

# Servicenow: Certified System Administrator CSA\_QnA PART-1

This practice set is based on the [community post](#) created by "Lon Landry". Created for better readability, Happy Learning.

**CATEGORY: CMDB & EVENT**

1. What are the **three** key tables in the CMDB?

- CMDB Properties [cmdb\_properties]
- Base Configuration Item [cmdb]
- Configuration Item [cmdb\_ci]
- CI Relationship [cmdb\_rel\_ci]
- CMDB Baseline [cmdb\_baseline]

✓**Answer:**

Base Configuration Item [cmdb]

Configuration Item [cmdb\_ci]

CI Relationship [cmdb\_rel\_ci]

2. What is the graphical interface to visualize CIs and their relationships called?

- CMDM Maps
- CI Charts
- CI Relationship GUIs
- Dependency Views
- CI Relationship Reports

✓**Answer:**

Dependency Views

3. Name **three** key tables in the CMDB.

- cmdb
- cmdb\_baseline
- cmdb\_rel\_ci
- cmdb\_ci
- cmdb\_properties

✓**Answer:**

cmdb

cmdb\_rel\_ci

cmdb\_ci

4. Select **three** facts below about; What is CSDM?

- Standard terms and definitions
- A set of reports for CMDB
- Best Practice for CMDB Data Modeling and Data Management
- CMDB code to install.
- Out of the box CMDB core tables

✓**Answer:**

Standard terms and definitions

Best Practice for CMDB Data Modeling and Data Management

Out of the box CMDB core tables

5. Name **four** benefits that an accurate, up to date CMDB presents to an IT Team.

- Risk management becomes increasingly difficult, and service improvement cannot be measured.
- Locating failed changes and associated incidents.
- Facilitate impact analysis of proposed changes to reduce or eliminate downtime.
- Assess problem trends pertaining to specific CIs.
- Efficiently manage incidents affecting CIs and service delivery.

✓**Answer:**

Locating failed changes and associated incidents.

Facilitate impact analysis of proposed changes to reduce or eliminate downtime.

Assess problem trends pertaining to specific CIs.

Efficiently manage incidents affecting CIs and service delivery.

6. Toggle between the \_\_\_\_\_ view and the form view using the options in the form title bar.

- CI Status Dashboard
- CI Health Dashboard
- CI Health Center
- CI Service Center

✓**Answer:**

CI Health Dashboard

7\_\_\_\_\_ discovers and models the relationships and dependencies between discovered CIs and automatically populates this information into the CMDB.

- Discovery Mapping
- Service Mapping
- CI Relationships
- CMDB Mapping

✓**Answer:**

### **Service Mapping**

8.As it relates to ServiceNow, LDAP is an abbreviation for what?

- Limited Data Access Point
- Lightweight Directory Authentication Proxy
- Lightweight Directory Access Protocol
- Limited Data Access Protocol

✓**Answer:**

Lightweight Directory Access Protocol

9\_\_\_\_\_ help monitor and discover what system components are needed for effective and efficient business processes and IT service management.

- Service Maps
- Transform Maps
- CMDBs
- Dashboards

✓**Answer:**

### **CMDBs**

10.Select **two** items below that relate to a Configuration Item.

- A tangible or intangible device used by an organization.
- User and Groups
- Email Services
- Groups
- Users

✓**Answer:**

A tangible or intangible device used by an organization  
Email Services

11. ServiceNow Service Mapping uses a \_\_\_\_\_ approach to overlay service maps onto existing configuration data to connect CIs underlying a given service, making the CMDB service aware.

- Top-down
- Bottom-up

✓**Answer:**

Top-down

12. To review or create new Suggested Relationships navigate to:

- **ALL > Configuration > Suggested Relationships**
- **ALL > System Security > Relationships > Suggested Relationships**
- **ALL > System Properties > Relationships > Suggested Relationships**
- **ALL > Configuration > Relationships > Suggested Relationships**

✓**Answer:**

**ALL > Configuration > Relationships > Suggested Relationships**

13. Name **three** CIs from below?

- Tangible (e.g. hardware, software, servers) entities
- Intangible (e.g. business services, email) entities
- Configuration Management Database
- Configuration Item
- configuration\_admin role

✓**Answer:**

Tangible (e.g. hardware, software, servers) entities

Intangible (e.g. business services, email) entities

Configuration Item

14. Name **three** CMDB components from the list below.

- Dependency Views
- Tables & Columns
- Business Services
- Processes
- Studio

✓**Answer:**

Dependency Views

Business Services

Processes

15. Select **two** facts below about; What is CSDM?

- Guidance on service modeling
- an automatic fix for past implementations
- Recommended mappings
- An SKU or product to buy

✓**Answer:**

Guidance on service modeling

Recommended mappings

16. What are the **three** key CMDB tables?

- cmdb\_rel\_ci
- cmdb\_properties
- cmdb
- cmdb\_ci

✓**Answer:**

cmdb\_rel\_ci

cmdb

cmdb\_ci

17. A Dependency Views map has one **starting point**, called the \_\_\_\_\_ of the map.

- Root CI or Root node
- Root CI Item or Root node
- Root CMDB item or Root node

✓**Answer:**

Root CI or Root node

18. What can Configuration Items be?

- Intangible or not tangible
- Neither Tangible or Intangible
- Tangible or Intangible
- Tangible but not Intangible

✓**Answer:**

Tangible or Intangible

19. As it relates to CMDB, CI is an abbreviation for what?

- Critical Incident
- Customer Integration
- Configuration Item
- Change Interface

✓**Answer:**

Configuration Item

20. The \_\_\_\_\_ represents a standard and shared set of service-related definitions across our products and platform that will enable and support true service level reporting while providing prescriptive guidance on service modeling within the CMDB.

- Common Configuration Item Model (CCIM)
- Common Service Data Model (CSDM)
- ITIL Instance Data Model (IIDM)
- Common Service Mapping Model (CSMM)

✓**Answer:**

Common Service Data Model (CSDM)

21. For CIs, you can create a new relationship rule in:

- **Configuration > Relationships > Suggested Relationships**
- **CIs > Relationships > Suggested Relationships**
- **Configuration > Suggested Relationships**

✓**Answer:**

**Configuration > Relationships > Suggested Relationships**

22. Navigate here to view a Dependency View Map

✓**Answer:** Dependency Views > View Map

23. Which type of tests can user run to ensure if CMDB still works after upgrading or deploying of new applications or integrations?

- Easy start tests
- Defects Test
- Simulation tests
- Quick start tests
- Enhancement tests

✓**Answer:**

Quick start tests

24.To manage CI Classes Navigate to:

- **All > Configuration > CI Class Manager**
- **All > Configuration Management Database > CI Class Manager.**
- **All > Classes > CI Class Manager.**
- **All > System Definition > CI Class Manager**

✓**Answer:**

**All > Configuration > CI Class Manager**

25.ServiceNow relationship rules use separate tables to define the relationships between specific CI base classes and \_\_\_\_\_. \_\_\_\_\_.

- Parent classes
- Child classes
- Dependent classes
- CI Classes

✓**Answer:**

Dependent classes

26.The "MID" in MID server is an abbreviation for what?

- Management
- Modifying
- Integration
- Instrumentation
- Discovery
- Delegation

✓**Answer:**

Management

Instrumentation

Discovery

27.A way to verify if CMDB is still operational after major upgrades or application installations is to run quick start tests.What should be done if the CMDB is customized?

- Compare and configure the Quick start tests
- Override the Quick start tests through scripting
- Use the CMDB Health quick starter
- Copy and configure the Quick start tests

✓**Answer:**

Copy and configure the Quick start tests



28. What finds devices and applications and updates the CMDB?

- Navigation Filter
- Global Search
- Finder
- Discovery
- None of the above

✓**Answer:**

Discovery

29. Where would you go to see if an admin impersonated another user?

- In the transaction logs and look for impersonation.start and impersonation.end in the name field
- In the User Transaction logs
- In the Event logs and look for impersonation. Start and impersonation.end in the name field
- In the Client transaction logs

✓**Answer:**

In the Event logs and look for impersonation.start and impersonation.end in the name field

30. Navigate here to display version, patch, and hotfix your instance is running.

- All > System Diagnostics > Stats > Stats
- All > System Definition > Stats > Stats
- All > System Properties > Stats > Stats
- All > System Security > Stats > Stats

✓**Answer:**

All > System Diagnostics > Stats > Stats

31. Restate a difference between event log and event registry for the list below?

- Event log is a history of events occurred and event registry is definition of events
- Event logs store definitions of events and event registry is history

✓**Answer:**

Event log is a history of events occurred and event registry is definition of events.

32. For events, navigate to \_\_\_\_\_ module to create a new record.

- **All > System Events > Events > Registry**
- **All > System Policy > Events > Registry**
- **All > System Notifications > Events > Registry**
- **All > System Definition > Events > Registry**

✓**Answer:**

**All > System Policy > Events > Registry**

33. What are the log records that indicate something notable has occurred in the system?

- Problems
- Weblogs
- Events
- Incidents

✓**Answer:**

Events

34. In order to be used, an event record must be \_\_\_\_\_?

- Certified
- Registered
- Catalogued
- Published
- Completed

✓**Answer:**

Registered

35. In order to be used, an event record must be \_\_\_\_\_ .

- Catalogued
- Registered
- Published
- Certified

✓**Answer:**

Registered

36. Where are event logs stored?

- System Policy > Events
- System Policy > Events > Event log
- System > Events > Notifications
- System Rules > Assignment

✓**Answer:**

System Policy > Events > Event log

37. Navigate here to aid in performance evaluation:

- **All > System Definition > Events > Registry**
- **All > Events > Registry**
- **All > System Policy > Events > Registry**
- **All > System Notification > Events > Registry**

✓**Answer:**

**All > System Policy > Events > Registry**

38. What are events?

- A server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried.
- Log records indicating something notable has occurred in the system.
- A real-time messaging tool that enables users to chat with individuals and groups.
- Notifications that are sent to users when something occurs that concerns them.

✓**Answer:**

Log records indicating something notable has occurred in the system.

39. Related to events, the system uses \_\_\_\_\_ to monitor for system conditions.

- Client Scripts
- Business Rules
- UI policies
- UI Actions
- ACLs

✓**Answer:**

Business Rules

40. What does the Event registry contain?

- Definition of Events
- Log of events triggered by the system
- User transactions
- Application Access Controls

✓**Answer:**

Definition of Events

41. What best describes an **Event** from the list below?

- An application transaction record
- Special records that the system generates when something notable has happened.
- A System log entry
- A User transaction entry

✓**Answer:**

Special records that the system generates when something notable has happened.