



ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

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NEW QUESTION 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 2

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

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

Answer: C

NEW QUESTION 3

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 4

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 5

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

Answer: B

NEW QUESTION 6

What is the platform name for the User table?

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

Answer: B

NEW QUESTION 7

A REQ number in the Service Catalog represents...

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

Answer: A

NEW QUESTION 8

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 9

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 10

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

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

Answer: D

NEW QUESTION 10

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

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

Answer: ACDF

NEW QUESTION 15

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 16

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 20

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Answer: C

NEW QUESTION 25

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 26

What information does the System Dictionary contain?

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

Answer: B

NEW QUESTION 31

How is the Event Log different from the Event Registry?

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

Answer: A

NEW QUESTION 34

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a flow that requests an action before the flow can continue
- D. A Dictionary Override sets field properties in extended tables

Answer: D

NEW QUESTION 35

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 40

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

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

Answer: D

NEW QUESTION 43

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 44

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

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

Answer: C

NEW QUESTION 45

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

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

Answer: C

NEW QUESTION 47

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

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

Answer: ABD

NEW QUESTION 51

Which section of the ServiceNow UI allows you to perform a global search?

- A. Application Navigator
- B. Banner frame
- C. List pane
- D. Content frame

Answer: B

NEW QUESTION 54

How do you make a list filter available to everyone?

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

Answer: C

NEW QUESTION 55

What would NOT appear in the Application Navigator if "Service" is typed into the filter field?

- A. Configuration > Business Services
- B. Self-Service > Knowledge
- C. Service Portal > Widgets
- D. Incident > Assigned to me

Answer: D

NEW QUESTION 57

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 60

What is a role in ServiceNow?

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

Answer: C

NEW QUESTION 65

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 70

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

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

Answer: A

NEW QUESTION 71

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 75

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

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

Answer: C

NEW QUESTION 80

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

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

Answer: B

NEW QUESTION 84

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

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

Answer: C

NEW QUESTION 88

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 91

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

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

Answer: D

NEW QUESTION 93

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

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

Answer: D

NEW QUESTION 97

A role is recorded in which table?

- A. Role[sys_user]
- B. Role[sys_user_profile]
- C. Role[sys_user_record]
- D. Role[sys_user_role]

Answer: A

NEW QUESTION 101

UI Policy can make fields read-only, mandatory, or hidden.

- A. True
- B. False

Answer: A

NEW QUESTION 104

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 106

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

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

Answer: ADF

NEW QUESTION 107

What refers to an application or system that accesses a remote service or another computer system, known as a server?

- A. Server
- B. Client
- C. Script
- D. Policies

Answer: B

NEW QUESTION 108

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