ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

NEW QUESTION 1
Reports can be created from which different places in the platform? (Choose two.)

A. List column heading
B. Metrics module
C. Statistics module
D. View / Run module

Answer: AD

NEW QUESTION 2
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 3
Which of the following is true of Service Catalog Items in relation to the Service Catalog?

A. They run behind the scenes.
B. They are the building blocks.
C. They are optional.
D. They provide options.

Answer: B

NEW QUESTION 4
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 5
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 6
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 7
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 8
Which one statement correctly describes Access Control rule evaluation?

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

Answer: C

NEW QUESTION 9
When using the Load Data and Transform Map process, what is the Mapping Assist used for?

A. Mapping fields using the Import Log
B. Mapping fields using Transform History
C. Mapping fields using an SLA
D. Mapping fields using a Field Map

Answer: D

NEW QUESTION 10
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 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 11
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 Correct

Answer: A

NEW QUESTION 13
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 14
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 19
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 24
What is a schema map?

A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
B. A schema map graphically organizes the visual task boards for the CMDB
C. A schema map graphically displays the Configuration Items that support a business service
D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Answer: D

NEW QUESTION 27
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 32
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 36
What is the Import Set Table?

A. A table where data will be placed, post-transformation
B. A table that determines relationships
C. A staging area for imported records
D. A repository for Update Set information

Answer: C

NEW QUESTION 39
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 42
Where can Admins check which release is running on an ServiceNow instance?

A. Memory Stats module
B. Stats module
C. System.upgraded table
D. Transactions log

Answer: B

NEW QUESTION 47
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 48
Which one of the following statements describes the purpose of a Service Catalog flow?

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

Answer: C

NEW QUESTION 51
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 56
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 60
Which of the following is used to categorize, flag, and locate records?

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

Answer: C

NEW QUESTION 64
Which tool should be used to populate commonly used fields in a form?

A. Template
B. Reference Qualifier
C. Formatter
D. Assignment Rule

Answer: A

NEW QUESTION 69
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 73
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 78
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 82
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 web services, 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 84
Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

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

Answer: B

NEW QUESTION 89
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 92
What is the purpose of a Data Policy?

A. Data Policies enforce security
B. Data Policies standardize data in Update Sets
C. Data Policies enforce data consistency
D. Data Policies apply to lists to standard data

Answer: C

NEW QUESTION 96
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 97
What are the three components of a filter condition?

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

Answer: A

NEW QUESTION 101
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 104
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 109
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 112
Business Rules are used to enforce mandatory data on a form.

A. True
B. False

Answer: B

NEW QUESTION 113
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