

ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator



NEW QUESTION 1

- (Topic 3)

While testing a Catalog Item for ordering an expensive computer, the mandatory approval is being skipped for requester Bob, Smith, but not for any of the other requesters. What could explain the issue?

- A. There is a business rule, excluding Bob.Smith from any approvals.
- B. Bob Smith does not have a delegate set up on his account,
- C. The Bob Smith user account, does not have a manager specified.
- D. The manager does not have a delegate assigned,
- E. Bob Smith is a VIP.

Answer: A

NEW QUESTION 2

- (Topic 3)

What are the three key tables in an enterprise CMDO? Choose 3 answers

- A. sn_cmdt_bak
- B. Sh_emdb_ci
- C. cmap_ret_ci
- D. cmdb_bak
- E. cmdb_ci
- F. sh_eomdb
- G. cmap

Answer: CEG

NEW QUESTION 3

- (Topic 3)

When a custom table is created, which access control rules are automatically created? Choose 4 answers

- A. delete
- B. create
- C. execute
- D. read
- E. update
- F. write

Answer: ABDF

NEW QUESTION 4

- (Topic 3)

Which type of scripts run in the browser?

- A. Script include Scripts
- B. Business Rule Scripts
- C. Access Control Scripts
- D. UI Policies and Client Scripts

Answer: D

NEW QUESTION 5

- (Topic 3)

What role enables someone to authorize a request, with no other permissions on the platform?

- A. Approver [approver-user]
- B. Authorize [authorize-user]
- C. Reviewer [reviewer_user]
- D. Approver Group [approval_group]
- E. Verification [verify_user]

Answer: A

NEW QUESTION 6

- (Topic 3)

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

- A. Schema Map
- B. Dependency View
- C. Dependency Map
- D. Database View

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-map->

ng/concept/c_BusinessServiceManagementMaps.html

NEW QUESTION 7

- (Topic 3)

The customer has asked that you change the default layout of the task list.

- * Number
- * Task Type
- * Parent
- * Short Description
- * Assignment Group
- * Assignment
- * Updated

After navigation to the list, where would you click, to meet this requirement?

- A. Right click on any column header, Context menu > Configure > List Layout
- B. Right click List Gear icon > Configure > Columns
- C. Click List Context Menu > Personalize List
- D. Click List Context Menu > Configure Columns

Answer: B

NEW QUESTION 8

- (Topic 3)

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- C. User, Task, Incident
- D. Work, Caller, Timecard

Answer: C

Explanation:

Reference: <https://www.basicservicenowlearning.in/2019/12/create-table-in-servicenow.html>

NEW QUESTION 9

- (Topic 3)

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

- A. Service Tracer
- B. Automapping Utility
- C. Relationships
- D. Transform Map

Answer: C

NEW QUESTION 10

- (Topic 3)

Which modules can you use to create a new table? Choose 2 answers

- A. Tables & Columns
- B. Schema Map
- C. Dictionary
- D. Tables

Answer: AD

NEW QUESTION 10

- (Topic 3)

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

- A. UI Policy
- B. Assignment Rule
- C. Action
- D. Predictive intelligence
- E. CSDM

Answer: A

NEW QUESTION 14

- (Topic 3)

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Field Matching
- B. Load Data
- C. Select Data Source
- D. Schedule Transform

E. Create Transform Map

Answer: E

Explanation:

A transform map is a set of field maps that define the relationships between fields in an import set and fields in an existing table1. When importing data from a spreadsheet, creating a transform map is the step that defines where the incoming data columns will be written in the receiving table2. The transform map allows users to specify how to transform the source data into the target data, such as by using scripts, coalescing, or mapping assist1.

References

? Transform Maps - Product Documentation: San Diego - ServiceNow1

? Importing Data: Excel to ServiceNow - Finite Partners2

NEW QUESTION 17

- (Topic 3)

When using Flow Designer what is the Flow Execution initiated by?

- A. A trigger
- B. An existing subflow
- C. Allow logic
- D. An execution data pill

Answer: A

Explanation:

A trigger is an activity that, once specified, automatically initiates a flow1. A trigger specifies the conditions that start running the flow, such as creating a record in a specified table, receiving an inbound email, or reaching an SLA target1.

References

? Flow trigger types - Product Documentation: San Diego - ServiceNow1

NEW QUESTION 21

- (Topic 3)

A new employee joins the IT deployment and needs to perform work assigned to Network and Hardware groups. How would you set up their access?

Choose 3 answers

- A. Add User Account to itll group
- B. Add User Account to ACL
- C. Add User Account to network group
- D. Add User Account to IT Knowledgebase
- E. Create User Account
- F. Add User Account to Hardware group

Answer: BCF

NEW QUESTION 24

- (Topic 3)

What are the components that make up a filter condition? Choose 3 answers

- A. Column
- B. Match Criteria
- C. Field
- D. Value
- E. Operator

Answer: C

NEW QUESTION 27

- (Topic 3)

On Access Control Definitions, what are ways you can set the permissions on a Table? Choose 3 answers

- A. Groups
- B. CRUD
- C. Roles
- D. Script that sets the answer variable to true or false
- E. Conditional Expressions

Answer: CDE

NEW QUESTION 28

- (Topic 3)

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- A. Add the role Log Write [sn_log_write] to the Impersonator Group
- B. Create user update set for impersonation tracking
- C. Activate the glide.sys.log_impersonation prop
- D. From User icon, select Elevate Roles
- E. On the Impersonator role record, right click and select Create Log

Answer: C

Explanation:

Reference https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055

NEW QUESTION 32

- (Topic 3)

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- A. Notifications
- B. Alerts
- C. Texts
- D. Events
- E. Emails

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/events.html>

NEW QUESTION 37

- (Topic 3)

When adding a related list to a form, you choose the related list from the list collector, What is an example of a related list you might see on the list collector? Choose 3 answers:

- A. Release Phase==Parent
- B. Catalog Task->Parent
- C. HR Case==Parent
- D. Problem==Parent
- E. Outage->Task number

Answer: BCE

NEW QUESTION 38

- (Topic 3)

A customer has asked for the following updates to a form:

* Make Resolution code mandatory, admin state is changed to Resolved.

* Hide major incident check box, unless logged in user has Major incident Manager role What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

Answer: D

NEW QUESTION 41

- (Topic 3)

Which low components allow you to specify when a flow should be run?

- A. Trigger and Condition Pill
- B. Scope and Trigger Condition
- C. Trigger and Condition
- D. Trigger Criteria and Clock
- E. Condition and Table

Answer: C

Explanation:

Triggers define when a flow should start running, and conditions are used to specify the specific circumstances under which a flow should run. By combining triggers and conditions, you can create flows that run only when specific events occur and only for certain types of records.

References:

? ServiceNow Product Documentation: Flow Designer - Overview - <https://docs.servicenow.com/bundle/sandiego-application-development/page/administer/flow-designer/concept/flow-designer.html>

? ServiceNow Product Documentation: Flow triggers - <https://docs.servicenow.com/bundle/tokyo-application-development/page/administer/flow-designer/reference/flow-triggers.html>

NEW QUESTION 42

- (Topic 3)

What Service Catalog feature do you use to organize items into logical groups?

- A. Variable sets
- B. Catalog items
- C. Sections
- D. Categories

Answer: A

NEW QUESTION 43

- (Topic 3)

You have heard about a new application released by SericeNow, You want to try it out, to- see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

- A. Check the latest release notes at docs.servicenow.com.
- B. Activate the application plug in, on your personal dev instance.
- C. Search the wiki for the sales demo request form,
- D. Activate the application plug in, on your company's production instance.

Answer: B

NEW QUESTION 45

- (Topic 3)

Which type of scripts run in the browser?

- A. Policies and Client Scripts
- B. Access Contral Scripts
- C. script Include Scripts
- D. Business Rule Scripts

Answer: A

NEW QUESTION 50

- (Topic 3)

A customer has asked for the following updates to a form:

- * Make Resolution code mandatory, admin state is changed to Resolved.
- * Hide major incident check box, unless logged in user has Major incident Manager role.

What type of rules (s) would you use to implement this requirement?

- A. Dictionary Design
- B. Field Limiter
- C. UI Policy
- D. UI Design
- E. Form Constraint

Answer: CE

NEW QUESTION 52

- (Topic 3)

Which SericeNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which Cis supporring that service have active issues?

- A. AL Service Dashboard
- B. CI Health Dashboard
- C. Dependency View
- D. Event Management Homepage

Answer: B

NEW QUESTION 57

- (Topic 3)

What component of the ServiceNow infrastructure defines every table and field in the system?

- A. Data Atlas
- B. Table Class Manager
- C. Schema
- D. Dictionary
- E. Field Map

Answer: D

NEW QUESTION 58

- (Topic 3)

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

- A. Wait for Condition
- B. Ask for Approval
- C. Create Record
- D. Wait for Match
- E. Look for Update
- F. Look Up Record

Answer: BCDF

NEW QUESTION 63

- (Topic 3)

When managing tags, you can adjust who is able to see iL What are the visibility options? Choose 3 answers

- A. Admins
- B. Everyone
- C. Groups and Users
- D. Roles and Permissions
- E. Me

Answer: BCE

NEW QUESTION 65

- (Topic 3)

When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Create Import Set
- B. Run Data Scrubber
- C. Set Coalesce
- D. Define Data Source
- E. Select Import Set

Answer: A

NEW QUESTION 68

- (Topic 3)

What is the most common role that has access to almost all platform features, functions, and data?

- A. Security Admin [security_admin]
- B. Sys Admin [sys_admin]
- C. Admin [sn_admin]
- D. System Administrator [admin]
- E. Base Admin [base_admin]

Answer: C

Explanation:

Reference: <https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer-glossary>

NEW QUESTION 72

- (Topic 3)

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Natural Language Query
- B. Alexa Query
- C. Machine Learning Query
- D. Predictive Intelligence Query
- E. Auto-suggest Query

Answer: A

NEW QUESTION 76

- (Topic 3)

Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Access List
- B. Can Access
- C. Accessible to
- D. Can Read

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

NEW QUESTION 77

- (Topic 3)

What is the definition of a group?

- A. An escalation pod
- B. A department
- C. A collection of users
- D. A collection of subject matter experts
- E. A team of users

Answer: C

NEW QUESTION 81

- (Topic 2)

What is the difference between a UI Policy and Data Policy?

- A. Data Policies run only after UI Policies run successfully
- B. Data Policies run regardless of how data is entered Into ServiceNow, while UI Policies are used for form interactions
- C. Data Policies can be converted into UI Policies, but UI Policies can not be converted into Data Policies
- 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

Answer: D

NEW QUESTION 82

- (Topic 2)

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

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

Answer: A

Explanation:

https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/r_BoardStructure.html

NEW QUESTION 85

- (Topic 2)

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

- A. Common Services Data Model (CSDM)
- B. Information Technology Service Management (ITSM)
- C. Configuration Management Database (CMDB)
- D. Information Technology Infrastructure Library (ITIL)

Answer: A

Explanation:

Reference: <https://www.servicenow.com/content/dam/servicenow-assets/public/en-us/doc-type/resource-center/solution-brief/sbr-servicenow-common-service-data-model.pdf>

NEW QUESTION 90

- (Topic 2)

What is an Event in ServiceNow?

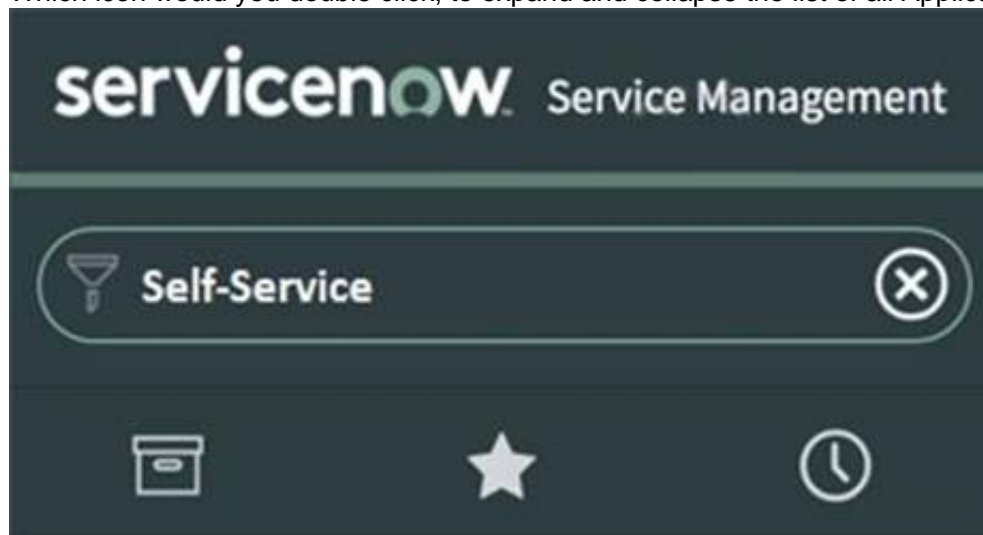
- A. An Event is a trigger that has a direct response in the platform
- B. An Event is an indication to the ServiceNow processes that something has occurred
- C. An Event is an indicator that a Priority 1 (P1) Incident has been logged
- D. An Event is a recognized, scheduled occurrence of a process

Answer: B

NEW QUESTION 94

- (Topic 2)

Which icon would you double click, to expand and collapse the list of all Applications and Modules?



- A. Star
- B. Clock
- C. Application
- D. Funnel

Answer: C

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/ui16-navigator-tasks.html>

NEW QUESTION 97

- (Topic 2)

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 101

- (Topic 2)

How do you make a list filter available to everyone?

- A. Make active, set visibility, and save
- B. Assign a name, set visibility, and save
- C. Assign a group, set visibility, and save
- D. Make active, assign a name, and save

Answer: B

NEW QUESTION 105

- (Topic 2)

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- A. Process Automation > Flow Designer
- B. Process Automation > Flow Administration
- C. Process Automation > Workflow Editor
- D. Process Automation > Process Flow
- E. Process Automation > Active Flows

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/concept/getting-started-process-automation.html>

NEW QUESTION 109

- (Topic 2)

What is a no-code approach to control the mandatory or read-only state of a form field?

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

Answer: E

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html

NEW QUESTION 113

- (Topic 2)

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

- A. Select Normal role
- B. Log out and back in
- C. Use System Administration > Normal Security module
- D. Select Global Update Set
- E. End Impersonation

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSecuritySettings.html

NEW QUESTION 117

- (Topic 2)

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization_framework)
- B. Translation Framework plugin (com.glide.translation_framework)

- C. Multiple Language Framework plugin (com.glide.multiple.language_framework)
- D. Language AI Framework plugin (com .g l id
- E. language.ai _framework)

Answer: A

NEW QUESTION 122

- (Topic 2)

Group records are stored in which table?

- A. Group [sn_user_group]
- B. Group [sys_user_group]
- C. Group [s_sys_group]
- D. Group [u_sys_group]

Answer: B

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548

NEW QUESTION 124

- (Topic 2)

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. Knowledge
- B. ServiceNow Wiki
- C. Knowledge Now
- D. SharePoint
- E. Stack Overflow

Answer: A

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260

NEW QUESTION 125

- (Topic 2)

What is NOT an example of a UI Action?

- A. Search
- B. Form buttons
- C. list Buttons
- D. Related Links

Answer: C

NEW QUESTION 128

- (Topic 2)

When moving multiple update sets at one time, what might you do to facilitate the move?

- A. Batch
- B. Verify
- C. Test
- D. Preview

Answer: A

Explanation:

Reference: <https://www.servicenowelite.com/blog/2016/8/7/update-sets>

NEW QUESTION 132

- (Topic 2)

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, views, and fields
- C. Changes made to: tables, form
- D. Business Rules, and data records
- E. Changes made to: table
- F. forms groups, and configuration items (CIs)

Answer: A

NEW QUESTION 137

- (Topic 2)

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Homepages
- B. Data
- C. Published Workflows
- D. Business Rules
- E. Schedules
- F. Database changes
- G. Related Lists
- H. Report Definitions
- I. Scheduled Jobs
- J. Client Scripts
- K. Views

Answer: ABEF

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-servicenow-platform/page/administer/workflow-administration/concept/c_WorkflowMovementWithUpdateSets.html

NEW QUESTION 141

- (Topic 2)

What ServiceNow tables can Administrators define as "destinations" for imported data, when using Transform Maps in the System Import Sets application?

- A. The Task table is the only table that can be a destination for imported data in the Transform Map module
- B. The Incident
- C. Problem
- D. Change, Task, and Service Catalog tables are the only tables that can be a destination for imported data in the Transform Map module
- E. Only the Incident Problem, and Change tables can be a destination for imported data in the Transform Map module
- F. Any ServiceNow table can be a destination for imported data in the Transform Map module

Answer: B

NEW QUESTION 144

- (Topic 2)

What icon do you use to change the label on a Favorite?

- A. Clock
- B. Hamburger
- C. Pencil
- D. Three dots
- E. Triangle.
- F. Star

Answer: C

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451

NEW QUESTION 148

- (Topic 2)

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. CSS, SOAP, and Excel
- B. XM
- C. CSV, and Excel
- D. SOAP, REST, and XML
- E. XML, SOAP, and CSS

Answer: B

Explanation:

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

NEW QUESTION 152

- (Topic 2)

What needs to be specified, when creating a Business Rule? (Choose four.)

- A. UI action
- B. Table
- C. Fields to update
- D. Who can run
- E. Script to run
- F. Application scope
- G. Update set
- H. Timing
- I. Condition to evaluate

Answer: ABEF

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/task/t_EditingAUIAction.html

NEW QUESTION 156

- (Topic 2)

Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply) Select 2 Answers from the below options

- A. Extended Validation Access (EVA)
- B. Organization Verification Card (OVC)
- C. Common Access Card (CAC)
- D. Domain Authentication Card (DAC)
- E. Personal Identify Verification (PIV)

Answer: CE

NEW QUESTION 161

- (Topic 2)

What is the purpose of the Event Registry?

- A. The Event Registry lists all Events that have successfully completed within a 24-hour period
- B. The Event Registry is a list of all Events that originate through an integration
- C. The Event Registry is a module that provides Event definitions
- D. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script

Answer: A

NEW QUESTION 163

- (Topic 2)

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Go to the Number Maintenance application and change the prefix to "IN" for incident
- B. Create a Business Rule that modifies the prefix before the Insert operation
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Submit a Change Request to ServiceNow Technical Support

Answer: A

NEW QUESTION 166

- (Topic 2)

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 168

- (Topic 2)

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Now Mobile Apps
- B. Agent Control Center
- C. Back Office Dashboard
- D. Service Portals
- E. Now Platform® User Interfaces
- F. Field Service Taskboard

Answer: ADE

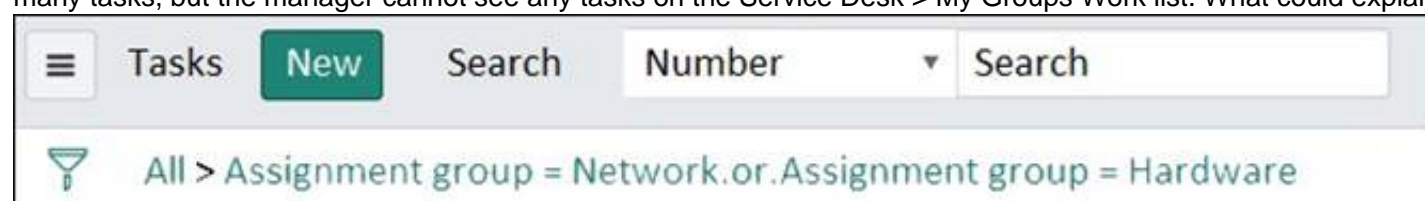
Explanation:

A. <https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navigation.html> D and E. <https://www.servicenow.com/products/service-portal.html>

NEW QUESTION 169

- (Topic 2)

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?



The screenshot shows the ServiceNow interface with the 'Tasks' tab selected. Below the tab, there is a search bar with the text 'All > Assignment group = Network.or.Assignment group = Hardware'.

- A. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.
- D. The manager is not a member of the Network and Hardware groups.
- E. The Assignment Group manager field is empty.

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/task/t_CreateAGroup.html

NEW QUESTION 173

- (Topic 2)

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- A. Sourcing fields
- B. Function fields
- C. Computational fields
- D. Calculation fields

Answer: B

NEW QUESTION 177

- (Topic 2)

A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

- A. Have them clear their cache.
- B. Have them use the gear icon to set the employee's time zone.
- C. Recommend they use Chrome, instead of Explorer.
- D. Use the system properties to correct the instance's time zone.
- E. Have them correct the time zone on their computer.

Answer: E

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171

NEW QUESTION 180

- (Topic 2)

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 182

- (Topic 2)

Which module is used as the first step for importing data?

- A. Coalesce Data
- B. Transform Data
- C. Import Data
- D. Load Data

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/paris-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.htm

NEW QUESTION 183

- (Topic 2)

When designing a flow, how do you reference data from a record, in that flow?

- A. Drag the table icon onto the flow definition
- B. Use the condition builder to specify the desired values
- C. Specify the source table on the data pill related list
- D. Drag the data pill onto the flow definition
- E. Add the table reference using the slush bucket

Answer: D

Explanation:

Reference: https://developer.servicenow.com/dev.do#!/learn/learning-plans/paris/citizen_developer/app_store_learnv2_flowdesigner_paris_using_flow_variables

NEW QUESTION 188

- (Topic 2)

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flows
- B. Action Sequences
- C. Action Sets
- D. Task Flows
- E. Flow Diagrams

Answer: E

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-designer.html#:~:text=the%20following%20components%3A-,Flows,a%20particular%20application%20or%20process>

NEW QUESTION 192

- (Topic 2)

How can administrators utilize the same content for different notification channels?

- A. Configure Default notification content
- B. Enable Actionable notification content
- C. Provide Common notification content
- D. Set up Related notification content

Answer: C

NEW QUESTION 195

- (Topic 1)

database live at the Data Center.

- A. True
- B. False

Answer: A

NEW QUESTION 198

- (Topic 2)

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Transform Schema
- B. Schema Map
- C. Dictionary Map
- D. Transform Map
- E. Field Transformer
- F. Import Designer

Answer: D

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/concept/c_ImportSetsKeyConcepts.html

NEW QUESTION 202

- (Topic 2)

Which tool is used for creating dependencies between configuration items in the CMDB?

- A. CI Relationship Editor
- B. CMDB Builder
- C. CI Service Manager
- D. CI Class Manager

Answer: D

NEW QUESTION 206

- (Topic 2)

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

Answer: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c_UIActions.html

NEW QUESTION 211

- (Topic 1)

What information does the System Dictionary contain?

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

Answer: B

NEW QUESTION 214

- (Topic 1)

What are the four knowledge workflows available in the ServiceNow base instance?

- A. Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state
- B. Instant Publish: Immediately publishes a draft article without requiring an approval
- C. Instant Retire: Immediately retires a published article without requiring an approval
- D. Retire Knowledge: Moves a knowledge article to the retired state.

Answer: A

NEW QUESTION 218

- (Topic 1)

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 219

- (Topic 1)

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as creating quick reports, configuring the list, and exporting data
- B. It displays actions related to filtering options, assigning tags, and search
- C. It displays actions related to viewing and filtering the entire list
- D. It displays actions such as view form, view related task, and add relationship

Answer: A

NEW QUESTION 221

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 222

- (Topic 1)

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Answer: D

NEW QUESTION 223

- (Topic 1)

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

NEW QUESTION 224

- (Topic 1)

What displays a set of records from a table?

- A. View
- B. Dashboard
- C. Panel
- D. List

Answer: D

NEW QUESTION 227

- (Topic 1)

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Answer: ACD

NEW QUESTION 232

- (Topic 1)

Which configuration allows you to use a script to coalesce data in Import Sets?

- A. Multiple-field coalesce
- B. No coalesce
- C. Conditional coalesce
- D. Single-field coalesce

Answer: C

NEW QUESTION 233

- (Topic 1)

Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

Answer: A

NEW QUESTION 237

- (Topic 1)

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Answer: A

NEW QUESTION 242

- (Topic 1)

Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.

- A. True
- B. False

Answer: A

NEW QUESTION 245

- (Topic 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 workflows and SLAs.

Answer: C

NEW QUESTION 250

- (Topic 1)

Which one of the following modules can be used to view field settings for a table?

- A. Tables & Columns
- B. Access Control
- C. Columns and Fields
- D. Tables and Fields

Answer: A

NEW QUESTION 255

- (Topic 1)

ServiceNow uses what term to describe all the data saved within a particular form?

- A. Fields
- B. Form
- C. Record
- D. Lists

Answer: C

NEW QUESTION 259

- (Topic 1)

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User conditions
- B. User info
- C. User Criteria
- D. User permissions

Answer: C

NEW QUESTION 264

- (Topic 1)

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 268

- (Topic 1)

What is the master table that contains a record for each table in the database?

- A. [sys_master_db]
- B. [sys_db_object]
- C. [sys_master_object]
- D. [sys_object_db]

Answer: B

NEW QUESTION 270

- (Topic 1)

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 274

- (Topic 1)

Which one of the following statements describes a characteristic of role assignment?

- A. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- B. Users can click on the Personalize Role feature to try different roles
- C. A role is granted to a user by the System Administrator
- D. Each user has a role in the ServiceNow platform

Answer: A

NEW QUESTION 279

- (Topic 1)

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 283

- (Topic 1)

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 285

- (Topic 1)

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 289

- (Topic 1)

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: D

NEW QUESTION 291

- (Topic 1)

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 292

- (Topic 3)

What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared by the entire organization?

- A. Self Service Management
- B. Knowledge Management
- C. Knowledge-Centered Management
- D. Information Portal Management
- E. Business Information Management

Answer: B

Explanation:

Knowledge Management is the process that allows users to create, categorize, review, approve and browse important information in a centralized location that is shared by the entire organization¹. Knowledge Management helps users to find relevant and accurate information quickly, reduce the need to rediscover knowledge, and improve the quality of service and customer satisfaction¹.

References

? Knowledge Management - ServiceNow1

NEW QUESTION 293

- (Topic 3)

What ServiceNow feature allows you to include data from a secondary related table on a report?

- A. SQL
- B. Dot Walking
- C. Outer Join
- D. Joins

Answer: B

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/concept/c_HowToAccessRelatedTables.html

NEW QUESTION 298

- (Topic 3)

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category
- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

Answer: AE

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.html

NEW QUESTION 300

- (Topic 3)

What actions are taken to filter a long list of records to show only those with the Category of Hardware?

- A. On Breadcrumb, click the > icon, type Hardware and click enter
- B. On the Category column header, right-click and select Show > Hardware
- C. On the list, locate and right-click on the value Hardware, select Show Matching
- D. Right-click on magnifier type Hardware and click enter
- E. Click Funnel icon, type Hardware and click enter

Answer: C

NEW QUESTION 304

- (Topic 3)

What table acts as a staging area for records imported from a data source?

- A. Transform Table
- B. Staging Table
- C. Import Set Row Table
- D. Temp Table

Answer: C

NEW QUESTION 308

- (Topic 3)

Which helps to visualize configuration items and their relationships?

- A. Transform Map
- B. Schema Map
- C. Tables
- D. Flow Design
- E. Dependency View

Answer: E

Explanation:

The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.

References:

? ServiceNow Product Documentation: Configuration item relationships in the CMDB

- https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/concept/c_CIRelationships.html

? ServiceNow Community: How to display dependencies for CIs in the Dependency

View - <https://www.servicenow.com/community/service-management-forum/load-a-specific-dependency-view-map/m-p/410421>

NEW QUESTION 310

- (Topic 3)

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. Click on the More options (..) icon, click Add Tag, type Special Handling, press enter
- B. On the Special Handling field, check the box
- C. On the Tag field, select Special Handling from the choice list
- D. Click on the Context menu, select Add Tag, type Special Handling, press enter

Answer: A

NEW QUESTION 314

- (Topic 3)

What does Natural Language Query allow you to do on a list?

- A. Automatically select a filter, based on keywords
- B. Filter list by typing in a phrase
- C. Predict the filter desired by the user
- D. Speak to the condition builder
- E. Set list filter, using audible commands

Answer: A

NEW QUESTION 315

- (Topic 3)

You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which workflow would you update to make this change?

- A. Services Approval Processing
- B. 6 Services Catalog Item Request
- C. Service Catalog Request
- D. Purchasing Process Flow

Answer: C

NEW QUESTION 318

- (Topic 3)

What are examples of UI Actions, relating to Lists? Choose 4 answers

- A. List Links
- B. List Control
- C. List Buttons
- D. List Context Menu
- E. List Override
- F. List Choices

Answer: ACDF

NEW QUESTION 320

- (Topic 3)

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. cmdb
- B. sn_cmdb_bak
- C. cmdb_rel_ci
- D. sn_cmdb
- E. cmdb_bak
- F. cmdb_ci
- G. sn_cmdb_ci

Answer: ACF

Explanation:

Reference: https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5dbf20498d82ffb2439961938

NEW QUESTION 325

- (Topic 3)

When creating a new notification, what must you define? Choose 3 answers

- A. What is the content of the notification
- B. The associated knowledge base
- C. Under what conditions is the notification sent
- D. Who receives the notification
- E. Settings for handling inactive user accounts

Answer: ACD

NEW QUESTION 330

- (Topic 3)

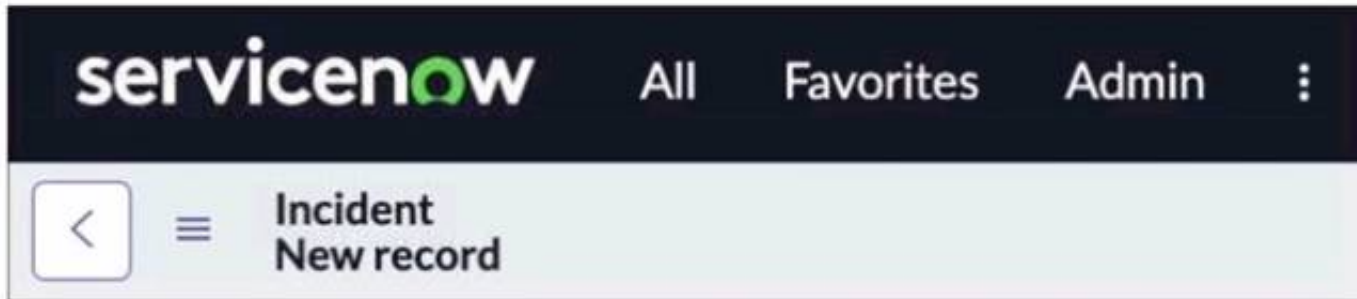
Which one of the following describes the primary operations performed against tables in the Service Now platform?

- A. Create, Rate, Update, Delete
- B. Create, Read, Upload, Delete
- C. Create, Read, Write, Delete
- D. Capture, Rate, Write, Develop

Answer: C

NEW QUESTION 335

- (Topic 3)



You are editing a new incident record and would like the Save" Dutton to be located on the Form header. Which action would need to be taken for that button to appear?

- A. All > System Properties > UI Properties > Turn on the glide.ui.advanced* property
- B. Context Menu > Form Design > add the Save" button
- C. All > System Properties > UI Properties > Turn on the Save" button
- D. Context Menu > Form Layout > add the Save* button.

Answer: C

Explanation:

To add the Save button to the form header, users need to turn on the system property glide.ui.save_button, which enables the Save button on all forms¹. Users can navigate to All > System Properties > UI Properties and search for the property name, then set the value to true¹. Alternatively, users can use the sys_properties.list URL suffix and filter by the property name¹.

References

? How to add or enable Save Button on all the forms across a Servicenow Instance - Support and Troubleshooting - Now Support Portal

NEW QUESTION 336

- (Topic 3)

What module enables an administrator to define destinations for imported data on any ServiceNow table?

- A. Field Transform
- B. Transform Map
- C. Schema Map
- D. Import Map

Answer: B

NEW QUESTION 337

- (Topic 3)

What module do you use to access the reports that are available to you?

- A. Report > View /Run
- B. Reports > Homepage
- C. Self-Service>My Reports
- D. Report > Overview

Answer: B

NEW QUESTION 341

- (Topic 3)

What access does a user need to be able to import anicies to a knowledge base?

- A. Can contribute
- B. sn_knowledge_contribute
- C. sn_knowledge_import
- D. Can import

Answer: A

NEW QUESTION 343

- (Topic 3)

Which application is used primarily to load data into ServiceNow?

- A. Import Hub

- B. System Import Sets
- C. Data Import Configuration
- D. Import Management

Answer: B

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html>

NEW QUESTION 345

- (Topic 3)

What are the steps for applying an update set to an instance?

- A. Retrieve, Preview, Commit
- B. Specify, Transform, Apply
- C. Retrieve, Assess, Apply
- D. Get, Test, Push
- E. Pull, Review, Push

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html#us-hier-overview>

NEW QUESTION 348

- (Topic 3)

How would you describe the relationship between the incident and Task table?

- A. Incident table has a many to many relationship with the Task table.
- B. Incident table has a one to much relationship with the Task table.
- C. Incident table is extended from task table.
- D. incident table is related to the Task table via the INC number
- E. incident table is a database view of the Task table

Answer: C

NEW QUESTION 349

- (Topic 3)

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. CRUD Rules
- C. Scripted User Rules
- D. Access Control Rules
- E. User Authentication Rules

Answer: D

NEW QUESTION 351

- (Topic 3)

An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?

Choose 2 answers

- A. His user account failed LDAP authentication
- B. His user account does not Belong to any groups, which contain the ITIL role
- C. His user account was not approved by his manager
- D. His user account does not have ITIL role
- E. His user account Is not logged in properly

Answer: BE

NEW QUESTION 356

- (Topic 3)

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

- A. Scenario Dashboard
- B. CI Use Case Modeler
- C. CMDB Use Case Modeler
- D. Common Service Data Model (CSDM) product view

Answer: D

Explanation:

Reference: <https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm-implementation/reference/cmdb-use-case.html>

NEW QUESTION 358

- (Topic 3)

What component causes a flow to run after a record has been created or updated?

- A. Date-based trigger
- B. Record-based trigger
- C. On-change trigger
- D. Application-based trigger
- E. Updated-date trigger

Answer: B

Explanation:

A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table¹. It allows users to define conditions and actions for the flow based on the record's state and values¹. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority¹.

References

? Flow trigger types - Product Documentation: San Diego - ServiceNow¹

NEW QUESTION 363

- (Topic 3)

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?

Choose 4 answers

- A. Submit KB Errata
- B. Add Comments
- C. CC Click frowning icon
- D. Tag as Helpful
- E. Flag Article
- F. Rate with Stars

Answer: BDEF

NEW QUESTION 365

- (Topic 3)

How would you distinguish between a Base Class table and a Parent Class table?

- A. Base Class tables always have tables extended from them, Parent tables do not have tables extended from them.
- B. Base Class table is not extended from another tabl
- C. Parent class tables may be extended from another table.
- D. Extended tables can be extended from Parent tables or Base tables, but they cannot be extended from both.
- E. Extended tables are always extended from Parent tables, Extended tables are usually extended from Base tables,

Answer: B

NEW QUESTION 366

- (Topic 3)

On a list, what does each row show?

- A. A filter
- B. A record
- C. A table
- D. A field

Answer: B

Explanation:

A list is a collection of records from a table. Each row in a list represents a record in that table¹.

ReferencesIdentifying the view used on a list or formServiceNow: List Views for BeginnersHow Do I See A List Of Users And Their Roles In ServiceNow

NEW QUESTION 367

- (Topic 3)

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

- A. Group members can choose their tasks from My Groups Work
- B. Groups can assign tasks to users based on on-call schedules
- C. Site support members can pick tasks, based on Location
- D. Groups can assign tasks to users based on skills
- E. Group members can avoid tasks, which are nearing SLA breach
- F. Groups can assign tasks to users based on availability

Answer: BCDF

NEW QUESTION 372

- (Topic 3)

When moving a homepage or dashboard between instances, what must you remember?

- A. Create a separate update set for them

- B. They are automatically added to the update set
- C. Manually add them to the update set
- D. They cannot be moved via update set

Answer: C

NEW QUESTION 374

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