ServiceNow

Exam Questions CSA

ServiceNow Certified System Administrator

NEW QUESTION 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 2
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 3
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 4
Which would NOT appear in the History section of the Application Navigator?

A. Records
B. UI Pages
C. Lists
D. Forms

Answer: B

NEW QUESTION 5
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 6
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 7
Which statement is true about business rules?

A. A business rule must run before a database action occurs
B. A business rule can be a piece of Javascript
C. A business rule must not run before a database action occurs
D. A business rule monitors fields on a form

Answer: B

NEW QUESTION 8
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 9
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 10
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 10
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 15
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 16
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 19
Which of the following allows a user to edit field values in a list without opening the form?

A. Data Editor
B. Edit Menu
C. List Editor
D. Form Designer

Answer: C

NEW QUESTION 21
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 24
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 25
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 27
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 32
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 34
Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

A. Discovery
B. IntegrationHub ETL
C. Finder
D. CMDB Plug-in
E. CMDB Integration Dashboard

Answer: AB

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/configuration-management/concept/c_OptionsToPopulateCMDB.html

NEW QUESTION 38
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 40
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 42
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 43
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 48
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 53
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 58
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 62
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 67
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 68
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 72
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 74
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 79
Business Rules are used to enforce mandatory data on a form.

A. True
B. False

Answer: B

NEW QUESTION 84
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