

# ServiceNow

## Exam Questions CSA

ServiceNow Certified System Administrator



#### NEW QUESTION 1

- (Topic 3)

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Browser tab title
- B. Module text color
- C. Preferred browser
- D. Base theme
- E. Font style
- F. Animation style
- G. Header background color
- H. Banner Image

**Answer:** ABDGH

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t\\_ConfigureLogoColorsSysDfltsUI16.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_ConfigureLogoColorsSysDfltsUI16.html)

#### NEW QUESTION 2

- (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 3

- (Topic 3)

From a related list, what would a user click for personalize the layout of the columns?

- A. Magnifier
- B. Context Menu
- C. Pencil
- D. Gear

**Answer:** D

#### NEW QUESTION 4

- (Topic 3)

Which role can manage multiple knowledge bases?

- A. knowledge\_base\_admin
- B. kb\_admin
- C. sn\_kb\_admin
- D. knowledge\_admin

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeRoles.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeRoles.html)

#### NEW QUESTION 5

- (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 6

- (Topic 3)

What are advantages of using Flow Designer? (Choose three.)

- A. Supports advanced developers
- B. Enables complicated scripting
- C. Reduces technical debt
- D. Less manual scripting
- E. Smooth integration with 3rd party systems

Answer: CDE

**NEW QUESTION 7**

- (Topic 3)

What section on a task record would you use to see the most recent update made to a record?

- A. Timeline
- B. Journal
- C. Audit Log
- D. Activity

Answer: D

**NEW QUESTION 8**

- (Topic 3)

The Report Designer contains different sections for configuring your report. Which section is used to specify grouping and calculations to be run against me data?

- A. Style
- B. Format
- C. Data
- D. Configure
- E. Group by

Answer: D

**NEW QUESTION 9**

- (Topic 3)

In what order are Access Controls evaluated?

- A. Field-level - most general to most specific; then Row-level - most specific to most general
- B. Table-level - most specific to most general; then Row-level - most specific to most general
- C. Table-level - most specific to most general; then Field-level « most specific to most general
- D. Field-level - most specific to most general; then Table-level - most specific to most general

Answer: D

**NEW QUESTION 10**

- (Topic 3)

For your implementation, the following tables. are extended from each other:

\* Incident table is extended from Task table.

\* Super Incident table is extended from Incident table,

In this situation, which table(s) are P arent, Child and Base tables? Choose 5 answers

- A. Incident table is a Base table
- B. Incident table i
- C. a Parent table
- D. Incident table is a Child table
- E. Super Incident table is a Child table
- F. Super Incident table is a Parent table
- G. Super Incident table is a Base table
- H. Task table is a Base table
- I. Task table is a Parent table
- J. Task table is a Child table

Answer: BCDGH

**NEW QUESTION 10**

- (Topic 3)

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Page Header
- C. Field Navigator
- D. Field Picker
- E. Form Layout

Answer: BCE

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c\\_FormDesign.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/form-administration/concept/c_FormDesign.html)

**NEW QUESTION 14**

- (Topic 3)

What actions art taken to filter a long list of records to show only those which have "email" Short Description?

- A. Click List Magnifier to expand column search
- B. on Short Description type %emai

- C. click enter
- D. Click List Magnifier to expand column search, on Short Description, type email, click enter
- E. On Search bo
- F. select text, type email, click enter
- G. Click List Magnifier to expand column search, on Short Description type 'email, dick enter

**Answer:** D

#### NEW QUESTION 18

- (Topic 3)

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

- A. Employee Workflows
- B. Infrastructure Workflows
- C. Federal Workflows
- D. Manufacturing Workflows
- E. Customer Workflows
- F. IT Workflows

**Answer:** AEF

#### NEW QUESTION 22

- (Topic 3)

You have been asked to configure a form so an employee could a tablet and select the standard accessory options to purchase with it. These standard options are: carrying case, screen cleaner, tablet stand, and screen protector. What approach would you take?

Choose 3 answers

- A. Create Catalog item for the tablet, and on the form, add a check box variable for each accessory option.
- B. Create Catalog item for the tablet, and add a variable set to the form, for the accessory options.
- C. Create one Catalog item for each: tablet, carrying case, screen cleaner, tablet stand, and screen protector.
- D. Create a Records producer, and on the form, add a check box variable for each accessory option.
- E. On shopping Cart configuration, select option to show the Add Accessories button.

**Answer:** ABC

#### NEW QUESTION 23

- (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 27

- (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 flow<sup>1</sup>. 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 target<sup>1</sup>.

References

? Flow trigger types - Product Documentation: San Diego - ServiceNow<sup>1</sup>

#### NEW QUESTION 28

- (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 32**

- (Topic 3)

What section on the notes tab, shows the history of the work documented on the record?

- A. Journal
- B. Activity
- C. Diary
- D. Audit Log
- E. Timeline

Answer: B

**NEW QUESTION 37**

- (Topic 3)

When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Client
- B. Server
- C. Browser
- D. Network

Answer: B

**NEW QUESTION 41**

- (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 43**

- (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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055)

**NEW QUESTION 47**

- (Topic 3)

Which action enables personalization in a form for the admin role, only?

- A. Navigate to sys\_form\_properties.list and set the property glide.ui.enable\_personalize\_form.admin to true.
- B. Navigate to Context Menu > Configure > Form Layout and select 'Enable Personalization' and Enter the 'admin' role.
- C. Navigate to Context Menu > Configure > Table and add the role 'Admin' in the 'Available User' list box.
- D. Navigate to sys\_properties.list find the property glide.ui.personalize\_form.role and set the Value to admin.

Answer: D

**Explanation:**

This action allows only users with the admin role to personalize forms by using the Personalize Form button1. The other options are either invalid or do not restrict personalization to the admin role only.

References Personalize a form UI settings and personalization Personalization

**NEW QUESTION 48**

- (Topic 3)

A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

- A. onSubmission()
- B. onSubmit()
- C. onLoad

D. onUpdate()

**Answer:** B

**NEW QUESTION 49**

- (Topic 3)

On a Business Rule, the When salting determines at what point the rule executes. What are the options for specifying that timing?

- A. Insert, Update, Delet
- B. Query
- C. 4G} Before, After, Async, Display
- D. Prior to, Synchronous, on Update
- E. Before, Synchronous, Scheduled Job, View

**Answer:** B

**NEW QUESTION 50**

- (Topic 3)

Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board Interface?

- A. Flow Designer
- B. Process Automation Designer
- C. Process Workflow Designer
- D. Workflow Editor

**Answer:** B

**NEW QUESTION 55**

- (Topic 3)

Which tables are children of the Task table and come with the base system? Choose 3 answers

- A. Incident
- B. Problem
- C. Change Request
- D. Config
- E. Dictionary
- F. cmdb

**Answer:** ABC

**Explanation:**

The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.

References

- ? [https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c\\_TaskTable.html](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept/c_TaskTable.html)
- ? <https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child-table-column/m-p/1133982>
- ? <https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table/m-p/1618247>

**NEW QUESTION 58**

- (Topic 3)

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

- A. sn\_knowledge\_import
- B. sn\_knowledge contribute
- C. Can contribute
- D. Can import

**Answer:** C

**NEW QUESTION 61**

- (Topic 3)

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Record Producer
- B. Create Order Guide
- C. Create Requested Item
- D. Create On-boarding Bot

**Answer:** B

**NEW QUESTION 62**

- (Topic 3)

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? Choose 2 answers

- A. Their user account failed LDAP authentication
- B. Their user account is not logged in properly
- C. Their user account was not approved by their manager
- D. Their user account does not have itil role
- E. Their user account does not belong to any groups, which contain the itil role

**Answer:** AC

**NEW QUESTION 63**

- (Topic 3)

Which set of steps is used to import spreadsheet data into a ServiceNow table?

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

**Answer:** A

**Explanation:**

These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation<sup>1</sup> and the video tutorial<sup>2</sup>. The other options are either incomplete or incorrect.

References<sup>1</sup>: Import a spreadsheet - Product Documentation: Utah - Now Support Portal<sup>2</sup>: How To Import Data Into ServiceNow - YouTube

**NEW QUESTION 68**

- (Topic 3)

What are advantages of using spokes for integrations? Choose 3 answers

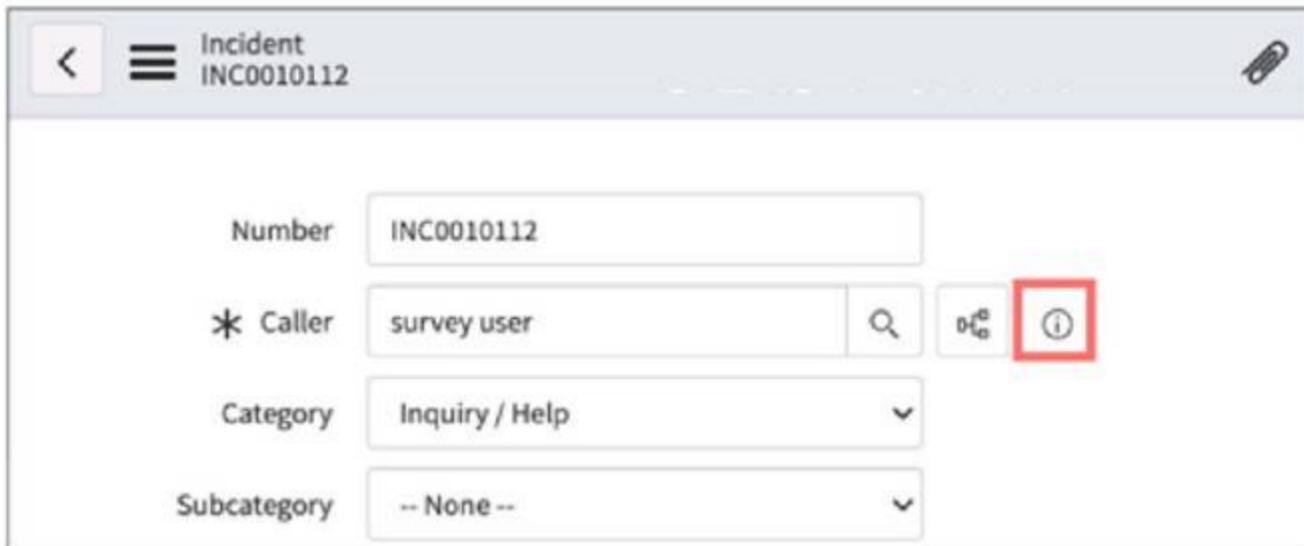
- A. Reduces the need for code
- B. Features scale and control mechanisms
- C. Free spokes are available in the ServiceNow Store
- D. Ensures discoverability and reuse
- E. Automated event management

**Answer:** ADE

**NEW QUESTION 73**

- (Topic 3)

On a form, which type of Geld has this icon which can be clicked, to S00 a preview of the associated record?



- A. Drilldown
- B. Lookup
- C. Quickview
- D. Preview
- E. Snapshot
- F. Reference:

**Answer:** F

**NEW QUESTION 77**

- (Topic 3)

Which type of scripts run in the browser?

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

**Answer:** A

#### NEW QUESTION 78

- (Topic 3)

If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment?  
Choose 2 answers

- A. Select the record using the check box, then select the Person icon
- B. Double click on the Assigned to value, type the name of the user, and select the green check
- C. Select the record using the check box then select the Assign To Me UI action on the List Header
- D. Right click on the Task number and select the Assign to me option in the menu
- E. Select the Task number, and select the Assign to me UI action on the form

**Answer:** DE

#### NEW QUESTION 81

- (Topic 3)

You are looking at a list of Active incidents. You want to exclude incidents with the state of Resolved. How might you do that?

- A. On the list of records, locate the right-click on the Resolved value, select Exclude.
- B. Click Funnel icon, click AND, Select Resolved, is Not State click Run
- C. On state column title, right-click, select Filter Out > Resolved
- D. On Search, select State, type not Resolved, press enter
- E. On the list of records, locate and right-click on the Resolved value, select Filter Out

**Answer:** E

#### NEW QUESTION 85

- (Topic 3)

What instance resource allows you to access guided tours, information about actions, and instructions on how to use inputs and outputs in your flow?

- A. Community
- B. Help Panel (question mark icon)
- C. Docs
- D. Wiki

**Answer:** B

#### NEW QUESTION 87

- (Topic 3)

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationship?

- A. CSDM Schema
- B. Business Service Map
- C. Dependency View
- D. CI Class Map

**Answer:** D

#### NEW QUESTION 88

- (Topic 3)

What is the primary objective of the Display Business Rule?

- A. To monitor fields on a form, and provide feedback
- B. To use a shared g\_scratchpad object, which can be sent to the client, as part of the form
- C. To set files to mandatory, hidden, and read-only
- D. To define what happens on a form, when a particular field changes

**Answer:** B

#### NEW QUESTION 90

- (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 93

- (Topic 2)

On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Additional Actions or Context Menu

- C. Hamburger icon
- D. Cake icon

**Answer:** C

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c\\_FormContextMenu.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-forms/concept/c_FormContextMenu.html)

**NEW QUESTION 96**

- (Topic 2)

On the Reports page, what sections allow you to see which reports are visible to different audiences? (Choose four.)

- A. Group
- B. Department
- C. My reports
- D. Team
- E. Dashboards
- F. Global
- G. Admin
- H. Analytics
- I. All
- J. Company

**Answer:** AEFG

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t\\_ShareASetting.html](https://docs.servicenow.com/bundle/rome-now-intelligence/page/use/reporting/task/t_ShareASetting.html)

**NEW QUESTION 97**

- (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 102**

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

**NEW QUESTION 106**

- (Topic 2)

What are three security modules often used by the System Administrator? (Choose three.)

- A. System Properties > Security
- B. Utilities > Migrate Security
- C. System Security > Security
- D. Self-Service > My Access
- E. System Security > Access Control (ACL)
- F. Password Management > Security Questions
- G. System Security > High Security Settings

**Answer:** AEG

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r\\_GeneralSecuritySettings.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_GeneralSecuritySettings.html)

**NEW QUESTION 107**

- (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 109**

- (Topic 2)

What are the three components of a filter condition?

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

**Answer:** A

**NEW QUESTION 112**

- (Topic 2)

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, After, Async, Display
- B. Prior to, Synchronous, on Update
- C. Insert, Update, Delete, Query
- D. Before, Synchronous, Scheduled Job, View

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r\\_HowBusinessRulesWork.html](https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r_HowBusinessRulesWork.html)

**NEW QUESTION 113**

- (Topic 2)

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

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

**Answer:** C

**NEW QUESTION 118**

- (Topic 2)

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

- 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.
- B. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
- C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
- D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

**Answer:** C

**NEW QUESTION 123**

- (Topic 2)

What is a key difference between Reporting and Performance Analytics?

- A. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
- B. Performance Analytics can show trends; Reports cannot.
- C. Reports can be run on a scheduled basis; Performance Analytics cannot.
- D. Performance Analytics data can be published to Dashboards; Reports cannot.
- E. Performance Analytics shows KPIs; Reporting does not.

**Answer:** B

**NEW QUESTION 128**

- (Topic 2)

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

**Answer:** DEF

#### NEW QUESTION 129

- (Topic 2)

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

- A. Configure Lists
- B. Show Options
- C. Configure Task
- D. Show Choices
- E. Show Choice List
- F. Configure Options

**Answer:** F

#### NEW QUESTION 133

- (Topic 2)

What field contains a record's 32-character, unique identifier?

- A. sn\_rec\_id
- B. rec\_id
- C. u\_id
- D. sys\_id
- E. sn\_gu\_id
- F. sn\_sys\_id
- G. id

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c\\_UniqueRecordIdentifier.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_UniqueRecordIdentifier.html)

#### NEW QUESTION 138

- (Topic 2)

New records, new groups, and modified configuration Items (CIs): what do they have in common?

- A. They are included in an Update Set
- B. They are not captured in an Update Set
- C. They are customizations
- D. They do not have anything in common

**Answer:** A

#### NEW QUESTION 143

- (Topic 2)

When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

- A. Long-term signals
- B. Non-signals
- C. Anti-signals
- D. Stability signals

**Answer:** C

#### NEW QUESTION 144

- (Topic 2)

When does the Submit button appear on a form?

- A. When saving an old record
- B. When creating a new record
- C. When changing the reference field in an existing record
- D. When updating an existing record

**Answer:** B

#### NEW QUESTION 145

- (Topic 2)

What is specified in an Access Control rule?

- A. Groups, Conditional Expressions and Workflows
- B. Table Schema, CRUD, and User Authentication
- C. Object and Operation being secured; Permissions required to access the object
- D. security\_admin

**Answer:** C

#### Explanation:

Reference: <https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20control,object%20and%20operati on%20being%20secured>

#### NEW QUESTION 150

- (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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0547260)

#### NEW QUESTION 154

- (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 158

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

#### NEW QUESTION 161

- (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 166**

- (Topic 2)

What controls the publishing and retiring process for knowledge articles?

- A. Approval Policies
- B. Approval Definitions
- C. Workflow Designer
- D. Workflows
- E. State Lifecycle

**Answer:** C

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r\\_KnowledgeWorkflows.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html)

**NEW QUESTION 169**

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

**NEW QUESTION 172**

- (Topic 2)

What is a sys\_id?

- A. Unique 32-character identifier that is assigned to every record
- B. A client-side Business Rule
- C. A server-side Business Rule
- D. Unique 64-character identifier that is assigned to every record

**Answer:** A

**NEW QUESTION 176**

- (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 180**

- (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 182**

- (Topic 2)

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

- A. Data Policies run when data is entered through the form, by an Import Set, or by webservices, while UI Policies are set only by web services
- B. Data Policies can be converted into UI Policies, but UI Policies cannot be converted into Data Policies
- C. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- D. Data Policies run only after UI Policies run successfully

**Answer:**

C

**NEW QUESTION 183**

- (Topic 2)

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

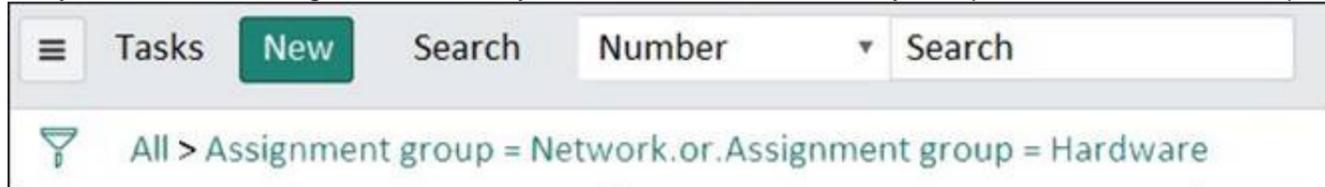
- A. A column is a field in the database and a record is one user
- B. A column is one field and a record is one row
- C. A column is one field and a record is one column
- D. A column contains data from one user and a record is one set of fields

**Answer:** A

**NEW QUESTION 186**

- (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?



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

**NEW QUESTION 190**

- (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](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0659171)

**NEW QUESTION 191**

- (Topic 2)

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 195**

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

#### NEW QUESTION 200

- (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 205

- (Topic 1)

There are \_\_\_\_\_ common types of Interfaces (Numeric Value) 6: There are six common types of interfaces

- A. Homepage: Consists of navigational elements, functional controls, and platform information.
- B. List: Display records from a data table, as well as allow you to edit the record information using the List Editor functionally.
- C. Form: Data is entered into ServiceNow through forms
- D. Dashboard: Enable you to display multiple performance analytics, reporting and other widgets on a single screen.
- E. Maps: Display ServiceNow data graphically on a Google map
- F. Timelines: Used to track tasks or projects

**Answer: C**

#### NEW QUESTION 209

- (Topic 1)

Which one of the following statements describes the purpose of a Service Catalog workflow?

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

**Answer: C**

#### NEW QUESTION 213

- (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 215

- (Topic 1)

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 216

- (Topic 1)

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

**Answer: C**

#### NEW QUESTION 219

- (Topic 1)

Which application is used to change the number format per table?

- A. Number Maintenance
- B. System Maintenance
- C. Table Maintenance
- D. Record Maintenance

Answer: A

**NEW QUESTION 222**

- (Topic 1)

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 224**

- (Topic 1)

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer: A

**NEW QUESTION 227**

- (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 229**

- (Topic 1)

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

Answer: A

**NEW QUESTION 233**

- (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 237**

- (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 241**

- (Topic 1)

What are the three components of a filter condition?

- A. Table
- B. Value

- C. Field
- D. Operator

**Answer:** BCD

**NEW QUESTION 243**

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

**NEW QUESTION 247**

- (Topic 3)

A Role is defined as what?

- A. A collection of permissions
- B. A set of user access policies
- C. A Persona in a workflow
- D. A set of access control rules

**Answer:** A

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c\\_Roles.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html)

**NEW QUESTION 252**

- (Topic 3)

Which ServiceNow capability allows you to provide knowledge articles, via a conversational messaging interface?

- A. Agent Assist
- B. Virtual Agent
- C. Now Messenger
- D. Connect Agent

**Answer:** B

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-release-notes/page/release-notes/analytics-intelligence-reporting/virtual-agent-rn.html>

**NEW QUESTION 253**

- (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 255**

- (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=7ab22ad5\\_dbf20498d82ffb2439961938](https://community.servicenow.com/community?id=community_question&sys_id=7ab22ad5_dbf20498d82ffb2439961938)

#### NEW QUESTION 260

- (Topic 3)

What do you click when you have made modification to your report, and you want to see the results without saving?

- A. Execute
- B. Try it
- C. Run
- D. Test
- E. Preview

**Answer: D**

#### NEW QUESTION 263

- (Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email. How might you do that?

- A. Click List Magnifier to expand column search, on Short Description, type "email, click enter
- B. Click List Magnifier to expand column search, on Short Description, type \*email, click enter
- C. Click List Magnifier to expand column search, on Short Description, type email, click enter
- D. On Search box, select text, type email, click enter

**Answer: A**

#### NEW QUESTION 267

- (Topic 3)

Which tables are available by default in a ServiceNow instance? Choose 3 answers

- A. User
- B. Incident
- C. Item
- D. Issue
- E. Project
- F. Task

**Answer: ABF**

#### Explanation:

These tables are available by default in a ServiceNow instance because they are part of the core platform and are used to store essential data for users, incidents, and tasks. The other tables are not available by default, but can be created or activated by installing plugins or applications.

References1: Tables & Dictionary - Frequently asked Questions (FAQ) - ServiceNow2: ServiceNow – The List of All Tables (sys\_db\_object)3: How To Set A Default Field Value in ServiceNow? - The Snowball

#### NEW QUESTION 272

- (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 273

- (Topic 3)

When looking at a long list of records, you want to quickly filter, to show only those which have Category of Hardware. How might you do that?

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

**Answer: A**

#### NEW QUESTION 274

- (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 276**

- (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 277**

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