Exam Questions CSA

ServiceNow Certified System Administrator

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NEW QUESTION 1
A Service Catalog may include which of the following components?

A. Order Guides, Exchange Rates, Calendars
B. Order Guides, Catalog Items, and Interceptors
C. Catalog Items, Asset Contracts, Task Surveys
D. Record Producers, Order Guides, and Catalog Items

Answer: D

NEW QUESTION 2
Which term refers to application menus and modules which you may want to access quickly and often?

A. Breadcrumb
B. Favorite
C. Tag
D. Bookmark

Answer: B

NEW QUESTION 3
What is generated from the Service Catalog once a user places an order for an item or service?

A. A change request
B. An Order Guide
C. A request
D. An SLA

Answer: C

NEW QUESTION 4
Buttons, form links, and context menu items are all examples of what type of functionality?

A. Business Rule
B. UI Action
C. Client Script
D. UI Policy

Answer: B

NEW QUESTION 5
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 6
Which one of the following statements is true about Column Context Menus?

A. It displays actions such as creating quick reports, configuring the list, and exporting data
B. It displays actions related to filtering options, assigning tags, and search
C. It displays actions related to viewing and filtering the entire list
D. It displays actions such as view form, view related task, and add relationship

Answer: A

NEW QUESTION 7
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 8
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 9
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 10
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 10
What is the function of user impersonation?

A. Testing and visibility
B. Activate verbose logging
C. View custom perspectives
D. Unlock Application master list

Answer: A

NEW QUESTION 11
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 15
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 flows
C. Order Guides, Catalog Items, and flows
D. Record Producers, Order Guides, and Item Variables

Answer: A

NEW QUESTION 16
A knowledge article must be which of the following states to display to a user?

A. Published
B. Drafted
C. Retired
D. Reviewed

Answer: A

NEW QUESTION 21
What is the purpose of a Related List?

A. To create a one-to-many relationship
B. To dot-walk to a core table
C. To present related fields
D. To present related records

Answer: D

NEW QUESTION 23
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 26
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 30
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 32
Which one of the following is NOT a type of Visual Task Board?

A. Flexible
B. Freeform
C. Feature
D. Guided boards

Answer: C

NEW QUESTION 37
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 38
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 40
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 41
Which tool is used for creating dependencies between configuration items in the CMDB?

A. CI Relationship Editor
B. CMDB Builder
C. CI Service Manager
D. CI Class Manager

Answer: D

NEW QUESTION 43
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 44
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 46
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 49
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 53
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 57
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 61
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