



# ServiceNow

## Exam Questions CSA

ServiceNow Certified System Administrator

#### 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

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 3

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 4

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 5

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 6

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 7

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 8

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 9

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 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 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 13

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 17

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 22

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

**Answer:** ACDE

#### NEW QUESTION 23

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 27

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 28

Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

**Answer:** A

#### NEW QUESTION 31

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 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 39

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. UI Policies
- C. Roles
- D. Assignment Rules

**Answer:** C

#### NEW QUESTION 42

What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

**Answer:** D

#### NEW QUESTION 43

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Maintain Categories
- B. Maintain Items
- C. Content Items
- D. Items

**Answer:** B

#### NEW QUESTION 45

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 48

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 50

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 53

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 58

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 63

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 64

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 69

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 73

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 78

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 83

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 86

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 88

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 93

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 98**

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 99**

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 105**

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**

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