

➤ **Vendor: ServiceNow**

➤ **Exam Code: CSA**

➤ **Exam Name: ServiceNow Certified System Administrator**

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QUESTION 199

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Requested Item
- B. Create Record Producer
- C. Create On-boarding Bot
- D. Create Order Guide

Answer: D

QUESTION 200

On the CI Dependency View, what enables you to trace from an infrastructure item, like a Server, to the Services that are dependent on that Server?

- A. Automapping Utility
- B. Relationships
- C. Service Tracer
- D. Transform Map

Answer: B

QUESTION 201

From a related list, what would a user click to personalize the layout of the columns?

- A. Gear
- B. Context Menu
- C. Pencil
- D. Magnifier

Answer: A

QUESTION 202

What is the language used for scripting in ServiceNow?

- A. C++
- B. JavaScript
- C. PHP
- D. Python

Answer: B

QUESTION 203

What are examples of UI Actions, relating to Lists? (Choose four.)

- A. List Links
- B. List Choices
- C. List Buttons
- D. List Override
- E. List Context Menu
- F. List Control

Answer: ACDF

QUESTION 204

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- Requested for
- Requested by
- Approving manager
- Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

- A. Create a Variable Set Template, then apply to all of the catalog items.
- B. Create one Variable Set for the four variables, then add that variable set to each of the 80 catalog items.
- C. Create a Record Producer that contains the four fields; then add to the record producer related list on the Catalog Items.
- D. Create a Flow Designer Action, with Variable Set Data Pill, then apply flow to all of the 80 catalog items.
- E. Create an Order Guide, which includes all variables; then copy and hide variables as needed.

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Answer: B

QUESTION 205

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers. What do you suggest?

- A. On My Work list, select the Activity Stream icon to show a frame with live updates
- B. Click on the eyeglass icon to expand the Monitor frame
- C. Open an Agent workspace tab for each record he wants to monitor
- D. Select Service Desk > My Work Dashboard

Answer: A

QUESTION 206

What access does a user need to be able to import articles to a knowledge base?

- A. sn_knowledge_import
- B. sn_knowledge_contribute
- C. Can contribute
- D. Can import

Answer: C

QUESTION 207

When importing data from a spreadsheet, which step defines where the incoming data columns will be written in the receiving table?

- A. Schedule Transform
- B. Field Matching
- C. Select Data Source
- D. Create Transform Map
- E. Load Data

Answer: D

QUESTION 208

To apply a UI Policy to all views, which field should be set to true in its definition record?

- A. Global
- B. Reverse if false
- C. On load
- D. Inherit

Answer: D

QUESTION 209

What are the steps for importing data using an import set?

- A. Select source file; Run automap; Transform data; Clean up target table
- B. Identity source; Import transform map; Run transformer, Verify import
- C. Setup LDAP; Test map; Create update set; Run import; Apply update set
- D. Load the data; Create transform map; Transform data; Clean up import table

Answer: D

QUESTION 210

Which type of scripts run in the browser?

- A. Script Include Scripts
- B. Access Control Scripts
- C. Business Rule Scripts
- D. UI Policies and Client Scripts

Answer: D

QUESTION 211

Which modules can you use to create a new table? (Choose two.)

- A. Dictionary
- B. Schema Map
- C. Tables
- D. Tables & Columns

Answer: CD

QUESTION 212

Which one of the following describes the primary operations performed against tables in the ServiceNow platform?

- A. Create, Read, Upload, Delete
- B. Capture, Rate, Write, Develop
- C. Create, Rate, Update, Delete
- D. Create, Read, Write, Delete

Answer: D

QUESTION 213

How is a user defined in ServiceNow?

- A. A user is a record stored in the Profile [sys_user_profile] table
- B. A user is a record stored in the User [sys_user] table
- C. A user is a record stored in the User Preference [sys_user_preference] table
- D. A user is a field in the LDAP integration

Answer: B

QUESTION 214

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. CI Dependency View
- B. Event Management Homepage
- C. Service Dashboard
- D. CI Health Dashboard

Answer: A

QUESTION 215

Which feature enables business process owners to organize Flow Designer content into unified and digitized cross-enterprise processes via a digitized task board interface?

- A. Flow Designer
- B. Workflow Editor
- C. Process Workflow Designer
- D. Process Automation Designer

Answer: D

QUESTION 216

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? (Choose two.)

- A. Their user account does not have itil role
- B. Their user account was not approved by their manager
- C. Their user account is not logged in properly
- D. Their user account failed LDAP authentication
- E. Their user account does not belong to any groups, which contain the itil role

Answer: AE

QUESTION 217

On a related list, which buttons are commonly used for managing the records on the list? (Choose three.)

- A. Add
- B. Edit
- C. Publish
- D. Manage
- E. New

Answer: BDE

QUESTION 218

A customer requests the following data quality measures be added:

- Incident numbers should be read only, on all lists and forms, for all users.
- Short Description field should be mandatory, on all records, across all applications, on Insert.

Which type of policy would you use to meet this requirement?

- A. Data Quality Policy
- B. Dictionary Design Policy
- C. Data Policy
- D. Field Criteria Policy

Answer: C

QUESTION 219

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

- A. Application Navigator
- B. Service Desk Homepage
- C. Self Service Module
- D. Favorites

Answer: C

QUESTION 220

What catalog tool would you use to create a catalog item or record producer?

- A. Catalog Builder
- B. Workflow Designer
- C. Catalog Designer
- D. Catalog Formatter

Answer: A

QUESTION 221

On a form, which type of field has this icon which can be clicked, to see a preview of the associated record?

- A. Lookup
- B. Preview
- C. Reference
- D. Snapshot
- E. Quickview
- F. Drilldown

Answer: C

QUESTION 222

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. Click on the Context menu, select Add Tag, type Special Handling, press enter
- B. Click on the More options (...) icon, click Add Tag, type Special Handling, press enter
- C. On the Tag field, select Special Handling from the choice list
- D. On the Special Handling field, check the box

Answer: B

QUESTION 223

What feature allows you to limit who is able to contribute or read knowledge within a knowledge base?

- A. Roles
- B. Groups
- C. User Criteria
- D. Categories

Answer: C

QUESTION 224

When moving a homepage or dashboard between instances, what must you remember?

- A. Manually add them to the update set
- B. They cannot be moved via update set
- C. They are automatically added to the update set
- D. Create a separate update set for them

Answer: A

QUESTION 225

What is the platform name for the Group table?

- A. sys_groups
- B. group
- C. sys_user_group
- D. sys_group

Answer: C

QUESTION 226

Many actions are included with flow designer, what are some frequently used core actions? (Choose four.)

- A. Look for Update
- B. Create Record
- C. Ask for Approval
- D. Look Up Record
- E. Wait for Condition
- F. Wait for Match

Answer: BCDE

QUESTION 227

What role enables someone to authorize a request, with no other permissions on the platform?

- A. Approval Group [approval_group]
- B. Authorize [authorize_user]
- C. Reviewer [reviewer_user]
- D. Verification [verify_user]
- E. Approver [approver_user]

Answer: E

QUESTION 228

On the knowledge base record, which tab would you use to define which users are not able to write articles to the knowledge base?

- A. Can Contribute
- B. Cannot Author
- C. Can Read
- D. Can Write

E. Can Author

Answer: C

QUESTION 229

What types of entities can receive task assignments, in ServiceNow? (Choose two.)

- A. Users
- B. Departments
- C. Groups
- D. Teams

Answer: AC

QUESTION 230

The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, titles and legend layout?

- A. Layout
- B. Format
- C. Configure
- D. Style

Answer: D

QUESTION 231

How would you distinguish between a Base Class table and a Parent Class table?

- A. Extended tables are always extended from Parent tables. Extended tables are usually extended from Base tables.
- B. Extended tables can be extended from Parent tables or Base tables; but they cannot be extended from both.
- C. Base Class tables always have tables extended from them. Parent tables do not have tables extended from them.
- D. Base Class table is not extended from another table, Parent class tables may be extended from another table.

Answer: D

QUESTION 232

When a custom table is created, which access control rules are automatically created? (Choose four.)

- A. create
- B. delete
- C. execute
- D. update
- E. read
- F. write

Answer: ABEF

QUESTION 233

Which banner icon do you use to change your personal system settings, like your instance color scheme?

- A. Magnifier
- B. Question mark
- C. Gear
- D. Chat bubbles

Answer: C

QUESTION 234

Which banner icon do you use to change your personal system settings, like your instance color scheme?

- A. Magnifier
- B. Question mark
- C. Gear
- D. Chat bubbles

Answer: C

QUESTION 235

When building an extended table from a base table, which fields do you need to create? (Choose two.)

- A. The fields that are not in the base table.
- B. The mandatory fields for the base table.
- C. The fields that are specific to the extended table.
- D. The reference fields for the base table.

Answer: AD

QUESTION 236

While showing a customer their Incident form, they ask to change the Priority field title to display their internal terminology PValue. How would you do that? (Choose two.)

- A. Right click on Priority and select Configure Label

- B. Right click on Priority and select Configure Dictionary
- C. Right click on Priority and select Configure Display Settings
- D. Right click on Priority and select Configure Column

Answer: AB

QUESTION 237

As administrator, what must you do to access features of High Security Settings?

- A. Impersonate Security Admin
- B. Select Elevate Roles
- C. Add security_admin role to your user account
- D. Use System Administration > Elevate Roles module

Answer: C

QUESTION 238

What section on the notes tab, shows the history of the work documented on the record?

- A. Audit Log
- B. Timeline
- C. Journal
- D. Diary
- E. Activity

Answer: E

QUESTION 239

How would you navigate to the Schema map for a table?

- A. System Definition > Tables; Select Table; Go to Related links and click Show Schema Map
- B. System Dictionary > Show Schema Map; Select Table
- C. System Definition > Show Schema Map; Select Table
- D. System Definition > Dictionary; Select Table; Go to Related links and click Show Schema Map

Answer: A

QUESTION 240

Which is the base table of the configuration management database hierarchy?

- A. cmdb_ci
- B. cmdb
- C. cmdb_rel_ci
- D. ucldb

Answer: B

QUESTION 241

Which best describes a field in a ServiceNow table?

- A. A field is a table row.
- B. A field is an item that appears in a menu list.
- C. A field is a table cell that stores data.
- D. A field is a record in a table.

Answer: C

QUESTION 242

What are examples of UI Actions relating to forms? (Choose three.)

- A. Form Columns
- B. Form View
- C. Form Buttons
- D. Form Context Menu
- E. Form Links

Answer: CDE

QUESTION 243

Here is an example of the criteria set for a knowledge base:

Companies: ACME North America

Departments: HR

Groups: ACME Managers

Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME Manager group, who are also members of HR Department and part of ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Managers group
- C. Users which are members of either ACME North America, or HR Department, or ACME Managers group
- D. Members of the ACME Managers group, and HR department, regardless of geography

Answer: A

QUESTION 244

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Data Pill
- B. Data Element
- C. Data Trigger
- D. Field Value
- E. Field Icon

Answer: A

QUESTION 245

A customer has asked for the following updates to a form:

- Make Resolution code Mandatory, when state is changed to Resolved
- Hide Major Incident check box, unless logged in user has Major Incident Manager role

What type of rule(s) would you use to implement this requirement?

- A. Form Constraint
- B. UI Design
- C. Field Limiter
- D. UI Policy
- E. Dictionary Design

Answer: D

QUESTION 246

What setting allows users to view a Knowledge Base article even if they are not logged in?

- A. The Public setting
- B. The View All setting
- C. The ESS role
- D. The Allow All role

Answer: A

QUESTION 247

When adding a related list to a form, you choose the related list from the list collector. What is an example of a related list you might see on the list collector? (Choose three.)

- A. Problem==Parent
- B. HR Case->Parent
- C. Catalog Task->Parent
- D. Outage->Task number
- E. Release Phase==Parent

Answer: BCD

QUESTION 248

How is the ServiceNow platform set up so that Administrators can easily configure their instances to send an email at the end of an upgrade?

- A. Administrators can update the email notification named "System Upgraded" in the System Logs module by adding the appropriate User to receive it.
- B. Administrators can update the email notification named "System Upgraded" in the Notifications module by adding the appropriate User to receive it.
- C. Administrators can write a Client Script to send out an email to the Administrator when an Update is complete.
- D. Administrators can write a Business Rule to send out an email to the Administrator when an Update is complete.

Answer: B

QUESTION 249

A customer wants to be able to identify and track components of their infrastructure that support their eCommerce service. What ServiceNow products could support this requirement? (Choose three.)

- A. Asset Management
- B. Discovery
- C. Configuration Management (CMDB)
- D. Service Mapping
- E. Performance Analytics

Answer: BCD

Explanation:

Configuration Management (CMDB) is a product that allows users to identify and track components of their infrastructure, such as servers, applications, databases, networks, and devices, and their relationships. CMDB provides a single source of truth for IT assets and services, and supports IT service management processes.

Discovery is a product that automatically scans the network and populates the CMDB with the discovered infrastructure components and their attributes. Discovery uses probes, sensors, and patterns to identify and classify IT assets, and updates the CMDB with any changes.

Service Mapping is a product that creates a top-down view of the infrastructure components that support a specific business service, such as ecommerce. Service Mapping uses discovery data and application traffic analysis to map the dependencies and relationships between IT assets and services, and displays them in a graphical interface.

QUESTION 250

For your implementation, the following tables are extended from each other:

- Incident table is extended from Task table.
- Super Incident table is extended from Incident table.

In this situation, which table(s) are Parent, Child and Base tables? (Choose five.)

- A. Super Incident table is a Parent table
- B. Incident table is a Child table
- C. Super Incident table is a Base table
- D. Incident table is a Base table
- E. Task table is a Child table
- F. Incident table is a Parent table
- G. Super Incident table is a Child table
- H. Task table is a Parent table
- I. Task table is a Base table

Answer: BFGHI

QUESTION 251

What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Scheduled Reports
- B. Performance Analytics
- C. Analytics Reports
- D. Reporting

Answer: B

QUESTION 252

Which type of ServiceNow script runs on the web browser?

- A. Server script
- B. Database script
- C. Client script
- D. Local script

Answer: C

QUESTION 253

When selecting the Target table for an import, which tables can you select? (Choose three.)

- A. Tables outside of ServiceNow
- B. Tables within the global scope
- C. Related tables, using Dot Walk
- D. Tables which allow write access to other applications
- E. Tables within the existing application scope

Answer: BDE

QUESTION 254

On Access Control Definitions, what are ways you can set the permissions on a Table? (Choose three.)

- A. Conditional Expressions
- B. Roles
- C. CRUD
- D. Script that sets the answer variable to true or false
- E. Groups

Answer: ABD

QUESTION 255

What tool is used to import data from various data sources, and map that data into ServiceNow tables?

- A. Transform Set
- B. Data Pack
- C. Update Set
- D. Import Set

Answer: D

QUESTION 256

When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Client
- B. Network
- C. Browser
- D. Server

Answer: D

Explanation:

A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields.

QUESTION 257

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. User Menu

- B. Content Fame
- C. Application Navigator
- D. Module

Answer: A

QUESTION 258

How would you describe the relationship between the Incident and Task table?

- A. Incident table has a one to many relationship with the Task table
- B. Incident table is extended from Task table
- C. Incident table is related to the Task table via the INC number
- D. Incident table has a many to many relationship with the Task table
- E. Incident table is a database view of the Task table

Answer: B

QUESTION 259

Which flow components allow you to specify when a flow should be run?

- A. Trigger and Condition Pill
- B. Condition and Table
- C. Trigger Criteria and Clock
- D. Trigger and Condition
- E. Scope and Trigger Condition

Answer: D

Explanation:

Triggers define when a flow should start running, and conditions are used to specify the specific circumstances under which a flow should run. By combining triggers and conditions, you can create flows that run only when specific events occur and only for certain types of records.

QUESTION 260

Which feature helps to automatically allocate a critical, high-priority, service request to the appropriate assignment group or team member?

- A. Assignment Rule
- B. User Policy
- C. Predictive Intelligence
- D. UI Policy

Answer: A