

# ServiceNow System Administrator Certification Practice Test Questions and Answers

## 1. What is the primary function of the ServiceNow CMDB?

- A) Manage user access and permissions
- B) Store and manage configuration items and their relationships
- C) Process incident tickets
- D) Generate financial reports

## 2. Which ServiceNow table stores incident records?

- A) sys\_user
- B) incident
- C) change\_request
- D) task

## 3. What is a Business Rule in ServiceNow?

- A) A workflow process
- B) A user interface policy
- C) A server-side script that executes when database operations occur
- D) A client-side validation script

## 4. Which role is required to create and modify ACL (Access Control List) rules?

- A) itil
- B) admin
- C) security\_admin
- D) user\_admin

Answers: 1-B 2-B 3-C 4-C

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