Vendor: ServiceNow

Exam Code: CSA

Exam Name: ServiceNow Certified System Administrator

Version: DEMO

QUESTION 1
Which one statement correctly describes Access Control rule evaluation?

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

Answer: C
Explanation:
In ServiceNow, Access Control rules (ACLs) are used to restrict or grant access to data. Each Access Control rule consists of:

Table-level (Row-Level) ACLs - Control access to the entire record (row).

Field-level ACLs - Control access to specific fields within a record.

Access Control Rule Evaluation Process:

Access Control rules are evaluated in a specific order to determine whether a user has the necessary permissions to perform an action (Read, Write, Create, Delete, etc.).

If both a row-level and a field-level ACL exist for the same table, BOTH must evaluate to "true" before access is granted.

The system checks conditions, scripts, and roles defined in the ACLs to decide whether the user meets the access requirements.

Why is Option C Correct?

If both a row-level rule and a feld-level rule exist, both must evaluate to "true" for a user to perform an acton.

Row-Level ACLs check if a user can access the record itself.

Field-Level ACLs check if a user can access specific fields within that record.

If a user fails either ACL check, access is denied.

QUESTION 2
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
Explanation:
In ServiceNow, the Load Data and Transform Map process is used to import data from external sources (e.g., CSV, Excel, XML) into the ServiceNow platform. The Mapping Assist tool is a feature within this process that helps administrators visually map fields between the source data (imported file) and the target table in ServiceNow.

Load Data:

Data is imported from an external source (e.g., CSV file, Excel spreadsheet, XML data).

The imported data is temporarily stored in a staging table (Import Set Table).

Transform Map:

A Transform Map defines how fields in the import set should be mapped to the target table in ServiceNow.

It allows data transformation, filtering, and scripting during the import process.

Mapping Assist:

Mapping Assist is a visual tool that helps administrators easily map fields between the import set and the target table.

It provides a drag-and-drop interface to connect fields.

Helps prevent errors in field mapping, ensuring data integrity.

Why Answer "D" is Correct:

"Mapping fields using a Field Map."

The Field Map is created in the Transform Map to define how fields from the import set match fields in the target table.

Mapping Assist is used to visually link these fields, making it easier to set up the transformation process.

QUESTION 3
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
Explanation:
The Configuration Management Database (CMDB) in ServiceNow is a centralized repository that stores information about Configuration Items (CIs), which can include both tangible and intangible business assets.

What is Stored in the CMDB?

Tangible assets: Physical devices like servers, network components, and workstations.

Intangible assets: Software, applications, cloud services, licenses, and business services.

Relationships and Dependencies: CMDB maintains the relationships between CIs to help with impact analysis, change management, and troubleshooting.

CMDB plays a crucial role in IT Service Management (ITSM), ensuring that organizations have accurate and up-to-date asset data for better decision-making.

(A) The CMDB contains data about tangible and intangible business assets - Correct

The CMDB tracks and manages both physical (tangible) and virtual (intangible) assets.

Examples of tangible assets: Servers, routers, desktops, mobile devices.

Examples of intangible assets: Cloud services, software applications, business services.

QUESTION 4
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
Explanation:
When creating filters in ServiceNow, the elements should be specified in the following order:

Field - The database field (column) that is being filtered.

Operator - The comparison method, such as "is", "contains", "greater than", etc.

Value - The specific data that the filter should match.

Example of a Properly Structured Filter:

Imagine filtering a list of Incidents where the priority is high. The filter would be structured as:

Field: Priority

Operator: is

Value: High

Common Operators in ServiceNow Filters:

is - Matches an exact value

is not - Excludes a specific value

contains - Looks for a partial match

greater than - Finds records with a value greater than the specified one

less than - Finds records with a value less than the specified one

QUESTION 5
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
Explanation:
A business rule in ServiceNow is a server-side script written in JavaScript that executes when a record is inserted, updated, deleted, or queried. Business rules allow for automation and enforcement of business logic without requiring manual intervention.

Business rules are not tied to forms but instead run on the server-side when a database operation occurs. They can be configured to execute:

Before a record is saved (Before Business Rule)

After a record is saved (After Business Rule)

Asynchronously (Async Business Rule)

Before a query is run on the database (Query Business Rule)

Explanation of the Correct Answer:

B. A business rule can be a piece of JavaScript (Correct)

Business rules are written in JavaScript, allowing administrators to define custom logic that executes on the server.

These scripts can modify data, enforce rules, validate felds, or trigger other workflows.

Example JavaScript snippet for a business rule:

```
if (current.state == '3' && current.priority != '1') {

current.priority = '1';

gs.addInfoMessage("Priority set to High because state is Resolved.");

}
```

This rule ensures that if an incident's state is changed to Resolved, its priority is automatically set to High.

QUESTION 6
What is an Event in ServiceNow?

A. An Event is a trigger that has a direct response in the platform
B. An Event is an indication to the ServiceNow processes that something has occurred
C. An Event is an indicator that a Priority 1 (P1) Incident has been logged

D. An Event is a recognized, scheduled occurrence of a process

Answer: B
Explanation:
In ServiceNow, an Event is a system-generated notification that indicates an occurrence within the platform. Events are triggered automatically or manually when specific conditions are met and can be used to initiate notifications, business rules, workflows, or integrations.

Key Characteristics of Events in ServiceNow:

Events Indicate That Something Has Happened

Example: When an Incident is assigned, an event like "incident.assigned" can be triggered.

These events do not execute actions themselves, but they notify other processes to take action.

Events Are Stored in the [sys_event] Table

The Event Log (System Policy > Events > Event Log) records all generated events.

Administrators can monitor what events were triggered, their sources, and timestamps.

Events Can Be Used for Notifications & Workflows

Example: An event "incident.closed" can be configured to send a "Thank You" email to the requester.

Example: A custom event "task.overdue" can be used to trigger a workflow escalation.

Why is "B. An Event is an indication to the ServiceNow processes that something has occurred" the Correct Answer?

Events signal that something has happened, allowing other processes (like email notifications or workflows) to react.

They do not execute actions themselves but notify scripts, business rules, or workflows.

QUESTION 7
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, views, and fields
C. Changes made to: tables, forms. Business Rules, and data records
D. Changes made to: tables. forms groups, and configuration items (CIs)

Answer: A
Explanation:
An Update Set in ServiceNow is a mechanism for capturing and migrating customizations and configurations from one instance to another (e.g., Development -> Test -> Production).

What is Captured in an Update Set?

Update Sets record configuration changes, such as:

Tables & Database Schema Changes (e.g., new tables, modified fields)
Form Layout & UI Changes (e.g., changes in form views, UI policies)
Schedules (e.g., Scheduled Jobs, Business Rules with scheduled actions)
Client Scripts (e.g., JavaScript running on the client side)
Business Rules, UI Actions, UI Policies
Workflows, Script Includes, ACLs (Access Control Rules)
Email Notifications, Dictionary Entries, Application Menus

What is NOT Captured in an Update Set?

Data Records (e.g., Incident, Change Request, CMDB data)
Group Memberships & User Data
Attachments & Scheduled Reports

QUESTION 8
What are the three permission requirements that must evaluate to true for an access control rule to apply? Choose 3 answers

A. Conditions
B. table.
C. Roles
D. Script
E. table."
F. table.none

Answer: ACD
Explanation:
In ServiceNow, Access Control Rules (ACLs) determine who can create, read, write, delete, or execute records within a table. Each ACL rule evaluates three main permission requirements, all of which must be true for the rule to apply. These requirements are:

1. Conditions (A - Correct Answer)

The Conditions field in an ACL specifies predefined logic that must be met for the rule to apply.

Example: An ACL might specify that a record is only accessible if the State field is set to "Open".

Conditions are evaluated first before checking roles or scripts.

2. Roles (C - Correct Answer)

ACLs can be restricted to users with specific roles.

If a user does not have the required role(s), the ACL denies access.

Example: Only users with the "itil" role can edit incidents.

3. Script (D - Correct Answer)

ACL scripts provide advanced conditional logic using server-side JavaScript.

Scripts allow complex rule evaluation, such as checking whether a user is the record's creator.

Example: A script could restrict access to records where current.requested_for == gs.getUserID()

(only allow users to see their own requests).

If a script is present in an ACL, it must return true for access to be granted.

Why "A. Conditions," "C. Roles," and "D. Script" are the Correct Answers?

Access control rules are only granted when all three evaluations return true.

Conditions act as filters.

Roles define permissions based on user roles.

Scripts allow advanced access logic.

QUESTION 9
What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

A. Task Escalation Clock
B. Service Level Agreements
C. Response Time Clock
D. Business Time Remaining

Answer: B
Explanation:
A Service Level Agreement (SLA) in ServiceNow is a tracking mechanism that ensures tasks are completed within a specified time frame. SLAs help in monitoring and enforcing deadlines for various tasks, such as incidents, changes, or service requests.

Key Features of SLAs in ServiceNow:

Tracks Task Duration

SLAs calculate the elapsed time since a task was created and determine if it meets or breaches the defined resolution targets.

Ensures Timely Completion

SLAs define start, pause, and stop conditions based on specific criteria (e.g., an incident must be resolved within 8 hours).

Visual Indicators

SLAs include progress bars, warning alerts, and breach notifications to help users track deadlines.

Works with Business Rules and Workflows

SLAs can trigger escalations, notifications, or automated actions if a task is at risk of breaching the SLA.

QUESTION 10
What is a quick way to create a report from a list view?

A. Click on filter breadcrumb, drag and drop on the Report > Create New module
B. Click Funnel, define filter conditions, click Create Report
C. Click Context Menu, select Create Report
D. Apply filter, right click on column header, select Bar Chart
E. Apply filter, right click on column header, select Create Report

Answer: D

QUESTION 11
What import utility do you use when the field names on the import set match the name of the fields on the Target table?

A. Schema Mapping
B. Automatic Mapping
C. Mapping Assist
D. Mapping Dashboard

Answer: B
Explanation:
When importing data using an Import Set, ServiceNow provides multiple mapping utilities. If the field names in the Import Set match the field names in the Target Table, the system can automatically map them without requiring manual intervention.

Definition: A feature that automatically links import set fields to target table fields when their names match exactly.

Key Benefit: Saves time by eliminating the need to manually map each field.

How to Use:

Navigate to System Import Sets > Load Data and upload the file.

Create a new Transform Map.

Click "Auto Map Matching Fields" - ServiceNow will automatically pair fields with the same names.

Validate and run the transformation process.

QUESTION 12
As an IT employee what interface would you use, if you wanted to browse internal IT documentation,

A. Knowledge
B. ServiceNow Wiki
C. Knowledge Now
D. SharePoint
E. Stack Overflow

Answer: A
Explanation:

The Knowledge Management application in ServiceNow is the primary interface IT employees use to browse internal IT documentation, such as troubleshooting scripts, FAQs, and other reference materials.

Why is the Correct Answer "Knowledge"?

Centralized Repository: The Knowledge module in ServiceNow is designed to store, manage, and share IT documentation efficiently.

Search and Categorization: IT employees can use the global search or category-based navigation to quickly find relevant articles.

Access Control: Knowledge articles can be restricted based on roles, groups, and permissions, ensuring the right audience has access.

Version Control: Knowledge articles can be updated, reviewed, and maintained with version tracking.

QUESTION 13
A new Service Desk employee in Latin America complains that the create dates and times are incorrect on their Incident list. What would you suggest to fix this issue?

A. Have them clear their cache.
B. Have them use the gear icon to set the employee's time zone.
C. Recommend they use Chrome, instead of Explorer.
D. Use the system properties to correct the instance's time zone.
E. Have them correct the time zone on their computer.

Answer: B
Explanation:
If a new Service Desk employee in Latin America notices incorrect create dates and times in their Incident list, it is most likely due to a mismatch between their personal time zone settings and the Why is the Correct Answer "Have them use the gear icon to set the employee's time zone"?

ServiceNow allows each user to set their personal time zone:

Users can update their time zone through the Settings (gear icon) > Preferences > Time zone option in the top-right corner of their instance.

Time zones in ServiceNow affect date/time fields:

If the user's personal time zone is incorrect, all timestamps (e.g., created, updated, resolved times) may appear incorrect.

Instance-level vs. User-level time zones:

The ServiceNow instance has a default time zone (set in System Properties).

However, individual users can override this setting using their profile preferences.

QUESTION 14
What are three security modules often used by the System Administrator? (Choose three.)

A. System Properties > Security
B. Utilities > Migrate Security
C. System Security > Security
D. Self-Service > My Access
E. System Security > Access Control (ACL)
F. Password Management > Security Questions
G. System Security > High Security Settings

Answer: AEG
Explanation:
ServiceNow provides multiple security-related modules that a System Administrator frequently uses to manage access, authentication, and overall system security.

Why These Options Are Correct?

A. System Properties > Security

This module allows administrators to configure general security settings, including password policies, session timeout, and encryption settings.

It helps manage security parameters at a system-wide level.

E. System Security > Access Control (ACL)

Access Control Lists (ACLs) define what data users can access, modify, and delete within the instance.

ACLs operate at the table, field, and record levels, ensuring proper role-based access control (RBAC).

This is one of the most commonly used security modules by admins.

G. System Security > High Security Setngs

High Security Settings (previously known as Security Hardening) enforce strict security controls, such as requiring multi-factor authentication (MFA) and enforcing strict password policies.

It is often used for compliance with security regulations like HIPAA, GDPR, and ISO 27001.

QUESTION 15
When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

A. Make sure the latest flows are activated.
B. Use the instance Incognito setting to quickly toggle between requester and approver.
C. Impersonate the requester to ensure the form works.
D. Make sure the requester's user record has a manager specified.
E. Create and select your Testing Update Set, before starting the test cases.
F. Use your Admin account, so you can approve the items quickly.

Answer: ACD
Explanation:
When testing a catalog item with a manager approval flow, it's important to verify that the request

submission, approval process, and workflow execution are working as expected. Following best practices ensures that the process functions correctly before deployment.

Why These Options Are Correct?

A. Make sure the latest flows are activated.

ServiceNow flow designer allows admins to create and manage approval flows for catalog items.

Before testing, it's crucial to verify that the latest version of the flow is activated, ensuring that the system runs the correct approval logic.

C. Impersonate the requester to ensure the form works.

Impersonation allows administrators to test the user experience without logging in as different users manually.

This is essential to verify that non-admin users can correctly submit the request and trigger the approval process.

D. Make sure the requester's user record has a manager specifed.

The manager approval flow relies on the requester's Manager field in their user record.

If this field is empty, the approval request will not be sent to the correct manager, causing the workflow to fail.

QUESTION 16
What is a no-code approach to control the mandatory or read-only state of a form field?

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

Answer: E
Explanation:
A UI Policy is the preferred no-code approach in ServiceNow to dynamically control the mandatory, read- only, or visibility state of form fields based on specified conditions. Unlike Client Scripts, which require JavaScript coding, UI Policies provide an easy-to-configure, rule-based solution.

Why Use UI Policies?

They allow administrators to control form behavior without scripting.

They are faster and more efficient than Client Scripts.

They run on the client-side, meaning changes occur dynamically as users interact with the form.

How UI Policies Work:

Define conditions (e.g., "Priority is High").

Set actions (e.g., make "Due Date" mandatory, read-only, or hidden).

Apply the UI Policy to the form automatically when the condition is met.

QUESTION 17
When moving multiple update sets at one time, what might you do to facilitate the move?

A. Batch
B. Verify
C. Test
D. Preview

Answer: A
Explanation:
When moving multiple update sets at once, ServiceNow allows users to move them in a batch. This makes it easier to handle large numbers of updates efficiently.

Key Benefits of Using Batch for Update Sets:

Saves Time - Instead of moving update sets one by one, you can transfer multiple at the same time.

Reduces Errors - Ensures all related update sets are moved together, preventng dependency issues.

Improves Deployment Efficiency - Helps when deploying updates across development, test, and production instances.

How to Move Multiple Update Sets in a Batch:

Navigate to System Update Sets > Update Set Batches.

Create a new batch and select multiple update sets.

Move the batch to the target instance.

Preview and commit the update sets together.

QUESTION 18
What is specified in an Access Control rule?

A. Groups, Conditional Expressions and Workflows
B. Table Schema, CRUD, and User Authentication
C. Object and Operation being secured; Permissions required to access the object
D. security_admin

Answer: C
Explanation:
An Access Control rule (ACL) in ServiceNow defines who can access data and what actions they can perform on that data. Each ACL consists of three primary components:

Object being secured - The specific table, field, or record that the rule applies to.

Operation - The type of action that is being secured (e.g., Read, Write, Create, Delete).

Permissions required - The conditions, roles, or scripts that determine whether access is granted.

How ACLs Work in ServiceNow:

ACLs evaluate whether a user has permission to access a specific table, field, or action.

The security rules are processed from most specific to least specific (e.g., field-level > table-level).

Permissions can be granted based on roles, conditions, or custom scripts using GlideSystem (gs).

QUESTION 19
Which icon would you double click, to expand and collapse the list of all Applications and Modules?

A. Star
B. Clock
C. Application
D. Funnel

Answer: C
Explanation:
To expand or collapse the Application Navigator, users interact with the Application Menu icon (), commonly known as the "Hamburger" menu.

How to Expand/Collapse Applications & Modules:

Locate the three-line "Hamburger" icon () at the top-left of the Application Navigator.

Double-click or single-click to expand/collapse the list of applications and modules.

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