses Multi-Instance Instead of Multi-Tenant:
Security & Data Isolation: Since each customer has an independent instance, there is no risk of data leakage between tenants.
Customization & Flexibility: Customers can customize their instance freely without affecting others.
Performance & Scalability: Each instance can be scaled independently, ensuring optimal performance.
Why Option B (False) Is Correct?
ServiceNow does NOT use a multiple-tenant architecture. ❌
ServiceNow follows a single-instance, single-tenant (multi-instance) model. ✅ Each customer has a dedicated instance with isolated resources and configurations. ✅ Why Option A (True) Is Incorrect?
A multi-tenant architecture means multiple customers share the same application/database with logical separation, which is NOT the case in ServiceNow.
ServiceNow instead provides separate instances for each customer, meaning it is not a true multi-tenant system.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation - Multi-Instance Cloud Model
https://docs.servicenow.com
ServiceNow Community - Single-Tenant vs. Multi-Tenant Explained
ServiceNow Best Practices - Security & Instance Architecture

質問**: 169**
IT サービスを ServiceNow にマッピングするための青写真として使用できる ServiceNow リソースはどれですか?
A. Common Services Data Model (CSDM)
B. 構成管理データベース (CMDB)
C. IT サービス管理 (ITSM)
D. ServiceNow ウィキ
正解**: (**正解を表示します**)**
✔ Common Services Data Model (CSDM) is a ServiceNow best-practice framework that standardizes how IT services, applications, and infrastructure are structured in the CMDB. It provides a blueprint for aligning ServiceNow configurations with business and IT operations.
Why CSDM is Important:
Ensures consistency in IT service mapping and asset relationships.

Helps organizations align CMDB data with ITSM, ITOM, and other ServiceNow applications.
Provides data governance and best practices to maintain data integrity.
Option B (CMDB) is incorrect because the CMDB is the database that stores configuration items (CIs), but CSDM defines the model for structuring it.
Option C (ITSM) is incorrect because ITSM includes processes like Incident, Problem, and Change Management, but does not provide a data model blueprint.
Option D (ServiceNow Wiki) is incorrect because ServiceNow no longer uses a wiki for documentation (it has been replaced by the ServiceNow Docs Portal).
Reference: ServiceNow Common Services Data Model (CSDM) Guide

質問: **170**
ServiceNow で既存のテーブルを拡張すると何が起こりますか?
A. 新しいテーブルのレコードとフィールドへのアクセスを決定するときに、親テーブルのアクセス制御は無視されます。
B. 新しいテーブルは親テーブルに組み込まれた機能を継承します。
C. 新しいテーブルは親テーブルからどのフィールドも継承しません。
D. 必要なすべての動作をスクリプト化して構成する必要があります。
正解: **(**正解を表示します**)**

質問: **171**
「構成を許可する」アプリケーション アクセス オプションが選択されたテーブルの場合、次のどれが当てはまりますか?
A. スコープ外のアプリケーションは、スコープ内のアプリケーションに新しいテーブルを追加できます。
B. アプリケーションのユーザーロールを持つすべてのユーザーは、アプリケーションのスクリプトを変更できます。
C. スコープ外のアプリケーションは、テーブルのビジネスルールを作成できます。
D. スコープ内のアプリケーションスクリプトのみがテーブルのビジネスルールを作成できます。
正解: **(**正解を表示します**)**

質問: **172**
Studio と Git リポジトリの両方から利用できるソース管理操作はどれですか?
A. リモート変更を適用する
B. ローカルの変更をスタッシュする
C. ブランチを作成
D. リポジトリ設定の編集
正解: **(**正解を表示します**)**

質問: **173**

ServiceNow インスタンスのどの部分に、インシデント管理などのアプリケーションにアクセスするためのオプションがありますか?
A. セルフ サービス モジュール
B. アプリケーション ナビゲータ
C. サービスデスクのホームページ
D. お気に入り
正解: **(**正解を表示します**)**
The Application Navigator is the primary navigation panel in ServiceNow. It provides access to all applications and modules, including Incident Management, Change Management, Service Catalog, and more.
Where is the Application Navigator Located?
It is found on the left-hand side of the ServiceNow interface.
Users can search, expand, and collapse applications for easy navigation.
Common applications include Incident, Problem, Change, and CMDB.
Why Other Answers Are Incorrect:
A . Self-Service Module - This module is for end users to submit requests but does not provide access to all applications.
C . Service Desk Homepage - This is a dashboard, not a navigation tool.
D . Favorites - The Favorites section stores frequently accessed modules but does not list all applications.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Navigation - Application Navigator
ServiceNow CSA Training Module: "Navigating the ServiceNow Platform"

質問: **174**
テーブル ビルダーを使用してフォーム レイアウトを構成するには、どのロールが必要ですか?
(回答を 2 つ選択してください)
A. フォームをパーソナライズする
B. app_engine_admin
C. 管理者
D. 読み取り専用ユーザー
E. サポートスペシャリスト
正解: **(**正解を表示します**)**
In Table Builder, only users with appropriate permissions can modify form layouts.
✓ The admin role (Option C) has full access to configure forms, tables, and relationships.
✓ The personalize_form role (Option A) allows users to configure form layouts, but not table structures.
Option B (app_engine_admin) is incorrect because this role is used for managing custom applications, not form layouts.
Option D (read_only_user) is incorrect because it does not grant any configuration permissions.

Option E (support_specialist) is incorrect because it is typically for support personnel who handle incidents and cases, not form design.
Reference: ServiceNow Platform Administration - Roles & Permissions

質問: **175**
Service Catalog からタスクベースのレコードを作成できるのはどれですか?
A. レコード プロデューサー
B. UI ビルダー
C. 割り当てルール
D. フロー デザイナー
E. UI アクション=
正解: **(正解を表示します)**
In ServiceNow, a Record Producer is used to create a task-based record (such as an Incident, Change, or Request) from the Service Catalog.
Why Record Producers Are the Correct Choice?
Record Producers provide a customized form that allows users to submit data to create a record in a specific table (e.g., Incident, Change, Request, or a custom table).
They are different from catalog items, which typically create a Requested Item (sc_req_item) instead of directly creating a task record.
They allow simplified user input while automating record creation in a structured way.
Example Use Case:
A user submits a New Hire Request via the Service Catalog.
A Record Producer is triggered, creating a task-based record (such as a request or a custom HR case).
Why Other Answers Are Incorrect:
B . UI Builder - Used for designing UI pages, not for creating task-based records.
C . Assignment Rule - Determines who a task is assigned to, but does not create records.
D . Flow Designer - Automates workflows after a record is created, but does not create task records from the Service Catalog.
E . UI Actions - Custom buttons and links for UI interaction, but not used for record creation from the Service Catalog.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Record Producers
ServiceNow CSA Training Module: "Service Catalog and Record Producers"

質問: **176**
算術、合体、連結、および長さを実行するために、レポートでどのフィールドを構成できますか？
A. ソーシングフィールド
B. 関数フィールド
C. 計算フィールド
D. 計算フィールド

正解: **B** (コメントを発表する)
In ServiceNow Reporting, Function Fields are used to perform calculations, manipulate text, and transform data in a report. These fields allow users to apply arithmetic operations, coalescing, concatenation, and length calculations on existing data.
Key Functions of Function Fields:
Arithmetic Operations - Perform addition, subtraction, multiplication, and division on numeric fields.
Coalesce - Combine multiple fields into one (useful for handling NULL values).
Concatenation - Join multiple string fields together (e.g., combining first and last names).
Length Calculation - Measure the length of a text field (e.g., checking character count in a description field).
Why is "B. Function Fields" the Correct Answer?
Function fields are designed specifically for calculations and data transformations in reports.
They allow advanced data processing without requiring scripting.
Why the Other Options Are Incorrect?
A . Sourcing Fields → ❌ Incorrect
"Sourcing Fields" is not a valid term in ServiceNow reporting.
C . Computational Fields → ❌ Incorrect
While this term sounds relevant, ServiceNow does not use "Computational Fields" in reporting.
D . Calculation Fields → ❌ Incorrect
"Calculation Fields" is not an official ServiceNow reporting term.
Function fields handle calculations, not a separate category called "Calculation Fields." Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Function Fields in Reporting
https://docs.servicenow.com/en-US/bundle/utah-performance-analytics-and-reporting/page/use/reporting/concept/c_FunctionField.html This confirms that "Function Fields" is the correct answer for performing arithmetic, coalescing, concatenation, and length calculations in reporting.

質問: **177**
レコードに対して行われた最新の更新を確認するには、タスク レコードのどのセクションが使用されますか?
A. 関連リスト
B. アクティビティストリーム
C. 監査ログ
D. タイムライン
正解: **B** (コメントを発表する)
In ServiceNow, the Activity Stream section on a task record displays the most recent updates made to that record. It logs changes in fields, comments, work notes, and system updates in real time.

Why is "Activity Stream" the Correct Answer?
Displays a chronological history of changes
Shows who made the update, when it was made, and what changed.
Includes comments, work notes, system-generated updates, and field value changes.
Real-time updates for collaboration
If multiple users are working on the same record, they can see updates in real-time.
Useful for ITSM workflows (Incidents, Change Requests, Tasks).
Integrated with Comments and Work Notes
Users can add comments (visible to users) or work notes (internal notes) directly in the Activity Stream.
Example View of Activity Stream in a Task Record:
Timestamp
User
Action
10:15 AM
John Doe
Updated Priority from "Low" to "High"
10:20 AM
Jane Smith
Added a work note: "Waiting for user confirmation"
10:30 AM
System
State changed from "New" to "In Progress"
Incorrect Answer Choices Analysis:
A . Related List
❌ Incorrect - Related Lists show linked records (e.g., affected CIs, approvals, attachments) but not recent updates.
C . Audit Log
❌ Incorrect - The Audit Log (sys_history_line table) tracks database-level changes but is not displayed as an Activity Stream on a task record.
D . Timeline
❌ Incorrect - No standard "Timeline" section exists in ServiceNow task records.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Activity Streams
Understanding Activity Streams
ServiceNow Docs - Viewing Record History in Activity Stream
Using Activity Streams in Task Records

質問: **178**

新しいサービスカタログアイテムが開発されていますが、HR部門内のマネージャーにのみ表示される必要があります。この要件を満たすためにどのような方法を使用しますか？
A. カタログコンテンツブロックでDept_Mgrロールを指定します
B. 部門マネージャーグループをカタログアイテムのユーザー条件に追加します
C. 部門マネージャーグループをカタログアイテムのACLに追加します
D. HRサービスカタログでのみアイテムを公開します
E. HRサービスカタログでDept_MgrACLを使用します
正解: **(**正解を表示します**)**
In ServiceNow, User Criteria is the best method for controlling who can see or request catalog items. To ensure that only HR Department Managers can view the service catalog item, we need to apply User Criteria by adding the Department Manager group.
Steps to Restrict Catalog Item Visibility Using User Criteria:
Navigate to Service Catalog > Catalog Items.
Open the specific catalog item.
Scroll down to the Available For section.
Click Edit and select User Criteria.
Add the Department Manager group.
Save the changes.
Effect: Only users in the Department Manager group will be able to see and request this catalog item.
Incorrect Answer Choices
❌ A. Specify the Dept_Mgr role on the catalog content block
Roles control system permissions but are not used to filter visibility of catalog items.
❌ C. Add the Department Manager group to the catalog item's ACL
Access Control Lists (ACLs) restrict who can modify a catalog item but do not control visibility.
❌ D. Only publish the item in the HR service catalog
Publishing an item in a specific catalog does not restrict access to a specific user group.
❌ E. Use a Dept_Mgr ACL on the HR service catalog
ACLs are not the correct approach for managing catalog item visibility; User Criteria is the best practice.
Official CSA Documentation Reference:
ServiceNow User Criteria for Service Catalog
Restricting Access to Service Catalog Items

質問: **179**
アプリケーションへのアクセスを要求するクロススコープ アプリケーションを追跡するために使用されるレコードは何ですか?
A. 発信者追跡記録
B. クロススコープアクセスレコード
C. 制限された発信者アクセス記録

D. アクセス制御レベルレコード
正解: **(**正解を表示します**)**

質問: **180**
お気に入りのラベルを変更するためにどのアイコンを使用しますか？
A. 時計
B. ハンバーガー
C. 鉛筆
D. 3つのドット
E. 三角形。
F. スター
正解: **(**正解を表示します**)**
In ServiceNow, Favorites allow users to quickly access frequently used modules, records, lists, or reports. Favorites can be customized, including renaming them, changing their icons, or modifying their colors.
Changing the Label of a Favorite
To rename or edit a Favorite, you must use the Pencil icon (✏☐), which indicates edit mode.
Steps to Change the Label of a Favorite:
Navigate to the Application Navigator on the left-hand side.
Locate the Favorites section.
Hover over the favorite item you want to rename.
Click on the Pencil icon (✏☐) to open the edit menu.
Update the label (name) and other properties like color or icon.
Click Save to apply changes.
Explanation of Incorrect Options:
A . Clock ✕ (Incorrect)
The Clock icon typically represents recently accessed items, not Favorites.
B . Hamburger ✕ (Incorrect)
The Hamburger menu (☰) represents navigation menus but is not used to edit Favorites.
D . Three dots ✕ (Incorrect)
The Three dots (⋮) often indicate a menu with additional options but do not specifically edit Favorites.
E . Triangle ✕ (Incorrect)
No Triangle icon is used for renaming Favorites.
F . Star ✕ (Incorrect)
The Star icon (⭑) is used to add or remove Favorites, but not to rename them.
Official Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Favorites Overview:
https://docs.servicenow.com/en-US/bundle/utah-platform-user-interface/page/administer/navigation-and-ui/task/t_CreateFavorites.html

質問: **181**
プラットフォームに入力されたすべてのデータ (レコード フォーム (UI)、インポート セット、または Web サービス経由)にはどのようなポリシーが適用されますか?
A. データポリシー
B. データ整合性ポリシー
C. ポリシーの書き込み
D. データ送信ポリシー
正解: **A (**コメントを発表する**)**
Detailed
Data Policies in ServiceNow are designed to enforce data consistency across all entry points into the platform, including record forms (UI), Import Sets, and Web Services. Data Policies ensure that required fields, read-only fields, and other data integrity rules are maintained consistently. Unlike UI Policies, Data Policies apply universally to data imported or integrated, ensuring platform-wide data governance. (Reference: ServiceNow Documentation - Data Policies and Data Consistency)

質問: **182**
さまざまな部門が提供するサービスや製品を注文するためにServiceNowのどこに行きますか？
A. サービスカタログ
B. セルフサービス
C. サービス部門
D. カスタマーサービス
正解: **(**正解を表示します**)**
In ServiceNow, the Service Catalog is the primary module where users can order services and products offered by various departments. The Service Catalog provides a centralized portal for users to browse and request IT, HR, Facilities, Finance, and other departmental services in a structured and automated way.
What is the Service Catalog?
The Service Catalog is a self-service interface where users can request predefined services, products, and resources.
It acts as a digital storefront for an organization's internal and external services.

Each service request follows a workflow that may include approvals, task assignments, and fulfillment processes.
Key Features of the Service Catalog:
Service Offerings:
Users can request hardware (laptops, mobile devices, monitors), software, access permissions, or HR-related services (e.g., PTO requests, onboarding).
Structured Request Fulfillment:
Each request follows a workflow with assigned tasks to the appropriate fulfillment teams.
Example: A request for a new laptop is routed to IT Support for approval and processing.
Automation and Approvals:
Some catalog items require managerial or departmental approvals before fulfillment.
Example: Requesting access to restricted applications might need approval from an IT admin.
Integration with Incident, Change, and Asset Management:
The Service Catalog can trigger change requests, incidents, and asset updates as part of the fulfillment process.
Access Through the Self-Service Portal:
Users can access the Service Catalog via the Self-Service Portal for quick and easy navigation.
Why Option A (Service Catalog) is Correct?
✅ The Service Catalog is the correct place to order services and products offered by different departments in ServiceNow.
✅ It provides a structured and automated way to request, approve, and fulfill service requests.
Why Other Options Are Incorrect?
❌ B. Self-Service - The Self-Service Portal provides access to the Service Catalog but is not where services are ordered directly.
❌ C. Service Department - No such module exists in ServiceNow. Departments use the Service Catalog to provide services.
❌ D. Customer Service - The Customer Service Management (CSM) module is for external customers, not internal service requests.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Service Catalog Overview
https://docs.servicenow.com
ServiceNow Learning - Self-Service & Service Catalog Best Practices

質問**: 183**
ビジネス ルールでは、いつソルトするかによって、ルールが実行される時点が決まります。そのタイミングを指定するためのオプションは何ですか?
A. 挿入、更新、削除。クエリ
B. 4G} 前、後、非同期、表示
C. 更新前、同期、更新時
D. 前、同期、スケジュールされたジョブ、表示

正解: **(正解を表示します)**
In ServiceNow, Business Rules are server-side scripts that execute when a record is created, updated, deleted, or queried. The "When" setting in a Business Rule determines when the rule runs in relation to database operations.
The Four Timing Options for Business Rules:
Before
✅ Executes before a record is inserted, updated, or deleted.
Used for validations, data modifications, and setting field values before saving.
After
✅ Executes after a record has been committed to the database.
Used for triggering notifications, writing logs, or updating related records.
Async (Asynchronous)
✅ Executes after a short delay, allowing the main transaction to complete first.
Used for long-running processes like API calls, email sending, or external system updates.
Display
✅ Executes before the record is sent to the client (UI).
Used to populate g_scratchpad for client-side scripts.
Example Use Cases for Business Rule Timings:
Business Rule Timing
When It Runs
Use Case
Before
Before saving to the database
Validate data, auto-populate fields
After
After saving to the database
Send notifications, update related records
Async
Shortly after the transaction completes
Call an external API, send an email
Display
Before the form loads
Pass server data to client-side scripts (g_scratchpad)
Incorrect Answer Choices Analysis:
A . Insert, Update, Delete, Query
❌ Incorrect - These are database operations, not the execution timing options for Business Rules.
C . Prior to, Synchronous, on Update
❌ Incorrect - These terms do not match the standard ServiceNow Business Rule timing settings.
D . Before, Synchronous, Scheduled Job, View

✕ Incorrect - "Scheduled Job" is not a Business Rule timing option (it is part of Scheduled Script Executions).
Official ServiceNow Documentation Reference:
ServiceNow Docs - Business Rules Overview
Understanding Business Rules
ServiceNow Docs - Best Practices for Business Rules
Best Practices for Business Rules

質問**: 184**
フィルター要素はどの順序で指定する必要がありますか？
A. フィールド、演算子、値
B. フィールド、演算子、条件
C. 演算子、条件、次に値
D. 値、演算子、フィールド
正解**: (**正解を表示します**)**
When creating filters in ServiceNow, the elements should be specified in the following order:
Field - The database field (column) that is being filtered.
Operator - The comparison method, such as "is", "contains", "greater than", etc.
Value - The specific data that the filter should match.
Example of a Properly Structured Filter:
Imagine filtering a list of Incidents where the priority is high. The filter would be structured as:
Field: Priority
Operator: is
Value: High
Common Operators in ServiceNow Filters:
is - Matches an exact value
is not - Excludes a specific value
contains - Looks for a partial match
greater than - Finds records with a value greater than the specified one less than - Finds records with a value less than the specified one Explanation of Incorrect Answers:
B . Field, Operator, then Condition - Incorrect.
"Condition" is not an individual filter element in ServiceNow; the operator already defines the condition (e.g., "is", "contains").
C . Operator, Condition, then Value - Incorrect.
The field must come first to define what data is being filtered. The operator follows next.
D . Value, Operator, then Field - Incorrect.
This is completely reversed; you must specify what field you are filtering first before applying conditions.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation → Filters and Condition Builder

ServiceNow CSA Study Guide → Data Management and List Filters
ServiceNow List Views → Using Filters and Operators

質問: **185**
ServiceNowプラットフォームのコアテーブルの例は何ですか？
A. 設定、接続、チャット
B. チーム、パーティー、賞
C. ユーザー、タスク、インシデント
D. 仕事、発信者、タイムカード
正解: **(**正解を表示します**)**
In ServiceNow, Core Tables are foundational tables that are included by default in the platform.
These tables store essential records used across various applications and modules.
Key Core Tables in ServiceNow:
Task (task) - A core table that serves as the parent for several other tables, such as Incident, Change, and Problem.
User (sys_user) - Stores all user records in the instance.
Incident (incident) - A child table of task, used to track issues and requests reported by users.
Why Option C is Correct?
User (sys_user) - Essential for user management in ServiceNow.
Task (task) - A fundamental table that many other tables extend from.
Incident (incident) - A widely used table in IT Service Management (ITSM), which extends from task.
Incorrect Options Explained:
A . Configuration, Connect, Chat - Configuration is broad and does not refer to a single table, and Connect and Chat are part of ServiceNow's communication framework but are not core tables.
B . Team, Party, Awards - These tables do not exist in ServiceNow's core platform.
D . Work, Caller, Timecard - While Caller may refer to users, and Timecard is a table used in time-tracking applications, these are not considered core tables.
Reference:
Creating Tables in ServiceNow
ServiceNow Task Table Documentation
Understanding Core Tables in ServiceNow

質問: **186**
アプリケーション スコープに関して正しいのは次のうちどれですか。
A. すべてのアプリケーションは自動的にグローバルスコープの一部になります
B. サードパーティの ServiceNow アプリケーション開発者からダウンロードしたアプリケーションでは、名前の競合が発生しません。
C. 開発者はスコープ名前空間のプレフィックスを選択できます
D. どの開発者でもどのアプリケーションでも編集できる

正解: (正解を表示します)

質問: 187
ServiceNow プラットフォームは、さまざまなプラス アンド プレイ アプリケーションをサポートしています。含まれているワークフローから選択するか、独自のワークフローを構築できます。次のワークフローのうち、プラットフォームに含まれているものはどれですか?
A. 従業員のワークフロー
B. インフラストラクチャ ワークフロー
C. 連邦ワークフロー
D. 製造ワークフロー
E. お客様のワークフロー
F. IT ワークフロー
正解: (正解を表示します)
The ServiceNow platform provides pre-built workflows that help organizations automate processes across different domains. These workflows are designed to streamline operations, improve efficiency, and enhance user experience. The three primary types of workflows included in the platform are:
Employee Workflows - Designed to improve employee experiences, covering HR services, onboarding, workplace services, and more.
Customer Workflows - Focused on customer service management (CSM), case management, field service management, and proactive customer engagement.
IT Workflows - These workflows enable IT Service Management (ITSM), IT Operations Management (ITOM), and IT Business Management (ITBM) for efficient IT operations.
Why Are Other Options Incorrect?
B . Infrastructure Workflows ❌ - No specific "Infrastructure Workflows" exist as a built-in category in ServiceNow. Infrastructure processes are generally managed under IT Workflows (ITOM/ITSM).
C . Federal Workflows ❌ - Not an official workflow category. Federal agencies use ServiceNow's Government, Risk, and Compliance (GRC) solutions, but this is not classified as a workflow.
D . Manufacturing Workflows ❌ - ServiceNow does not have a dedicated "Manufacturing Workflows" category. However, manufacturers often use Customer and IT Workflows for managing operations.
Reference:
ServiceNow CSA Documentation - Workflows Overview
ServiceNow Official Website - Workflow Automation (https://www.servicenow.com)
✅ Final Answer: A, E, F (Employee Workflows, Customer Workflows, IT Workflows)

質問: 188
管理者がデータの視覚化を作成して配布できるアプリケーションはどれですか?
2つの回答を選択してください

A. パフォーマンス分析
B. レポート
C. データの視覚化
D. アナリティクスセンター
E. インジケーター
正解: **(**正解を表示します**)**

質問: **189**
システム管理者がよく使用する3つのセキュリティモジュールは何ですか？（3つ選択してください。）
A. システムプロパティ>セキュリティ
B. ユーティリティ>セキュリティの移行
C. システムセキュリティ>セキュリティ
D. セルフサービス>マイアクセス
E. システムセキュリティ>アクセス制御（ACL）
F. パスワード管理>セキュリティの質問
G. システムセキュリティ>高セキュリティ設定
正解: **(**正解を表示します**)**
ServiceNow provides multiple security-related modules that a System Administrator frequently uses to manage access, authentication, and overall system security.
Why These Options Are Correct?
✅ A. System Properties > Security
This module allows administrators to configure general security settings, including password policies, session timeout, and encryption settings.
It helps manage security parameters at a system-wide level.
✅ E. System Security > Access Control (ACL)
Access Control Lists (ACLs) define what data users can access, modify, and delete within the instance.
ACLs operate at the table, field, and record levels, ensuring proper role-based access control (RBAC).
This is one of the most commonly used security modules by admins.
✅ G. System Security > High Security Settings
High Security Settings (previously known as Security Hardening) enforce strict security controls, such as requiring multi-factor authentication (MFA) and enforcing strict password policies.
It is often used for compliance with security regulations like HIPAA, GDPR, and ISO 27001.
Why the Other Options Are Incorrect?
❌ B. Utilities > Migrate Security
This option does not exist in ServiceNow. There is no "Migrate Security" under Utilities.
❌ C. System Security > Security

There is no "System Security > Security" module in ServiceNow. The correct structure is System Security > Access Control or System Properties > Security.
❌ D. Self-Service > My Access
This is a self-service module for end users to request and review their access.
It is not a tool that System Administrators use to manage security settings.
❌ F. Password Management > Security Questions
This is used to configure security questions for password recovery but is not a core security module that admins frequently use.
Reference to Official Certified System Administrator (CSA) Documentation:
General Security Settings in ServiceNow
ServiceNow Access Control (ACL) Best Practices
ServiceNow System Security and Role Management

質問**: 190**
インポートのターゲット テーブルを選択する場合、どのテーブルを選択できますか?
3つの答えを選択してください
A. グローバル スコープ内のテーブル
B. 既存の適用範囲内の表
C. ServiceNow 外のテーブル
D. 他のアプリケーションへの書き込みアクセスを許可するテーブル
E. Dot Walk を使用した関連テーブル
正解**: (**正解を表示します**)**
When selecting a Target Table for an Import Set, you must choose a table that exists within the ServiceNow system and falls within your scope of permissions. The following types of tables are eligible as target tables:
Tables within the Global Scope (A - Correct Answer)
If the table exists within the global application scope, it is accessible from all applications.
Example: Task [task], User [sys_user], Configuration Item [cmdb_ci]
Tables within the Existing Application Scope (B - Correct Answer)
Tables belonging to the same application scope as the import set can be selected.
Example: If you are working in a scoped application like HR Service Delivery, you can import data into HR-related tables.
Related Tables Using Dot Walk (E - Correct Answer)
You can select related tables using dot-walking to reference data from linked tables.
Example: If importing into Incident [incident], you can reference data from Caller (sys_user) via dot-walking.
Why Other Options Are Incorrect?
C . Tables outside of ServiceNow
ServiceNow cannot directly import data into external databases or non-ServiceNow tables.
Instead, you can export data to an external system after processing.
D . Tables which allow write access to other applications

ServiceNow enforces scope protection, so you cannot write to tables in a different application scope unless explicitly allowed.
You need cross-scope privileges to modify tables in another application.
Official ServiceNow Documentation Reference:
Importing Data into ServiceNow
Understanding Application Scope

質問: **191**
リモートサービスまたはサーバーと呼ばれる別のコンピューターシステムにアクセスするアプリケーションまたはシステムとは何ですか？
A. サーバー
B. クライアント
C. スクリプト
D. ポリシー
正解: **(**正解を表示します**)**
In computing and networking, a client refers to an application or system that accesses a remote service or another computer system (known as a server). The client-server model is a fundamental concept in computing, where:
A client sends requests to a server.
The server processes the request and sends back a response.
This architecture is widely used in web applications, databases, and ServiceNow itself, where clients interact with the ServiceNow platform (server) via a web browser or API requests.
How This Relates to ServiceNow:
In ServiceNow, the client typically refers to a user's browser or an external system making requests via API calls.
The server is the ServiceNow instance, which processes requests and returns responses.
Client-side scripts (such as Client Scripts or UI Policies) run on the user's browser, while server-side scripts (such as Business Rules and Script Includes) execute on the ServiceNow server.
Why Other Options Are Incorrect:
A . Server → A server receives requests and processes them but is not the requesting entity.
C . Script → A script is a piece of code that executes certain actions but does not represent an entire system accessing a service.
D . Policies → Policies define rules or behaviors (e.g., UI Policies, Data Policies) but do not access a remote service.
Reference from CSA Documentation:
ServiceNow Documentation: Client and Server in ServiceNow
CSA Exam Guide: Covers Client and Server architecture in ServiceNow.

質問: **192**
スプレッドシート データを ServiceNow にインポートする場合、プロセスの最初のステップは何ですか?

A. インポートセットの作成
B. データスクラバーの実行
C. 合体設定
D. データ ソースの定義
E. インポートセットを選択
正解: **D (コメントを発表する)**
When importing spreadsheet data into ServiceNow, the first step is to Define a Data Source.
Why Defining a Data Source is the First Step?
A Data Source defines where the data is coming from (e.g., Excel, CSV, JDBC connection).
It establishes the format and structure of the incoming data before it can be processed by an Import Set.
Without defining the Data Source, the system does not know how to handle the incoming data.
Steps in the Data Import Process:
Define Data Source - Identify where the data is coming from.
Create Import Set - Temporarily store the imported data.
Set Coalesce - Define unique identifiers to prevent duplicate records.
Transform Data - Map fields to the target table.
Run the Import - Move data into the actual ServiceNow tables.
Why Other Answers Are Incorrect:
A . Create Import Set - Import Sets store the data, but they are created after defining the data source.
B . Run Data Scrubber - No such step exists in ServiceNow's import process.
C . Set Coalesce - Coalescing ensures no duplicate records, but it happens after data is loaded into the import set.
E . Select Import Set - The Import Set is selected after defining the data source and loading the data.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Data Import Process
ServiceNow CSA Training Module: "Importing Data into ServiceNow"

質問: **193**
顧客は、次のデータ品質対策の追加を要求しています。
1.インシデント番号は、すべてのユーザーに対して、すべてのリストとフォームで読み取り専用にする必要があります。
2. 簡単な説明フィールドは、挿入時に、すべてのアプリケーションにわたって、すべてのレコードで必須である必要があります。
この要件を満たすために、どのタイプのポリシーを使用しますか?
A. データ ポリシー
B. 辞書の設計方針
C. データ品質ポリシー

D. フィールド基準ポリシー
正解: **(**正解を表示します**)**
In ServiceNow, data policies enforce rules to ensure data consistency and integrity across the platform. They can be applied at both the server-side and client-side, even outside the standard UI (such as data imports and APIs).
How Data Policies Apply to This Scenario:
Incident numbers should be read-only on all lists and forms, for all users.
Data policies can enforce field read-only rules globally.
The Incident number (Number field) is typically auto-generated and should not be editable by users. A data policy can ensure it remains read-only across all interfaces.
Short Description field should be mandatory, on all records, across all applications, on insert.
Data policies can make a field mandatory across the system, not just on specific forms.
Unlike UI policies (which work only in forms), a data policy ensures this rule applies even during imports and API updates.
Why Other Answers Are Incorrect:
B . Dictionary Design Policy - No such policy exists in ServiceNow.
C . Data Quality Policy - This is not a defined policy type in ServiceNow.
D . Field Criteria Policy - Not a recognized policy type in ServiceNow.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Data Policies Overview
ServiceNow CSA Training Module: "Data Policies vs. UI Policies - When to Use Each"

質問: **194**
インポートにおけるフィールド間の関係を決定するものは何ですか？既存のServiceNowテーブル内のテーブルをフィールドに設定しますか？
A. ビジネスサービス管理マップ
B. 変換マップ
C. スキーママップ関係ビルダー
D. データソース
正解: **(**正解を表示します**)**

質問: **195**
高セキュリティ設定での作業が終了したら､通常の管理者セキュリティレベルに戻すために何をしますか？
A. 通常の役割を選択
B. ログアウトして再度ログインする
C. システム管理を使用>通常のセキュリティモジュール
D. グローバルアップデートセットを選択
E. なりすましを終了する
正解: **(**正解を表示します**)**

When using High Security Settings in ServiceNow, administrators often gain temporary elevated privileges. To revert to normal security levels, they must log out and back in to refresh their session.
Why is Option B Correct?
High Security Settings provide elevated security configurations and may override standard role-based access controls.
Logging out clears any temporary security settings and restores normal administrator privileges.
This is the recommended practice after making security changes.
Why Are the Other Options Incorrect?
❌ A. Select Normal role
Incorrect because there is no "Normal" role in ServiceNow.
❌ C. Use System Administration > Normal Security module
Incorrect because there is no "Normal Security" module in ServiceNow.
❌ D. Select Global Update Set
Incorrect because Update Sets control customizations and configurations, not security settings.
❌ E. End Impersonation
Incorrect because ending impersonation only switches back to the admin account if you were impersonating a user.
It does not reset security settings from High Security Mode.
Reference to Official Certified System Administrator (CSA) Documentation:
ServiceNow CSA Guide - High Security Settings
ServiceNow Best Practices - Managing Security Configurations

質問**: 196**
ServiceNowの役割とは何ですか？
A. A role is one record m the Role [sys_user_role] table
B. A role is one record in the Role Iuser_sys_role] table
C. A role is a persona used In Live Feed Chat
D. A role Is a set of modules for a particular application
正解**: (**正解を表示します**)**
In ServiceNow, a role is a record stored in the sys_user_role table that defines a set of permissions for users. Roles determine what users can see and do within the platform by granting access to applications, modules, and specific functionalities.
Key Features of Roles in ServiceNow:
Stored in the sys_user_role table.
Assign permissions to users and groups.
Define access to applications, modules, and records.
Can be inherited by users through group membership.
Used in Access Control Rules (ACLs) to restrict or allow access to records.
Common Roles in ServiceNow:
Role Name

Description
admin
Full system access, including configuration and security settings.
itil
Allows access to IT Service Management (ITSM) modules like Incident, Change, and Problem.
catalog_admin
Manages the Service Catalog.
knowledge_manager
Manages the Knowledge Base.
Why "A. A role is one record in the Role [sys_user_role] table" is the Correct Answer?
Roles are stored as records in the sys_user_role table.
Each role grants specific permissions to users.
Users can have multiple roles assigned to them.
Explanation of Incorrect Options:
B . A role is one record in the Role [user_sys_role] table - Incorrect
The correct table name is sys_user_role, not "user_sys_role".
C . A role is a persona used in Live Feed Chat - Incorrect
Live Feed is a collaboration tool, but roles are not personas for chat.
D . A role is a set of modules for a particular application - Incorrect Roles grant access to modules, but they are not the modules themselves.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: User Roles & Permissions
ServiceNow CSA Study Guide - Role-Based Access Control
ServiceNow Product Documentation: sys_user_role Table

質問: **197**
これらのアプリケーションのどれがすべてのユーザーが利用できますか？
A. 変更
B. インシデント
C. 施設
D. セルフサービス
正解: **(**正解を表示します**)**

In ServiceNow, access to applications is controlled by roles. Most applications, such as Incident, Change, and Facilities, require specific roles to access them. However, the Self-Service application is available to all users, including those with the base "ess" (Employee Self-Service) role, which is assigned to every user by default.
Why "D. Self-Service" is the correct answer?
The Self-Service application is designed for general users (end users, employees, customers) who do not have elevated permissions. It provides access to:
The Service Catalog (to request IT services, software, and hardware).
The Knowledge Base (to search for articles and solutions).
Viewing and tracking submitted requests and incidents.
Submitting new incidents or requests.
Since it is meant for all users, it does not require any additional roles beyond the default ones given to employees or customers.
Explanation of Incorrect Options:
A . Change - Incorrect. The Change Management application is typically restricted to ITIL users (users with the itil role) and change managers. End users do not have access to this module.
B . Incident - Incorrect. While end users can create and view their own incidents via Self-Service, the Incident Management module itself is restricted to IT support staff (users with the itil role or higher).
C . Facilities - Incorrect. The Facilities application, which includes asset tracking and work orders, is typically restricted to users managing physical assets or facility-related tasks. It is not available to all users by default.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation - Self-Service Application Overview
ServiceNow CSA Study Guide - User Roles and Permissions
ServiceNow Docs: Access Control and Application Scope

質問**: 198**
Web ブラウザーで実行される ServiceNow スクリプトの種類はどれですか?
A. サーバースクリプト
B. ローカル スクリプト
C. データベーススクリプト
D. クライアント スクリプト
正解**: (**正解を表示します**)**
In ServiceNow, Client Scripts are scripts that execute in the user's web browser rather than on the server. They are used to enhance user experience by dynamically controlling form behavior, validating user input, or performing real-time updates without requiring a server request.
Types of Scripts in ServiceNow:
Script Type
Runs On
Purpose

Client Script
Web browser (client-side)
Modify UI behavior, perform field validations, or respond to user interactions.
Server Script
ServiceNow backend (server-side)
Processes data, enforces business rules, and performs background operations.
Database Script
Database layer
Used for stored procedures or database triggers (not applicable in ServiceNow).
Local Script
Not an actual ServiceNow script type
No such category exists in ServiceNow.
Key Features of Client Scripts:
Runs in the web browser when a form is loaded, changed, or submitted.
Can manipulate field values, display messages, or enforce rules in real time.
Uses GlideForm (g_form) and GlideUser (g_user) APIs.
Reduces server load by executing logic without sending requests to the backend.
Why Other Options Are Incorrect?
A . Server script:
Runs on the server-side, not in the browser.
Examples: Business Rules, Script Includes, Scheduled Jobs.
B . Local script:
No such script type in ServiceNow.
C . Database script:
ServiceNow does not allow direct database scripting.
Official ServiceNow Documentation Reference:
Client Scripts Overview
Scripting Best Practices

質問**: 199**
顧客から、タスク リストのデフォルト レイアウトを変更するよう依頼されました。
* 番号
* タスクの種類
* 親
* 簡単な説明
* 割り当てグループ
* 割り当て
* 更新しました
この要件を満たすには、リストに移動した後、どこをクリックしますか?
A. 任意の列ヘッダーを右クリックし、コンテキスト メニュー > [構成] > [リスト レイアウト]
B. リスト歯車アイコンを右クリック > 構成 > 列

C. [リスト コンテキスト メニュー] > [パーソナライズ リスト] をクリックします。
D. [リスト コンテキスト メニュー] > [列の構成] をクリックします。
正解**: (**正解を表示します**)**
To change the default layout of a task list in ServiceNow, you should right-click on any column header and select Configure > List Layout.
Steps to Modify the Task List Layout:
Navigate to the Task list view (e.g., Incident, Change, or another task-based list).
Right-click on any column header (e.g., "Number" or "Short Description").
Select Configure > List Layout.
Add, remove, or reorder columns as required.
Click Save to apply changes.
Why Other Answers Are Incorrect:
B . Right-click List Gear icon > Configure > Columns
The Gear icon (⚙) allows personalizing columns for an individual user, but does not change the default list layout for all users.
C . Click List Context Menu > Personalize List
Personalization only affects the user's view, not the global list layout.
D . Click List Context Menu > Configure Columns
There is no "Configure Columns" option in the list context menu; the correct path is "Configure > List Layout".
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow List Layout Configuration
ServiceNow CSA Training Module: "Working with Lists and Configuring Layouts"

質問**: 200**
ServiceNow でビジネス ルールはいつ実行されますか?
A. レコードが削除されたときのみ
B. ユーザーがレポートをダウンロードするとき
C. レコードがデータベースに保存される前または後
D. ユーザーがプラットフォームにログインする前または後
正解**: C (**コメントを発表する**)**
A Business Rule is a server-side script designed to respond to database operations.
Triggers: The specific database operations that trigger a Business Rule are Insert, Update, Delete, and Query.
Timing: As established in Question 510, these rules can run Before the save completes or After the save completes (or Async).
Therefore, the most accurate description of the valid triggers provided in the options is "Before or after a record is saved to the database." Option B is incorrect because reporting does not trigger business rules (unless it's a "Query" rule, but "downloads a report" is not the definition). Option D refers to Authentication or Installation Exits, not standard Business Rules.

質問: **201**
管理者は、インシデントを提出するすべてのユーザーにリマインダーメッセージを表示したいと考えています。これはどの機能で実現できますか？
A. クライアントスクリプト
B. ビジネスルール
C. ポリシー
D. データポリシー
正解: **A (**コメントを発表する**)**
To display reminder messages or alerts to users as they interact with forms in ServiceNow, Client Scripts are used. Specifically, an onSubmit Client Script can be configured to display a message or perform validation just before the form is submitted by the user. This script runs on the client (browser) and can prevent submission or prompt the user with informational messages.
Business Rules execute on the server and cannot directly interact with the user interface in real-time. Policies and Data Policies enforce data consistency but do not provide user messages or reminders during form submission.
Therefore, the Client Script is the correct mechanism to display a reminder message dynamically as the incident is submitted.
Reference:
ServiceNow System Administrator Study Guide, Client Scripts section
ServiceNow Docs: Client Scripts - onSubmit
ServiceNow Docs: Data Policy Overview

質問: **202**
スコープ指定されたアプリケーションで新しいアプリケーション ファイルを作成する場合、次のどれでクロス スコープ アクセスがデフォルトでオンになりますか?
A. スクリプト.偽
B. テーブル
C. RESTメッセージ
D. ワークフロー
正解: **(**正解を表示します**)**

質問: **203**
アップデートセットを取得する手順は何ですか？
A. 更新セットが完了していることを確認し、取得、プレビュー、適用
B. 更新セットが完了していることを確認し、接続をテストし、適用します
C. 更新セットが完了していることを確認し、接続をテストし、コミットします
D. 更新セットが完了したことを確認し、取得、プレビュー、コミット
正解: **(**正解を表示します**)**
An Update Set in ServiceNow is a mechanism used to capture configuration changes (such as UI policies, business rules, client scripts, and more) from one instance and move them to another.

This ensures that customizations and modifications can be transferred across different ServiceNow instances efficiently.
The process of retrieving an Update Set from another instance follows these key steps:
Verify Update Set is Complete
Before moving an Update Set, it must be marked as Complete to ensure that all related changes are included.
Navigate to System Update Sets > Local Update Sets and confirm that the status is set to Complete.
If the status is In Progress, the Update Set cannot be retrieved.
Retrieve Update Set
In the target instance, navigate to System Update Sets > Retrieved Update Sets.
Click "Retrieve Update Set" and provide the remote instance's URL where the update set exists.
The system will fetch the Update Set from the source instance.
Preview Update Set
Before applying changes, ServiceNow provides a preview option to check for potential errors or collisions with existing customizations.
Click "Preview Update Set" to initiate validation.
The preview will highlight any skipped records, collisions, or missing dependencies.
Commit Update Set
If the preview is successful (i.e., no critical errors), click "Commit Update Set" to apply the changes to the instance.
Once committed, the changes in the Update Set will be merged into the system's configuration.
Why the Correct Answer is "D. Verify Update Set is Complete, Retrieve, Preview, Commit"
"Commit" is the correct final step - after previewing, the Update Set must be committed to take effect.
"Apply" is incorrect - ServiceNow does not use "Apply" in the Update Set process; instead, it uses "Commit."
"Test Connection" is not part of the Update Set retrieval process - it is relevant for MID Server connectivity but not for Update Sets.
Thus, the correct sequence is:
✓ Verify Update Set is Complete → Retrieve → Preview → Commit
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow CSA Official Documentation - Update Set Management
ServiceNow Docs - Update Sets (Search for "Update Set Lifecycle")
ServiceNow Community Best Practices on Update Sets
ServiceNow Community (Search for "Best Practices for Update Sets")
ServiceNow Learning Portal - Admin Fundamentals
Available via ServiceNow Now Learning Platform (Look under "Instance Configuration" and "Update Sets")

質問: 204

レポート デザイナーには、レポートを構成するためのさまざまなセクションが含まれています。色、ファイル、凡例のレイアウトなど、レポートの外観を調整するために使用されるセクションはどれですか?
A. フォーマット
B. レイアウト
C. スタイル
D. 設定
正解: **C** (コメントを発表する)
The Report Designer in ServiceNow is used to create, configure, and format reports. It contains multiple sections to control different aspects of the report.
Correct Answer
C . Style ✅
The Style section is responsible for adjusting the visual appearance of the report, including:
Colors
Font styles
Legend layout
Gridlines and chart elements
This section allows users to customize the report to enhance readability and visual impact.
Example Usage:
Changing a bar chart's colors to align with corporate branding.
Adjusting the legend placement for better visualization.
Incorrect Answer Choices
A . Format ❌
"Format" is not a specific section in the Report Designer.
Formatting options are controlled within the Style section.
B . Layout ❌
The Layout section controls how the report data is arranged, but not the appearance.
Example: Setting a two-column layout for a report.
D . Configure ❌
The Configure section is used for defining the data source, conditions, and filters for the report, not its appearance.
Reference:
ServiceNow Documentation: Report Designer Guide
ServiceNow Reporting Best Practices: Configuring Report Styles

質問: **205**
新しいデスクトップコンピュータを注文するためのカタログアイテムを作成しています。コンピュータには以下のオプションがあります。
色: 黒またはシルバー
RAM: 32 MB または 64 MB

キーボード: 標準またはエルゴノミクス
モニター: 24インチまたは32インチ
これらのオプションをカタログアイテムフォームに追加するにはどうすればよいですか?
A. UIオプションを追加する
B. 選択肢を追加する
C. フィールドを追加する
D. 変数を追加する
正解**: (**正解を表示します**)**
In the ServiceNow Service Catalog, the mechanism used to capture user input and options on a form is called a Variable.11
1. Service Catalog Variables:
When a user accesses a Catalog Item (like "New Desktop Computer"), they are presented with questions to specify what they need. These questions are not standard columns in a database table; they are Variables. Variables allow the Service Catalog to be dynamic and flexible without requiring schema changes (adding columns) to the underlying request tables for every new item.
2. Types of Variables:
To achieve the requirements listed in the question, a developer would use specific Variable types:
Select Box / Multiple Choice: Used for "Color" (Black/Silver) and
"Keyboard" (Standard/Ergonomic).
Reference:
3. Why the other options are incorrect:
A (UI options): This is not a standard ServiceNow term for Catalog configuration.
B (Choices): "Choices" typically refers to the options within a Choice List field on a standard table (like the State field on an Incident), not the input mechanism on a Catalog Item.
C (Fields): "Fields" are columns on a database table (like Incident or Problem). While Catalog Variables map to fields eventually, the elements added to the Catalog Item form itself are Variables.

質問**: 206**
ServiceNowプラットフォームのどのコアテーブルが、インシデント[インシデント]テーブルや問題[問題]テーブルなど、それを拡張する各テーブルで使用される一連の標準フィールドを提供しますか？
A. タスク[タスク]
B. 割り当て[割り当て]
C. サービス[サービス]
D. ワークフロー[ワークフロー]
正解**: (**正解を表示します**)**
In ServiceNow, the Task [task] table is a core table that provides a set of standard fields used by multiple tables that extend it, including:
Incident [incident]
Problem [problem]

Change Request [change_request]
Service Request [sc_request]
These tables inherit fields from the Task table, ensuring consistency in assignments, state management, and workflows.
Key Features of the Task Table:
Standard Fields:
Assigned To
Assignment Group
Priority
State
Created By / Updated By
Short Description / Description
Extensibility:
The Incident, Problem, and Change tables all extend the Task table, inheriting its fields.
Developers can add additional fields while keeping core task properties intact.
Why is "A. Task [task]" the Correct Answer?
The Task table is the primary table for work-related records in ServiceNow.
It standardizes fields across multiple ITSM modules.
Why the Other Options Are Incorrect?
B . Assignment [assignment] → ❌ Incorrect
There is no standard "Assignment" table in ServiceNow.
Assignments are managed through the Task table via the Assigned To and Assignment Group fields.
C . Service [service] → ❌ Incorrect
There is no generic "Service" table that acts as a core table for ITSM processes.
Service-related items are stored in different tables, such as cmdb_ci_service (for service records).
D . Workflow [workflow] → ❌ Incorrect
The Workflow table is used for managing automated workflows and does not store task-related records.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Task Table Overview
https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/incident-management/concept/task-table.html This confirms that the Task table is the core table that extends to Incident, Problem, and other related tables.

質問**: 207**
ServiceNowアプリケーションが必要とするデータが適切なCMDBテーブルに正しくマップされることを保証するフレームワークであるServiceNowリソースはどれですか？
A. 共通サービスデータモデル（CSDM）
B. サービスマッピングユーティリティ（SMU）
C. サービススキーママップ（SSM）

D. CMDBクラスマネージャー（CMDBCM）
E. CIクラスマネージャー（CICM）
正解: **(**正解を表示します**)**
The Common Service Data Model (CSDM) is a framework provided by ServiceNow that ensures your application's data correctly maps to the Configuration Management Database (CMDB) tables. It standardizes how configuration items (CIs), services, and relationships are structured within the CMDB.
Key Functions of CSDM:
Standardized Data Model: Ensures consistent and correct CMDB data structuring.
Alignment with CMDB Best Practices: Helps businesses align their IT assets, services, and business functions effectively.
Better Service Mapping: Provides structured relationships between business services and their technical components.
Compliance & Governance: Ensures data integrity by enforcing best practices for CMDB population.
Incorrect Answer Choices
✖ B. Service Mapping Utility (SMU) - Service Mapping is used for discovering and mapping dependencies but is not a data model framework.
✖ C. Service Schema Map (SSM) - No such official term exists in ServiceNow documentation.
✖ D. CMDB Class Manager (CMDBCM) - This is a tool used to manage CI classes but does not define a data model framework like CSDM.
✖ E. CI Class Manager (CICM) - Incorrect term; CMDB Class Manager is used for CI class hierarchy management, not for mapping applications to CMDB tables.
Official CSA Documentation Reference:
ServiceNow Documentation: Common Service Data Model (CSDM)
CSDM Overview
ServiceNow CMDB Best Practices
CMDB and CSDM Alignment

質問: **208**
何かが作成され、それに対して作業が実行され、最終的に閉じた状態に移行されるものを最もよく表す用語はどれですか?
A. イベント
B. レポート
C. タスク
D. フロー
正解: **(**正解を表示します**)**
In ServiceNow, a Task is a fundamental record type that represents work that needs to be completed. Tasks can be assigned to users or groups, tracked through various states, and eventually marked as closed when the work is completed.

Event (A) refers to a system-generated log of an occurrence (e.g., an email sent or a user action), but it is not a record that moves through states like a task.
Report (B) is used for analyzing and visualizing data but does not track work progress.
Flow (D) refers to Flow Designer flows, which automate processes but are not individual work items themselves.
Tasks are widely used across ServiceNow applications, such as Incident Management, Change Management, and Service Requests, to track and manage work.
Reference: ServiceNow Platform Fundamentals - Task Management Concepts

質問: **209**
ビジネス ルールでは、現在ログインしているユーザーの sysjd を返すのは次のどれですか。
A. gs.getllserSysID()
B. g_form.getUserID()
C. g_form.getUserSysID()
D. gs.getUserID()
正解: **D (**コメントを発表する**)**

質問: **210**
アクセス制御ルールは、インシデント テーブルなどの特定のテーブルに適用されます。インシデント テーブル全体 (すべての行とフィールド) に適用されるルールのオブジェクト名は何ですか?
A. incident .*
B. incident.all
C. incident .!
D. incident.None
正解: **A (**コメントを発表する**)**
In ServiceNow Access Control Lists (ACLs), rules can be applied at different levels:
Table-level - Applies to all fields and records in a table.
Field-level - Applies to specific fields within a table.
To create an ACL rule that applies to all rows and all fields of the Incident table, the correct object name is:
➡ incident.*
How Access Control Naming Works:
incident.* ✅ - Grants or restricts access to all fields and records in the Incident table.
incident.number - Restricts access to the "Number" field in the Incident table.
incident.short_description - Controls access to the "Short Description" field only.
Why Are Other Options Incorrect?
B . incident.all ❌
No such ACL naming convention exists in ServiceNow.
C . incident.! ❌
This is not a valid ACL syntax in ServiceNow.

D . incident.None ❌
This is not a recognized ACL format in ServiceNow.
Reference:
ServiceNow CSA Documentation - Access Control Rules (incident.* Format) ServiceNow Product Documentation - Configuring ACLs & Table-Level Security (https://docs.servicenow.com)
✅ Final Answer:
A . incident.*

質問: 211
ServiceNow インスタンスでデフォルトで使用できるテーブルはどれですか?
3 つの答えを選択してください
A. ユーザー
B. 事件
C. アイテム
D. 問題
E. プロジェクト
F. タスク
正解: (正解を表示します**)**
Every ServiceNow instance comes with a set of default tables that support core platform functionality.
The Three Default Tables in ServiceNow:
User (sys_user)
✅ Stores user records for authentication and authorization.
Contains user details such as username, email, roles, department.
Incident (incident)
✅ Stores incident records for ITSM (IT Service Management).
Part of the default ITSM application used for managing issues and requests.
Task (task)
✅ Base table for all task-related records in ServiceNow.
Many other tables (e.g., Incident, Change, Problem) extend from Task.
Stores common task fields like Assignment Group, State, and Short Description.
Incorrect Answer Choices Analysis:
C . Item
❌ Incorrect - No default table named "Item" exists in ServiceNow.
Possible confusion with sc_cat_item (Service Catalog Items), but this is part of the Service Catalog module, not a core default table.
D . Issue
❌ Incorrect - No "Issue" table exists by default in ServiceNow.
Possible confusion with Problem Management (problem table), which is separate from Incident Management.

E . Project
❌ Incorrect - Project Management (pm_project) is part of the Project Portfolio Management (PPM) plugin, which is not enabled by default.
Official ServiceNow Documentation Reference:
ServiceNow Docs - Default Tables Overview
ServiceNow Table Structure
ServiceNow Docs - Task Table and Extensions
Understanding Task-Based Tables

質問: **212**
開発インスタンス内にアプリケーションまたは機能を追加する場合、何をアクティブ化しますか？
A. アプリパッケージ
B. 更新されたパック
C. Patch
D. プラグイン
E. アプリ更新セット
正解: **(**正解を表示します**)**
In ServiceNow, Plugins are used to activate additional applications or functionalities within a development instance. A plugin is a package of features, configurations, and applications that extends the platform's capabilities.
Why is the Correct Answer "Plugin"?
Plugins introduce new capabilities - They allow you to enable or disable specific functionalities, such as ITSM, CMDB, HR Service Delivery, and Performance Analytics.
Plugins can be installed or activated from the System Definition > Plugins module.
Some plugins are available by default, while others require activation by an administrator or ServiceNow support.
Plugins can depend on other plugins, meaning some functionality requires multiple plugins to be activated.
Why Not the Other Options?
A . App Package: ❌ No such term in ServiceNow. Applications in ServiceNow are delivered via Plugins or App Engine Studio, not "App Package." B . Updated Pack: ❌ Not a ServiceNow term.

ServiceNow updates are delivered as patches or application updates, not an "Updated Pack." C . Patch: ❌ A patch is a minor update or bug fix released by ServiceNow but does not introduce new functionality.
E . App Updated Set: ❌ Update Sets track changes in a development instance but are used for migrating configurations between instances, not for activating functionality.
Reference from the Certified System Administrator (CSA) Official Documentation:
ServiceNow Plugins Documentation: ServiceNow Docs
Managing and Activating Plugins in ServiceNow (Admin Guide)

質問**: 213**
更新セットに関するServiceNowの推奨事項は次のどれですか。
A. インスタンス間でカスタマイズを移動するための更新セットとして、デフォルトの更新セットを使用しないでください
B. カスタマイズをインスタンス間で更新セットを使用してインスタンスに移動する前に、両方のインスタンスが異なるバージョンであることを確認してください
C. ベースライン更新セットを使用して、項目が最初に変更された後の内容を保存します
D. 更新セットが「完了」として閉じられたら、別のインスタンスに適用されるまで、「進行中」に戻します。
正解**: (**正解を表示します**)**
Update Sets in ServiceNow are used to capture customizations and configurations made in an instance, allowing these changes to be moved between instances (e.g., from development to test or production). ServiceNow provides best practices to ensure smooth migration and avoid issues with missing or conflicting updates.
Understanding Update Sets in ServiceNow:
What is an Update Set?
An Update Set is a collection of customizations (e.g., changes to forms, scripts, workflows, business rules) that can be moved from one instance to another.
It tracks changes in a controlled way, preventing accidental loss of configurations.
Why Avoid Using the Default Update Set?
The Default Update Set is automatically used when no other update set is selected.
It captures changes but should never be used for instance-to-instance migrations because:
It cannot be exported.
It contains system changes that are not logically grouped.
It can cause inconsistencies and missing dependencies when moving updates.
Instead, administrators should create a named Update Set for specific development work.
Why Answer "A" is Correct:
✔☐"Avoid using the Default Update Set as an Update Set for moving customizations from instance to instance." This follows ServiceNow's best practices for managing Update Sets.
Using the Default Update Set can lead to missing updates, conflicts, and untracked changes, making migrations unreliable.

Why the Other Answers Are Incorrect:
❌ B. "Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions." Incorrect because ServiceNow recommends that instances be on the same version before applying Update Sets.
If instances are on different versions, the Update Set may include incompatible changes, causing failures.
❌ C. "Use the Baseline Update Set to store the contents of items after they are changed the first time." Incorrect because there is no such thing as a "Baseline Update Set" in ServiceNow.
ServiceNow does not automatically create a backup of original configurations-administrators should manually create an Update Set before making changes.
❌ D. "Once an Update Set is closed as 'Complete,' change it back to 'In Progress' until it is applied to another instance." Incorrect because a completed Update Set should not be reopened.
Once marked Complete, an Update Set is ready for export and migration. Reopening it can cause data integrity issues and confusion in version control.
Reference from the Certified System Administrator (CSA) Documentation:
ServiceNow CSA Study Guide - Update Sets & Configuration Management
ServiceNow Docs: Best Practices for Update Sets (ServiceNow Documentation) ServiceNow Docs: Moving Customizations with Update Sets

質問: **214**
スケジュールされたスクリプト実行 (スケジュールされたジョブ) スクリプトで使用できるオブジェクトはどれですか?
A. GlideSystem と GlideRecord
B. GlideRecordと現在の
C. GlideUser と GlideRecord
D. GlideSystemと現在の
正解: **A (**コメントを発表する**)**

質問: **215**
ビジネス ルールをいつ実行するかを決定するために設定できるオプションは何ですか?
4つの回答を選択してください
A. ロード
B. 表示
C. 変更
D. 前
E. クリック
F. 非同期
G. 後
H. 送信
正解: **B,D,F,G (**コメントを発表する**)**

Business Rules are server-side scripts that run when a record is displayed, inserted, updated, or deleted. The "When" field on the Business Rule form determines exactly when the logic runs relative to the database operation. The four valid options are:
Display: Runs before the form is presented to the user (used to pass data from server to client via the Scratchpad).
Before: Runs after the user submits the form but before the data is written to the database. (Ideal for validation or updating the current record).
After: Runs immediately after the data is written to the database. (Ideal for updating related records).
Async: Runs after the data is written, but is processed by a background scheduler rather than immediately. (Ideal for external integrations or heavy calculations that shouldn't block the user's screen).
"Load," "Change," "Click," and "Submit" are typically associated with Client Scripts (onLoad, onChange, onSubmit) or UI Actions, not Business Rules.

質問**: 216**
個人ではなくグループに作業タスクを割り当てることの利点は何ですか？ 4つ選択してください。）
A. グループメンバーはマイグループワークからタスクを選択できます
B. グループは、オンコールスケジュールに基づいてユーザーにタスクを割り当てることができます
C. サイトサポートメンバーは、場所に基づいてタスクを選択できます
D. グループはスキルに基づいてユーザーにタスクを割り当てることができます
E. グループメンバーは、SLA違反に近づいているタスクを回避できます
F. グループは、可用性に基づいてユーザーにタスクを割り当てることができます
正解**: (**正解を表示します**)**
Assigning work tasks to a Group instead of an individual offers flexibility, better workload management, and ensures tasks are handled efficiently.
Benefits of Assigning Tasks to a Group:
Group members can choose their tasks from "My Groups Work" ✅
The "My Groups Work" module in ServiceNow allows group members to see all unassigned tasks for their group and take ownership of available tasks.
This is particularly useful when multiple team members share responsibility for completing tasks.
Groups can assign tasks to users based on on-call schedules ✅
ServiceNow's On-Call Scheduling feature allows automatic assignment of tasks to available members based on a predefined schedule.
This ensures that work is distributed fairly among team members who are on shift.
Site support members can pick tasks, based on Location ✅
Tasks can be assigned dynamically based on the location of the request.

This is particularly useful for IT support teams, field service teams, and facilities management teams, where physical presence is required to complete a task.
Groups can assign tasks to users based on skills ✅
Using Skill-Based Routing, ServiceNow can match tasks to users who have the right skills for the job.
For example, if a request requires expertise in "Windows Server Management," the system will assign it to a group member with that skill.
Incorrect Answers
E . Group members can avoid tasks that are nearing SLA breach ❌
This is incorrect because ServiceNow prioritizes SLA breaches and usually escalates such tasks rather than allowing users to avoid them.
F . Groups can assign tasks to users based on availability ❌
While On-Call Scheduling can assign tasks based on availability, ServiceNow does not automatically assign tasks dynamically based on real-time availability. Availability tracking is not a standard assignment mechanism in ServiceNow unless customized.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Product Documentation → "Assigning Tasks to Groups"
ServiceNow Product Documentation → "On-Call Scheduling"
ServiceNow Product Documentation → "Skill-Based Routing"

質問: **217**
管理者は、特権アクセスを持つすべてのユーザーを確認し、このレベルのアクセスが不要になったユーザーを特定したいと考えています。この要件を満たすのに役立つセキュリティセンターの機能はどれですか？
A. セキュリティ強化
B. セキュリティ態勢コンソール
C. セキュリティスキャナー
D. 顧客の行動
正解: **D (**コメントを発表する**)**
The Customer Actions feature in the Security Center allows administrators to take targeted actions such as reviewing privileged user access and managing accounts that might pose a risk. It is specifically designed to enable organizations to identify and remediate risks associated with user privileges, such as excessive access rights or orphaned privileged accounts. This feature aggregates risk data and prompts action items, allowing administrators to review, approve, or revoke privileged access based on current organizational policies.
While Security Hardening focuses on platform configurations and the Security Posture Console provides an overview of security metrics and trends, Customer Actions is the practical tool for directly managing and reviewing privileged access to ensure least privilege principles are enforced.
Reference:

ServiceNow Security Operations Product Documentation, Security Center > Customer Actions
ServiceNow System Administrator Study Guide, Security Operations Chapter

質問: **218**
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
正解: **(**正解を表示します**)**
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"

質問: **219**
中南米の新しいサービスデスク従業員から、インシデントリストの作成日時が間違っているという苦情がありました。この問題を解決するにはどうすればよいですか？
A. キャッシュをクリアしてもらいます。
B. 歯車アイコンを使用して従業員のタイムゾーンを設定してもらいます。
C. Explorer の代わりに Chrome を使用することをお勧めします。
D. システム プロパティを使用してインスタンスのタイム ゾーンを修正します。
E. コンピュータのタイムゾーンを修正してもらいます。□これは一部のアプリケーションでは役立つ場合がありますが、ServiceNow はタイムゾーンの計算にローカルコンピュータの設定ではなく、ユーザーのプロファイル設定を使用します。
正解: **(**正解を表示します**)**

Reference from the Certified System Administrator (CSA) Official Documentation:
How to Set User Preferences in ServiceNow: ServiceNow Docs
Time Zone Management in ServiceNow: Knowledge Base
By setting their personal time zone in their user settings, the Service Desk employee will see correct timestamps without affecting other users.
Reference:
Why is the Correct Answer "Have them use the gear icon to set the employee's time zone"?
ServiceNow allows each user to set their personal time zone:
Users can update their time zone through the Settings (gear icon) > Preferences > Time zone option in the top-right corner of their instance.
Time zones in ServiceNow affect date/time fields:
If the user's personal time zone is incorrect, all timestamps (e.g., created, updated, resolved times) may appear incorrect.
Instance-level vs. User-level time zones:
The ServiceNow instance has a default time zone (set in System Properties).
However, individual users can override this setting using their profile preferences.
Why Not the Other Options?
A . Have them clear their cache: ❌ Clearing cache refreshes stored data but does not affect time zone settings.
C . Recommend they use Chrome instead of Explorer: ❌ Browser choice does not impact time zone settings in ServiceNow.
D . Use the system properties to correct the instance's time zone: ❌ This would change the entire instance's time zone for all users, which is not necessary in this case.

質問**: 220**
ナレッジ ベース レコードでは、管理者は記事を読むことができるユーザーの基準をどこで確認できますか?
A. 「アクセス可能」タブから
B. [利用可能]タブから
C. 「読み取り可能」タブから
D. アクセス可能タブから
正解**: (**正解を表示します**)**
Access to Knowledge Bases (KB) is controlled via User Criteria. On the Knowledge Base definition record, these criteria are attached via Related Lists (often appearing as tabs at the bottom of the form).
Can Read: This Related List defines which users, groups, roles, or companies are allowed to view articles within this specific Knowledge Base.
Can Contribute: This Related List defines who can create or modify articles.
"Available to" is terminology used in the Service Catalog, not Knowledge Management. "Can Access" and "Accessible to" are not standard Related List names for KB security.

質問: **221**
IT ユーザーは、質問レコードに基づいて作業を完了する必要があるため、サービス デスクに電話します。ServiceNow インスタンスにログインすると、ホームページ上のセルフ サービスがすべて表示されます。これを説明できる問題は何でしょうか?
2 つの答えを選択してください
A. ユーザー アカウントが LDAP 認証に失敗しました
B. 彼のユーザー アカウントは、ITIL ロールを含むどのグループにも属していません。
C. 彼のユーザー アカウントはマネージャーによって承認されませんでした
D. 彼のユーザー アカウントには ITIL ロールがありません
E. ユーザーアカウントが正しくログインしていません
正解: **(**正解を表示します**)**
In ServiceNow, a user only sees modules and records they have permission for, based on roles and group memberships. If an IT user can only see Self-Service, it's likely because they lack the required roles for IT tasks.
Correct Answers
B . His user account does not belong to any groups that contain the ITIL role ✅ The ITIL role is assigned via user groups (e.g., "Service Desk," "IT Support").
If the user is not in an ITIL role group, they will not see IT-related modules.
D . His user account does not have the ITIL role ✅
The ITIL role (itil) is required to access Incidents, Changes, Tasks, and Service Catalog Management.
Without it, the user only sees Self-Service options (e.g., requesting services, reporting issues).
Incorrect Answer Choices
A . His user account failed LDAP authentication ❌
If LDAP authentication failed, the user would not be able to log in at all.
The issue here is role-based access, not authentication.
C . His user account was not approved by his manager ❌
User approval may be required for account creation, but it does not affect role permissions.
E . His user account is not logged in properly ❌
If the user was not logged in properly, they would not see any homepage at all.
The issue here is limited access due to missing roles.
Reference:
ServiceNow Documentation: User Roles and Permissions
ServiceNow Best Practices: Managing ITIL Roles and Groups

質問: **222**
ユーザーがインシデント フォームを使用していて、[優先度] フィールドの値を変更するとアラートが表示される場合、プラットフォームではどのタイプのスクリプトが実行されますか?
A. サーバースクリプト

B. クライアントスクリプト
C. 修正スクリプト
D. ビジネスルール
正解: **(**正解を表示します**)**
Client Scripts in ServiceNow are scripts that run on the client-side (browser) and execute in real-time based on user interactions with a form.
Correct Answer
B . A client script ✅
Runs in the user's browser when they interact with the form.
Can trigger alerts, field changes, or validations instantly.
Example:
If a user changes the Priority field on an Incident form, a Client Script can:
Display an alert
Change other field values (e.g., auto-set Impact and Urgency)
Validate input before submission
Incorrect Answer Choices
A . A server script ❌
Server-side scripts execute on the server, not in the browser.
These include Business Rules, Script Includes, and Scheduled Jobs.
They run after form submission, not during real-time user interactions.
C . A fix script ❌
Fix scripts are one-time scripts used for data corrections or instance updates.
They do not execute based on form interactions.
D . A business rule ❌
Business Rules run on the server and typically trigger on record insert, update, or delete.
They do not provide real-time alerts in the user's browser.
Reference:
ServiceNow Documentation: Client Scripts Overview
ServiceNow Developer Guide: Creating Client Scripts

質問: **223**
役割はどのテーブルに記録されていますか？
A. 役割[sys_user]
B. 役割[sys_user_profile]
C. 役割[sys_user_record]
D. ロール[sys_user_role]
正解: **D (**コメントを発表する**)**
In ServiceNow, roles define the level of access a user has within an instance. Roles are stored in the sys_user_role table.
Key Details About Roles and sys_user_role Table:

Definition of a Role:
A role is a collection of permissions that grant access to different parts of the system.
Example: The admin role grants full access, while the itil role allows incident management access.
sys_user_role Table:
This table stores role records and their associated metadata.
Every role has a unique sys_id, a name, and may be associated with parent roles (role inheritance).
Users are linked to roles through the sys_user_has_role table.
How Roles Work in ServiceNow:
A user assigned a role gains all the permissions associated with that role.
Roles can be hierarchical (one role can inherit permissions from another).
Example: The itil_admin role includes all the permissions of the itil role, plus additional privileges.
Why Option D (sys_user_role) Is Correct?
✅ sys_user_role → The correct table where roles are recorded in ServiceNow.
Why Other Options Are Incorrect?
❌ A. sys_user → Incorrect; this table stores user records, not roles.
❌ B. sys_user_profile → Incorrect; this table does not exist in ServiceNow.
❌ C. sys_user_record → Incorrect; this is not a valid table in ServiceNow.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Roles and Role Management
https://docs.servicenow.com
ServiceNow Table Schema - sys_user_role
ServiceNow Developer Portal - Role Hierarchy & Best Practices

質問: **224**
ServiceNowにデータをロードするために使用される主要なアプリケーションは何ですか？
A. サービスレベル管理
B. 構成
C. システムインポートセット
D. システムアップデートセット
正解**: C (**コメントを発表する**)**
In ServiceNow, System Import Sets is the primary application used to import and transform data from external sources into the platform. It provides a structured way to load data into tables while allowing data transformation and mapping before final insertion.
Key Features of System Import Sets:
Data Loading from External Sources:
Supports imports from CSV, Excel, XML, JSON, and JDBC databases.
Allows data from external systems to be brought into ServiceNow.
Staging Area for Data Processing:

Imported data first enters a temporary staging table (Import Set Table).
Data can then be transformed before being committed to the target table.
Data Mapping and Transformation:
Uses Transform Maps to map fields from the Import Set Table to the Target Table.
Supports automatic field mapping and scripted transformations.
Data Cleansing and Validation:
Duplicate records can be detected and removed.
Invalid or missing data can be corrected before insertion.
Steps to Load Data Using Import Sets:
Navigate to System Import Sets (All → System Import Sets → Load Data).
Upload the data file (CSV, XML, JSON, etc.).
Create a Transform Map to define how data is mapped to the target table.
Run the transformation to move data from the Import Set Table to the final table.
Verify the data in the target table.
Example Use Case:
A company imports employee records from an external HR system (CSV file).
The System Import Sets module loads this data into a staging table.
A Transform Map moves the data into the User [sys_user] table.
Why Option C (System Import Sets) is Correct?
✅ System Import Sets is the primary tool for loading data into ServiceNow from external sources.
Why Other Options Are Incorrect?
❌ A. Service Level Management → Incorrect
Service Level Management (SLM) is used to track Service Level Agreements (SLAs), not to import data.
❌ B. Configuration → Incorrect
Configuration Management (CMDB) helps track configuration items (CIs) but does not handle data imports.
❌ D. System Update Sets → Incorrect
Update Sets are used to move configurations and customizations between instances, not to import data.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - Importing Data with System Import Sets
https://docs.servicenow.com
ServiceNow Learning - Data Import & Transformation Best Practices
ServiceNow Developer Portal - Using Import Sets Efficiently

質問: 225
レコード プロデューサー フォーム フィールドの値にアクセスするために、レコード プロデューサー スクリプトで使用される構文は何ですか。
A. プロデューサー.変数名

B. プロデューサー.フィールド名
C. 現在のフィールド名
D. 現在の変数名
正解: (正解を表示します)

質問: **226**
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
正解: **B,C,D** (コメントを発表する)
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

質問: **227**
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、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。
B. 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。
C. 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。
D. 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。
正解: **(**正解を表示します**)**

質問: **228**

インポートセットテーブルとターゲットテーブルのフィールド間の関係を定義するために使用されるツールはどれですか？
A. 変換スキーマ
B. スキーママップ
C. 辞書マップ
D. マップの変換
E. フィールドトランス
F. インポートデザイナー
正解**: (**正解を表示します**)**
A Transform Map in ServiceNow is a tool used to define relationships between fields in an import set table and fields in a target table. It helps map incoming data to the appropriate fields within the ServiceNow database when importing data from external sources.
How Transform Maps Work:
Data is loaded into an Import Set Table.
A Transform Map is created to define how fields from the import set correspond to fields in the target table.
The Transformation Process is executed, applying the mapping rules.
The data is stored in the Target Table with any specified transformations applied.
Key Features of Transform Maps:
Supports field mapping, scripted transformations, and coalesce fields (for avoiding duplicate records).
Allows for data cleansing and standardization during the transformation process.
Can be reused for multiple data imports.
Why Other Options Are Incorrect:
A . Transform Schema → No such concept exists in ServiceNow.
B . Schema Map → Provides a visual representation of table relationships but does not define field mappings for imports.
C . Dictionary Map → Used for mapping between dictionary definitions, not for transforming import set data.
E . Field Transformer → Not a ServiceNow tool.
F . Import Designer → No such module in ServiceNow.
Reference:
ServiceNow Docs: Import Sets Key Concepts
ServiceNow Docs: Transform Maps
ServiceNow CSA Official Study Materials

質問**: 229**
顧客は、通知を更新して発信者のマネージャーに送信したいと考えています。この要件をサポートするアクションはどれですか。

A. 通知レコードの 受信者」タブで、発信者フィールドを追加し、発信者のマネージャーフィールドまでドット ウォークして追加します。
B. 通知レコードでフローを作成し、フローに すべての受信者」の通知を含めます。
C. 通知レコードの 送信先」タブで、 受信者」を 購読可能」に設定します。
D. 通知レコードの 送信先」タブで発信者フィールドを追加し、発信者のマネージャーフィールドまでドット ウォークして追加します。
正解: (正解を表示します)
In ServiceNow Notification Configuration, dot-walking allows administrators to reference related records dynamically.
✓ To send a notification to the Caller's Manager, you need to:
Open the Notification record.
Navigate to the 'Send to' tab.
Add the Caller field.
Use dot-walking to select the Caller's Manager field (e.g., caller_id.manager).
Option A is incorrect because dot-walking is configured under the 'Send to' tab, not the 'Who will receive' tab.
Option B is incorrect because while Flow Designer can trigger notifications, it does not specifically configure recipients based on dot-walking.
Option C is incorrect because setting "Who will receive" to Subscribable is used for opt-in notifications, not direct notifications to the Caller's Manager.
Reference: ServiceNow Administration - Notification Configuration & Dot-Walking

質問: **230**
モジュールにはリンクタイプが必要です。次のどれがリンクタイプのリストですか？
A. レコードのリスト、区切り文字、カタログタイプ、ロール
B. レコードのリスト、コンテンツ ページ、順序、URL (引数から):
C. 評価、記録リスト、セパレーター、タイムラインページ
D. 評価、記録リスト、コンテンツページ、役割
正解: (正解を表示します)

質問: **231**
インポート中に一意のキーとして使用されるフィールドはどれですか？
A. 一致フィールド
B. 合体フィールド
C. キーフィールド
D. システムID
正解: (正解を表示します)
Understanding Data Imports in ServiceNow:
When importing data into ServiceNow, you need to determine how incoming data matches existing records to avoid duplication.

Coalescing fields are used to identify whether an incoming record already exists in the target table.
Why "Coalesce Fields" is the Correct Answer:
Coalescing means using specific fields as unique identifiers to determine if a record should be updated or inserted as a new record.
If a match is found based on the coalesce field, ServiceNow updates the existing record.
If no match is found, a new record is inserted.
Why Other Answers Are Incorrect:
A . Match Fields → Not an official ServiceNow term related to import sets. Matching is done through coalescing, but "Match Fields" is not the correct terminology.
C . Key Fields → This is a general database term, but in ServiceNow, "Coalesce Fields" is the term used for identifying unique keys during imports.
D . Sys IDs → The Sys ID is a unique identifier for each record in ServiceNow, but it is not used for coalescing unless explicitly set as the coalesce field.
Best Practice Solution:
Set a single or multiple fields as coalesce fields in the Transform Map to ensure proper data deduplication.
Navigate to System Import Sets → Transform Maps, select the relevant transform map, and mark the coalescing fields.
Reference:
ServiceNow Docs: Coalescing Fields in Data Imports
ServiceNow CSA Documentation on Data Imports & Transform Maps

質問: **232**
ユーザーが情報を取得し、意思決定を行い、一般的なタスクを実行するのを支援する会話型ボットプラットフォームの名前は何ですか？
A. 回答エージェント
B. ライブフィード
C. 仮想エージェント
D. コネクトチャット
正解: **C (**コメントを発表する**)**
The conversational bot platform in ServiceNow that helps users obtain information, make decisions, and perform common tasks is called Virtual Agent.
What is Virtual Agent?
Virtual Agent is a chatbot framework in ServiceNow that allows users to interact with the system using natural language processing (NLP). It automates responses, guides users through processes, and integrates with ServiceNow workflows to resolve requests efficiently.
Key Features of Virtual Agent:
Conversational AI & Automation
Uses AI and Natural Language Understanding (NLU) to interpret user input and provide relevant responses.

Predefined Topics & Custom Topics
Comes with pre-built conversation topics (e.g., resetting passwords, requesting IT help) and allows organizations to create custom topics.
Multi-Channel Support
Works with platforms like Microsoft Teams, Slack, ServiceNow Chat, and web portals.
Self-Service Capabilities
Enables users to resolve issues without contacting the Service Desk, improving efficiency.
Integration with ServiceNow Workflows
Can trigger workflows to create incidents, update records, retrieve knowledge articles, or complete approvals.
Why Other Options Are Incorrect?
A . Answer Agent ❌
Incorrect: There is no feature named "Answer Agent" in ServiceNow.
B . Live Feed ❌
Incorrect: Live Feed is a social collaboration tool in ServiceNow that allows users to post updates and interact with others, similar to a message board. It does not provide AI-based conversational assistance.
D . Connect Chat ❌
Incorrect: Connect Chat is ServiceNow's real-time collaborative chat system, used for direct communication between users and support agents, but it is not an AI-driven Virtual Agent.
Reference from ServiceNow CSA Documentation:
ServiceNow Product Documentation - Virtual Agent
Virtual Agent Overview
Setting Up Virtual Agent
ServiceNow Conversational Interfaces
Virtual Agent vs. Connect Chat

質問: **233**
アクセス制御を評価する際、ServiceNow は次のものを検索して評価します。
A. 現在のテーブル上の一致のみ
B. 最も具体的な一致から最も一般的な一致まで
C. 現在のフィールドの一致のみ
D. 最も一般的な一致から最も具体的な一致まで
正解: **(**正解を表示します**)**

質問: **234**
レビューのためにナレッジ記事をマークする方法は何ですか？
A. フラグ記事
B. レビュー
C. ブックマーク

D. 保留中

正解: **(**正解を表示します**)**

In ServiceNow, knowledge articles can be marked for review using the "Flag article" feature. This allows users to indicate issues such as outdated content, incorrect information, or necessary updates.

How the "Flag Article" Feature Works:

Users can flag an article if they believe it needs review or corrections.

The flagged article appears in the Knowledge Management Dashboard, where knowledge managers can track flagged articles.

Knowledge managers or owners can review flagged articles and make necessary updates or retire them if needed.

Why Other Options Are Incorrect:

B . Review → No such option exists in ServiceNow for marking an article for review. However, knowledge managers can schedule article reviews manually.

C . Bookmark → Used to save frequently accessed articles for personal reference but does not indicate that the article needs a review.

D . On Hold → Applies to workflows or approvals but is not a method for marking an article for review.

Reference from CSA Documentation:

ServiceNow Documentation: Flagging a Knowledge Article

CSA Exam Guide: Covers the Flag Article function as a key feature in Knowledge Management.

Thus, the correct answer is:

✅ A. Flag article

質問: **235**

ビジネスルールを作成するときに何を指定する必要がありますか？ 4つ選択してください。）

A. UIアクション

B. テーブル

C. 更新するフィールド

D. 誰が走れるか

E. 実行するスクリプト

F. アプリケーションスコープ

G. アップデートセット

H. タイミング

I. 評価する条件

正解: **(**正解を表示します**)**

A Business Rule in ServiceNow is a server-side script that executes when records are inserted, updated, deleted, or queried in a specified table. Business Rules allow automation and customization of workflows by defining logic that runs under specific conditions.

Key Elements to Specify When Creating a Business Rule:

Table (B) - ✅ Correct
A Business Rule must be associated with a specific table where it will execute (e.g., Incident, Change, Task).
This determines which records the rule applies to.
Script to Run (E) - ✅ Correct
A script must be provided when defining advanced logic in a Business Rule.
Business Rules use server-side JavaScript to perform various actions, such as setting field values, enforcing validation, or triggering workflows.
Timing (H) - ✅ Correct
The execution timing of a Business Rule determines when it runs relative to a database transaction.
Business Rules can run:
Before (before record is saved)
After (after record is saved)
Async (after the transaction completes)
Display (when a form loads)
Condition to Evaluate (I) - ✅ Correct
Conditions define when the Business Rule should execute based on specific criteria.
Example: A Business Rule might run only when the priority is set to High.
Incorrect Options:
A . UI Action ❌ (Incorrect)
UI Actions (buttons, links, context menus) are separate from Business Rules and are used for UI customization.
C . Fields to update ❌ (Incorrect)
While Business Rules can update fields, you do not specify "fields to update" as a required setting. Instead, updates are made via scripts within the rule.
D . Who can run ❌ (Incorrect)
Business Rules always run on the server-side and do not require user-specific execution settings.
F . Application Scope ❌ (Incorrect)
Although Business Rules belong to an application scope, this is automatically determined based on the current application.
G . Update Set ❌ (Incorrect)
Business Rules are captured in an Update Set, but this is not a configuration setting while creating the rule.
Official Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Business Rules Overview:
https://docs.servicenow.com/bundle/utah-application-development/page/script/server-scripting/concept/business-rules.html Creating Business Rules:
https://docs.servicenow.com/en-US/bundle/utah-application-development/page/script/server-scripting/task/t_CreateABusinessRule.html

質問: **236**
通知とは何ですか？
A. ビジネスルールによって作成された新しいナレッジ記事
B. 変更要求に関連するConnectを介したメッセージ
C. ユーザーに関係するイベントが発生したことをユーザーに警告するためのツール
D. メールの添付ファイル
正解: **(**正解を表示します**)**

質問: **237**
辞書オーバーライドとは何ですか？
A. ディクショナリオーバーライドは､新しいローカルカスタマーアップデートと同じオブジェクトに適用されるアップデートセットの受信カスタマーアップデートです。
B. 辞書オーバーライドは､ITサービスに影響を与える可能性のあるものの追加､変更､または削除です。
C. 辞書のオーバーライドは､ワークフローを続行する前にアクションを要求するワークフロー内のタスクです
D. ディクショナリオーバーライドは､拡張テーブルのフィールドプロパティを設定します
正解: **D (**コメントを発表する**)**
In ServiceNow, a Dictionary Override allows an administrator to customize the properties of a field in a child table without modifying the field in the parent table.
This is particularly useful in table inheritance scenarios, where a child table inherits fields from a parent table but needs different behavior for certain fields.
Key Functions of Dictionary Overrides:
Modify field properties (e.g., mandatory, read-only, default value) in extended tables.
Preserve inheritance while allowing exceptions for specific child tables.
Avoid modifying the original dictionary definition of a field at the parent table level.
Example of Dictionary Override in Action:
Consider the Task Table (task), which is a parent table for many modules like Incident, Change, and Problem.
The Task Table has a priority field.
If the Incident Table (incident) needs to override the priority field to make it mandatory, an administrator can create a Dictionary Override for the priority field in the incident table.
The priority field in other child tables (e.g., change_request, problem) remains unaffected.
Explanation of Each Option:
(A) A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update - Incorrect ❌ This definition describes Update Set Collisions, not Dictionary Overrides.
Update Set Collisions occur when an update set applies changes to an object that has been modified locally.

(B) A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services - Incorrect ❌ This describes Change Management in ITSM, which tracks changes to IT services.
Dictionary Overrides specifically modify field properties in extended tables.
(C) A Dictionary Override is a task within a workflow that requests an action before the workflow can continue - Incorrect ❌ This describes Approval Actions in Workflows, not Dictionary Overrides.
Workflow approvals pause execution until an action is completed, but Dictionary Overrides do not function this way.
(D) A Dictionary Override sets field properties in extended tables - Correct ✅ This is the correct definition.
Dictionary Overrides allow admins to customize field behavior in child tables while maintaining inheritance from parent tables.
Additional Notes & Best Practices:
Use Dictionary Overrides sparingly to avoid unnecessary complexity.
Always test changes in a sub-production environment before applying them in production.
Document overrides properly to help future administrators understand why an override was applied.
Use the "Dictionary Entry" (sys_dictionary) table to view and manage dictionary overrides.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Dictionary Overrides Overview
https://docs.servicenow.com
ServiceNow Community: Best Practices for Dictionary Overrides
https://community.servicenow.com

質問: **238**
偽装ロールを持っている場合、どのようなタイプのユーザーを偽装することができませんか?
A. 顧客
B. VIP
C. システム管理者
D. 承認者
E. カタログユーザー
正解**: (**正解を表示します**)**
Detailed
In ServiceNow, users with the Impersonate role can impersonate other users to troubleshoot and validate user permissions and experiences. However, System Administrator accounts cannot be impersonated to maintain security and prevent unintended administrative access. This restriction ensures that sensitive administrative functions are secure and can only be accessed directly.
(Reference: ServiceNow Documentation - User Impersonation and Security Restrictions)

質問: **239**
メモタブのどのセクションで、レコードに記録された作業の履歴が表示されますか?
A. ジャーナル
B. アクティビティ
C. 日記
D. 監査ログ
E. タイムライン
正解: **(**正解を表示します**)**
In ServiceNow, the Activity section on the Notes tab provides a detailed history of all work documented on a record. It logs:
✓ Updates & Field Changes (who changed what and when)
✓ Comments & Work Notes
✓ Approval History
✓ Assignment Changes
The Activity Stream is essential for tracking progress, ensuring transparency, and auditing record updates.
Why Are Other Options Incorrect?
A . Journal ❌
ServiceNow does not have a specific "Journal" tab for history tracking. However, journal fields (like work notes and comments) are logged in the Activity section.
C . Diary ❌
No such section called "Diary" exists in ServiceNow for tracking record history.
D . Audit Log ❌
The Audit Log tracks field-level changes in a separate system log but is not displayed in the Notes tab. It requires admin-level access to view detailed changes.
E . Timeline ❌
"Timeline" is not a default section under the Notes tab. It is sometimes used in custom applications, but the correct answer is "Activity." Reference:
ServiceNow CSA Documentation - Activity Stream & Record History
ServiceNow Product Documentation - Tracking Record Updates via Activity
(https://docs.servicenow.com)

質問: **240**
ロールは他のロールから権限を継承できます。カタログ ロールと user_critena_admm ロールのすべての権限を継承し、さらにアイテムとサービスを作成する権限を持つロールはどれですか?
A. アイテム管理者 [sn_item_admin]
B. システム管理者 [sys_admln]
C. カタログ管理者 [catalog_admin]
D. カタログ オーイノール (sn_cataiog_write]
正解: **(**正解を表示します**)**

The Catalog Admin [catalog_admin] role:
Inherits permissions from both:
✅ catalog role (Basic Service Catalog access)
✅ user_criteria_admin role (User Criteria management)
Has additional permissions to:
✅ Create and manage Catalog Items and Services
✅ Configure Catalog Categories, Order Guides, and Variables
Why the Other Options Are Incorrect?
A . Item Admin [sn_item_admin] → ❌ Incorrect
This role does not inherit user_criteria_admin permissions.
It is specific to managing Catalog Items but does not have full Catalog Admin permissions.
B . Sys Admin [sys_admin] → ❌ Incorrect
The sys_admin role has full system access but is not Service Catalog-specific.
D . Catalog Author [sn_catalog_write] → ❌ Incorrect
The Catalog Author role can edit catalog items but cannot create new ones.
Official ServiceNow Documentation Reference:
ServiceNow Catalog Roles

質問: **241**
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
正解: **B (**コメントを発表する**)**
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"

質問: **242**
管理者は、新しく作成された「Customer テーブル」に対して「customer_table_admin」ロールと「customer_table_user」ロールを作成します。customer_table_admin ロールと customer_table_user ロールの両方にすべての行とすべてのフィールドへのアクセスを許可する ACL ルールはどれですか?
A. customer.all
B. customer .*
C. customer.field
D. customer.none
正解: **(**正解を表示します**)**
In ServiceNow Access Control Rules (ACLs), if an administrator wants to grant access to all rows and all fields of a custom table (e.g., customer table) to specific roles (customer_table_admin and customer_table_user), they should create an ACL rule using the format:
➡□tablename.*
For the Customer Table, the correct ACL format is:
➡□customer.*
This rule allows both customer_table_admin and customer_table_user full access to all fields and records in the customer table.
Why Are Other Options Incorrect?
A . customer.all ❌
Incorrect syntax; ServiceNow does not use .all in ACL rules.
C . customer.field ❌
This would apply only to a specific field, not all rows and fields.
D . customer.none ❌

No such ACL naming convention exists in ServiceNow.
Reference:
ServiceNow CSA Documentation - Creating and Managing ACL Rules
ServiceNow Product Documentation - Table-Level and Field-Level ACLs
(https://docs.servicenow.com)

質問: **243**
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
正解: **B (**コメントを発表する**)**
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)

質問: **244**

システム ログに偽装イベントを表示するには、どのシステム プロパティを追加して true に設定しますか?
A. グライドユーザー設定
B. glide sys all_jmpersonation
C. glide sys log_jmpersonabon
D. glide.impersonation_setting
E. glide sys admin_login
正解**: (**正解を表示します**)**
In ServiceNow, impersonation allows administrators to act as another user to troubleshoot, test permissions, or verify user experiences.
To log impersonation events in the System Log, the system property:
CopyEdit
glide.sys.log_impersonation
must be added and set to true (true).
Key Features of glide.sys.log_impersonation:
✅ Logs who impersonated whom in the System Log.
✅ Captures timestamp, user details, and session activity.
✅ Helps with auditing and security compliance.
How to Enable Impersonation Logging:
Navigate to System Definition > System Properties.
Search for glide.sys.log_impersonation.
If it doesn't exist, create it:
Name: glide.sys.log_impersonation
Type: True/False
Value: true
Save the property and test impersonation.
Why Other Options Are Incorrect?
A . glide.user_setting → ❌ Incorrect
Not related to impersonation logging.
Deals with user preferences and settings.
B . glide.sys.all_impersonation → ❌ Incorrect
No such property exists in ServiceNow.
D . glide.impersonation_setting → ❌ Incorrect
Incorrect property name; does not exist.
E . glide.sys.admin_login → ❌ Incorrect
Logs admin logins, not impersonation events.
Official ServiceNow Documentation Reference:
Impersonating Users in ServiceNow
System Logs & Impersonation Tracking

質問: **245**
テスト目的でユーザーになりすます場合､ユーザーアカウントでログインしたインスタンスを返すための最良の方法は何ですか？
A. コンピュータの電源をオフにしてから再度オンにします
B. ブラウザのキャッシュをクリアする
C. なりすましを終了する
D. ログアウトして再度ログインする
正解: **C (**コメントを発表する**)**
When you impersonate a user in ServiceNow for testing, you temporarily assume their permissions and role-based access. To return to your own user session, the best way is to End Impersonation.
Steps to End Impersonation:
Click on the User Menu (top right corner).
Select "End Impersonation".
You will immediately return to your original user session.
Why Other Options Are Incorrect:
A . Turn your computer off and on again → Unnecessary and does not affect session management.
B . Clear browser cache → Cache clearing is not required; impersonation is session-based.
D . Log out and back in → While this works, it is not the best method because End Impersonation is a faster and direct solution.
Reference:
ServiceNow Docs: Impersonating Users
ServiceNow CSA Official Study Materials

質問: **246**
ユース ケースに関連付けられたテーブルと Cis を管理するために使用できるフレームワークはどれですか?
A. Common Service Date Model (CSDM) 製品ビュー
B. シーン名ダッシュボード
C. CMDB ユース ケース モデラー
D. CI ユース ケース モデラー
正解: **(**正解を表示します**)**
The CMDB Use Case Modeler is a framework in ServiceNow that helps manage tables, Configuration Items (CIs), and relationships in the CMDB based on specific use cases.
Why "CMDB Use Case Modeler" is the Correct Answer?
Manages Tables and CIs for Specific Use Cases
Helps organizations align their CMDB with business needs.
Provides visual modeling tools to structure tables and relationships.
Supports CMDB Best Practices
Ensures data integrity, compliance, and governance in CMDB.

Helps optimize CMDB for ITSM, ITOM, and ITAM use cases.
Facilitates CMDB Implementation and Maintenance
Simplifies the process of defining relationships between CIs.
Enables visualization of how CIs interact within business services.
Incorrect Answer Choices Analysis:
A). Common Service Data Model (CSDM) product view
❌ Incorrect - CSDM is a framework for structuring CMDB data but does not include a modeling tool like the CMDB Use Case Modeler.
B). Service Dashboard
❌ Incorrect - No such feature directly manages tables and CIs for a use case.
D). CI Use Case Modeler
❌ Incorrect - No standard "CI Use Case Modeler" exists in ServiceNow.
Official ServiceNow Documentation Reference:
ServiceNow Docs - CMDB Use Case Modeler
Understanding CMDB Use Case Modeler
ServiceNow Docs - CSDM vs CMDB Use Case Modeler
How CMDB Aligns with CSDM

質問: **247**
ボタン、フォームリンク、およびコンテキストメニュー項目はすべて、どのような種類の機能の例ですか？
A. ビジネスルール
B. UIアクション
C. クライアントスクリプト
D. UIポリシー
正解: **(**正解を表示します**)**
In ServiceNow, UI Actions are used to add buttons, links, and context menu items to forms and lists, enabling users to perform specific actions easily. UI Actions are essential for customizing the user experience and streamlining workflow interactions.
Understanding UI Actions in ServiceNow:
UI Actions allow administrators to create interactive elements such as:
Buttons (e.g., "Save," "Approve," "Reject")
Form Links (Clickable links that trigger actions on a record)
Context Menu Items (Right-click menu options for records in lists and forms) They can execute client-side (via JavaScript) or server-side (via scripts or GlideRecord API calls).
UI Actions enhance usability by allowing quick execution of tasks without navigating through multiple screens.
Why is Option B (UI Action) Correct?
✅ Buttons, form links, and context menu items are all created and managed using UI Actions in ServiceNow.

UI Actions define what happens when a button or menu item is clicked, including executing scripts, navigating to a different page, or performing an operation on a record.
Why Are the Other Options Incorrect?
❌ A. Business Rule
Business Rules run automatically on the server-side when records are inserted, updated, deleted, or queried.
They do not create buttons, links, or context menu items on the UI.
❌ C. Client Script
Client Scripts execute on the client-side (browser) and are used for form validation, field changes, and UI behavior modifications.
They do not create UI elements like buttons or menu items.
❌ D. UI Policy
UI Policies dynamically change form field behavior (e.g., hiding, showing, making fields mandatory, or read-only).
They do not add buttons or context menu items.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs - UI Actions Overview
ServiceNow UI Actions Documentation
"UI Actions add buttons, links, and context menu items on forms and lists to enhance user interaction with the ServiceNow platform."

質問: **248**
タスクに取り組む際、知識やその他の顧客に表示される詳細を共有するためにどのフィールドを使用しますか?
A. 発信者メモ
B. 顧客メモ
C. 追加コメント
D. 説明
正解**: C (**コメントを発表する**)**
✓ The "Additional comments" field is used to communicate information that is visible to the customer. This field is commonly used in Incident Management, Service Requests, and other task-based records.
Key Differences Between Fields:
Additional Comments (✓ Correct Answer) - Used for customer-facing communication.
Work Notes - Used for internal team communication (not visible to the customer).
Caller Note (A) - No such standard field exists.
Customer Notes (B) - Not a standard ServiceNow field.
Description (D) - Holds initial details of the issue but is not used for ongoing communication.
Reference: ServiceNow ITSM - Incident Management & Customer Communication

質問: **249**
お気に入りのブーンと色を変更するには、どのアイコンを使用しますか?
A. 鉛筆
B. スター
C. クラック
D. ロッド
正解: **A** (コメントを発表する)
In ServiceNow, the Pencil (✏) icon is used to edit and customize Favorites in the Application Navigator.
How to Change the Icon and Color of a Favorite:
Open the Application Navigator.
Locate the Favorites section.
Click the Pencil (✏) icon next to the favorite you want to edit.
Choose a new icon and color.
Click Save to apply changes.
Why Are Other Options Incorrect?
B . Star ❌
The Star icon is used to add or remove a favorite, not edit it.
C . Clock ❌
The Clock icon represents Recently Viewed items, not Favorites customization.
D . Triangle ❌
No Triangle icon is used for modifying Favorites in ServiceNow.
Reference:
ServiceNow CSA Documentation - Customizing Favorites
ServiceNow Product Documentation - Personalizing the Application Navigator
(https://docs.servicenow.com)

質問: **250**
ナレッジベースまたはナレッジ記事へのユーザーアクセスを決定するために何が使用されますか？
A. sn_kb_read、sn_article_read
B. プライバシー設定
C. アクセスフラグの読み取り
D. ユーザー基準
正解: (正解を表示します)
In ServiceNow, User Criteria is the mechanism used to control and determine user access to knowledge bases (KBs) and knowledge articles. User criteria define which users, groups, or roles can read, write, and contribute to a knowledge base or specific articles within it.
How User Criteria Works:

User Criteria are applied at both the knowledge base level and the knowledge article level to manage access. They can be configured with specific conditions to allow or restrict access based on:
Users (specific users can be added directly)
Groups (access can be granted to a specific user group)
Roles (users with specific roles can be given access)
Advanced conditions (such as department, company, location, etc.)
A knowledge base can have multiple user criteria, and a single user criterion can apply to multiple knowledge bases.
Key Features of User Criteria in Knowledge Management:
Read User Criteria - Determines who can view the knowledge base or an article.
Write User Criteria - Determines who can create, edit, or contribute knowledge articles.
Exclusions - You can exclude users or groups from accessing specific knowledge bases or articles even if they meet other conditions.
Why Other Options Are Incorrect?
A . sn_kb_read, sn_article_read:
These are not standard ServiceNow permissions for controlling knowledge access.
In ServiceNow, permissions are managed through roles and user criteria, not direct ACL names like these.
B . Privacy Settings:
ServiceNow does not use "Privacy Settings" as an access control mechanism for knowledge bases.
Privacy settings might be relevant in other contexts, such as user profiles or system preferences, but not for knowledge access control.
C . Read Access Flag:
There is no "Read Access Flag" in ServiceNow's knowledge management module.
Access is controlled via User Criteria, Roles, and Knowledge Base Settings.
Official ServiceNow Documentation Reference:
For more details, refer to the official ServiceNow documentation:
User Criteria for Knowledge Bases
Managing Knowledge Base Access
Knowledge Management User Criteria

質問**: 251**
新しいアイテムの作成を開始するために管理者がアクセスするService Catalogアプリケーションのモジュールは何ですか？
A. カテゴリを維持
B. アイテムの保守
C. コンテンツアイテム
D. アイテム
正解**: (**正解を表示します**)**

In ServiceNow, the Service Catalog application allows administrators to create, configure, and manage catalog items that users can request. To create a new catalog item, administrators must access the correct module within the Service Catalog application.
Explanation of the Available Options:
Maintain Categories (Option A) ❌
This module is used to create and manage categories within the Service Catalog.
Categories are used to organize catalog items into logical groups but do not allow the creation of actual catalog items.
Maintain Items (Option B) ✅ (Correct Answer)
This module is used to create, edit, and manage catalog items in the Service Catalog.
It provides options to define the item name, description, fields, workflows, and pricing details.
Administrators use this module when they want to begin creating a new catalog item.
Content Items (Option C) ❌
This module is related to Content Management System (CMS) and Knowledge Base but is not used for creating standard Service Catalog items.
It allows administrators to create links to external content rather than actual requestable catalog items.
Items (Option D) ❌
The Items module displays catalog items but does not allow an administrator to create new ones.
It is primarily for viewing items rather than maintaining them.
Why is "B. Maintain Items" the Correct Answer?
The "Maintain Items" module is the only module where administrators can create, edit, and manage catalog items in ServiceNow.
Other options either relate to categories, content management, or viewing existing items, making them incorrect choices.
Reference from Official CSA Documentation:
ServiceNow Product Documentation - Service Catalog Administration
https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/service-catalog-management/concept/service-catalog-management.html ServiceNow CSA Exam Guide - Service Catalog & Request Fulfillment ServiceNow Fundamentals Training - Creating and Managing Catalog Items

質問: **252**
ナレッジ記事は､ユーザーに表示する次の状態のいずれである必要がありますか
A. 公開済み
B. 下書き
C. 廃止
D. レビュー済み
正解: **(**[正解を表示します]**)**

In ServiceNow Knowledge Management, knowledge articles must be in a specific state before they can be visible to end users. The correct state that allows users to view the article is Published.
Understanding Knowledge Article States
Knowledge articles in ServiceNow go through a lifecycle that includes the following states:
Draft - The article is being created or edited and is not visible to end users.
Review - The article is under internal review by approvers before publication. It remains hidden from users.
Published - The article is approved and publicly available to users who have access to the Knowledge Base.
Retired - The article is no longer relevant or has been replaced. It is not visible to end users.
Why is "Published" the Correct Answer?
Only Published articles appear in the Knowledge Base and can be accessed by users.
Articles in Draft, Review, or Retired states are not visible to the general audience.
Why the Other Options Are Incorrect?
B . Drafted - Articles in Draft are still being written or edited and cannot be accessed by users.
C . Retired - Retired articles are considered obsolete and are no longer displayed in the Knowledge Base.
D . Reviewed - Articles in Review are under approval but are not yet visible to users.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Docs: Knowledge Article States
https://docs.servicenow.com/en-US/bundle/utah-servicenow-platform/page/product/knowledge-management/concept/knowledge-article-states.html ServiceNow CSA Official Training Guide (Knowledge Management Lifecycle & Publishing Workflow) This confirms that a knowledge article must be in the "Published" state to be visible to users in the Knowledge Base.

質問**: 253**
同僚が、自分の作業リストの列を再配置したいと考えています。ユーザーがリストに移動したら、列を選択して配置するにはどこに移動すればよいでしょうか?
A. [リストのカスタマイズ] をクリックします。
B. 任意の列ヘッダーを右クリックします。コンテキストメニュー > 設定 > リストレイアウト
C. [リストのコンテキスト メニュー] > [リストのカスタマイズ] をクリックします。
D. [リスト コンテンツ メニュー] > [設定] > [リスト レイアウト] をクリックします。
正解**: (**正解を表示します**)**
In ServiceNow, users can customize their list views by rearranging, adding, or removing columns. This is done through the List Layout Configuration.
Correct Answer
B . Right-click on any column header. Context Menu > Configure > List Layout ✅ The quickest way to modify columns in a list view.
Steps:

Right-click on any column header in the list.
Select Configure > List Layout from the context menu.
Add, remove, or rearrange columns as needed.
Click Save.
Incorrect Answer Choices
A . Click Personalize List ❌
Incorrect terminology-there is no "Personalize List" option for configuring list columns.
"Personalize" is used for setting personal preferences, not list layouts.
C . Click List Context Menu > Personalize List ❌
The List Context Menu does not have a "Personalize List" option for column arrangement.
D . Click List Content Menu > Configure > List Layout ❌
Typo in "List Content Menu"-the correct term is "List Context Menu".
However, right-clicking on the column header (Answer B) is the recommended method.
Reference:
ServiceNow Documentation: Configuring List Layouts
ServiceNow User Guide: Modifying List Columns

質問**: 254**
ビジネスルールでは、[いつ]設定により、ルールが実行される時点が決まります。そのタイミングを指定するためのオプションは何ですか？
A. 前、後、非同期、表示
B. 以前、同期、更新時
C. 挿入、更新、削除、クエリ
D. 前、同期、スケジュールされたジョブ、表示
正解**: A (**コメントを発表する**)**
In ServiceNow, Business Rules are server-side scripts that execute at specific times relative to database operations. The "When" setting determines when the Business Rule runs in relation to a record action (Insert, Update, Delete, Query).
Why is Option A Correct?
✅ Before
Executes before a record is saved to the database.
Used to validate data, modify values, or prevent an action (e.g., stopping an invalid update).
✅ After
Executes after a record is inserted, updated, or deleted.
Commonly used for triggering notifications or creating related records.
✅ Async (Asynchronous)
Runs after a database operation but executes in the background.
Ideal for long-running or performance-heavy tasks (e.g., integrating with external systems).
✅ Display

Executes before a form loads, allowing modifications to fields before they are displayed to the user.
Typically used for pre-filling form fields based on user roles or conditions.
Why Are the Other Options Incorrect?
❌ B. Prior to, Synchronous, on Update
"Prior to" is not a valid Business Rule execution timing.
"Synchronous" is a general term but is not a specific execution timing option in Business Rules.
"on Update" is a database operation, not an execution timing.
❌ C. Insert, Update, Delete, Query
These are database operations that trigger Business Rules, not execution timings.
Execution timing determines when (before, after, etc.), while these determine what triggers it.
❌ D. Before, Synchronous, Scheduled Job, View
"Synchronous" is not a Business Rule timing option.
"Scheduled Job" refers to Scheduled Jobs (not Business Rules).
"View" is a UI-related concept, not a Business Rule execution timing.
Reference to Official Certified System Administrator (CSA) Documentation:
ServiceNow Business Rules - How They Work
ServiceNow Best Practices - Business Rule Execution Timing
ServiceNow Developer Documentation - Before, After, Async, and Display Business Rules

質問: **255**
管理者はServiceNowインスタンスで実行されているリリースをどこで確認できますか？
A. メモリ統計モジュール
B. 統計モジュール
C. System.upgradedテーブル
D. トランザクションログ
正解**: B (**コメントを発表する**)**
In ServiceNow, administrators can check which release version is running on an instance by navigating to the Stats module. This module provides various system statistics, including the current release name, build number, and other important system details.
How to Check the Release Version via Stats Module:
Navigate to System Diagnostics → Stats (or simply type "Stats" in the navigation filter).
Scroll down to find the Build name and Version fields.
The displayed version follows the standard ServiceNow naming convention (e.g., "Washington DC Patch 2 Hotfix 1").
Why Other Options Are Incorrect:
A . Memory Stats module:
This module provides memory consumption details and performance-related information, but it does not show the instance version.
C . System.upgraded table:

While this table records upgrade history and past version changes, it does not display the current version running on the instance.
D . Transactions log:
This log captures user activities and system transactions but does not provide release version details.
Reference from CSA Documentation:
ServiceNow Documentation: View system version details
Certified System Administrator (CSA) Study Guide: Covers System Diagnostics → Stats Module as a key method to verify the running release version.

質問: **256**
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. 重複レコードを識別してマージする
C. 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
D. 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
正解: **(**正解を表示します**)**

質問: **257**
承認、タスク通知、記録操作など、特定のアプリケーションまたはプロセスのビジネスロジックを自動化できる機能はどれですか。
A. フロー
B. アクションシーケンス
C. アクションセット
D. タスクフロー
E. フロー図
正解: **(**正解を表示します**)**
The correct answer is "Flows", which refers to Flow Designer in ServiceNow.
Flow Designer is a no-code/low-code automation tool that allows users to automate business logic for a specific application or process, such as:
Approvals
Task creation

Notifications
Record operations (such as updating or deleting records)
Why "Flows" is the Correct Answer:
A Flow is a sequence of automated actions that are triggered by specific events.
It is part of Flow Designer, which is the modern alternative to the legacy Workflow Engine.
It provides trigger-based execution, meaning it can run when a record is created, updated, or upon a specific condition.
Explanation of Incorrect Options:
B . Action Sequences ❌ (Incorrect)
No such term exists in ServiceNow.
C . Action Sets ❌ (Incorrect)
No such feature exists in ServiceNow.
D . Task Flows ❌ (Incorrect)
This is not a term used in ServiceNow automation.
E . Flow Diagrams ❌ (Incorrect)
While Flow Designer visually represents flows, there is no feature named "Flow Diagrams" in ServiceNow.
Official Reference from Certified System Administrator (CSA) Documentation:
Flow Designer Overview:
https://docs.servicenow.com/bundle/utah-automation/page/administer/flow-designer/concept/flow-designer.html How to Create and Use Flows:
https://docs.servicenow.com/en-US/bundle/utah-automation/page/administer/flow-designer/task/t_CreateFlow.html

質問**: 258**
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. 更新セット
B. ブランチ
C. 5lasn
D. 日
正解**: (**正解を表示します**)**

版のアクセス、https://www.jpntest.com/shiken/CSA-JPN-mondaishu **518**問、３０%ディスカウント、特別な割引コード: **JPNshiken**」