



ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

NEW QUESTION 1

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of flows and SLAs.

Answer: C

NEW QUESTION 2

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 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

Buttons, form links, and context menu items are all examples of what type of functionality?

- A. Business Rule
- B. UI Action
- C. Client Script
- D. UI Policy

Answer: B

NEW QUESTION 6

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Answer: A

NEW QUESTION 7

Which one statement correctly describes Access Control rule evaluation?

- A. Rules are evaluated using role
- B. The role with the most permissions evaluates the rules first
- C. If more than one rule applies to a row, the older rule is evaluated first
- D. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed
- E. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: C

NEW QUESTION 8

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

Answer: B

NEW QUESTION 9

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Answer: ACDF

NEW QUESTION 10

Which of the following statement describes the purpose of an Order Guide?

- A. Order Guides restrict the number of items in an order to only one item per request
- B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
- C. Order Guide provide the ability to order multiple, related items as one request
- D. Order Guides take the user directly to the checkout without prompting for information

Answer: C

NEW QUESTION 10

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Answer: A

NEW QUESTION 12

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 17

When working on a form, what is the difference between Insert and Update operations?

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form
- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

Answer: D

NEW QUESTION 18

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

Answer: A

NEW QUESTION 19

What is a Dictionary Override?

- 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
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a flow that requests an action before the flow can continue
- D. A Dictionary Override sets field properties in extended tables

Answer: D

NEW QUESTION 24

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 27

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

Answer: C

NEW QUESTION 32

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Answer: A

NEW QUESTION 33

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 38

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Answer: A

NEW QUESTION 41

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Answer: D

NEW QUESTION 44

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 46

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 50

Which of the following is used to categorize, flag, and locate records?

- A. Search
- B. Favorites
- C. Tags
- D. Bookmarks

Answer: C

NEW QUESTION 55

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 57

What is a Notification?

- A. A new Knowledge article created by a Business Rule
- B. A tool for alerting users that events that concern them have occurred
- C. A message through Connect related to a Change Request
- D. An email file attachment

Answer: B

NEW QUESTION 58

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 63

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 67

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 68

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 73

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- A. an action
- B. a spoke
- C. a connection
- D. an integration step

Answer: B

NEW QUESTION 78

What are the three components of a filter condition?

- A. Fiel
- B. Operator and Value
- C. Conditio
- D. Operator, and Value
- E. Field, Condition, and Value
- F. Variable, Field, and Value

Answer: A

NEW QUESTION 81

Business Rules are used to enforce mandatory data on a form.

- A. True
- B. False

Answer: B

NEW QUESTION 86

Where in Flow Designer can users access information about actions that are added to the flow?

- A. Virtual Agent Help
- B. Local Action Help
- C. Help Panel
- D. Flow Assistant

Answer: C

NEW QUESTION 88

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