ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

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NEW QUESTION 1
The display sequence is controlled in a Service Catalog Item using which of the following?

A. The Default Value field in the Catalog Item form
B. The Sequence field in the Catalog Item form
C. The Order field in the Variable form
D. The Choice field in the Variable form

Answer: C

NEW QUESTION 2
Reports can be created from which different places in the platform? (Choose two.)

A. List column heading
B. Metrics module
C. Statistics module
D. View / Run module

Answer: AD

NEW QUESTION 3
Knowledge Base Search results can be sorted by which of the following? (Choose three.)

A. Most recent update
B. Popularity
C. Relevancy
D. Manager assignment
E. Number of views

Answer: ACE

NEW QUESTION 4
Which term refers to application menus and modules which you may want to access quickly and often?

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

Answer: B

NEW QUESTION 5
From the User menu, which actions can a user select? (Choose three.)

A. Send Notifications
B. Log Out ServiceNow
C. Elevate Roles
D. Impersonate Users
E. Order from Service Catalog
F. Approve Records

Answer: BCD

NEW QUESTION 6
Which of the following is true of Service Catalog Items in relation to the Service Catalog?

A. They run behind the scenes.
B. They are the building blocks.
C. They are optional.
D. They provide options.

Answer: B

NEW QUESTION 7
What is the platform name for the User table?

A. u_users
B. sys_users
C. x_users
D. sys_user

Answer: B

NEW QUESTION 8
Which would NOT appear in the History section of the Application Navigator?

A. Records
B. UI Pages
C. Lists
D. Forms

Answer: B

NEW QUESTION 9
Which one of the following statements is a recommendation from ServiceNow about Update Sets?

A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
C. Use the Baseline Update Set to store the contents of items after they are changed the first time
D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Answer: A

NEW QUESTION 10
For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

A. Service Catalog variables can only be used in Record Producers
B. Service Catalog variables can only be used in Order Guides
C. Service Catalog variables cannot affect the order price
D. Service Catalog variables are global by default

Answer: D

NEW QUESTION 10
In what order should filter elements be specified?

A. Field, Operator, then Value
B. Field, Operator, then Condition
C. Operator, Condition, then Value
D. Value, Operator, then Field

Answer: A

NEW QUESTION 13
Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

A. Service Processes
B. User Permissions
C. Tables and Fields
D. A Database
E. The Dependency View

Answer: ACDE

NEW QUESTION 17
When searching using the App Navigator search field, what can be returned? (Choose four.)

A. Names of Applications and Modules
B. Names of Modules
C. Names of Applications
D. Favorites
E. History Records
F. Titles of Dashboard Gauges

Answer: ABCD

NEW QUESTION 18
What is a schema map?

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

Answer: D

NEW QUESTION 20

Which one of the following statements best describes the purpose of an Update Set?

A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
B. By default, an Update Set includes customizations, Business Rules, and homepages
C. An Update Set is a group of customizations that is moved from Production to Development
D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Answer: A

NEW QUESTION 22
Which group of permissions is used to control Application and Module access?

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

Answer: C

NEW QUESTION 25
What is a Record Producer?

A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
B. A Record Producer creates user records
C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Answer: D

NEW QUESTION 26
Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

A. They direct the user to a record producer
B. They direct the user to a catalog property
C. They direct the user to a catalog UI policy
D. They direct the user to a catalog client script

Answer: A

NEW QUESTION 30
What is the Import Set Table?

A. A table where data will be placed, post-transformation
B. A table that determines relationships
C. A staging area for imported records
D. A repository for Update Set information

Answer: C

NEW QUESTION 35
Which three Variable Types can be added to a Service Catalog Item?

A. True/False, Multiple Choice, and Ordered
B. True/False, Checkbox, and Number List
C. Number List, Single Line Text, and Reference
D. Multiple Choice, Select Box, and Checkbox

Answer: D

NEW QUESTION 39
Which of the following statements is true when a new table is created by extending another table?

A. The new table archives the parent table and assumed its roles in the database
B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Answer: C

NEW QUESTION 42
Which one of the following statements describes the purpose of a Service Catalog flow?

A. A Service Catalog flow generates three basic components: item variable types, tasks, and approvals
B. Although a Service Catalog flow cannot send notifications, the flow drives complex fulfillment processes
C. A Service Catalog flow is used to drive complex fulfillment processes and sends notifications to defined users or groups

D. A Service Catalog flow generates three basic components: item variable types, tasks, and notifications

Answer: C

NEW QUESTION 43
Which are valid Service Now User Authentication Methods? (Choose three.)

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

Answer: BCD

NEW QUESTION 44
Access Control rules may be defined with which of the following permission requirements? (Choose three.)

A. Roles
B. Conditional Expressions
C. Assignment Rules
D. Scripts
E. User Criteria
F. Groups

Answer: ABD

NEW QUESTION 48
Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

A. Discovery
B. IntegrationHub ETL
C. Finder
D. CMDB Plug-in
E. CMDB Integration Dashboard

Answer: AB

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html

NEW QUESTION 51
Which tool should be used to populate commonly used fields in a form?

A. Template
B. Reference Qualifier
C. Formatter
D. Assignment Rule

Answer: A

NEW QUESTION 52
How is a group defined in ServiceNow?

A. A group is one record stored in the Group Type [sys_user_group_type] table
B. A group is one record stored in the Group [sys_user_group] table
C. A group defines a set of users that share the same location
D. A group defines a set of users that share the same job title

Answer: B

NEW QUESTION 54
What is a role in ServiceNow?

A. A role is one record in the Role [user_sys_role] table
B. A role is a set of modules for a particular application
C. A role is one record in the Role [sys_user_role] table
D. A role is a persona used in Live Feed Chat

Answer: C

NEW QUESTION 56
Which one of the following is NOT a type of Visual Task Board?

A. Flexible
B. Freeform
C. Feature
D. Guided boards

Answer: C

NEW QUESTION 60
What are two ways to generate an Event? (Choose two.)

A. Business Rule
B. Workflow
C. Log entry
D. Knowledge article publication

Answer: AB

NEW QUESTION 62
Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

A. Task [task]
B. Assignment [assignment]
C. Service [service]
D. Workflow [workflow]

Answer: A

NEW QUESTION 67
Which of the following statements describes how data is organized in a table?

A. A column is a field in the database and a record is one user
B. A column is one field and a record is one row
C. A column is one field and a record is one column
D. A column contains data from one user and a record is one set of fields

Answer: A

NEW QUESTION 70
When creating a global custom table named ?€abc?€, what is the table name that is automatically assigned by the platform?

A. snc_abc
B. abc
C. u_abc
D. sys_abc

Answer: C

NEW QUESTION 74
Access Control rules may provide access security for which of the following database objects?

A. For a specific role, group, or user
B. For a specific row, column, or table Most Voted
C. For specific groups
D. For a specific CMDB Configuration item

Answer: B

NEW QUESTION 79
What is the primary application used to load data into ServiceNow?

A. Service Level Management
B. Configuration
C. System Import Sets
D. System Update Sets

Answer: C

NEW QUESTION 80
Which of the following steps can be used to import new data into ServiceNow from a spreadsheet?

A. Select Data Source, Schedule Transform
B. Load Data, Create Transform Map, Run Transform
C. Define Data Source, Select Transform Map, Run Transform
D. Select Import Set, Select Transform Map, Run Transform

Answer: D

NEW QUESTION 83
Which one of the following is an accurate list of changes that are captured in an Update Set?

A. Changes made to: tables, forms, schedules, and client scripts
B. Changes made to: tables, forms, Business Rules, and data records
C. Changes made to: tables, forms, groups, and configuration items (CIs)
D. Changes made to: table, forms, views, and fields

Answer: D

NEW QUESTION 87
What are the steps to retrieve an Update Set?

A. Verify Update Set is Complete, Retrieve, Preview, Apply
B. Verify Update Set is Complete, Test Connection, Apply
C. Verify Update Set is Complete, Test Connection, Commit
D. Verify Update Set is Complete, Retrieve, Preview, Commit

Answer: C

NEW QUESTION 92
Which of the following protects applications by identifying and restricting access to available files and data?

A. Application Configuration
B. Verbose Log
C. Access Control Rules
D. Application Scope

Answer: D

NEW QUESTION 97
In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

A. personal ize.control
B. personal_list
C. ul_page_admin
D. ui_action_admin

Answer: A

NEW QUESTION 101
What is the purpose of a Data Policy?

A. Data Policies enforce security
B. Data Policies standardize data in Update Sets
C. Data Policies enforce data consistency
D. Data Policies apply to lists to standard data

Answer: C

NEW QUESTION 106
Which are states that you can make a field on a form using UI Policy?

A. read-only
B. write-only
C. Necessary
D. Mandatory
E. Empty
F. Hidden

Answer: ADF

NEW QUESTION 110
What is a way that you can mark a knowledge article for review?

A. Flag article
B. Review
C. Bookmark
D. On Hold

Answer: A

NEW QUESTION 111

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NEW QUESTION 111

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