



# ServiceNow

## Exam Questions CSA

ServiceNow Certified System Administrator

#### NEW QUESTION 1

- (Topic 3)

When a flow runs an action, it generates a runtime value, which stays the same for the duration of the flow. What is the name of this runtime value?

- A. Trigger runtime value
- B. Sequence runtime value
- C. Starting runtime value
- D. Data pill runtime value
- E. Input runtime value

**Answer:** D

#### Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/data-population.html>

#### NEW QUESTION 2

- (Topic 3)

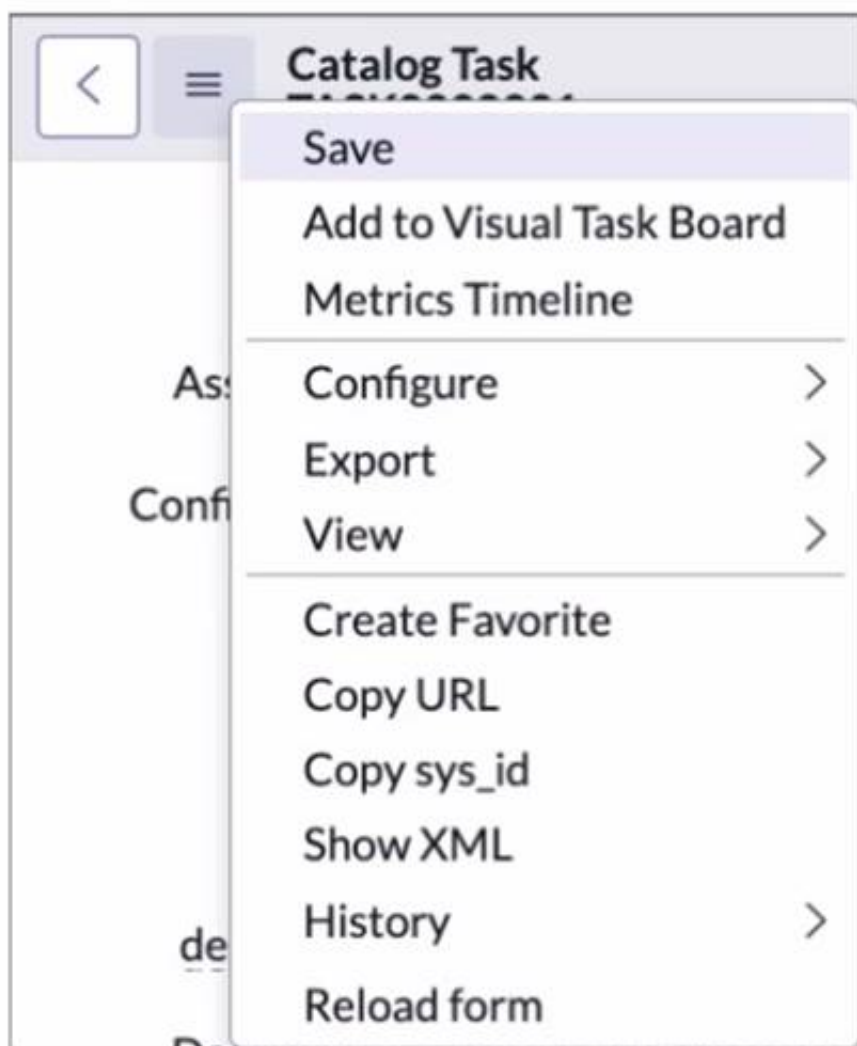
Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. UI policy
- C. Predictive Intelligence
- D. Assignment Rule

**Answer:** D

#### NEW QUESTION 3

- (Topic 3)



Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > View > Table
- B. The Form Context menu > Configure > Table
- C. The Form Context menu > Configure > Dictionary
- D. The Form Context menu > View > Show Table

**Answer:** B

#### NEW QUESTION 4

- (Topic 3)

What tool is used to import data from various data sources, and map that data into ServiceNow tables?

- A. Import Set
- B. Update Set
- C. Data Pack
- D. Transform Set

**Answer:** A

#### NEW QUESTION 5

- (Topic 3)

When building an extended table from a base table, which fields do you need to create? Choose 2 answers

- A. The mandatory fields for the base table.
- B. The reference fields for the base table.
- C. The fields that are not in the base table.
- D. The fields that are specific to the extended table.

**Answer:** CD

#### NEW QUESTION 6

- (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 7

- (Topic 3)

User records are stored in which table?

- A. User [sys\_user]
- B. User [sn\_user]
- C. User [u\_sys\_user]
- D. User [s\_user]

**Answer:** A

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c\\_UserPreferences.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html)

#### NEW QUESTION 8

- (Topic 3)

A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

- A. Click Personalize List
- B. Right click on any column heade
- C. Context Menu > Configure > List Layout
- D. Click List Context Menu > Personalize List
- E. Click List Content Menu > Configure > List Layout

**Answer:** B

#### Explanation:

To rearrange the columns on a list, users can right click on any column header and select Configure > List Layout from the context menu<sup>2</sup>. This will open a dialog box where users can select the available fields and move them to the selected list using the arrow buttons<sup>2</sup>. Users can also drag and drop the fields to change the order of the columns<sup>2</sup>.

References

? How To Configure List and Form Layouts | by ServiceNow Scholar - Medium<sup>2</sup>

#### NEW QUESTION 9

- (Topic 3)

What section on a task record is used to see the most recent updates made to a record?

- A. Related List
- B. Activity Stream
- C. Audit Log
- D. Timeline

**Answer:** B

#### NEW QUESTION 10

- (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-mapping/concept/c\\_BusinessServiceManagementMaps.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/business-service-management-mapping/concept/c_BusinessServiceManagementMaps.html)

**NEW QUESTION 10**

- (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 12**

- (Topic 3)

The Report Designer contains different sections for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report.

- A. Properties
- B. Data
- C. Configure
- D. Type
- E. Sources

**Answer:** C

**NEW QUESTION 17**

- (Topic 3)

Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- B. Add User Criteria for HR Manager Group on the Category's Can Read list
- C. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- D. Add User Criteria for HR Manager Group on the Can Read list of the article

**Answer:** B

**NEW QUESTION 19**

- (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 21**

- (Topic 3)

Here is an example of the criteria set for a knowledge base:

- \* Companies: ACME North America
- \* Department: HR
- \* Groups: ACME Manager
- \* Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

**Answer:** A

#### NEW QUESTION 24

- (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 mast general
- D. Field-level - most specific to most general: then Table-level - most specific to most general

**Answer:** D

#### NEW QUESTION 27

- (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 28

- (Topic 3)

What framework can be used to manage the tables and Cis associated with a use case?

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

**Answer:** A

#### NEW QUESTION 32

- (Topic 3)

Which feature ensures data consistency white importing data using import sets and web services?

- A. Client Script
- B. UI Policy
- C. Data Policy
- D. CSDM
- E. Business Rule

**Answer:** C

#### Explanation:

Data policies are used to define rules that govern the creation, modification, and deletion of data in ServiceNow. These policies can be used to ensure data consistency by enforcing data quality standards and preventing invalid or inaccurate data from being imported.

References:

? ServiceNow Product Documentation: Data policies overview - [https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/field-administration/concept/c\\_DataPolicy.html](https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/field-administration/concept/c_DataPolicy.html)

#### NEW QUESTION 35

- (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 39

- (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 40

- (Topic 3)

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

- A. Parent-Child Approvers.
- B. Approval Chains
- C. Flows
- D. Approval Criteria
- E. Approver Delegates

**Answer:** D

#### NEW QUESTION 45

- (Topic 3)

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships? (Choose three.)

- A. One Approval can have many Requests
- B. One Request can have many Requested Items
- C. One Requested Item can have many Approvals
- D. One Requested Item can have many Catalog Tasks
- E. One Cart can have many Requests

**Answer:** BDE

#### NEW QUESTION 47

- (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 51

- (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 55

- (Topic 3)

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

**Answer:** D

#### Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0541355](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355)

#### NEW QUESTION 56

- (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 59

- (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 62

- (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 65

- (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/nw-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 69

- (Topic 3)

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

- A. Run Transform
- B. Run Import
- C. Import Dataset
- D. Execute Transform
- E. Schedule Transform

**Answer: D**



**Explanation:**

Reference: [https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t\\_CreatingAFieldMap.html](https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html)

**NEW QUESTION 71**

- (Topic 3)

Which component of a table contains a piece of data for one record?

- A. Factor
- B. Field
- C. Datapoint
- D. Element
- E. Item

**Answer: B**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c\\_DataDictionaryTables.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataDictionaryTables.html)

**NEW QUESTION 74**

- (Topic 3)

Form a form, what would you click, to modify the order of the fields on the form? Choose 2 answers

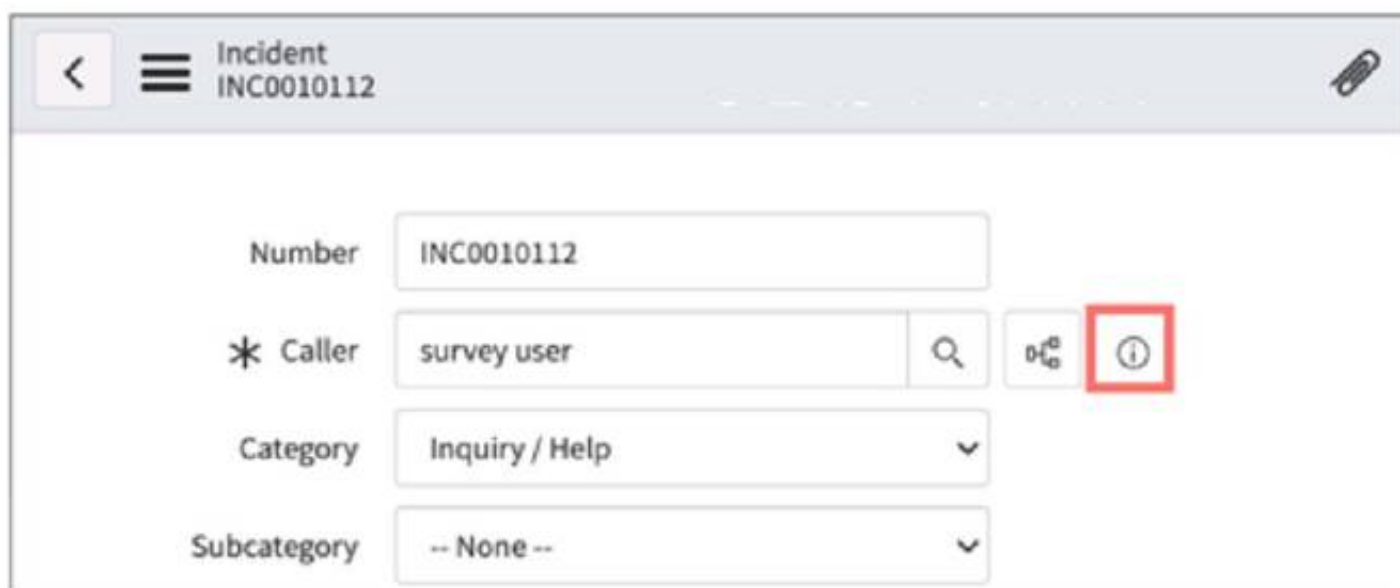
- A. Context Menu > Configure > Form Layout
- B. Context Menu > Form > Layout
- C. Right click on header > Configure > Form Design
- D. Context Menu > Configure > Form Designer
- E. Right click on header > Configure > UX Dashboard

**Answer: AC**

**NEW QUESTION 78**

- (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 82**

- (Topic 3)

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Save + Update
- C. Write + Read
- D. Submit + Query
- E. Insert + Verify

**Answer: A**

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-script-best-practices.html>

**NEW QUESTION 85**



- (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 90

- (Topic 3)

You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

- A. Create Record Producer
- B. Create Catalog Item
- C. Create Order Guide
- D. Create Content Item

**Answer:** A

#### Explanation:

Reference: <https://docs.servicenow.com/bundle/orlando-it-service-management/page/product/service-catalog-management/concept/request-fulfillment.html>

#### NEW QUESTION 92

- (Topic 3)

After you create a new table, what is the best practice regarding the navigation pane? Choose 2 answers

- A. Set the filter condition on the Application Menu
- B. Set the font style on both the Application Menu and the Module
- C. Specify which Roles are able to see the Module
- D. Specify which Roles are able to see the Application Menu
- E. Create Application Menu with the same name as the table label
- F. Create Module with the plural of the table label

**Answer:** CD

#### NEW QUESTION 93

- (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 96

- (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 97

- (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 100

- (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 101

- (Topic 3)

Which data consistency settings can be achieved using UI Policy? Choose 3 answers

- A. Setting fields to accept the data with 'n' number of characters
- B. Setting fields hidden
- C. Setting fields to accept the data in an expected format
- D. Settings fields read-only
- E. Setting fields mandatory

**Answer:** BDE

#### NEW QUESTION 105

- (Topic 3)

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

- A. Can Read
- B. Can Write
- C. Can Contribute
- D. Can Author
- E. Cannot Author

**Answer:** C

#### NEW QUESTION 109

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

#### NEW QUESTION 112

- (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 113

- (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 117**

- (Topic 3)

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- B. All rows are treated as new record
- C. No existing records are updated.
- D. Duplicate rows are rejected from the import.
- E. All rows are treated as new records, but errors will be flagged in the import log.

**Answer:** D

**Explanation:**

Reference: [https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new\\_to\\_servicenow/app\\_store\\_learnv2\\_importingdata\\_quebec\\_coalescing](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_importingdata_quebec_coalescing)

**NEW QUESTION 121**

- (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 125**

- (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 127**

- (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 128**

- (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 133**

- (Topic 2)

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Task Escalation Clock
- B. Service Level Agreements
- C. Inactivity Monitor
- D. Response Time Clock
- E. Business Time Remaining

**Answer:** B

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r\\_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_ToolsForDrivingTasks.html#:~:text=Service%20level%20agreements%20can%20track,completed%20within%20an%20allotted%20time.&text=Inactivity%20monitors%20ensure%20that%20tasks,a%20predefined%20period%20of%20time)

**NEW QUESTION 135**

- (Topic 2)

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Common Service Data Model (CSDM)
- B. Service Mapping Utility (SMU)
- C. Service Schema Map (SSM)
- D. CMDB Class Manager (CMDBCM)
- E. CI Class Manager (CICM)

**Answer:** A

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/paris-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html>

**NEW QUESTION 137**

- (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 141**

- (Topic 2)

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

**Answer:** C

**Explanation:**

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/orchestration/reference/r-orchestration-introduction.html>

**NEW QUESTION 146**

- (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 148**

- (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 150

- (Topic 2)

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. Incident.Major\_Incident
- B. incident=>major\_incident
- C. incident<=>major\_incident
- D. incident||major\_incident
- E. incident.major\_incident

**Answer:** E

#### Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/contextual-security/concept/acl-rule-types.html>

#### NEW QUESTION 151

- (Topic 2)

What is a quick way to create a report from a list view?

- A. Click on filter breadcrumb, drag and drop on the Report > Create New module
- B. Click Funnel, define filter conditions, click Create Report
- C. Click Context Menu, select Create Report
- D. Apply filter, right click on column header, select Bar Chart
- E. Apply filter, right click on column header, select Create Report

**Answer:** B

#### Explanation:

Reference: [https://ut.service-now.com/sp?id=kb\\_article&number=KB0014148](https://ut.service-now.com/sp?id=kb_article&number=KB0014148)

#### NEW QUESTION 152

- (Topic 2)

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

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

**Answer:** B

#### NEW QUESTION 153

- (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 155

- (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 160

- (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 161**

- (Topic 2)

How is a group defined in ServiceNow?

- A. A group is one record stored in the Group Type [sys\_user\_group\_type] table
- B. A group is one record stored in the Group [sys\_user\_group] table
- C. A group defines a set of users that share the same location
- D. A group defines a set of users that share the same job title

**Answer:** B

**NEW QUESTION 164**

- (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 166**

- (Topic 2)

You are showing your customer a new form that you have created for their new application. They would like to add a field to the form. Where could you do that? (Choose two.)

- A. Select Fields and Columns module
- B. Right click on form header, select Configure > Form Layout
- C. Click on context menu, select Configure > Form Designer
- D. Select Field Class Manager module

**Answer:** BC

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t\\_CreateCustomField.html](https://docs.servicenow.com/bundle/rome-it-service-management/page/product/change-management/task/t_CreateCustomField.html)

**NEW QUESTION 168**

- (Topic 2)

Which plugin allows users to install multiple applications, application-customizations. or plugins at once?

- A. Application Integration and Plugin Delivery (A1PD) SpokeBatch Install
- B. Continuous Integration and Continuous Delivery (CICD) SpokeBatch Install
- C. Multiple Integration and Process Delivery (MIPD) SpokeBatch Install
- D. Quick Integration and Multiple Delivery (QIMD) SpokeBatch Install

**Answer:** B

**NEW QUESTION 172**

- (Topic 2)

What do you call any component that needs to be managed in order to deliver services?

- A. CSDM Items
- B. CMDB
- C. Configuration item
- D. Service Offerings
- E. Asset

**Answer:** C

**Explanation:**

Reference: <https://infocenter.io/servicenow-cmdb-implementation/>



#### NEW QUESTION 174

- (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 175

- (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 178

- (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 179

- (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 182

- (Topic 2)

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- A. System Notification > Email > Notifications
- B. Administration > Notification Overview
- C. System Properties > Email > Settings
- D. User Preferences > Email > Notifications
- E. Click Gear > Notifications > New

**Answer:** A

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t\\_CreateANotification.html](https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANotification.html)

#### NEW QUESTION 186



- (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 187

- (Topic 2)

The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

- A. Incident Auto-Resolution
- B. Ticket Resolver
- C. Virtual Agent Helper
- D. Web Intelligence

**Answer:** A

#### NEW QUESTION 191

- (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 192

- (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 193

- (Topic 2)

What are the steps to retrieve an Update Set?

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

**Answer:** C

#### NEW QUESTION 195

- (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 197

- (Topic 2)

How are local flow variables accessed in the Flow Designer Data panel?

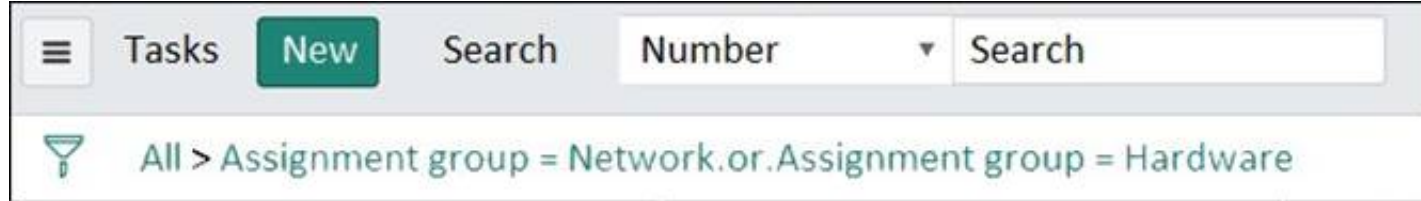
- A. As newly generated icons
- B. As scratchpad variables
- C. As new tabs
- D. As data pills

**Answer:** D

#### NEW QUESTION 202

- (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 207

- (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 209

- (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 210

- (Topic 2)

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

- A. personal.ize.control
- B. personal\_list
- C. ul\_page\_admin
- D. ui\_action\_admin

**Answer:** A

#### NEW QUESTION 215

- (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 220

- (Topic 1)

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

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

**Answer:** ABCD

#### NEW QUESTION 221

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

#### NEW QUESTION 226

- (Topic 1)

What are the 5 provided Roles by ServiceNow?

- A. System Administrator: The admin role provides access to all platform features, applications, functions and data.
- B. Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services
- C. Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.
- D. Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver
- E. Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

**Answer:** ABCDE

#### NEW QUESTION 227

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 232

- (Topic 1)

A User is stored in which table?

- A. User [sys\_user]
- B. User [ sys\_user\_group]
- C. User [ syst\_user\_profile]
- D. User [user\_profile]

**Answer:** A

#### NEW QUESTION 236

- (Topic 1)

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

- A. read-only
- B. write-only
- C. Necessary
- D. Mandatory

- E. Empty
- F. Hidden

**Answer:** ADF

#### NEW QUESTION 240

- (Topic 1)

ServiceNow is a single-instance, multiple tenant architecture?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 242

- (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 244

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 245

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 246

- (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 250

- (Topic 1)

Knowledge articles within a knowledge base are grouped by category.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 254

- (Topic 1)

Where would you go in ServiceNow to order services and products offered by various departments?

- A. Service Catalog
- B. Self Service
- C. Service Department
- D. Customer Service

**Answer:** A

**NEW QUESTION 259**

- (Topic 1)

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

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

**Answer:** C

**NEW QUESTION 264**

- (Topic 1)

What displays a set of records from a table?

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

**Answer:** D

**NEW QUESTION 267**

- (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 269**

- (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 274**

- (Topic 1)

What is the difference between UI Policy and UI Action?

- A. UI Action can make fields read-only, mandatory, or hidde
- B. while UI Policy can make a save button visible for appropriate users.
- C. UI Policy can make fields read-only, mandatory, or hidde
- D. while UI Action can make a save button visible for appropriate users.

**Answer:** B

**NEW QUESTION 275**

- (Topic 1)

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. workflow
- C. event
- D. task

**Answer:** D

**NEW QUESTION 280**

- (Topic 1)

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records

- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

**Answer:** D

#### NEW QUESTION 283

- (Topic 1)

What is a formatter? Select one of the following.

- A. A formatter allows you to configure applications on your instance
- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to populate fields automatically
- D. A formatter is a set of conditions applied to a table to help find and work with data

**Answer:** B

#### NEW QUESTION 286

- (Topic 1)

Which one of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self-Service

**Answer:** D

#### NEW QUESTION 291

- (Topic 1)

How are Workflows moved between instances?

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

**Answer:** A

#### NEW QUESTION 293

- (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 297

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 298

- (Topic 1)

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

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

**Answer:** ACE

#### NEW QUESTION 300

- (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 305

- (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 310

- (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 314

- (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 317

- (Topic 1)

What is the platform name for the User table?

- A. u\_users
- B. sys\_users
- C. x\_users
- D. sys\_user

**Answer:** D

#### NEW QUESTION 319

- (Topic 1)

What are the two aspects to LDAP Integration?

- A. Data Population
- B. Data formatting
- C. Authorization
- D. Authentication

**Answer:** AD

#### NEW QUESTION 321

- (Topic 3)

Which role(s) are required to impersonate a user? Choose 2 answers

- A. admin
- B. sys\_admin
- C. security\_admin
- D. sys\_user
- E. impersonator

**Answer:** AE

**Explanation:**



The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation access to the impersonator. The other roles are not related to the impersonation functionality. References1: Impersonate a user - Product Documentation: San Diego - ServiceNow2: Non-admin users with the "impersonator" role cannot impersonate any user if there are orphaned 'sys\_user\_has\_role' records like "[user: null; role: admin]". - Support and Troubleshooting - ServiceNow

### NEW QUESTION 323

- (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 325

- (Topic 3)

What is the language used for scripting in ServiceNow?

- A. JavaScript
- B. C++
- C. PHP
- D. Python

**Answer: A**

### NEW QUESTION 328

- (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 329

- (Topic 3)

Which is the most efficient way to move large amounts of data between instances?

- A. Export to Data Package
- B. Export to XML
- C. Update Sets
- D. Export to Zip

**Answer: B**

### NEW QUESTION 331

- (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](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 335

- (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 339

- (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 342

- (Topic 3)

Which admin role is required to make changes to High Security Settings?

- A. security\_admin
- B. sn\_ad\_admin
- C. high\_sec\_admin
- D. admin

**Answer:** A

#### NEW QUESTION 345

- (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 350

- (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 355

- (Topic 3)

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. Module
- B. Content Frame
- C. Application Navigator
- D. User Menu

**Answer:** D

#### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c\\_ImpersonateAUser.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html)

#### NEW QUESTION 356

- (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 359**

- (Topic 3)



An order from the Service Catalog has been placed. Two records in the Platform are created as a result. Which two records are associated with this newly ordered item? Choose 2 answers

- A. A record of sc\_task
- B. A record of sc\_req\_item table
- C. A change record
- D. An Incident record
- E. A problem record

**Answer:** AB

**NEW QUESTION 361**

- (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 366**

- (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 371**

- (Topic 3)

What does ServiceNow recommend as a best practice regarding data imports?

- A. Adjust your Transform maps, after the data is loaded into the target table.
- B. Use extremely large Import Sets, instead of multiple large Import Sets.
- C. Create a new Import set table for each new data load.
- D. Plan time before your import to remove obsolete or inaccurate data.
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

**Answer:** D

**Explanation:**

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system<sup>1</sup>.

ReferencesImport and export resources page

**NEW QUESTION 373**

- (Topic 3)

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

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

**Answer:** A

**NEW QUESTION 376**

- (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 379**

- (Topic 3)

As administrator, what must you do to access feature of High Security Settings?

- A. Select Elevate Roles
- B. Add security\_admin role to your user account
- C. Impersonate Security Admin
- D. Use System Administrator < Elevate Roles module

**Answer:** A

**NEW QUESTION 383**

- (Topic 3)

One related list, which buttons are commonly used for managing the records on the list? Choose 3 answers

- A. Publish
- B. New
- C. Add
- D. Manage
- E. Edit

**Answer:** BCE

**NEW QUESTION 387**

- (Topic 3)

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

- A. Pencil
- B. Star
- C. Click
- D. Triangle

**Answer:** A

**NEW QUESTION 390**

- (Topic 3)

What types of entities can receive task assignments, in ServiceNow? Choose 2 answers

- A. Groups
- B. Users
- C. Departments
- D. Teams

**Answer:** AB

**NEW QUESTION 392**

- (Topic 3)

When would you use the following steps?

- \* 1, Homepage Admin > Pages
- \* 2. Right click on Homepage record
- \* 3. Select Unload Portal Page

- A. To publish a Homepage to the Portal
- B. To retire a Homepage
- C. To delete a Homepage
- D. o To add a Homepage to an update set

**Answer:** D

#### NEW QUESTION 397

- (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 399

- (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 404

- (Topic 3)

On a filter condition, there is an element, which is based on the table, the user access rights, and columns on the table. What is this element called?

- A. Attribute
- B. Label
- C. Field
- D. Column
- E. Data Element

**Answer:** C

#### NEW QUESTION 409

- (Topic 3)

Which module would you use to customize your instances banner image, text and colors?

A Homepage Admin > Pages > Branding

- A. System UI > UI Pages > Branding
- B. System Properties > Branding
- C. System Properties > Basic Configuration UI16
- D. Service Portal > Portals > Branding

**Answer:** D

#### NEW QUESTION 413

- (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 418

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