

# 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

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 3

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 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 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 6

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

**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 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 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**

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 13**

When working on a form, what is the difference between Insert and Update operations?

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form
- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

**Answer:** D

**NEW QUESTION 16**

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 20**

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 24**

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 25**

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 28**

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 32**

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 34**

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 35**

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 39**

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 40**

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 43**

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 48**

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 49**

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 50**

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 51**

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 52**

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