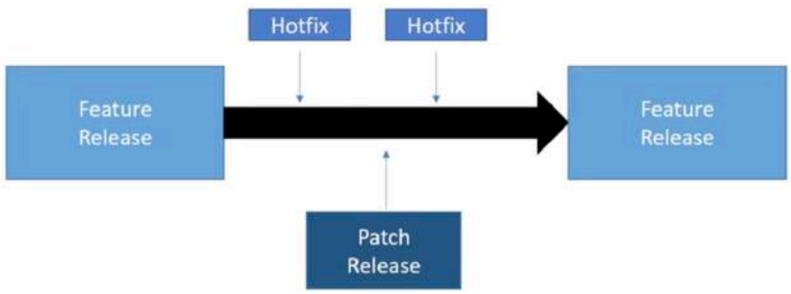
CSA CERTIFICATION:-

Servicenow Releases

- Feature release, patch release and hot-fix.
- 6–8-month release cycle.
- New UI, new apps, new features.

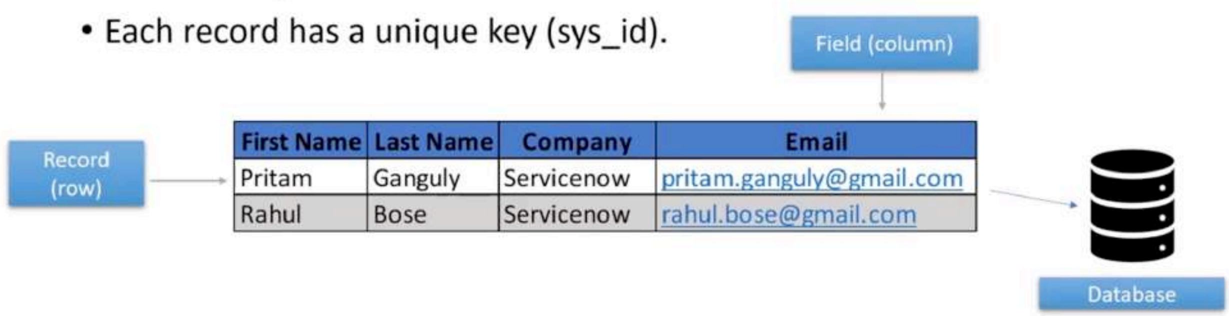


Feature Release	Year
Kingston	2018
London	2018
Madrid	2019
New York	2019
Orlando	2020
Paris	2020
Quebec	2021
Rome	2021
San Diego	2022
Tokyo	2022

RECORDS:-

Record

- A row in a spreadsheet.
- Each record has a unique key (sys_id).



First Name	Last Name	Company	Email
Pritam	Ganguly	Servicenow	pritam.ganguly@gmail.com
Rahul	Bose	Servicenow	rahul.bose@gmail.com

sys_id - 9d385017c611228701d22104cc95c371

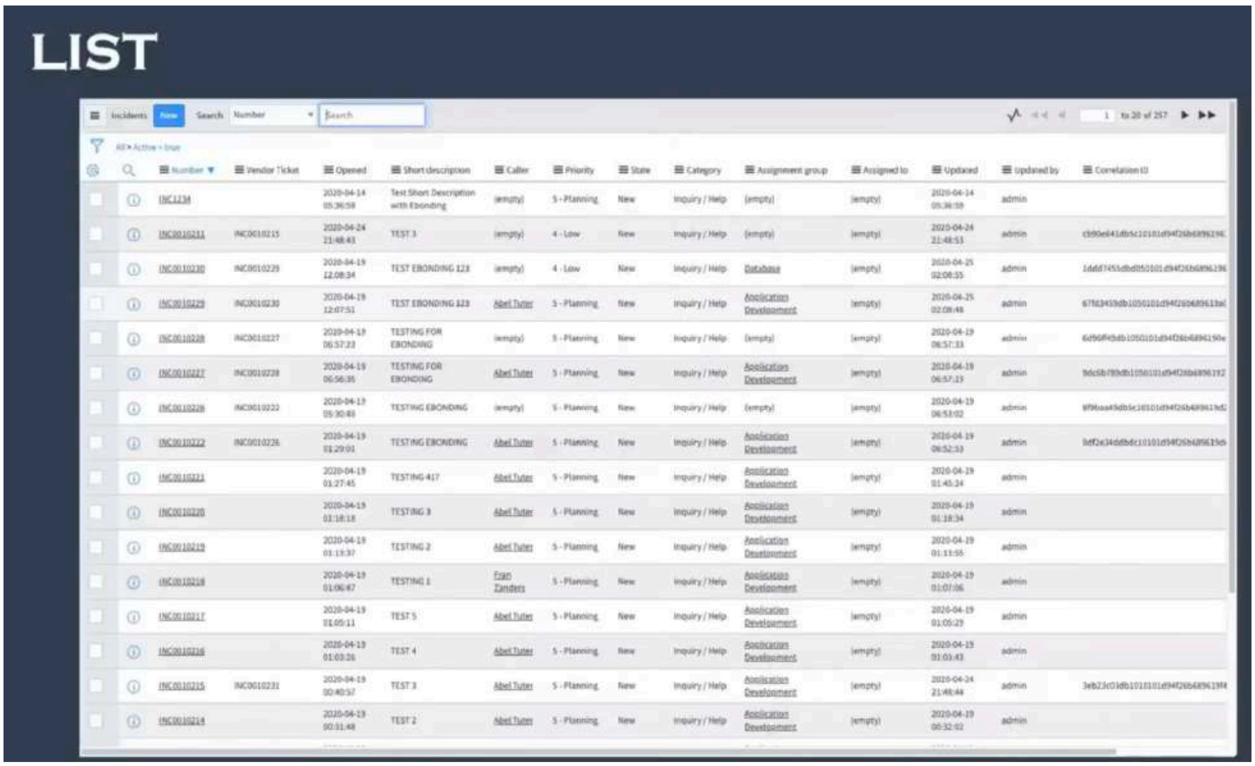
List & Component

LIST:

→Multiple Record per page

→Limited Field

→Filter and Sort Details



Category: ServiceNow CSA

Which features allow you to update multiple records at one time?

Select 2 answers.

- [x] **Update Selected Action**
- [ ] Bulk Record Update
- [ ] Data Remediation Dashboard
- [x] **Field Update Action**
- [ ] **List Editor**

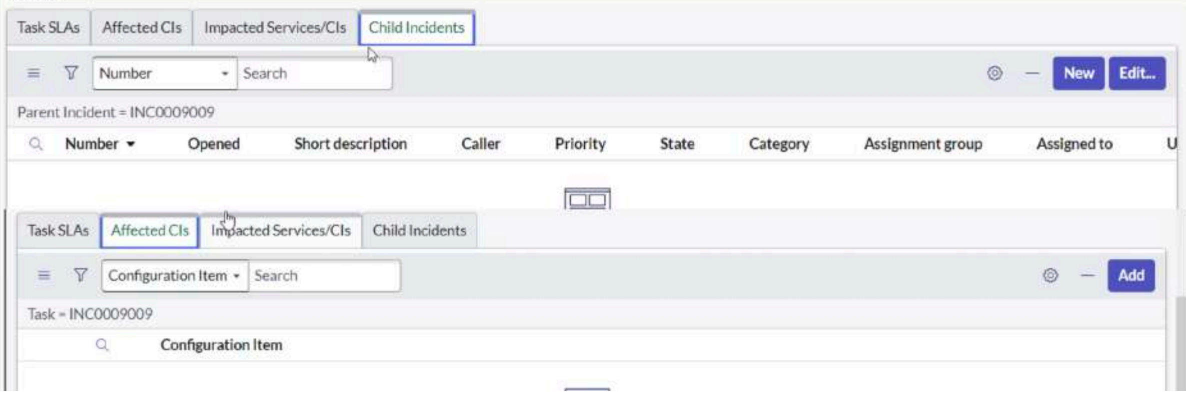
Category:

On a related list, which buttons are commonly used for managing the records on the list?

Select 3 answers.

- **Add**
- Manage
- **New**
- Publish
- **Edit**

Correct

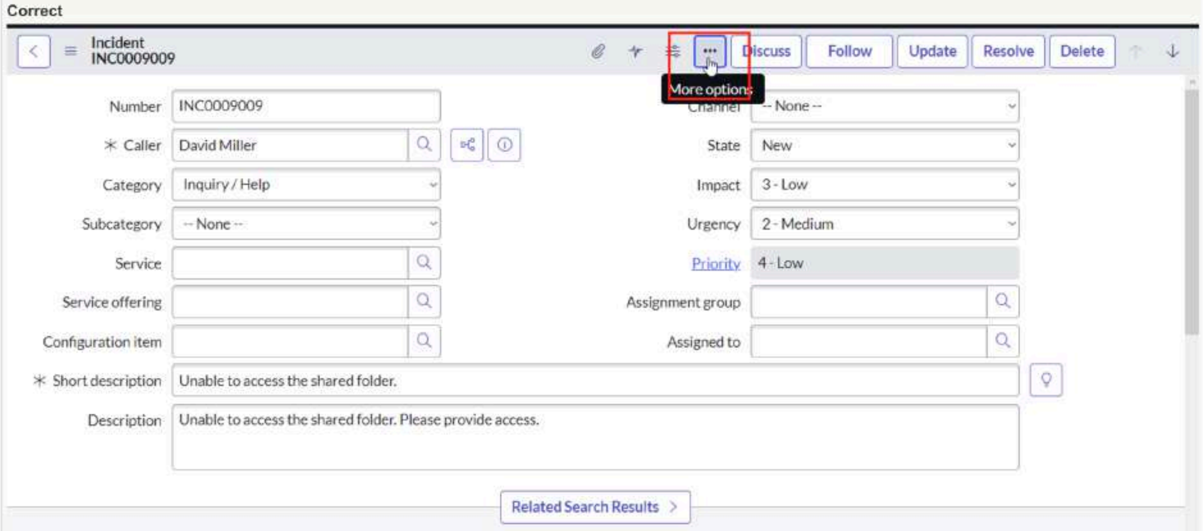


Category:

On the Form header, which element you to access form templates?

- **More Options (...)**
- Stamp
- Paperclip
- Pages

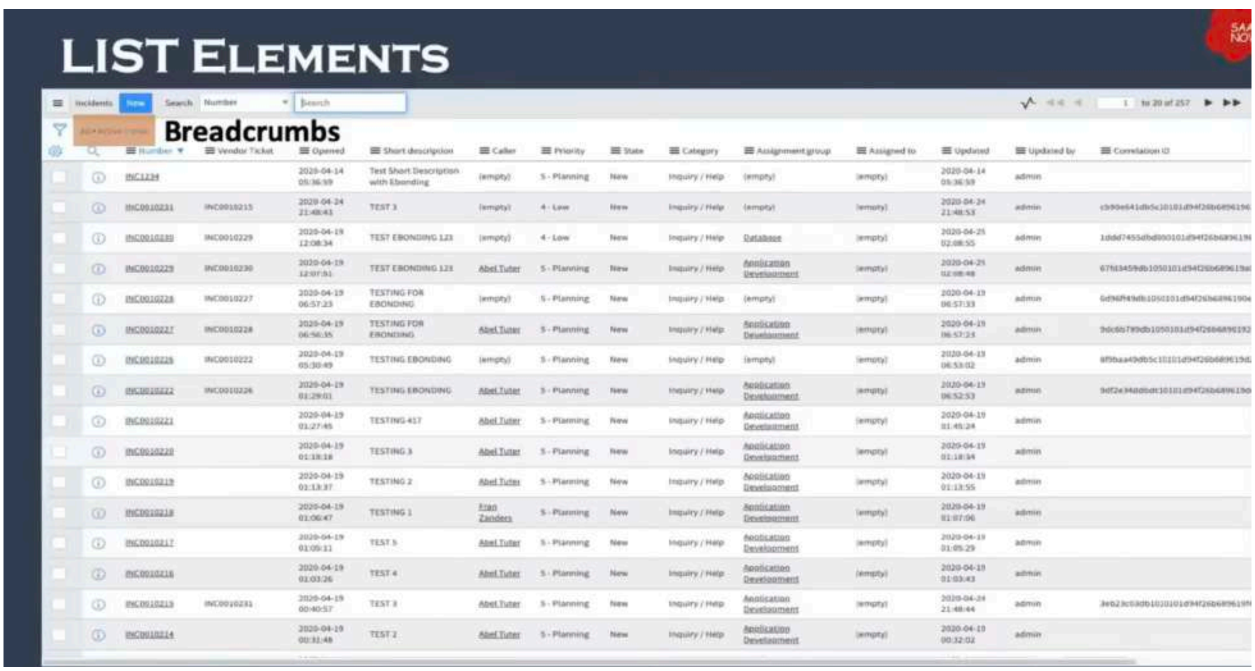
Correct

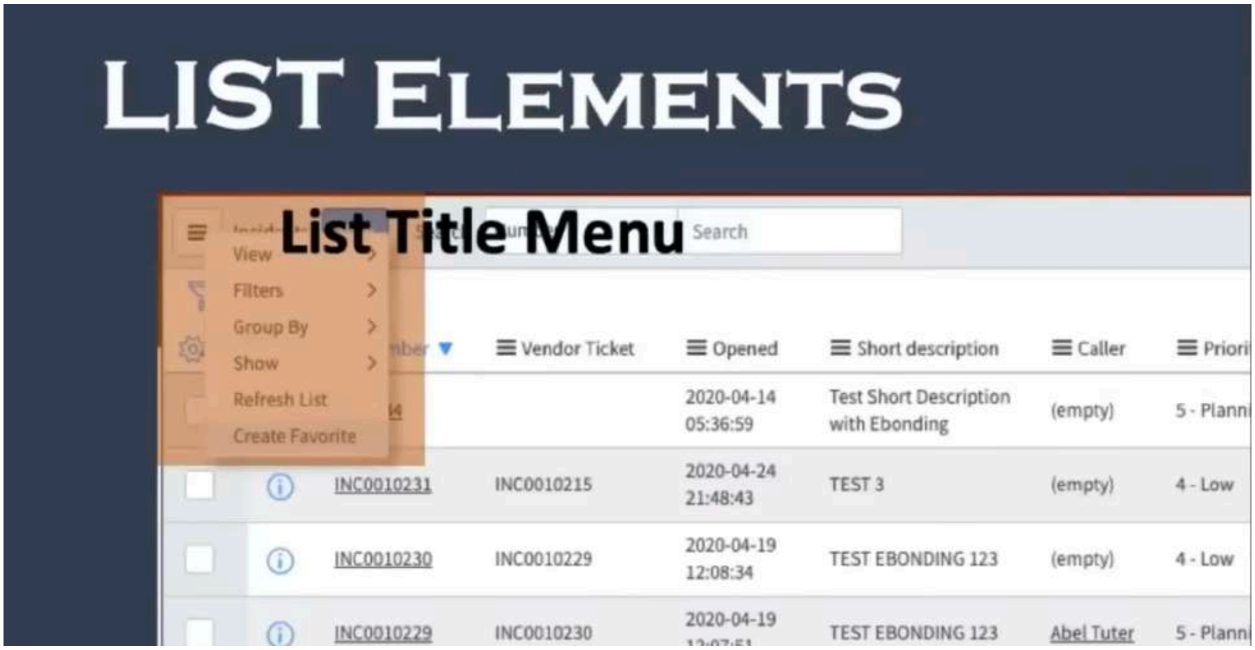


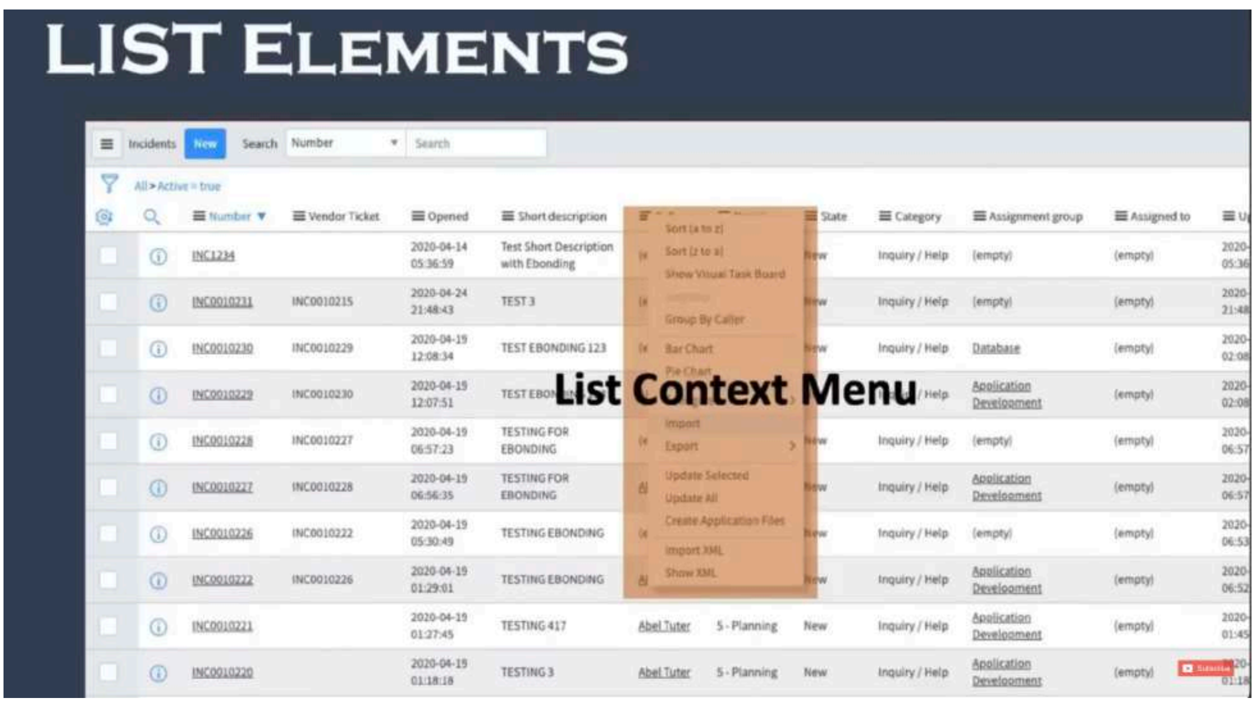

LIST ELEMENTS
SAAS NOW
List of all Incidents

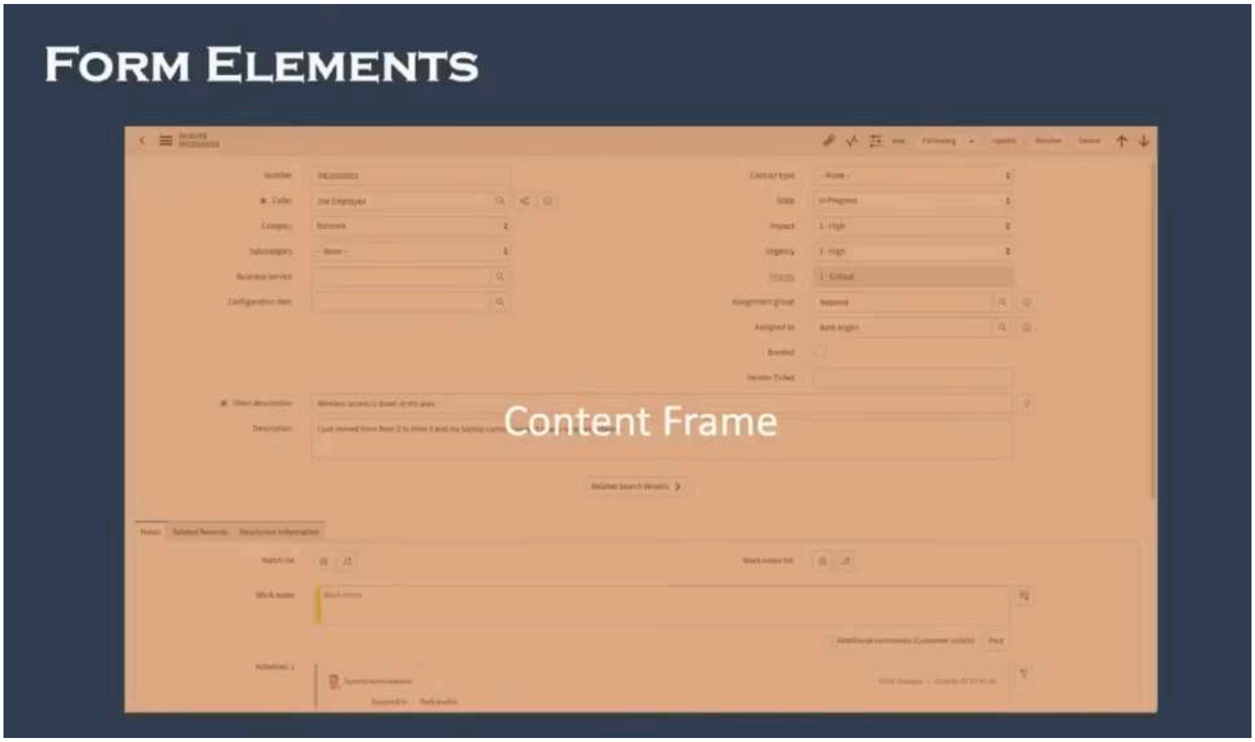

LIST ELEMENTS
SAAS NOW
Title Bar

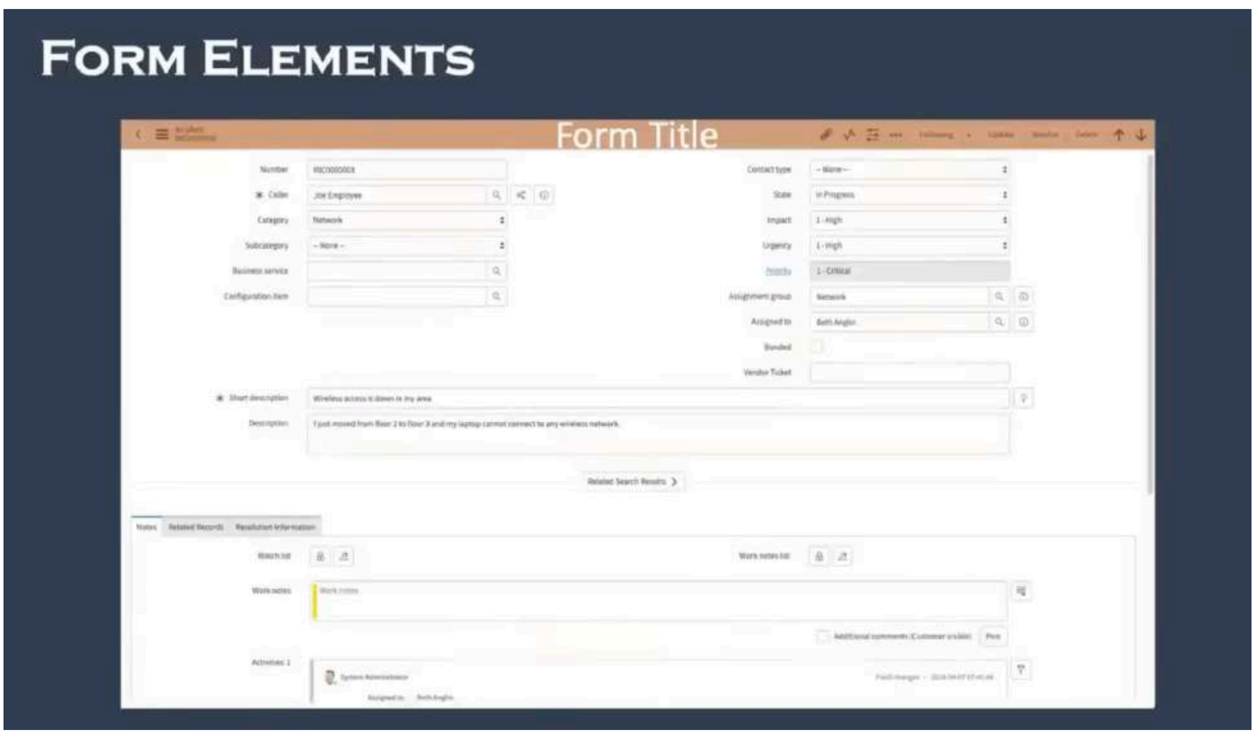

LIST ELEMENTS
Filters

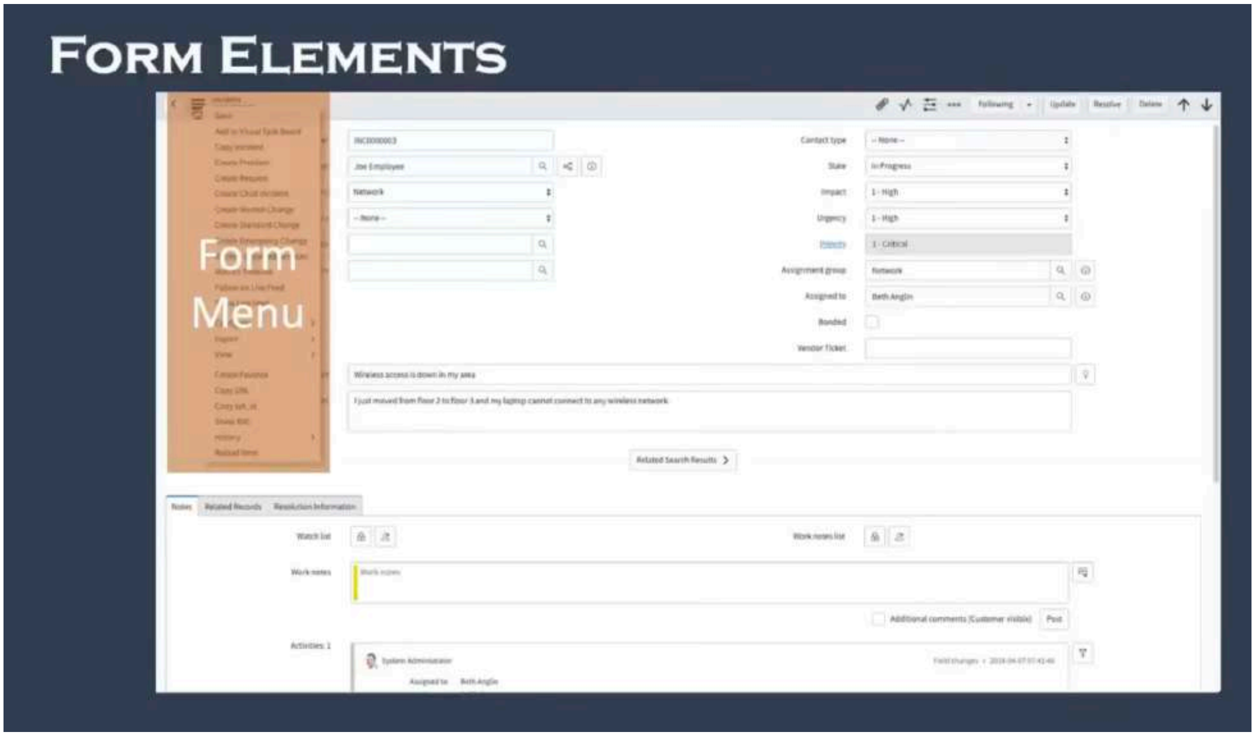

LIST ELEMENTS
Breadcrumbs

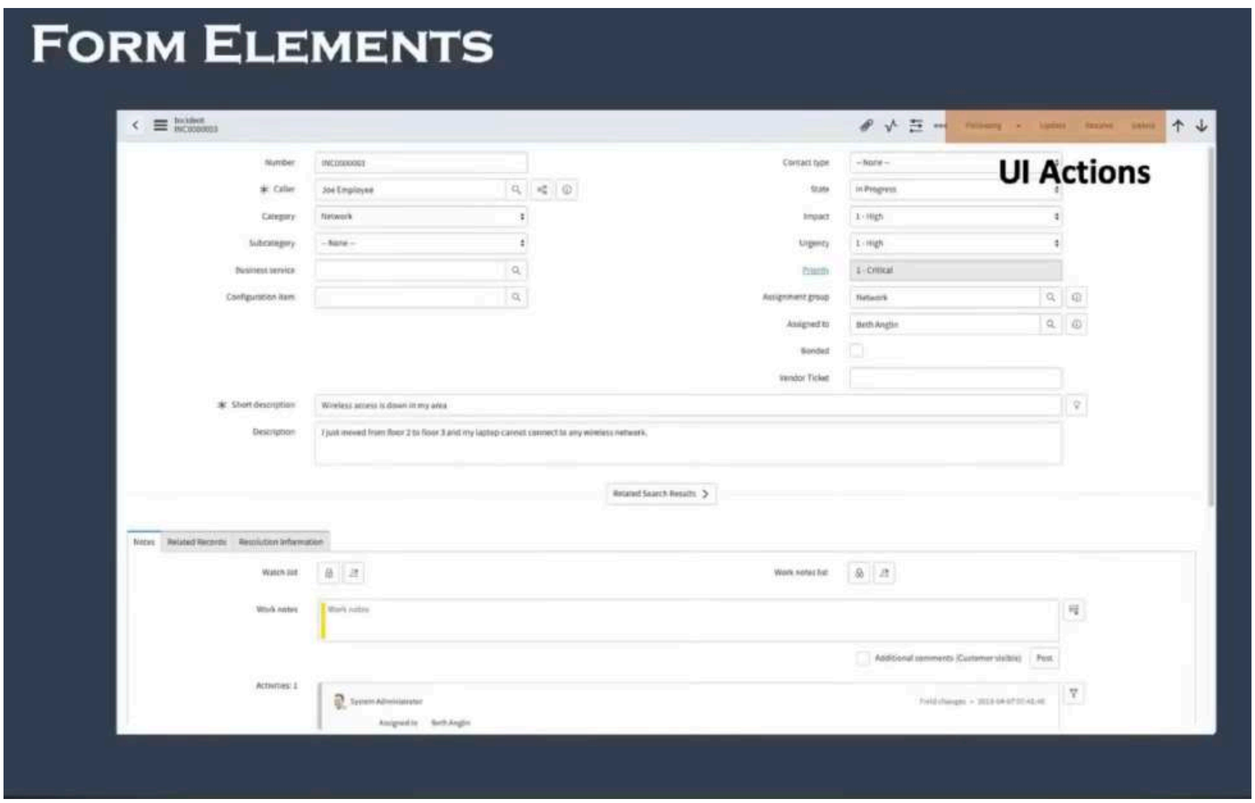

LIST ELEMENTS
List Title Menu
View
Filters
Group By
Show
Refresh List
Create Favorite
Search
Vendor Ticket
Opened
Short description
Caller
2020-04-14 05:36:59
Test Short Description with Ebonding
(empty)
INC0010231
INC0010215
2020-04-24 21:48:43
TEST 3
4 - Low
INC0010230
INC0010229
2020-04-19 12:08:34
TEST EBONDING 123
Abel Tuter

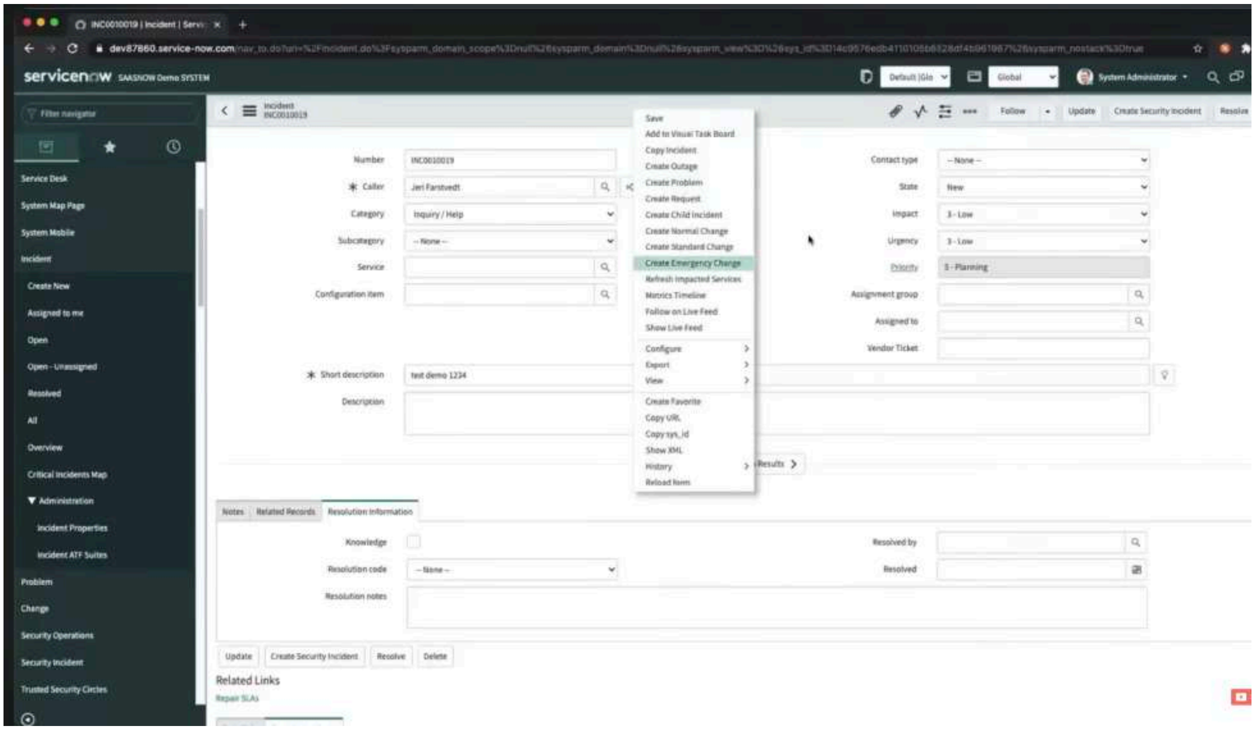

LIST ELEMENTS
List Context Menu
Incidents
New
Search
Number
Vendor Ticket
Opened
Short description
State
Category
Assignment group
Assigned to


FORM ELEMENTS
Content Frame

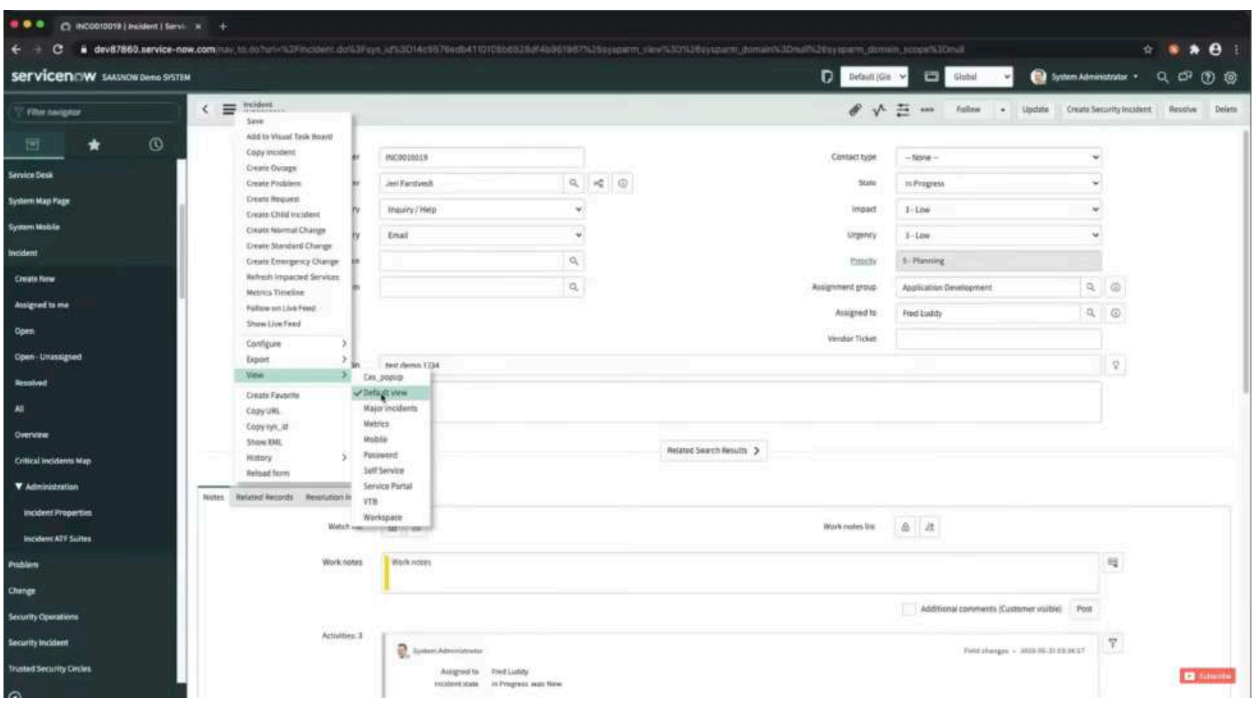

FORM ELEMENTS
Form Title

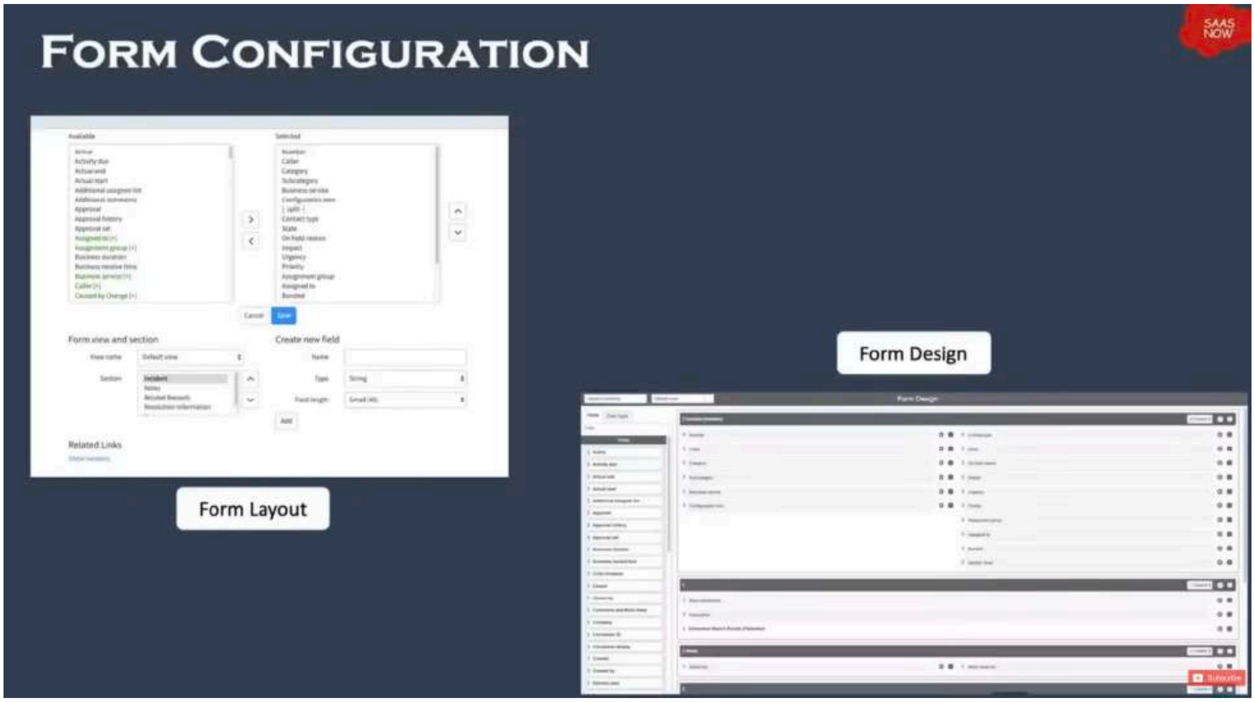

Form Elements
Form
Menu


Form Elements
UI Actions



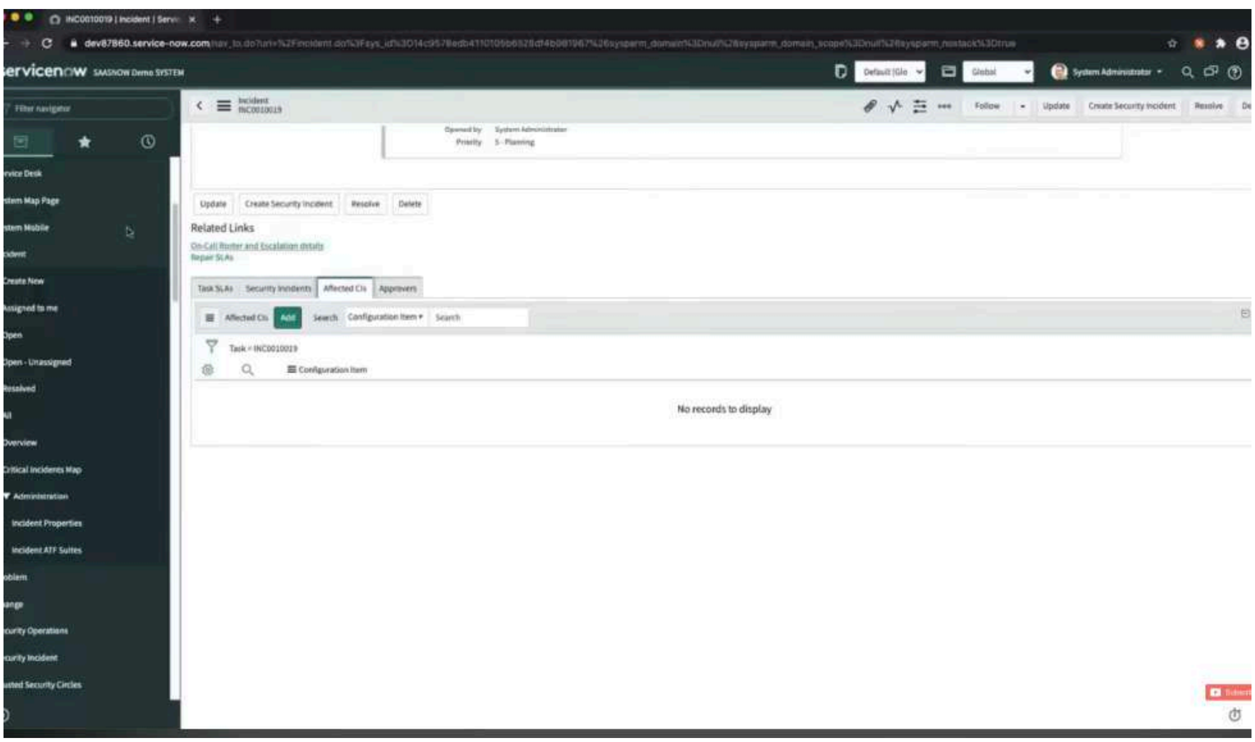
IMPORTANT:- Any changes we do in the form it will show in activity section in the form what changes and when we do the changes.



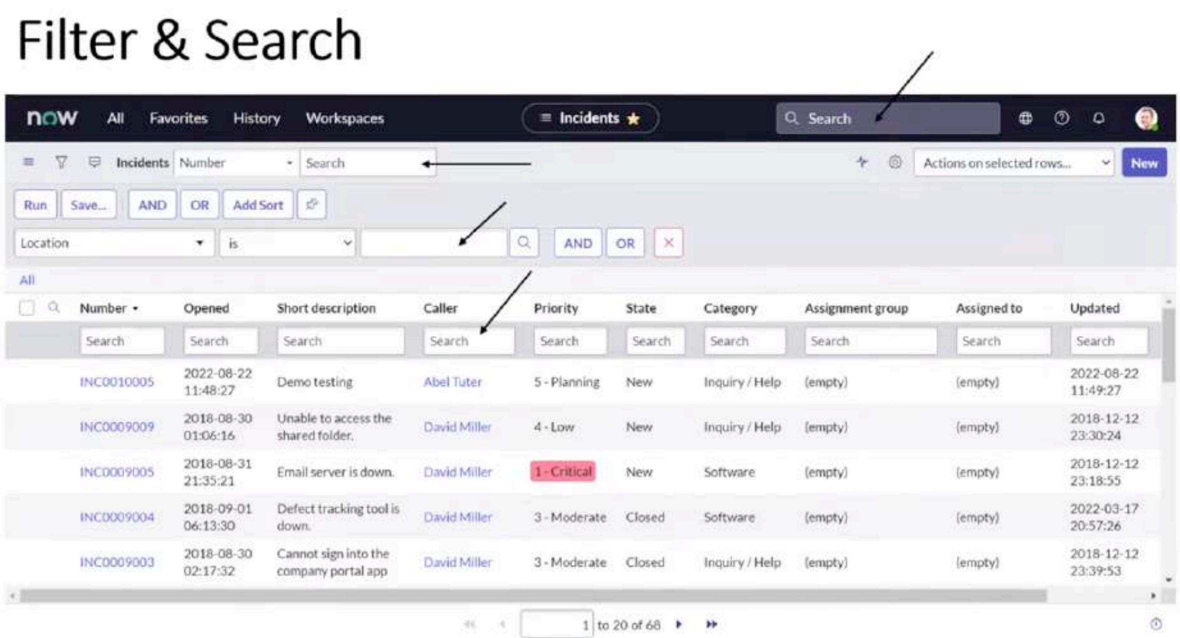


In configuration>Form layout and form design to design the form and add the form field adjust form field .

in Configuration>related list means form ke niche jo column rahate hai unko adjust karna jaise niche image me task SLA, Security Incident, Affected CI, Approver.



Search & Filter:-



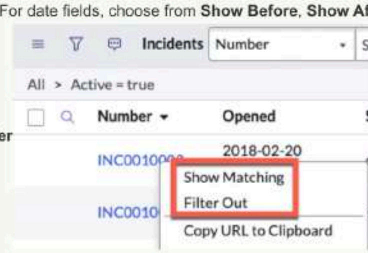
Category:

What will happen if you click 'Filter Out' on the 'Hardware' category on the incident list?

- Nothing will happen
- **All incidents with Hardware category will disappear from the list**
- It will open a new window in your browser and display all the tickets other than Hardware
- **All incidents with Hardware category will remain visible**

Incorrect

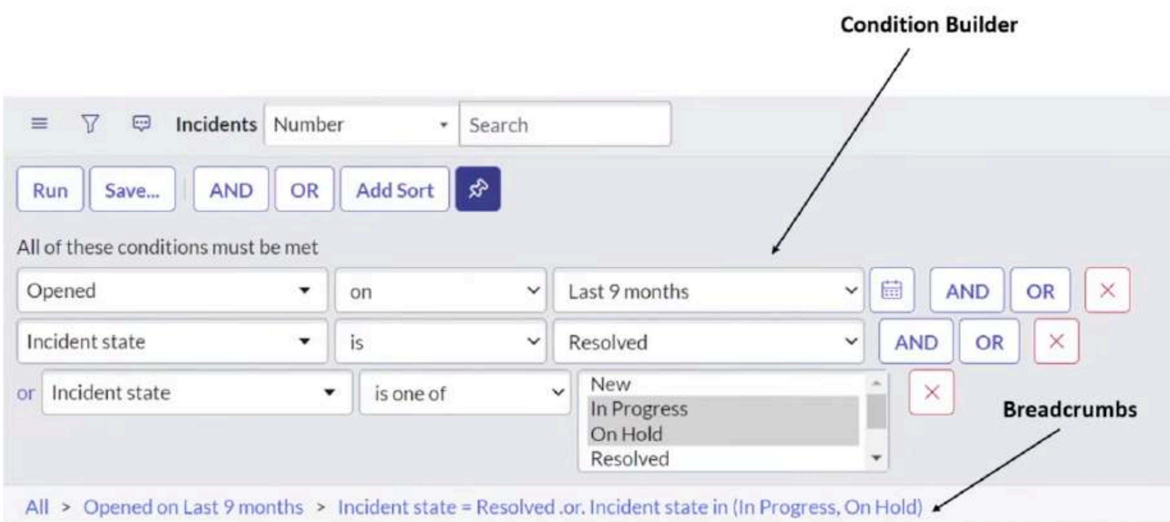
To quickly filter a list using a value in a field, right-click in the field and select **Show Matching** or **Filter Out**. For date fields, choose from **Show Before**, **Show After**, and **Filter Out**. These functions add a condition to the right in the breadcrumb of the current filter. **Quick filter** In this example, right-clicking **In Progress** and selecting **Show Matching** adds the condition **State = In Progress** as the most specific condition of the filter. By contrast, right-clicking **In Progress** and selecting **Filter Out** adds the condition **State != In Progress** as the most specific condition of the filter.



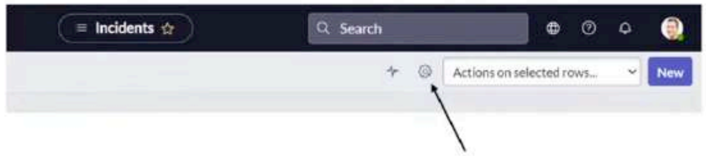
Wildcard search condition

Syntax	Search Criteria	Example
*[term]	contains	*David
!*[term]	does not contain	!*David
"= [term]"	equals	"= [David]"
!= [term]	does not equal	!= David
[term]%	starts with	Hey%
%[term]	ends with	%bye

Condition Builder & Breadcrumbs

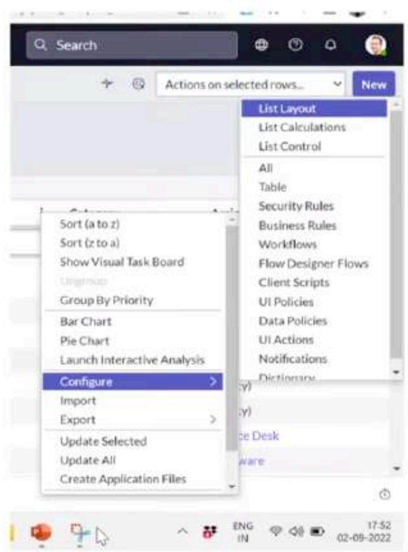


Personalize List

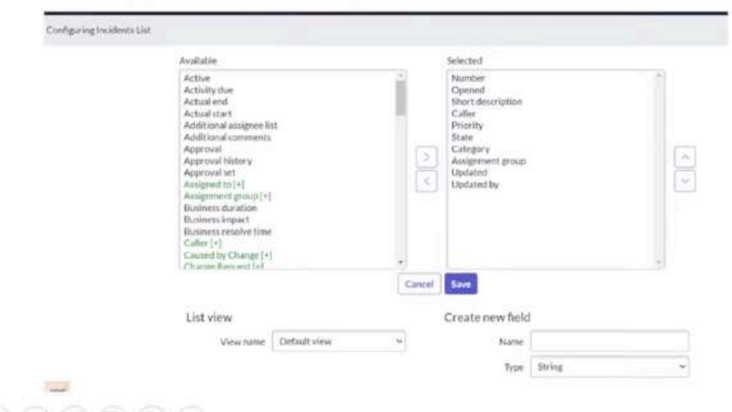


- It is user specific
- Add or remove field

Configure List Layout

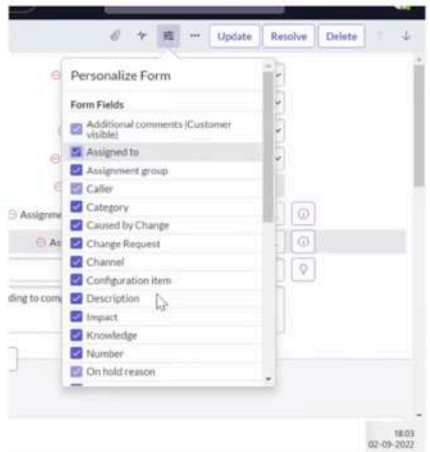


- Administrator controlled
- Applied to the system



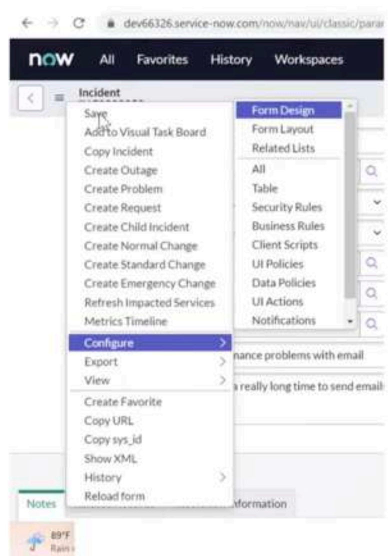
Personalize Form

- User Specific
- Remove Icon on Form

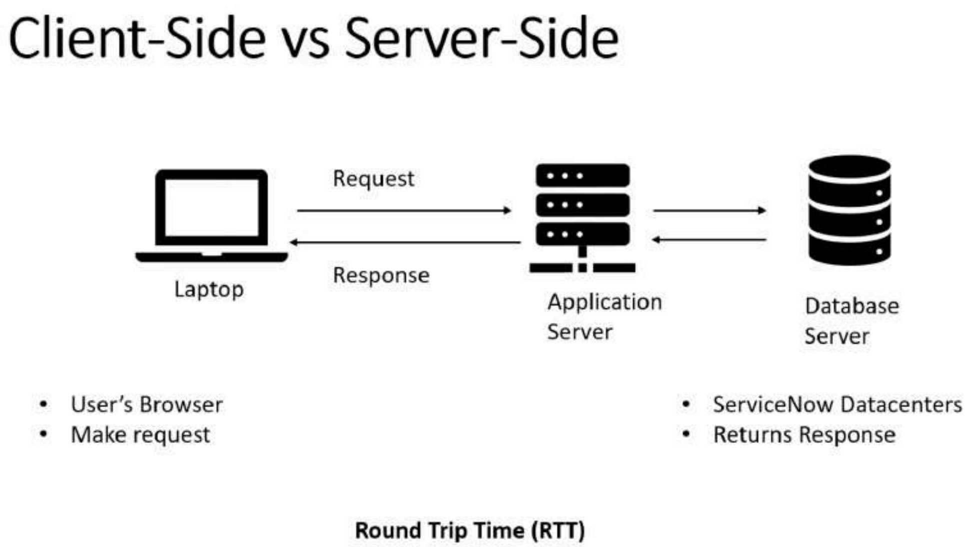


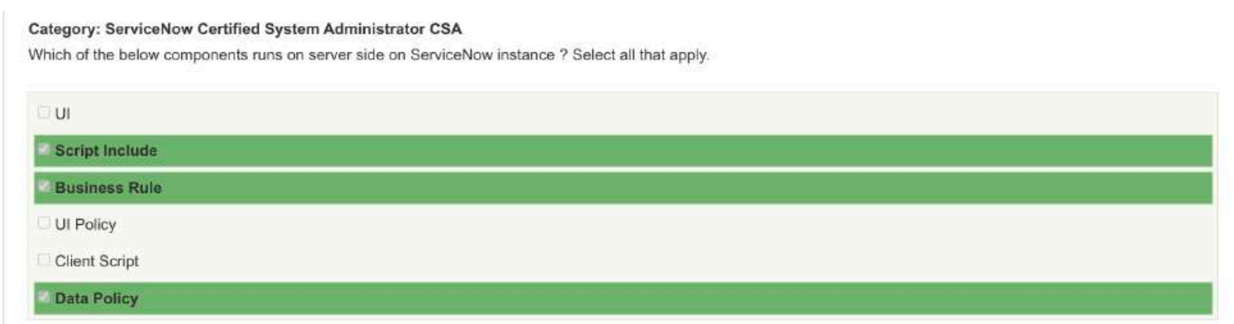
Configure Form Layout

- Add or remove field.
- Controlled by admin



Client VS Server Side

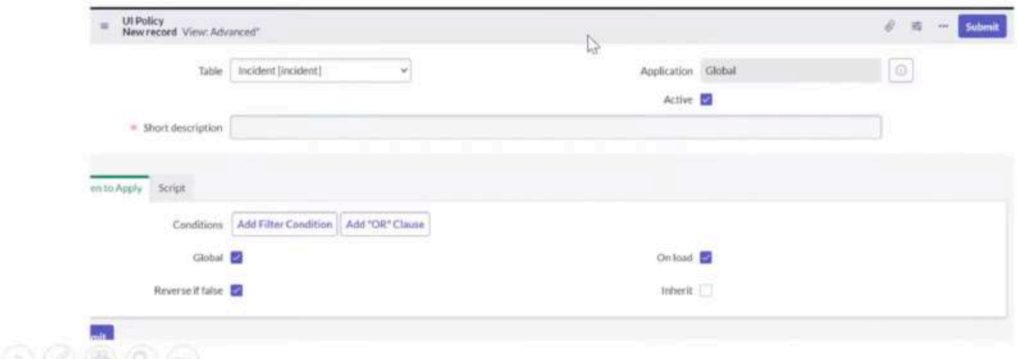




UI Policies

UI Policies

- Runs on client side
- Works in Form
- No coding required
- You can set a field **Mandatory**, **Read only** and **Show/Hide**



Category: ServiceNow CSA

UI Policy is applied on all data input no matter what the channel is, including web form, import sets, ...etc

- False
- TRUE

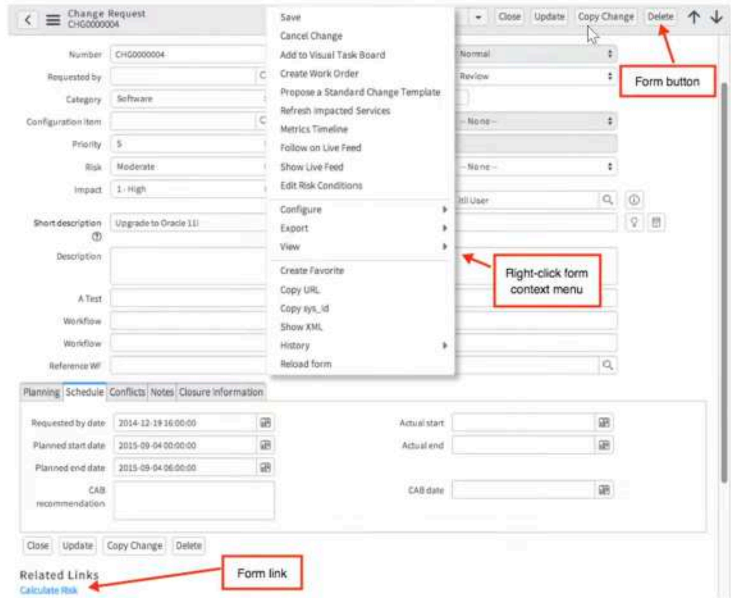
Incorrect

UI Policy (as opposed to Data Policy) is only applied to data entered in the web form

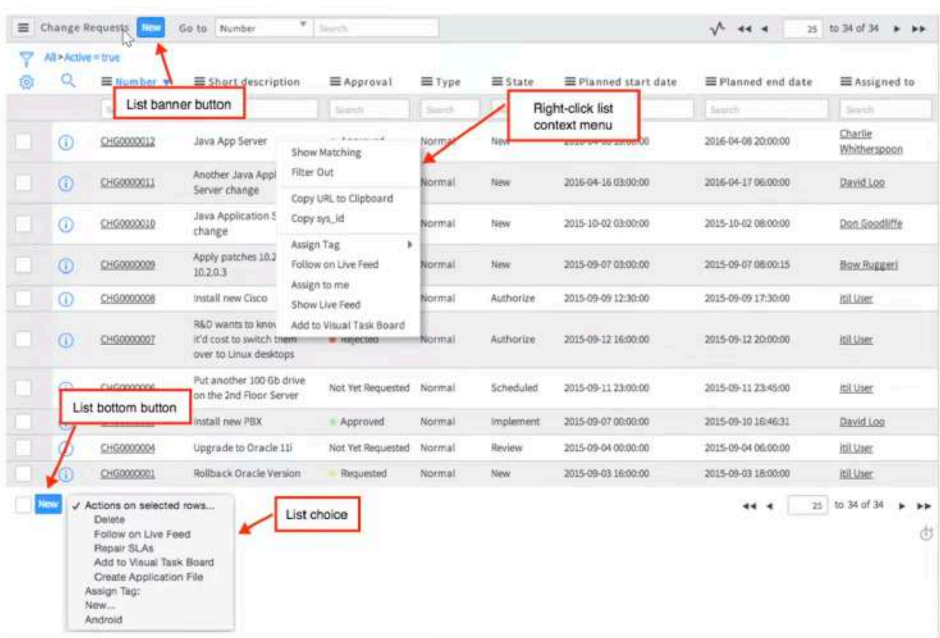
UI Action(Applicable both client and server side)

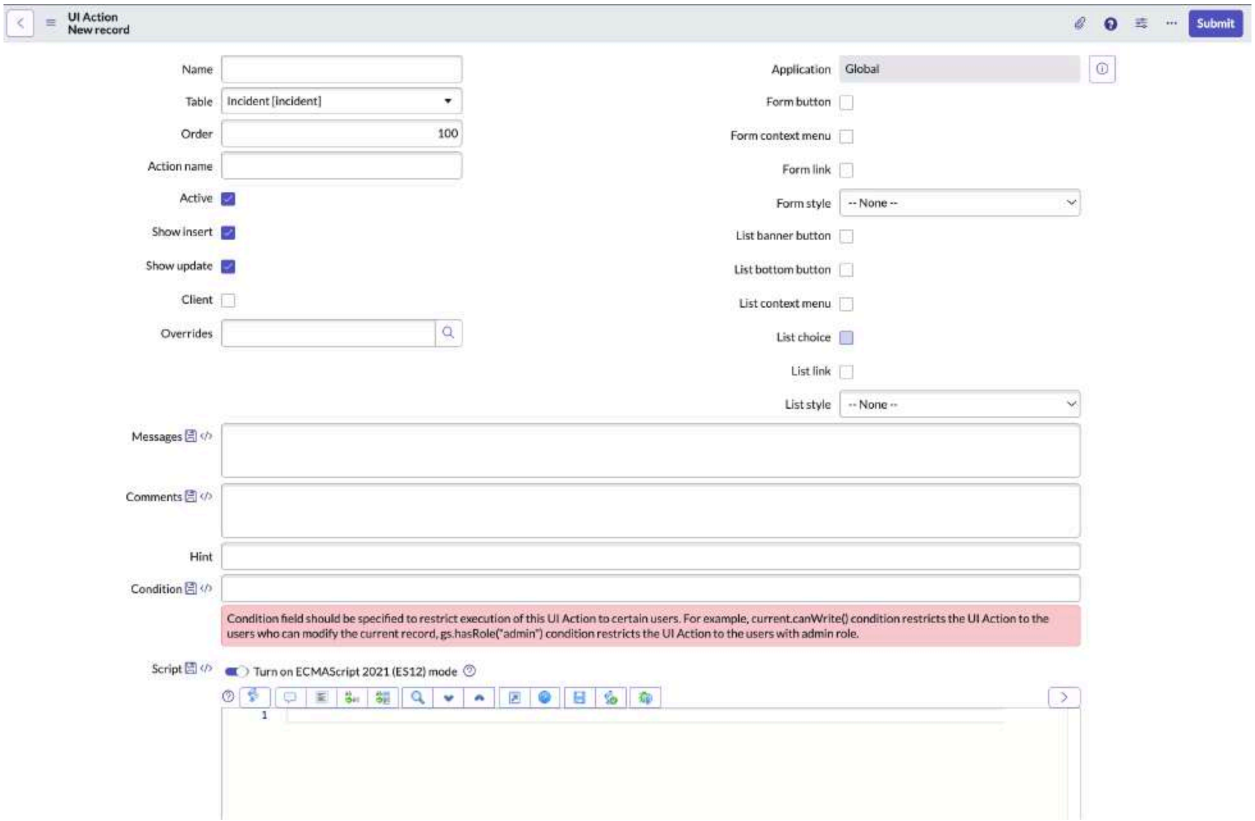
form view

UI Action

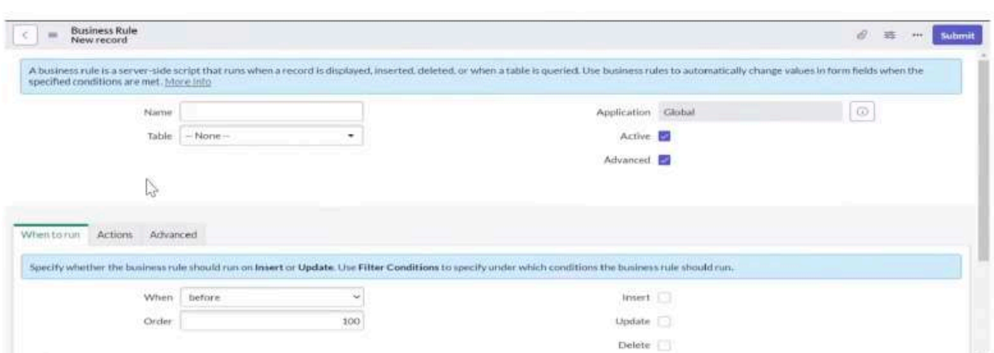


list view





Business Rules:



Types of Business Rules

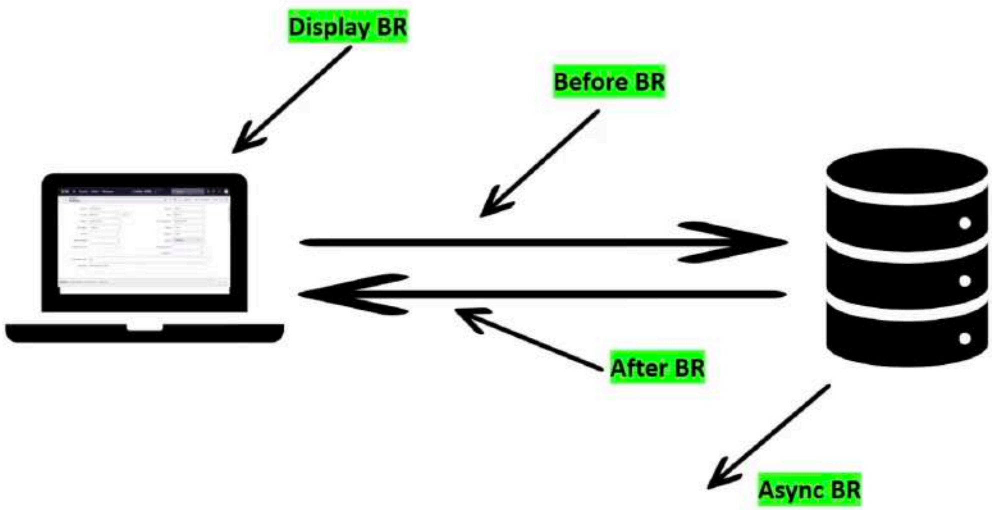
- **When to RUN?**

a) Before
b) After
c) Async
d) Display

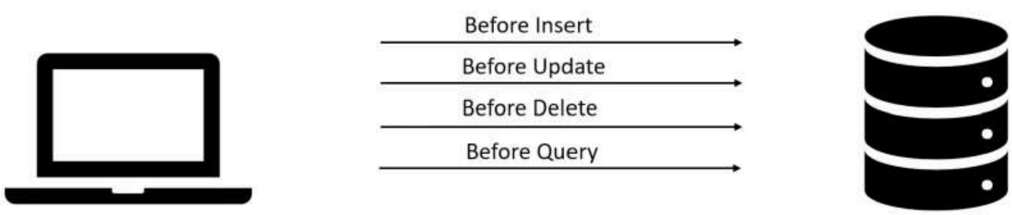
- **Operation**

I. Insert
II. Query
III. Update
IV. Delete

How Business Rules Works

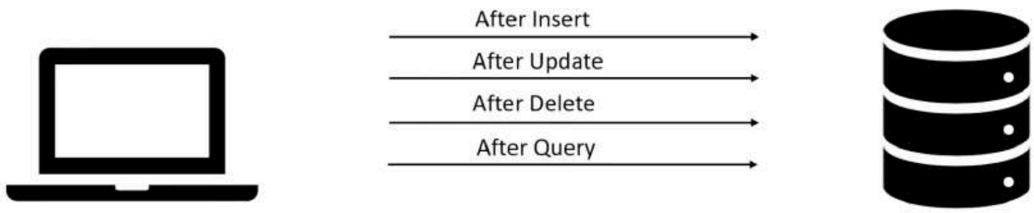


Before Business Rules



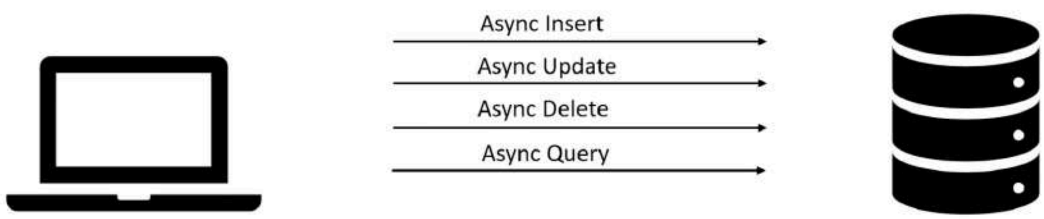
- User can not submit/**Insert** an incident if the category is **Network** and subcategory is **wifi** but the assignment group is not **Netwrok**.
- When an Incident will **update** with work notes the incident state should be **In-progress.**

After Business Rules



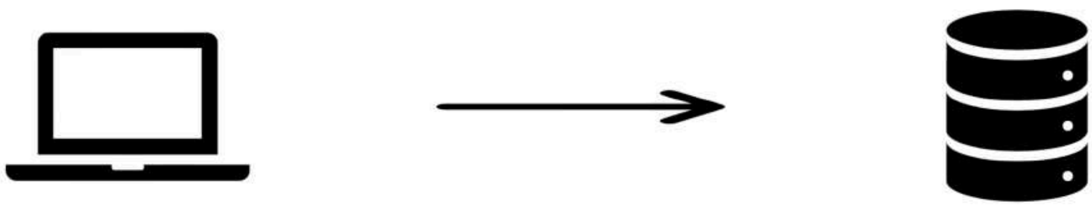
- **After** Incident is created it should display the message that Incident is created.
- **Update** the state of an incident to 'On-Hold' and it should update the description to "Waiting for user's reply".

Async Business Rules



- When an Incident **inserted** as P1 then create an event that would send **notification**.

Display Business Rules

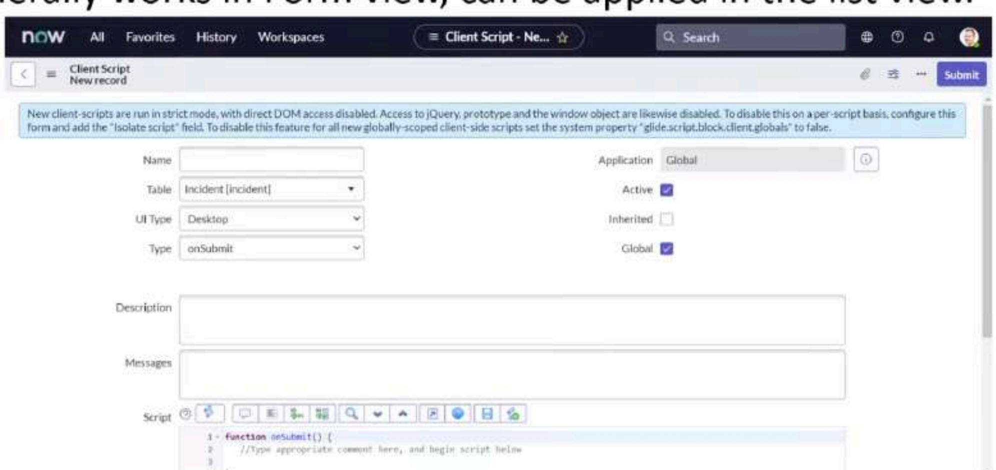


- Display a message in a Form.

Client Script(Table: sys_script_client)

What is Client Script

- Servicenow Customization
- Runs in the Client-Side.
- Generally works in Form view, can be applied in the list view.



Category: ServiceNow Certified System Administrator CSA

What purpose does Client Transaction Time plugin serve in ServiceNow ?

- It enables to log a message in ServiceNow.
- **It enhances the system logs by providing additional information about the durations of transactions**
- It delete client transactions details.

Category: ServiceNow Certified System Administrator CSA

Client Script on the Task table will be applied to Problem table as well

- Only if inherit is false
- **Only if inherit is true**
- Always Yes

Correct

The correct answer is **Only if inherit is true**.

Types of Client Script

- **OnLoad**
- **OnSubmit**
- **OnChanges**
- **OnCellEdit**

onLoad()

- It runs when the form is open and before user can enter any data.
- **Scenario**

If user opens a P1 ticket it should display the message saying " You are viewing a P1 ticket"

onSubmit()

- It runs when a form is being submitted.
- **Scenario**

If user try to create a P1 incident it should show a confirmation box saying "You want to create a P1 incident?" if user press 'Yes' then only it will submit the form.

onChanges()

- It runs when a field value changes in the form.

- **Scenario**

If you change the value of the state field it shows a message saying “You changed the value of the field”

onCellEdit()

- It runs when you change a field value of a list.

- **Scenario**

If user changes the value of a short description field in a list view, it should ask for a confirmation saying “Do you want to update the short description?”

Category: ServiceNow CSA

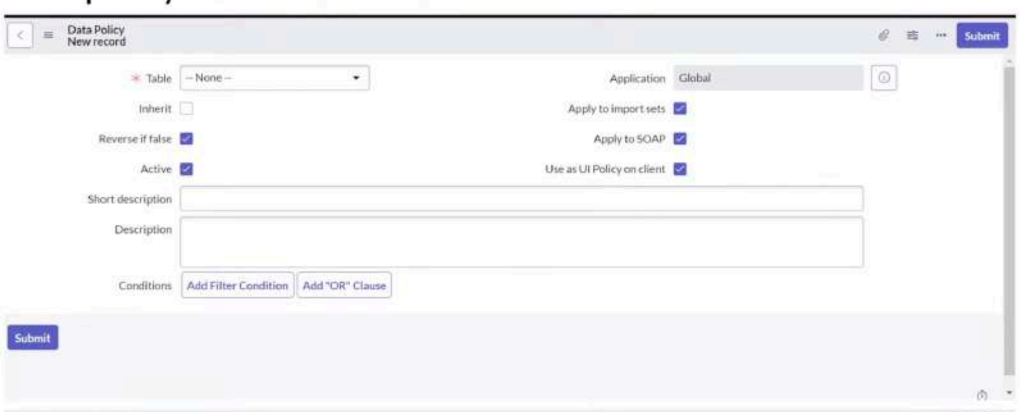
Which of the following are supported types of client scripts? (select all that apply)

- [x] **onChange**
- [x] **onLoad**
- [x] **onClick**
- [ ] onAction
- [x] **onCellEdit**
- [ ] onMouseOver

Data Policy:-

Data Policy

- It is used to make fields mandatory or read only in the server end.
- UI policy in the back end.



UI Policy VS Data Policy

- UI Policy runs in the Client Side where as Data policy runs in the server side.
- With UI policy you can do show/hide, mandatory and read only where as Data policy can only make field mandatory and read-only.
- UI policy can only work in the Main Form of the table where as Data policy can be applied from external sources like Import sets, web services etc.

Update Set:-

What is Update Set?

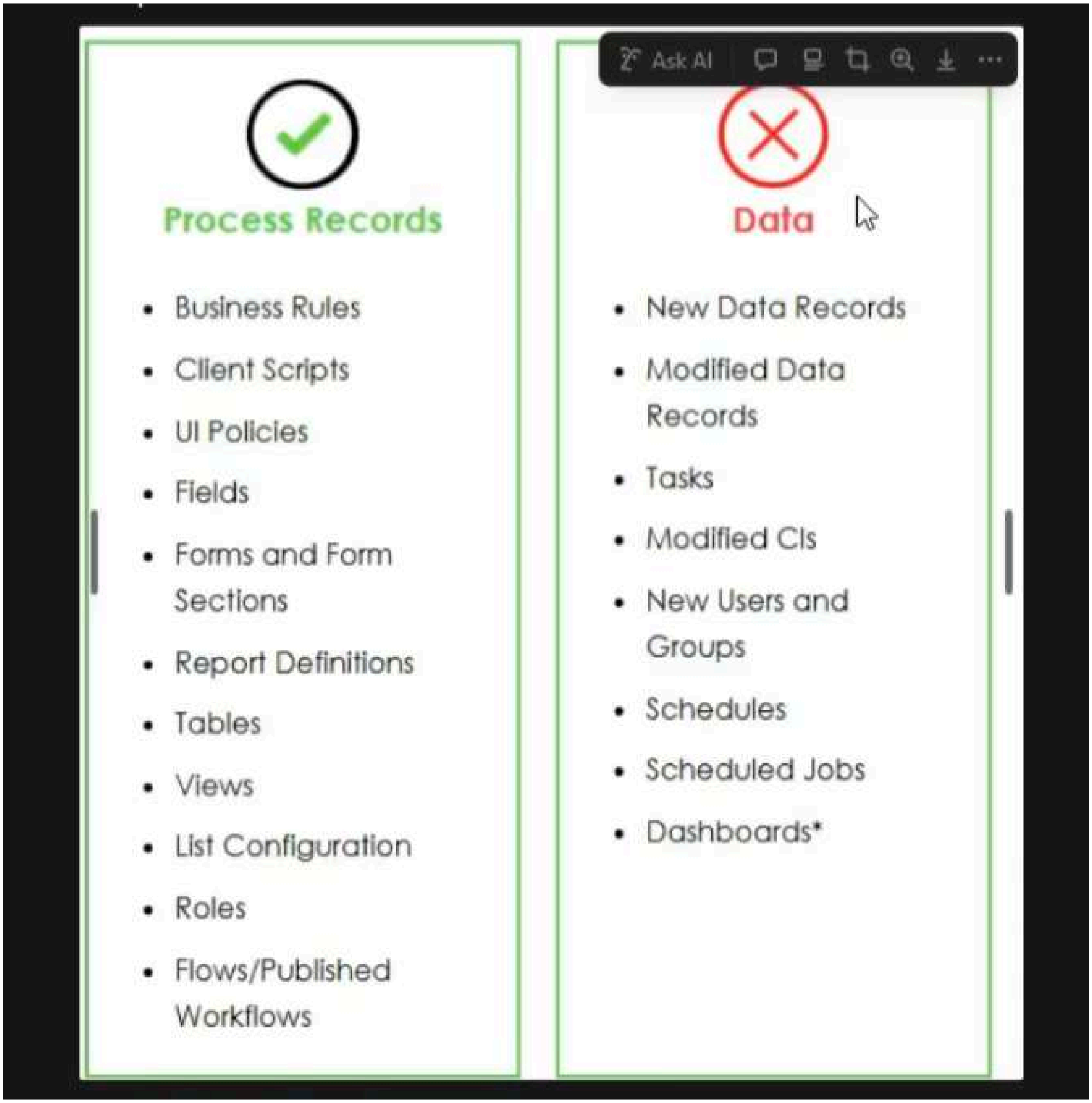
- It is a group of configuration changes (ex: Business rules, UI policy etc) that can be moved from one instance from another.
- Capture all the changes in a unit and then move it to other instance.

Update Sets

- **Items you can capture :**
- Business Rules
- Client Scripts
- UI Policy
- UI Actions
- Notification
- Form Configuration
- more….

Update Sets

- **Items you can not capture :**
- Records
- Users
- Groups
- CMDB records
- System properties
- More....


Ask AI
Process Records
Business Rules
Client Scripts
UI Policies
Fields
Forms and Form Sections
Report Definitions
Tables
Views
List Configuration
Roles
Flows/Published Workflows
Data
New Data Records
Modified Data Records
Tasks
Modified CIs
New Users and Groups
Schedules
Scheduled Jobs
Dashboards*

Planning Process

- Same version of Instance
- Proper update set selection
- Cloned environment
- Schedule a date and time
- Review and Commit
- Review before moving

Category: ServiceNow CSA

Why is it recommended that you limit update sets to a maximum of 100 records? (Choose 2 answers)

- **Comply with ISO audit requirements**
- Smaller update sets can be imported to production during business hours
- **Reduce potential conflicts**
- Improve ability to troubleshoot issues with default update set
- **Make it easier to identify and review changes**
- **Keeps update set logs shorter**

New records, new groups and modified configuration items what do they have in common?

- They are included in an update set
- They are customizations
- They do not have anything in common
- **They are not captured in an update set.**

Category: ServiceNow CSA

To retrieve an update set from a remote instance, in the Production instance, navigate to:

- All > Update Sets > Update Sources
- **All > System Update Sets > Update Sources**
- **All > System Update Sets > Retrieved Sources**
- All > System Definition > Update Sources
- All > System Update Sets > Committed Sources

TABLES:-

Tables

- A place where records are stored.
- It has rows and column.
- A row is known as a **Record** and column is known as **field**.
- Field can be different type like **string**,**choice**,**reference**,**integer** etc.

Data dictionary tables

- Contains information about a table.
- ServiceNow table stores under **sys_db_object** table.
- Information about a field in a table stored in **sys_dictionary** table.
- The field label of a table stores in **sys_documentation** table.

sys_db_object →Every table record in ServiceNow.

sys_dictionary→saare fields and its data like choices(Dictionary sirf batata hai ki field choice type ka hai.)

sys_documentation—→label of the field

Task	Table
Field options (High/Medium/Low)	**sys_choice**
Field type, mandatory, max length	sys_dictionary
Field label & help text (UI text)	sys_documentation

Table Rotation:-

Think of table rotation as **creating new tables automatically when old tables become too big**, so the system does not slow down.

⇒>>Custome table not contain table rotation behaviour.

Table rotation **sirf ServiceNow ke kuch system tables** me hota hai — like:

- ECC Queue (integration table)
- Some log tables

- Metric tables
- Email processing tables

Ye tables **bahut fast grow** karte hain (daily thousands/millions records).

Category: ServiceNow Certified System Administrator CSA

Does ServiceNow support table rotation ?

- No
- **Yes**

Correct

Table rotation preserves instance performance and averts risk associated with querying growing data sets by using the External Communication Channel (ECC) Queue and the sys_created_on field to separate data sets into multiple tables based on date.

Category: ServiceNow Certified System Administrator CSA

What is the master table that contains a record for each table in the database?

- sys_master_db table
- sys_master_object table
- **sys_db_object table**

Category: ServiceNow Certified System Administrator CSA

_______ is used to join two tables. Fill in the blank with the correct option.

- **Database Views**
- GlideRecord
- Link Tables

Field and Field Types:-

Table Relationships:-

Table Relationship

- One to many – One table has a field which referencing to other table.

Caller field in incident table.

- Many to many – Two or more table is related to one another.

Group and **Roles** table.

- Extended – One or more table can be extended from another table.

Table Types

- **Base table** – Not extended from any table, but extends by other table.

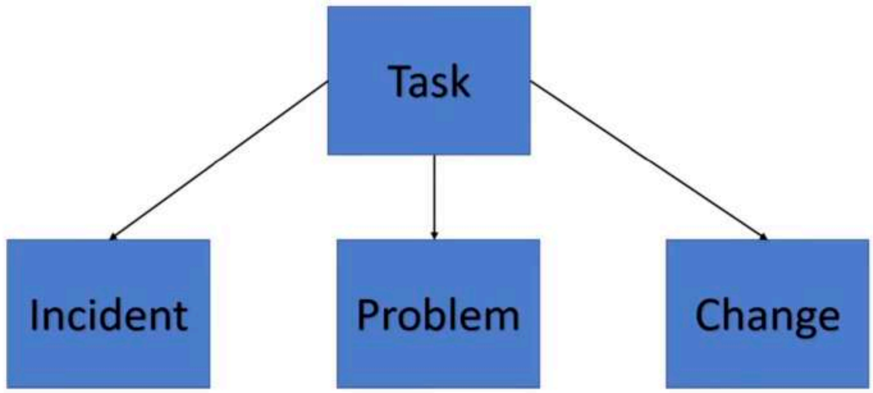
Ex:- Task table.

- **Extended Table** – A table which is extended from another table.

Ex: - Incident table.

- **Core Table** – Table created by Servicenow.

Parent Table and Child Table



Important Tables

- Task [task]
- Incident [incident]
- Problem [problem]
- User [sys_user]
- Role [sys_user_role]
- Knowledge [kb_knowledge]
- Service catalog [sc_catalog]
- Configuration item [cmdb_ci]

USER:-

Users

- Having account in ServiceNow.
- Part of **sys_user** table.
- Can be part of specific group.
- Can be assigned different Roles.

Groups:-

Groups

- Collections of users which has same roles
- Part of **sys_user_group** table.
- Roles are assigned in a group.
- Group can be part of parent group.

Roles:-

Roles

- Collection of permissions.
- Part of **sys_user_role** table.
- Roles are assigned in a group.
- It contains other Role.

Popular Roles

- admin
- security_admin
- itil
- impersonator
- knowledge_admin
- catalog_admin
- asset

Category: ServiceNow CSA

A Role is defined as what?

- **A set of user access policies**
- **A collection of permissions**
- A set of access control rules
- A Persona in a workflow

Access Control List:-

What is ACL.

- How a servicenow user can interact with data in table.
- A record in sys_security_acl table.
- To create or edit ACL you need to **Elevate role.**
- Highest level of security can be applied on –

1. Table
2. Record (row)
3. Field (column)

CRUD Operation

- Create
- Read
- Update/Write
- Delete

ServiceNow restricted operation

- Execute
- Edit_ci_relations
- Save as template
- Report on
- Personalize Choice

ACL Flows

- **Access controls** are assigned to Roles.
- **Roles** are assigned to Groups.
- **Users** are assigned to Groups.

Operation	What it Controls	Applies To
report_view	Whether the user can **open/view a report record**	sys_report table
report_on	Whether the user can **create a new report using a table**	Any table used as data source

Category: ServiceNow CSA
Which of the following operation is a record-type access control list that restricts access to reports based on a role?

- report_view
- report_access
- report_on
- report_admin

Category: ServiceNow CSA
There is a business requirement to restrict incident reporting to specific roles for better governance. The Development team decided to add a new access control (ACL), so only those roles can view the contents of the reports on the incident table.
What access control operation should they use to allow this access on the incident table?

- report_on
- add_to_list
- execute
- **report_view**
- **read**

Question time : 00:00:37

Category: ServiceNow CSA

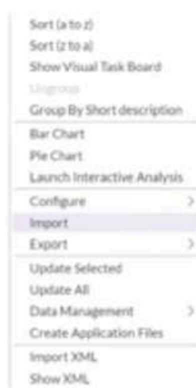
Access Control rules may be defined with which of the following permission requirements? (Choose 3)

- [x] **Scripts**
- [ ] Groups
- [x] **Conditional Expressions**
- [x] **Roles**
- [ ] Assignment Rules
- [ ] User Criteria

Import Set:-

Different ways to Import Data

- **Import XML** – You can only Import XML type data.



- **Import** – You can only Import Excel file.

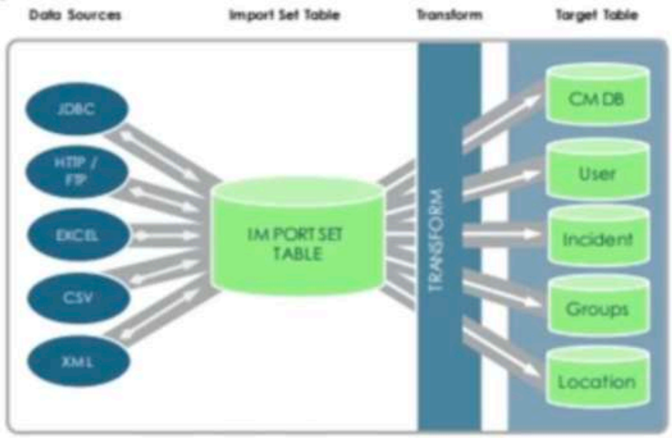
Import Sets

- It enables to import data from various data sources and map the data into ServiceNow existing table.

- Roles required –

admin or **import_admin**

- In Servicenow we have an application called **System Import Sets**

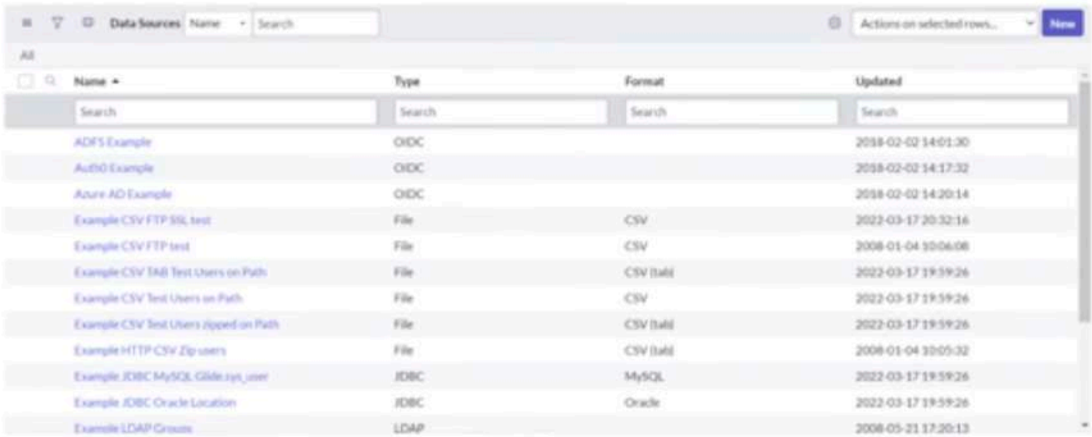


Important components of Import Sets

- Data Source
- Load Data
- Import Set Table
- Transform Map
- Transform

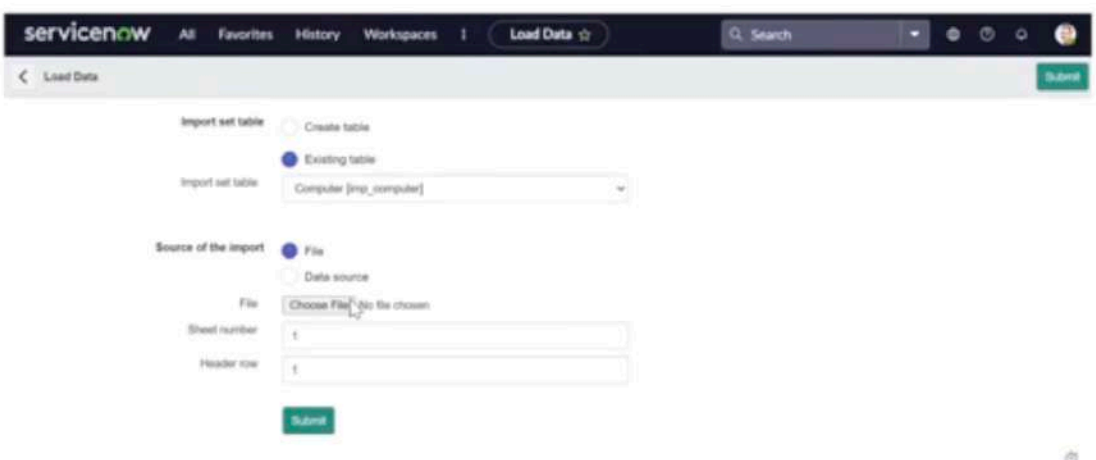
Data Source

- It stores information regarding different type of data source. (ex: LDAP, Azure AD, ADFS etc)



Load Data

- It is the place where you load data from different data source.

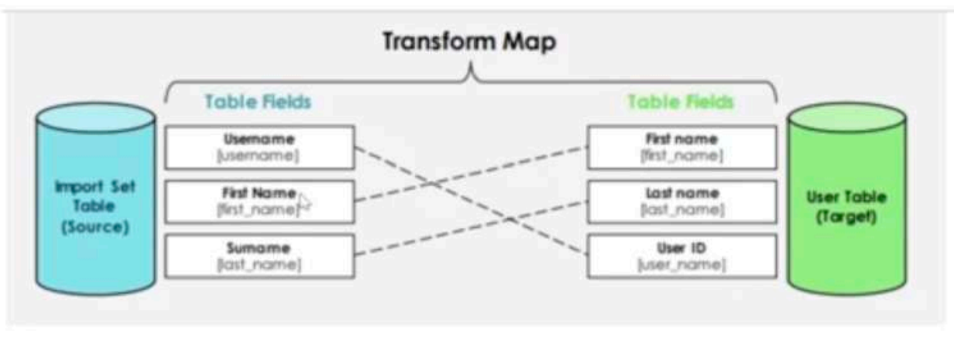


Import Set Table

- It is the staging area for records which are imported from a data source.
- Fields are generated automatically based on the imported data.

Transform Map

- This is used to create a relationship between fields in import set table and fields in a target table.



Types of Mapping

- **Automatic Mapping** – Where fields of your import set table matches with the fields of target table.

- **Mapping Assist –** It is the convenient way to map fields between your import set table and target table.

Transform

- Once the mapping is done with Transform Map you can transform your data to the target table with this function.

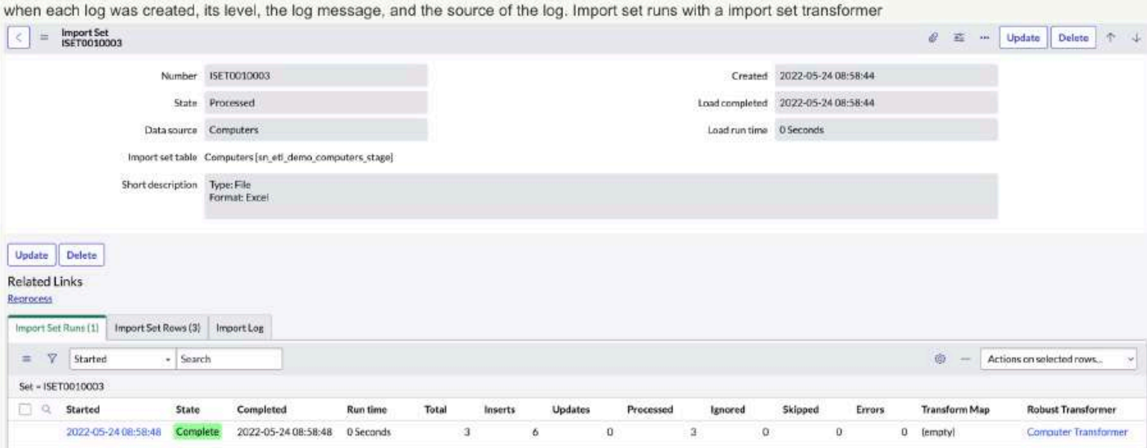
Category: ServiceNow CSA

What details can you find in the import set record after running an import? (Choose 3)

- [x] **Import Maps**
- [x] **Import Set API**
- [ ] **Import Log**
- [x] **Import Set Runs**
- [ ] Concurrent Import Sets
- [ ] **Import Set Rows**

Incorrect

There are two ways to run or process an import set: 1. Robust import set transformers: Separate the transform and processing functions, providing a more flexible alternative to transform maps. 2. Transform maps: Legacy method to map data from an import set staging table to a single target table. After running the import, you can view the import history by navigating to the Import Set record and checking the tabs below the Related Links section: The Import Set Runs tab provides details about individual imports. The Import Set Rows tab provides details about rows included in the import set run. The Import Log tab displays the logs for the import set. It shows when each log was created, its level, the log message, and the source of the log. Import set runs with a import set transformer



Import

Category: ServiceNow CSA

What is a best practice regarding data imports?

- (•) **Plan time before your import to remove obsolete or inaccurate data**
- ( ) Use extremely large Import Sets, instead of multiple large Import Sets
- (•) **Adjust your Transform maps, after the data is loaded into the target table**
- ( ) Create a new import set table for each new data load
- ( ) Monitor data quality and clean imported data, using the Data Scrub Workspace

Incorrect

Note while importing: 1) Before import we need to Verify/clean our data. 2) Data should not be imported in extremely large chunks

Category: ServiceNow CSA

Which of the following are valid data sources for import sets? (select all that apply)

- JDBC
- XML Files
- HTTP
- CSV Files
- Excel files

Incorrect

All the valid data sources for import sets in ServiceNow:

JDBC : JDBC (Java Database Connectivity) allows you to import data from relational databases directly into ServiceNow tables.

XML Files : ServiceNow can process XML files containing structured data for import into various tables.

HTTP : This option enables importing data from web services using HTTP requests.

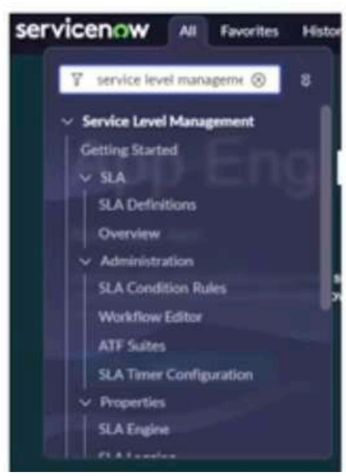
CSV Files : Comma-Separated Values (CSV) files are a common and widely accepted format for data import, and ServiceNow supports importing data from CSV files.

Excel Files : Microsoft Excel files are another popular data source, and ServiceNow can import data from Excel spreadsheets into your tables.

Service Level Agreement(SLA)

What is SLA?

- If a certain level of services provided in the mentioned time.
- SLA Definition
- It defines in the workflow



SLA = Service Level Agreement

Ye ek **timer** hota hai jo track karta hai ki koi task (incident, request, change, etc.) **kitne time me complete** karna hai.

Example:

- P1 Incident → 1 hour me resolve
- Catalog Request → 24 hours me complete

SLA tumhare tasks ko time-bound banata hai.

Ye 3 conditions milti hain → SLA start ho jata hai:

1. **Start Condition** → kab start karna hai
2. **Stop Condition** → kab stop karna hai
3. Pause

Table	Purpose
task_sla	Individual SLA records (each task ka timer)
contract_sla	SLA definitions
sla_schedule	SLA timings

Category: ServiceNow Certified System Administrator CSA

What is the sequence of conditions in a ServiceNow SLA definition ?

- Start, Hold, Halt
- **Start, In Progress, Stop**
- Begin, Hold, Halt
- **Start, Pause, Stop**

Category: ServiceNow CSA

Which table stores the Task SLA records for the SLA's attached to particular tasks?

- **sla_task**
- sla
- sla_definition
- **task_sla**
- sla_value

> **Category: ServiceNow Certified System Administrator CSA**
> Types of SLA (SLA, OLA & UC) are defined in which field?
>
> - **Duration**
> - **Type Field**
> - Condition Field
> - Retroactive Start

TYPES OF SLA:-

▼ 1️⃣ SLA – Service Level Agreement (MOST COMMON)

Used for tasks like **Incident, Problem, Change**.

Used For:

- Response time
- Resolution time

Example:

- P1 Incident must be resolved within **4 hours**
- Response must be given within **15 minutes**

Controlled by:

- **SLA Definition**
- **SLAs start/stop conditions**
- **Schedule & Timezone**

2️⃣ OLA – Operational Level Agreement

OLA is between **internal support teams**.

Used When:

Work passes between internal groups.

Example:

Suppose:

- L1 support must respond in **10 minutes**
- L2 must resolve the issue within **2 hours**

This is not visible to customer, only internal.

3️⃣ UC – Underpinning Contract

UC is between your company and **third-party vendors**.

Example:

Your company depends on Airtel for internet.

Vendor promises:

- Internet uptime must be **99.9%**
- Resolved within **1 hour** for outages

If vendor fails → **UC breaches** happen.

Inactive monitor:-

An **Inactivity Monitor** in ServiceNow is a **timer** that keeps watching a task (like Incident, Change, Problem).

👉 If **nothing happens** on the task for a long time (no update, no change),

the inactivity monitor will **trigger an event** (like a reminder or escalation).

Category: ServiceNow Certified System Administrator CSA

From the below options, please choose the correct definition of "inactivity monitor" in ServiceNow instance.

- It is used to enhance the system logs. It provides more information on the duration of transactions between the client and the server.
- **It triggers an event for a task record if the task is inactive for a certain period of time. If the task remains inactive, the monitor repeats at regular intervals.**

Correct

The correct definition of an "inactivity monitor" in a ServiceNow instance is:

- **It triggers an event for a task record if the task is inactive for a certain period of time. If the task remains inactive, the monitor repeats at regular intervals.**

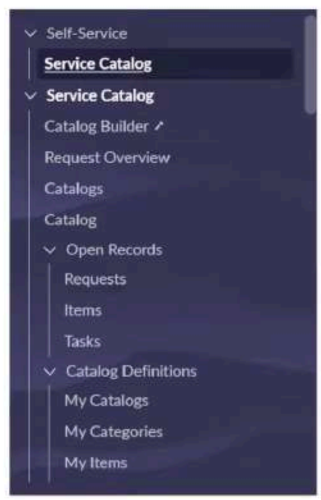
Here's why:

- Inactivity monitors are designed to track and act upon tasks that haven't been updated or changed within a specified timeframe. This helps ensure that tasks don't get lost or forgotten.

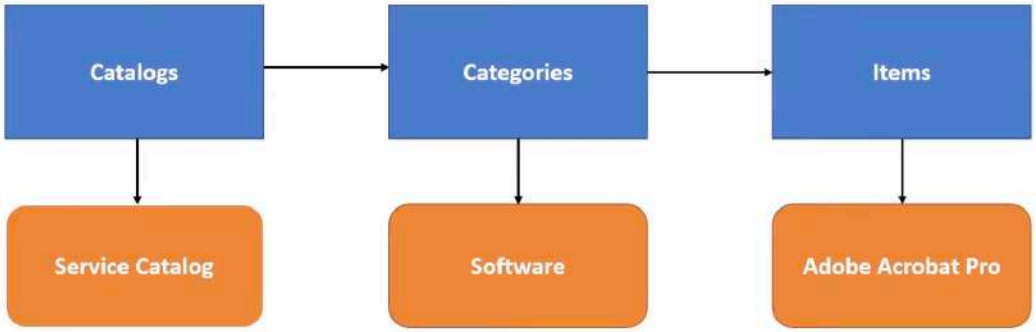
Service Catalogs

Service Catalog

- It is an ordering system for different products and services which offered by different departments for users.
- One stop shopping available for the users.
- Multiple Service Catalogs are available.
- Categories organized service catalog items.
- **Catalog_item** or **admin**

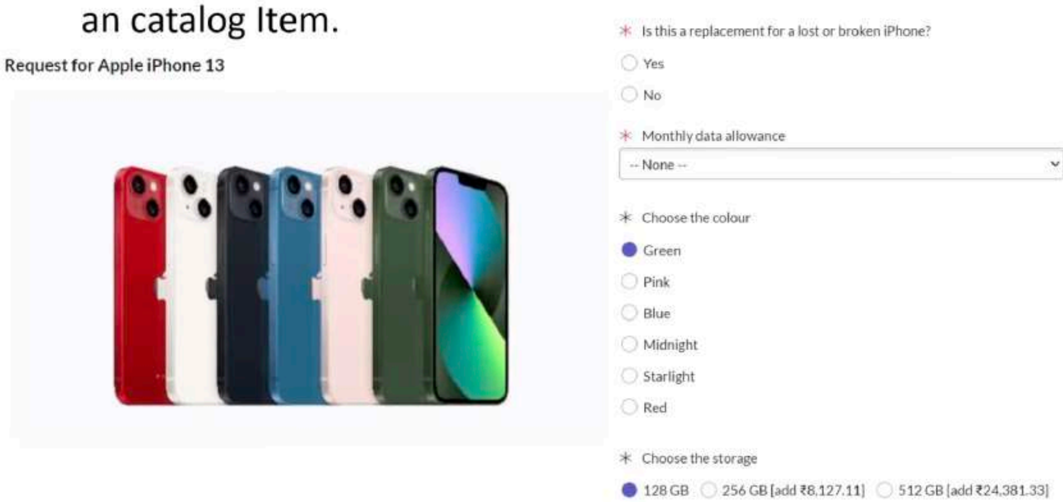


Catalogs, Categories and Items



Variables

- Define questions that can be asked to the end user while purchasing an catalog Item.



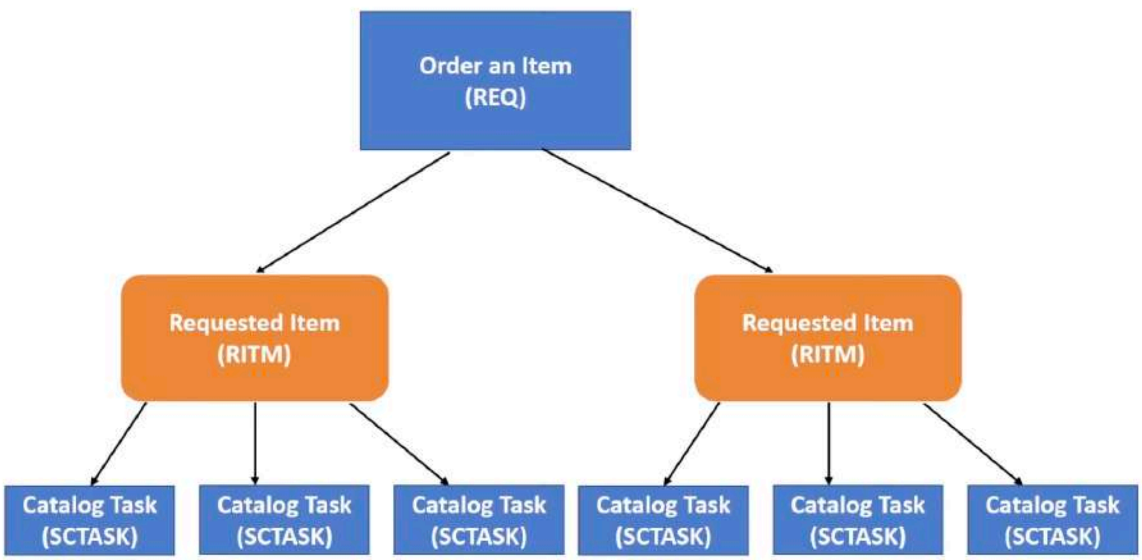
Variable Sets

- Collection of Variable that can be shared between catalog items.

* Choose the storage

128 GB　256 GB [add ₹8,127.11]　512 GB [add ₹24,381.33]

The Journey of an Order



Category: ServiceNow CSA

When adding a variable to a catalog item, what does an order field determine?

- **The order field displays the fulfillment priority value in calculating and presenting an expected delivery date**
- The order field value is used to display the variable by price. The order is more expensive to less expensive
- **The order field establishes the display order of the variables. Variables are listed by ascending order values.**
- The order field sets the availability of the variable item by graying the item if it is not available to, he ordered

Incorrect

The orders are listed in terms of ascending order.

Category: ServiceNow CSA

Which feature enables you to maintain a unified content categorization across different content types, such as catalogue items, knowledge articles, and community posts?

- Knowledge Block
- Social Q&A
- **User Criteria**
- Record Producer
- **Taxonomy**

Category: ServiceNow CSA

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships?

Select 3 answers.

- **One Request can have many Requested Items**
- **One Requested Item can have many Catalog Tasks**
- **One Requested Item can have many Approvals**
- **One Approval can have many Requests**
- One Cart can have many Requests

Taxonomy in ServiceNow allows you to:

- Maintain **unified categorization** across multiple content types
- Standardize categories for:
  - Catalog items
  - Knowledge articles
  - Community posts
  - Service Requests
  - Other content repositories

It provides a **central classification system** so that all content uses the same structure.

🟥 Why the other options are wrong?

❌ Knowledge Block

Used to embed reusable knowledge content inside articles.

❌ Social Q&A

Used for community question–answering functionality.

❌ User Criteria

Used to control **access**, not categorization.

❌ Record Producer

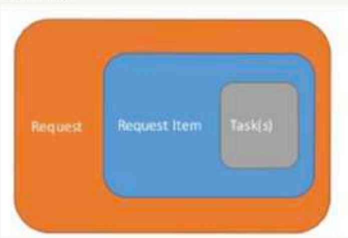
Used to create tasks from Service Catalog; does not handle categorization.

Category: ServiceNow CSA

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- **REQ (Number)>RITM (Number)>PROCUREMENT (Number)**
- RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- **REQ (Number)>RITM (Number)>TASK (Number)**
- FULFILLMENT (Number)>RITM (Number)>TASK (Number)

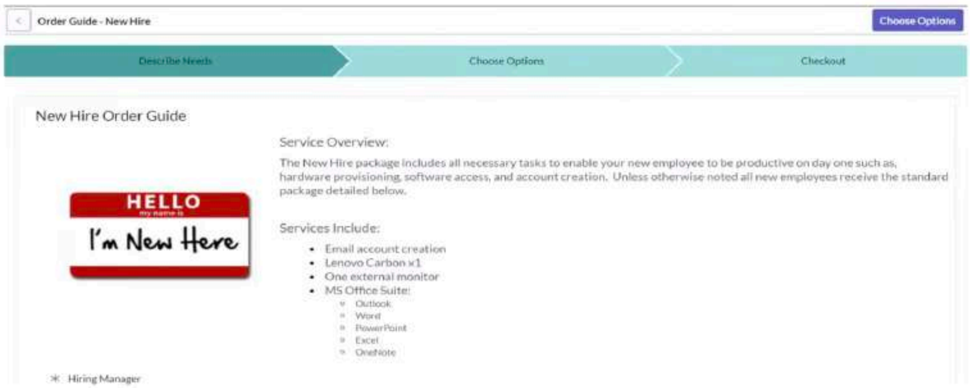
Incorrect



Within a request, there can be one or more request items. For each request item, it takes one or more tasks to fulfill it. a) Request ticket starts with REQ b) Request item ticket starts with RITM c) Task ticket starts with TASK

Order Guides

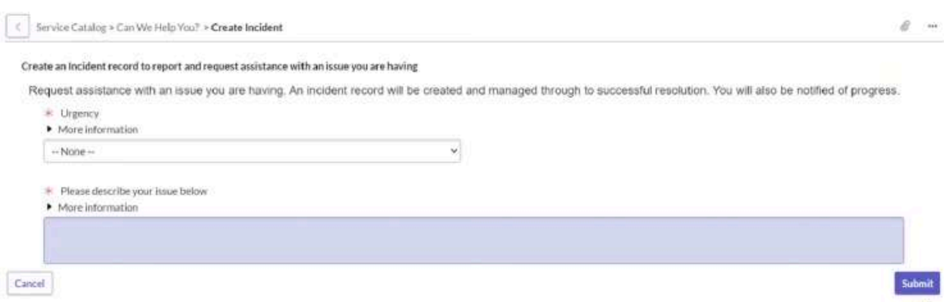
- Submit a single Service Catalog request which generates multiple items.
- Example - New Employee Hire



Record Producer:-

Record Producer

- It is a type of catalog item which allows end user to create task based record, like incident records from service catalog.
- It generates task record such as incident, instead of request item.



Catalog Builder

- Create and edit catalog item using visual and guided experience.
- Create Catalog Item template.
- Catalog builder is created to support common and simple use case.
- There are limitation in catalog builder.

Category: ServiceNow CSA

The _______ protects applications by identifying and restricting access to available files and data.

- Update set
- Application Configuration
- **Application Scope**
- Access Control Rule

Category: ServiceNow CSA

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

- Workflow Designer
- Catalog Formatter
- Catalog Designer
- **Catalog Builder**

FLow Designer:-

Flow Designer

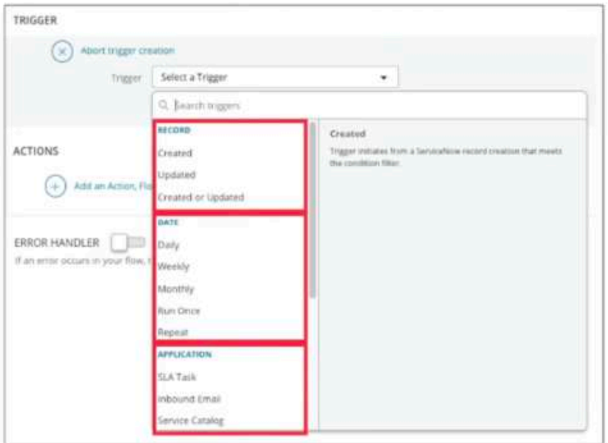
- It is an interface in which we can enable process automation capabilities.
- It can use in approvals, task, notification and record operations.
- It is a non-technical interface.
- flow_designer, flow_operator and action_designer.
- You can integrate with third-party applications from Integration Hub

Components of Flow

- Triggers
- Conditions
- Actions
- Data

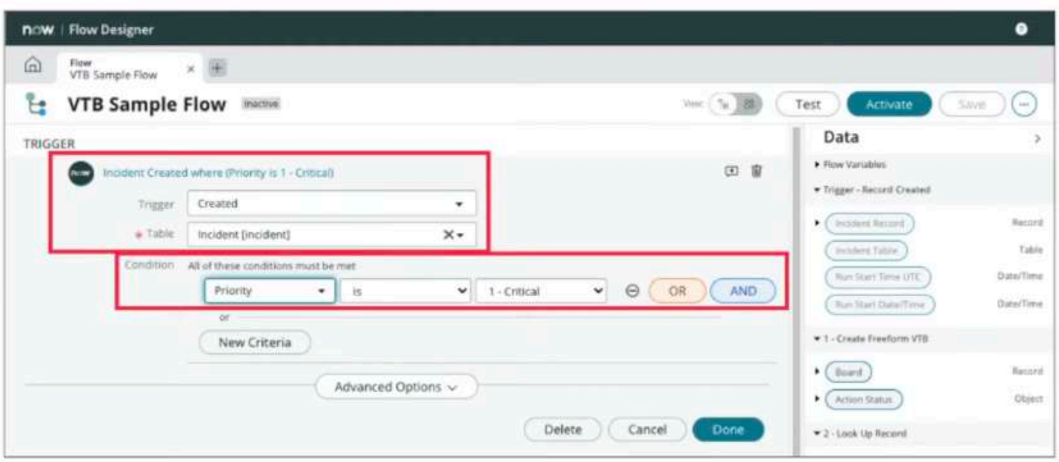
Triggers

Flow Components: Triggers

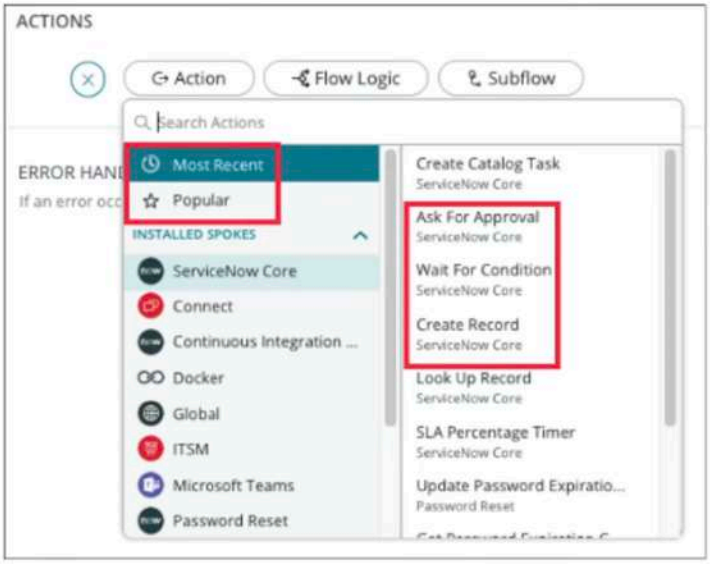


- **Record Based** : It triggers a flow when record is created or updated.
- **Date Based** : It triggers a flow at the specified date and time.
- **Application Based** : It triggers a flow when application specific conditions are met.

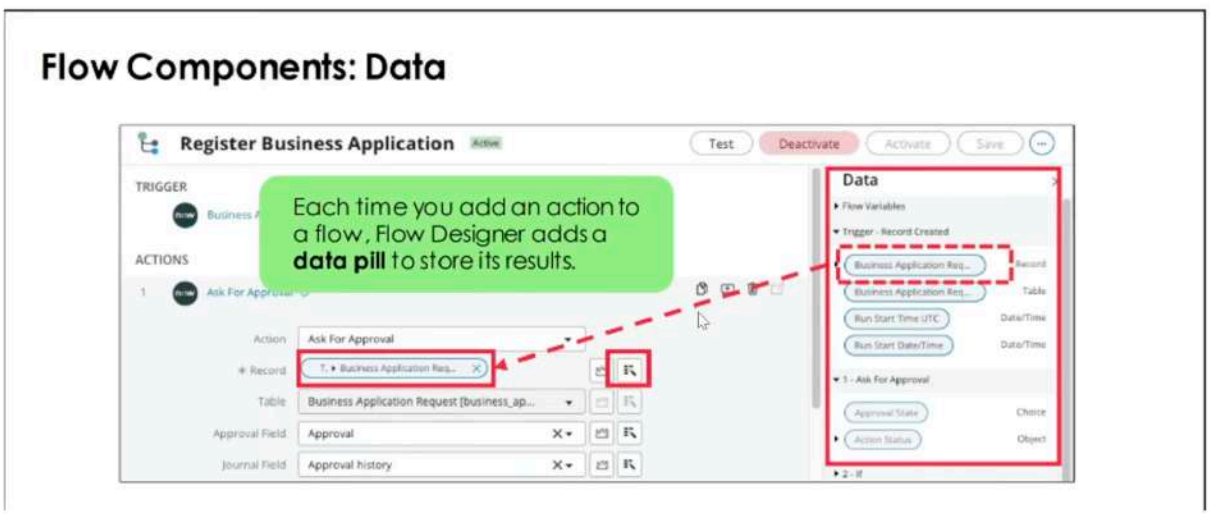
Flow Components: Triggers and Conditions



Actions



- Actions are operations that system would perform like create task, updating field, ask for approval, look up record.



Different use cases of Flow Designer

- If short description contains the word ‘vpn’ the ticket would automatically assigned to the Network team and the category and sub-category of the ticket will become Network and VPN.

Question time : 00:00:59 — 1 points

Category: ServiceNow CSA

What utility enables process owners to author cross-enterprise workflows within a single, unified process?

- Flow Editor
- **Flow Designer**
- Workflow Manager
- Process Owner Dashboard
- Process Workflow Designer
- **Process Automation Designer**

Incorrect

ServiceNow Process Automation Designer enables process owners to author cross-enterprise workflows and create a single, unified process. It can be used to provide end users with a simplified, task-oriented view of your process.

Because **Process Automation Designer** allows **process owners** (non-technical users) to:

- Design **cross-enterprise**, end-to-end workflows
- Combine multiple flows, subflows, activities
- Break processes into reusable **activities & playbooks**
- Use a **single, unified process view**
- Build workflows **without scripting**

- Define steps for **multiple departments** (IT + HR + Facilities, etc.)

This is exactly what the question is asking.

Category: ServiceNow CSA

You are designing a flow. You created an action on the incident record and you need to make use of this record in a subsequent action. Which of the following can be useful?

- Field Picker
- **Subflow**
- Triggers
- **Data pills**
- Field Selector

Category: ServiceNow CSA

What are advantages of using Flow Designer? (Choose 4 answers)

- **Supports legacy workflows**
- **Less manual scripting**
- Enables complicated scripting
- **Reduces technical debt**
- **Smooth integration with 3rd party systems**
- **Complements the Integration Store**

Incorrect

Reference: Basics of Flow Designer

Category: ServiceNow Certified System Administrator CSA

Which of the components are visible on Workflow welcome screen

- [x] **New Workflow Button**
- [ ] **Pallete Tabs**
- [ ] Catalog form
- [x] **List of published workflows**

CMDB:-

What is CMDB?

- Configuration Management Database.
- It is a series of table which stores information about different **Configuration Item (CI)** their attributes and also relationship between them.
- **asset**, **itil**, **itil_admin**, **cmdb_read**

3 key Tables of CMDB –

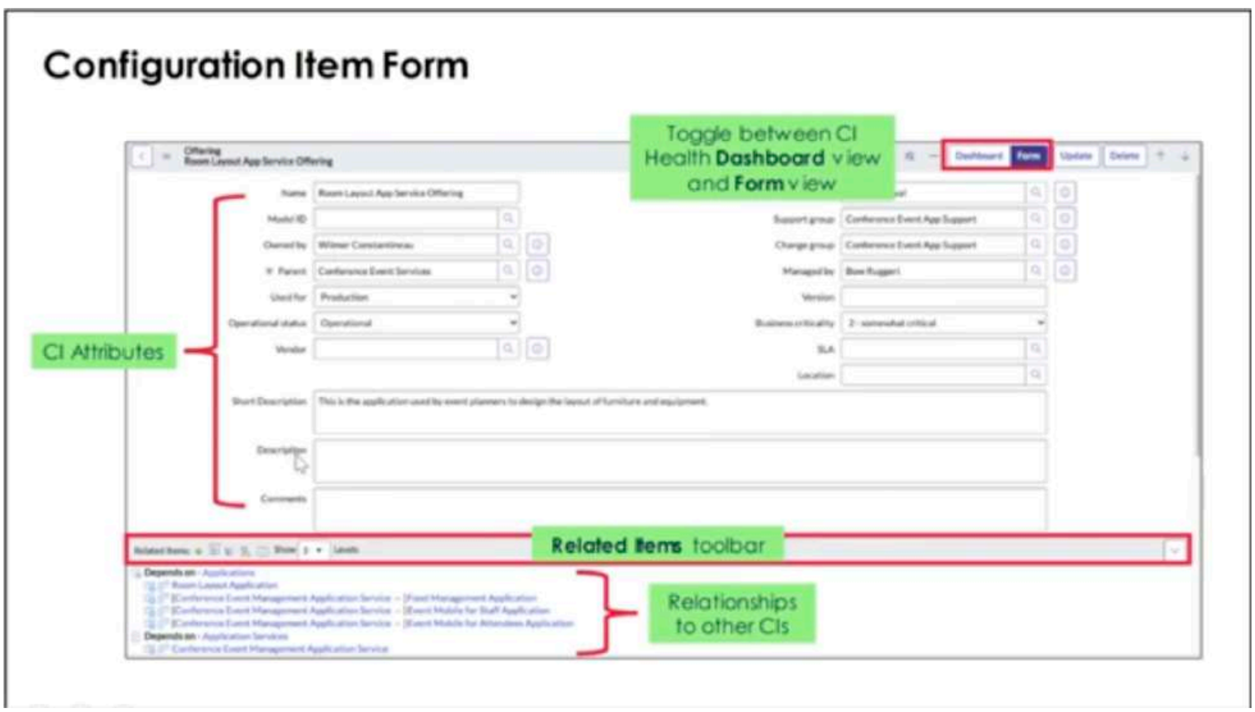
- **cmdb**
- **cmdb_ci**
- **cmdb_rel_ci**

Configuration Item (cmdb_ci)

- Any item that needs to be managed in order to deliver services.
- A CI can be a Computer,Laptop,router,server, database, applications.

A CI record will contain all the relevant data such as –

- **Name**
- **Owned by**
- **Model ID**
- **Used for**
- **Vendor**



CI Relationship (cmdb_rel_ci)

- It stores different type relationship between different CI.
- It helps to understand root problem of a particular issue.
- It also helps to understand which services can be affected due to this effective CI.
- It helps us to understand the infrastructure of an IT company.

Category: ServiceNow Certified System Administrator CSA

Which table stores information about CI relationship existing on a ServiceNow instance ?

- cmdb_ci_item_rel
- **cmdb_rel_ci**
- cmdb_rel
- cmdb_ci_rel

Correct

The CI Relationship table in a ServiceNow instance is "cmdb_rel_ci"

Category: ServiceNow CSA

Which of the following concepts are associated with the ServiceNow CMDB?

Select 4 answers.

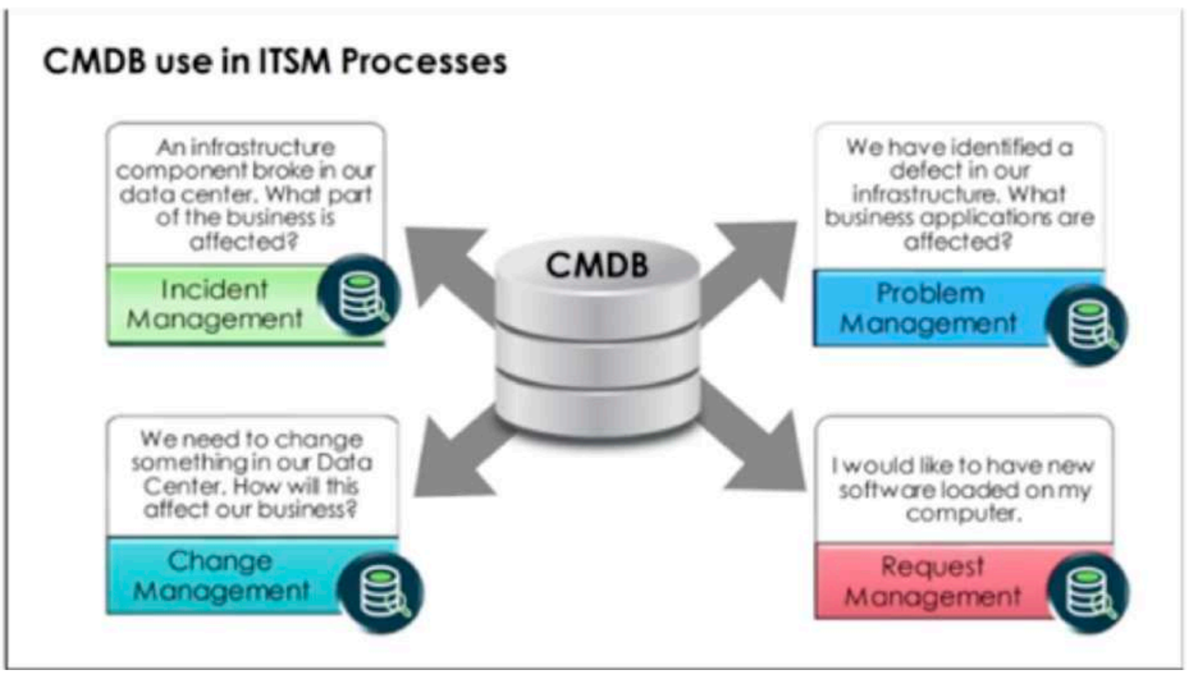
- [x] **The Dependency View**
- [x] **A Database**
- [x] **Tables and Fields**
- [x] **Service Processes**
- [ ] User Permissions

Category: ServiceNow CSA
Which ServiceNow products can be used to discover and populate the CMDB?
Select 2 answers

- **IntegrationHub ETL**
- Finder
- **CMDB Integration Dashboard**
- **CMDB Plug-in**
- **Discovery**

Incorrect
You can populate the CMDB by using Discovery, by using the IntegrationHub ETL or Import Sets to import and integrate data from a third-party source, by integrating with an external CMDB, or by manually creating CIs.

Uses of CMDB in ITSM



CI Class = Ek category jis se CI ka type define hota hai.

Example:

CI Class	Meaning
`cmdb_ci_computer`	Computer/Laptop
`cmdb_ci_server`	Server

CI Class	Meaning
cmdb_ci_db_instance	Database instance
cmdb_ci_network	Network device
cmdb_ci_appl	Application

Har class ek type ka CI represent karti hai.

🟦 CI Class Manager Kya Hai?

ServiceNow ka ek **UI tool** jisme tum:

- CMDB classes dekh sakte ho
- Class ke fields (attributes) configure kar sakte ho
- New child class create kar sakte ho
- Properties edit kar sakte ho
- Hierarchy visualize kar sakte ho

Navigation:

CMDB → CI Class Manager

Because **CI Class Manager** allows you to configure and manage:

- **Identification rules**
- **Relationships**
- **Related entries (attributes, identifiers, dependent classes)**
- **Reconciliation rules**

It provides a UI to:

- Add related CI attributes
- Add identifiers
- Add dependent CI classes
- Manage class-level configurations for IRE

📌 **Only CI Class Manager supports adding "related entries" for IRE identification rules.**

🟥 Why the other options are WRONG?

❌ IntegrationHub ETL

Used for mapping, transforming, loading data → NOT for IRE rules.

❌ CMDB Data Manager

Used for **data quality actions & lifecycle policies** → NOT for IRE configuration.

❌ Service Graph Connectors

Used to **import data** automatically from external sources → NOT for managing IRE rules.

🔵 CMDB Query Builder Kya Hota Hai?

ServiceNow ka ek **visual tool** jisme tum:

- CMDB me CIs (servers, applications, databases, etc.) ko select kar sakte ho
- Unke beech ke relationship draw kar sakte ho
- Ek **graph-based query** run kar sakte ho
- Output me **connected CIs** ka graph + table dekh sakte ho

Simple Words:

CMDB Query Builder = drag & drop tool to find how CIs are connected.

Category: ServiceNow CSA

Which of the following is a requirement for using the CMDB Data Manager?

- Configuring the data mapping and migration rules in the CMDB Data Manager.
- Setting up the Common Service Data Model (CSDM) environment.
- **Ensuring there is an active life-cycle rule corresponding to each target class in a life-cycle policy.**
- Mapping and migrating legacy life-cycle values into the CSDM standard values.
- Installing the CSDM Activation (com.snc.cmdb.csdm.activation) plugin.

Populate CMDB in ServiceNow

- Manual
- ServiceNow Discovery
- Import Sets

Category: ServiceNow CSA

How can the abbreviation CSDM be expanded?

- Customer Service Data Model
- **Common System Database Model**
- Customer System Data Media
- **Common Service Data Model**

Incorrect

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html

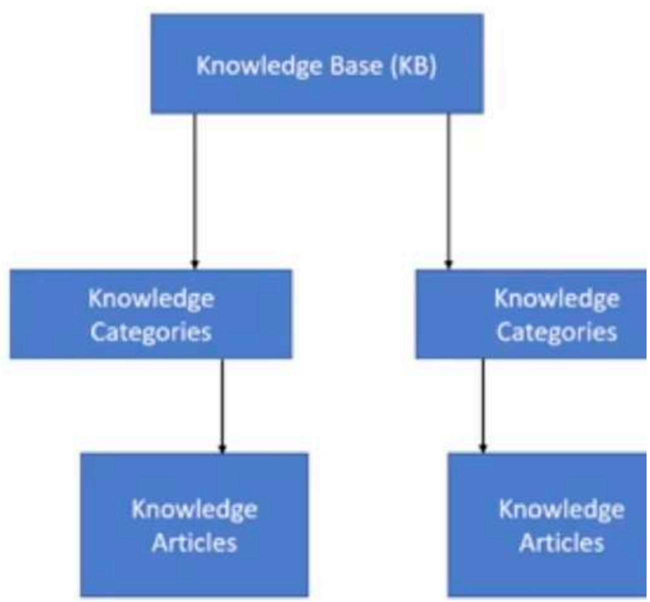
Knowledge Mangement:-

What is Knowledge Management

- In ServiceNow, it allows user's to create, edit and view knowledge articles to share information across the organization.
- Each article contains information that can help the end users or an agent who is going to perform troubleshooting.
- Knowledge Articles are part of different categories and knowledge base.
- **knowledge, knowledge_manager, knowledge_admin**

KM Features

- Knowledge Bases
- Knowledge Categories
- Draft KA
- Approval process
- Publish Article
- Article Feedback
- Retire Article



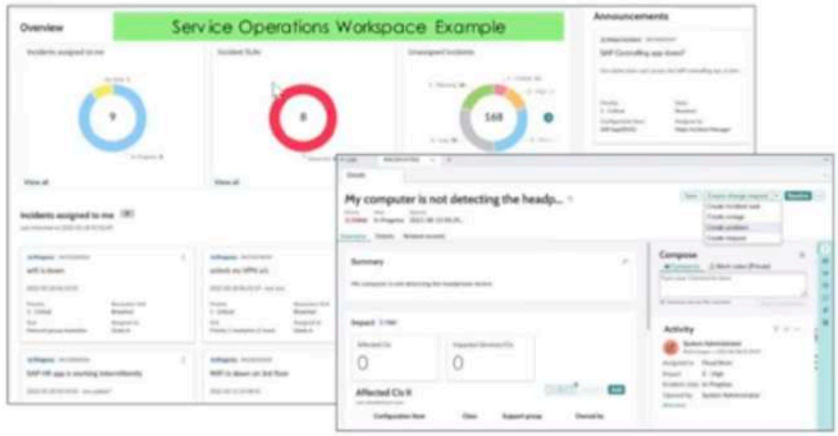
Flagging :-

- Reporting incorrect info.
- Reporting inappropriate content
- Compliance safety

Workspace:-

What is Workspace ?

- It provides agent and professionals targeted, purpose-built tools and information on a single page.
- Solves issue faster as everything you need is in a same place.



What is Employee Center ?

Reports:-

Reports

- It enables you to visualize the state of data in different format like bar chart, pie chart, donut etc.

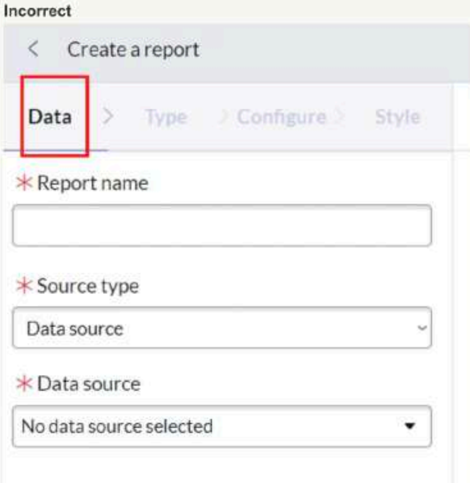
IMP:-We can share report, schedule report, download pdf, add to dashboard.

Category:

The Report Designer contains different sections for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report?

- **Design**
- Configure
- Name
- **Data**
- Style

Incorrect



The section used to specify the report name and the table or data source for the report in ServiceNow's

Report Designer is: D. Data Here's why: Data: This section is the starting point for defining your report. It's where you choose the data source that will populate the report

Category:

On the Reports page, what sections allow you to see which reports are visible to different audiences?

Select 4 answers.

- **My reports**
- **All**
- **Global**
- **Group**
- **Team**
- **Department**

Incorrect

The four correct sections on the Reports page in ServiceNow that allow you to see which reports are visible to different audiences: My Reports : This section typically displays reports that you've created or marked as favorites for easy access. All : This section shows all available reports in the system, regardless of access restrictions. Global : This section displays reports that are accessible to all users in the system. Group : This section allows you to filter reports based on the user groups they are shared with. Here's why the other options aren't included: Team: While ServiceNow might have team-based functionalities, reports are more likely to be shared with user groups rather than specifically defined teams. Department: Similar to "Team," reports are typically not managed based on departments. User groups provide a more flexible and granular way to control report access.

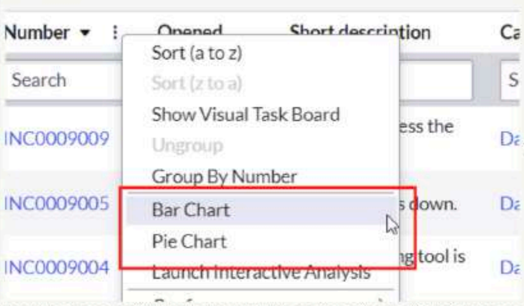
Category:

Reports can be created from which different places in the platform?

Select 2 answers.

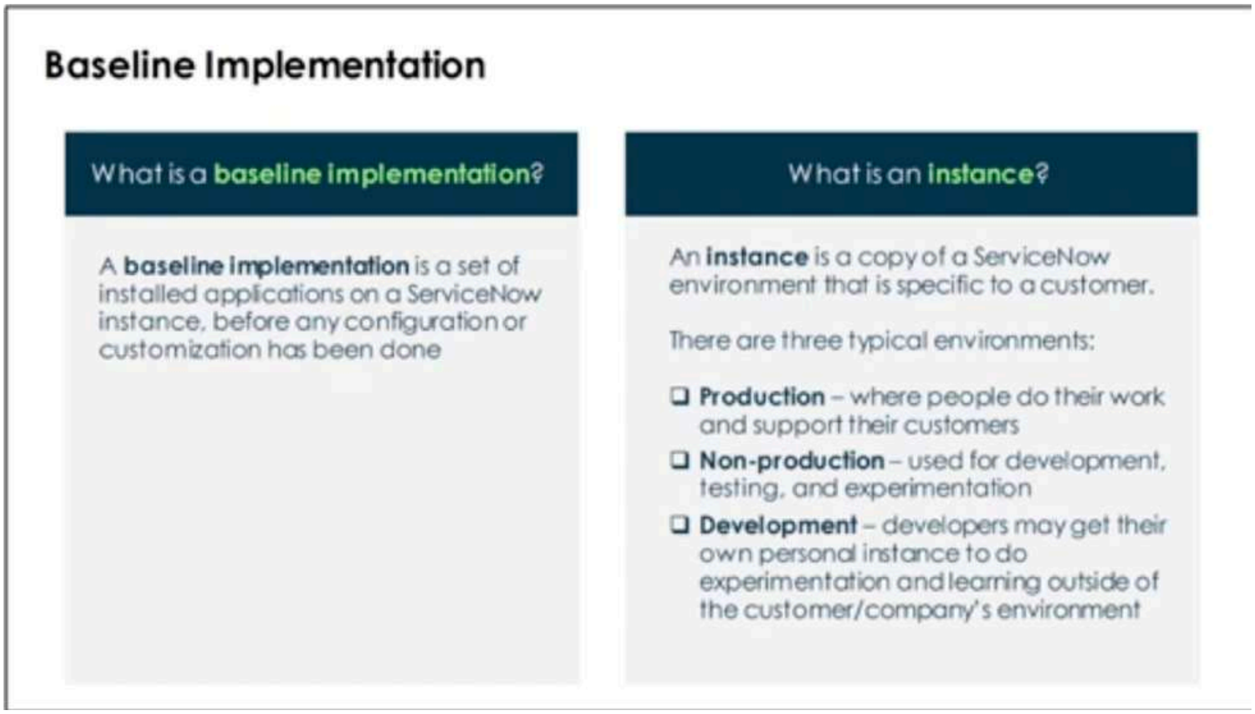
- **List column heading**
- Metrics module
- **View / Run module**
- **Statistics module**

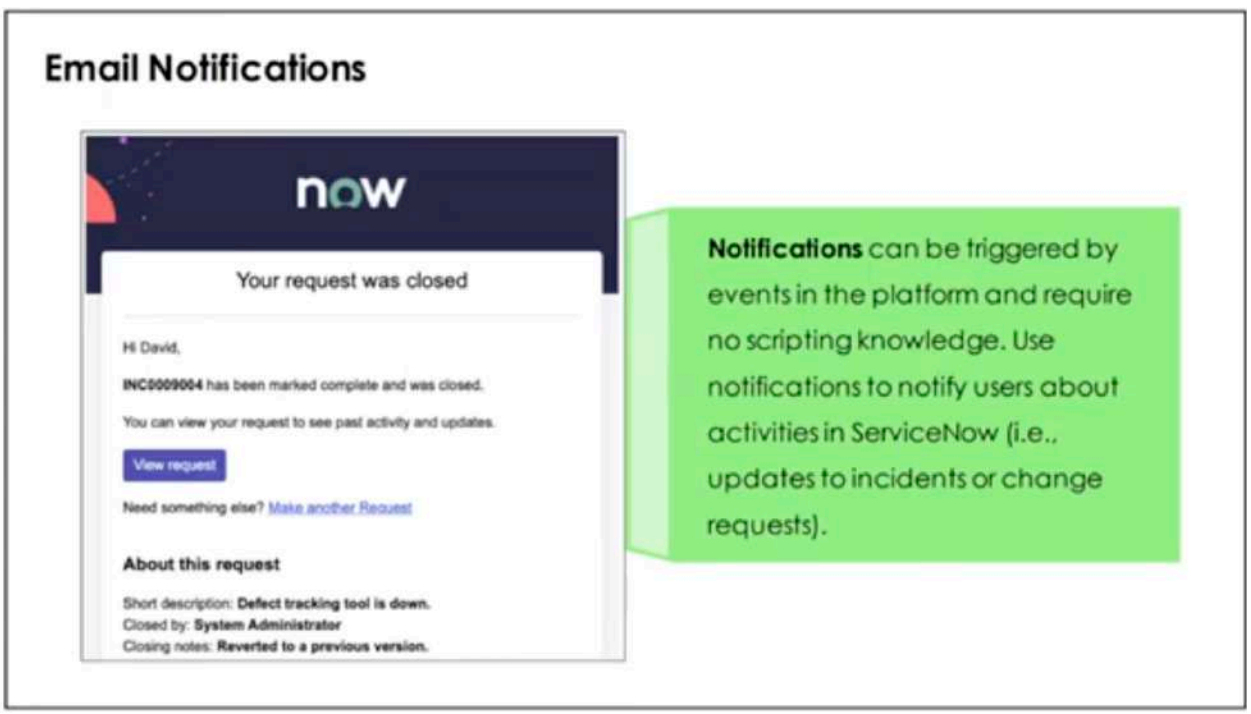
Incorrect

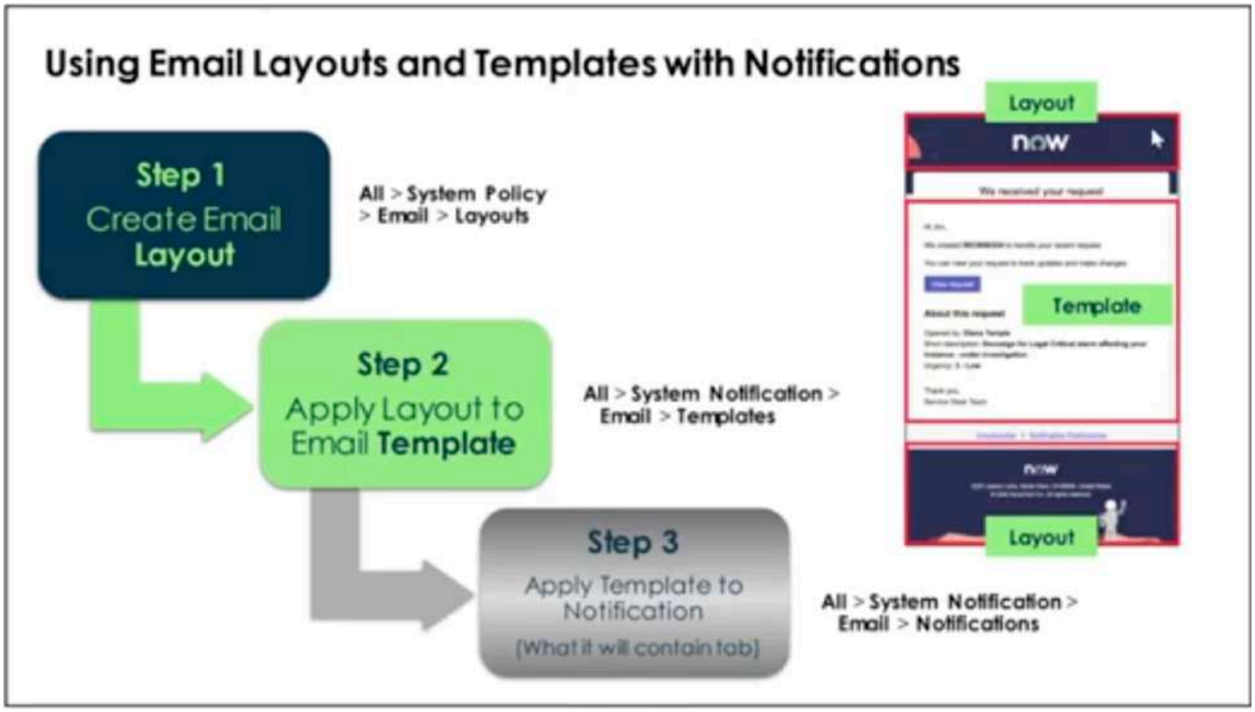


Two out of the three main places where reports can be created in ServiceNow: List column heading : In some list views, you might have the option to right-click on a specific column header and choose "Create Report." This allows you to generate a report based on the data within that particular column. View / Run module : Many forms and list views have a "View / Run" module that provides options for generating reports based on the current data set. This can be a quick way to create reports specific to the information you're viewing. Here's why the other option isn't typically used for report creation: Metrics module: The metrics module typically displays pre-defined dashboards and reports with key performance indicators (KPIs) relevant to a specific area. While you might be able to customize these reports to some extent, you wouldn't necessarily create entirely new reports from the metrics module itself.

Instance Configuration:-







Shared Responsibility Model:-

Shared Responsibility Model

- It defines the security responsibilities between Customer and ServiceNow.
- When I, as a customer, purchase a ServiceNow instance for my project, the Shared Responsibility Model clarifies exactly where my security and operational duties begin and where ServiceNow's end.
- ServiceNow is responsible for Security of the Cloud (the platform, infrastructure, host OS, and data center).
- The Customer is responsible for Security in the Cloud (the application configuration, user access, ACLs, custom code, and data itself).

Area of Responsibility	Customer Role	ServiceNow Role	Explanation
Secure configuration of instance	Responsible		The **customer** is solely responsible for hardening their instance. This includes activating required security plugins, setting minimum password policies, enforcing Multi-Factor Authentication (MFA), and ensuring correct system properties are configured.
Authentication and authorization	Responsible		The **customer** defines who can access the platform (authentication) and what they can do (authorization). This means setting up SSO (Single Sign-On), managing Roles and Groups, and correctly configuring ACLs (Access Control Lists) to restrict data access.
Data management (classification and retention)	Responsible		The **customer** determines what data is sensitive (e.g., PII, confidential), how long it must be kept (retention), and when it needs to be deleted.
Data encryption at rest	Responsible		**ServiceNow** provides the default encryption for the platform and the options for premium encryption (like Column Level Encryption). The **Customer** must choose to enable and configure these settings, and optionally purchase CMEK to control their own encryption keys.
Data encryption in transit	Shared	Shared	**ServiceNow** manages the secure connection (HTTPS/TLS) for all data transfer. The **Customer** is responsible for ensuring their integration endpoints (e.g., external APIs they connect to) also use secure, encrypted protocols.
Encryption key management	Shared	Shared	**ServiceNow** manages the default platform encryption keys. The **Customer** is responsible for managing the lifecycle and security of any Customer-Managed Encryption Keys (CMEK) they choose to use.
Security logging and monitoring	Shared	Shared	**ServiceNow** monitors host and infrastructure logs for external attacks. The **Customer** monitors application logs (transaction logs, system logs) to detect and respond to suspicious activity or misuse by their own users within the instance.
Secure SDLC processes	Shared	Shared	**ServiceNow** manages the security of the core product code (the platform). The **Customer** is responsible for securing their custom application code and development processes (using code review, static analysis, etc.).
Penetration testing	Shared	Shared	**ServiceNow**: Conducts regular external and internal penetration tests on the core platform to find and fix vulnerabilities. **Customer**: Can hire third parties to perform authorized penetration tests on their specific instance configuration and custom applications.
Vulnerability management	Shared	Shared	**ServiceNow** patches the OS and database software. The **Customer** is responsible for remediating vulnerabilities found in custom code or configurations they have deployed.
Privacy	Shared	Shared	**ServiceNow**: Adheres to global privacy standards regarding the handling of customer data. **Customer**: Defines the privacy rules for their users, such as access policies and data deletion procedures.
Compliance: regulatory and legal	Shared	Shared	**ServiceNow** provides the platform with certification like SOC and ISO. The **Customer** must configure their instance (e.g., via ACLs, retention policies) to ensure their specific business process meets legal requirements like HIPAA or GDPR.
Employee vetting or screening	Shared	Shared	**Customer** Screens and vets their own employees who will be granted access to the instance (especially administrators). **ServiceNow** Screens and vets the employees who operate and support the underlying infrastructure and data centers.
Physical security/environment controls	Shared	Shared	**ServiceNow** manages the network and logical access. The **Colocation partner** (where applicable) or ServiceNow manages the physical access control, climate control, and fire suppression in the data center building.
Cloud infrastructure security management		Responsible	**ServiceNow** manages and secures the virtualization layer, hypervisors, and all core components that make the cloud work.
Infrastructure management		Responsible	**ServiceNow** handles the provisioning, maintenance, patching, and scaling of the hardware and operating systems.
Media disposal and destruction		Responsible	**ServiceNow** is responsible for securely destroying hard drives and other media when they reach end-of-life to prevent data recovery.
Backup and restore		Responsible	**ServiceNow** performs regular data backups of your instance and provides the tools and processes for restoring the instance in case of data loss or disaster.
Business continuity and disaster recovery		Responsible	**ServiceNow** maintains the processes and infrastructure needed to recover services following a major disaster.

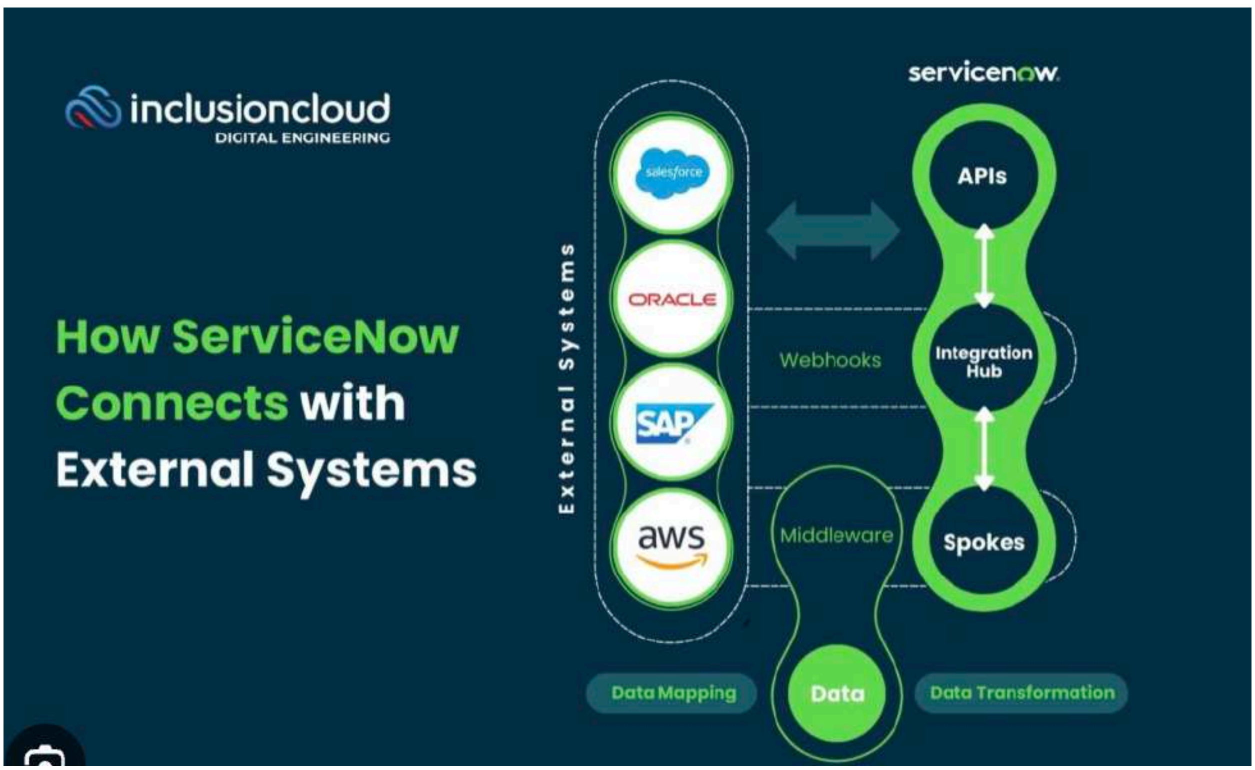
Integration Hub:-

IntegrationHub is the **platform** in ServiceNow that allows you to connect ServiceNow with **third-party applications** like:

- AWS
- Salesforce
- Microsoft Teams
- Slack
- Jira
- Google services
- Custom REST/SOAP APIs

These integrations are done using **Spokes**, **REST/SOAP steps**, and **Flow Designer Actions**.

Data Formate we use XML and JSON.



Category: ServiceNow Certified System Administrator CSA

What data formats can IntegrationHub parse ?

- Only XML responses
- **Both XML and JSON responses**
- Only JSON responses

Correct

Using Integration Hub, you can parse XML and JSON responses from API calls without writing code.

Category: ServiceNow CSA

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- **a spoke**
- a connection
- an action
- an integration step

IntegrationHub ETL:-

A drag-and-drop data pipeline tool inside ServiceNow for:

- Transforming
- Cleaning
- Mapping
- Loading

data from external sources → CMDB.

Option	Used for verifying existence in CMDB Workspace?	Meaning
CI Attestation	✔ Yes (Correct Answer)	Bulk CI verification
Multisource Report Builder	❌ No	Reporting & comparison
Service Graph Connectors	❌ No	Automated CI import
Identification & Reconciliation Engine	❌ No	Duplicate prevention & precedence
IntegrationHub ETL	❌ No	Data mapping & loading

Category: ServiceNow CSA

What do you use in CMDB Workspace to verify the existence of actual IT infrastructure and applications that you own, systematically and in bulk?

- Multisource Report Builder
- Service Graph Connectors
- Identification and Reconciliation Engine
- **CI Attestation**
- **IntegrationHub ETL**

Formatter:-

A formatter is a UI element that displays information on a form but does NOT store data in the table.

Category: ServiceNow Certified System Administrator CSA

What is the purpose of a formatter in ServiceNow instance ? Select one of the following.

- **Formatter allows you to populate fields automatically**
- **Formatter is a form element used to display information that is not a field in the record**
- A formatter allows you to configure applications on your instance
- Formatter is a set of conditions applied to a table to help find and work with data

Incorrect

A formatter is a form element used to display information that is not a field in the record. Add formatters to a form by configuring the form. Documentation - https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/form-administration/concept/c_Formatters.html

Gauge:-

A **Gauge** is a **real-time, visual dashboard element** that displays data from a report on the **homepage**.

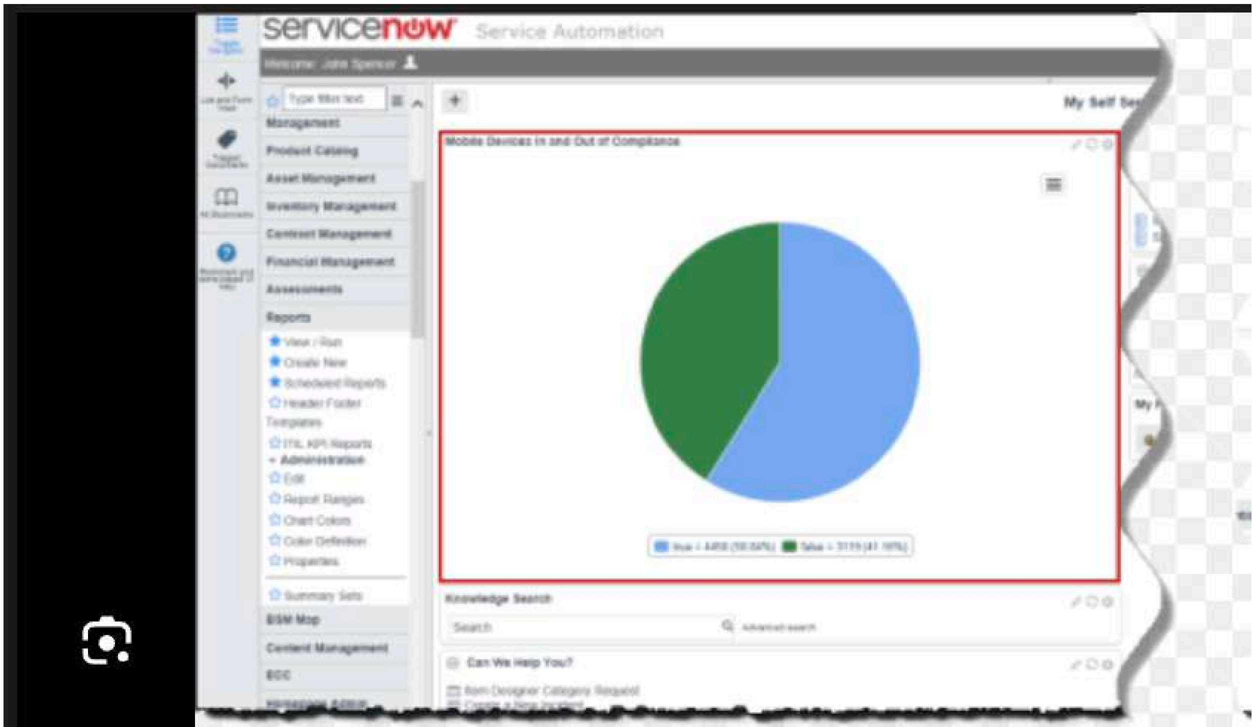
Category: ServiceNow Certified System Administrator CSA

Which of the below is not a list interface element ?

- Fields
- Title bar
- Column headings
- **Gauge**

Correct

Gauges is not a list interface element but container for holding graphical content on dashboards and homepages in ServiceNow, but gauges are no longer supported.



Displaying a homepage gauge depicting devices in and out of compliance

Contextual Security :-

means that *access to data in ServiceNow depends on the* ***context*** of the record — such as user roles, fields, or conditions.

Category: ServiceNow Certified System Administrator CSA

Which of the following is a best example of Contextual Security in ServiceNow ?

- Business rules
- **Data Policy**
- **ACL**

Incorrect

Contextual security is securing your data and record using create, read, write, delete functionality using Access Control List. Contextual security gives you controlling access on every level.

Category: ServiceNow Certified System Administrator CSA
Which of the following represent "One-to-Many" relationship fields ?

- **Relationship used to build SLA conditions**
- **Reference Fields, Glide List, and Document ID Fields**
- Add users to groups that have been assigned the desired role
- SLA Definition, Task SLA, SLA Workflow, SLA Automation

Incorrect
Two tables can have a bi-directional relationship, so that the related records are visible from both tables in a related list. Reference fields, glide list and document_id are one to many relationship. Ref - https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/managing-data/concept/c_DataManagement.html

Spoke:-

A **Spoke** is a *pre-built set of actions and subflows* used in **Flow Designer** for a **specific application or service**.

Category: ServiceNow CSA
Which of the following contains Flow Designer triggers and actions dedicated to a particular application?

- Trigger Package
- Flow Triggers
- Automated Triggers
- **Spoke**
- Integration Hub

Predictive Intelligence:-

Predictive Intelligence (PI) is ServiceNow's **AI and Machine Learning (ML)** capability that helps automate work, improve accuracy, and reduce manual effort.

It uses **machine learning models** to analyze past data and make intelligent predictions.

👉 Example:

When a user logs an incident "Laptop not starting," the system predicts:

- Category → Hardware

- Assignment group → Desktop Support

Which of the following statements best describes predictive intelligence?

- Predictive Intelligence uses predefined configurations to set fields values
- Predictive Intelligence uses machine learning algorithms to set the "assignment group" and the "assigned to" fields
- **Predictive Intelligence uses machine learning algorithms to set field values during record creation**
- Predictive Intelligence uses assignment rules to set the "Assigned to" field

ECC Queue:-

ECC Queue stands for **External Communication Channel Queue**.

📌 Why do we need ECC Queue?

Because ServiceNow **cannot directly talk to your external machine**, server, or network device.

So ServiceNow uses **MID Server** as a middleman.

ECC Queue helps ServiceNow and MID Server communicate with each other.

ServiceNow ----(OUTPUT)-⟶ ECC Queue -⟶ MID Server
ServiceNow ⟵(INPUT)----- ECC Queue ⟵- MID Server

Analytics Center:-

- **Analytics Center = One-stop analytics hub**
- Shows **all dashboards** in one place
- Shows **all visualizations**
- Shows **all insights**
- Shows **analytics answers**
- Part of **Platform Analytics Workspace**

❌ Agent Workspace

Used for agents to work on tasks (Incidents, Cases) — NOT analytics.

❌ Performance Analytics

Used for KPIs, indicators, scorecards — NOT a unified analytics page.

❌ Dashboards

Only dashboards.

Does NOT include insights, answers, analytics summaries.

Category: ServiceNow CSA

The _______ provide(s) the Platform Analytics Workspace with a single page for all the dashboards, visualizations, analytics answers, and insights on your instance.

- Agent Workspace
- Performance Analytics
- **Dashboards**
- **Analytics Center**

Category: ServiceNow Certified System Administrator CSA

The MID Server enables communication and the movement of data between ServiceNow instance and external applications, data sources, and services.

Which table stores all related communication records in this regard ?

- ECC Queue (cmdb_ci_queue) table
- **ECC Queue (ecc_queue) table**
- ECC Queue (cmdb_ecc_queue) table

Category: ServiceNow CSA

Which of the following chart types can be used to represent individual values as bars and the cumulative total as line?

- Pivot Table
- **Bar chart**
- Trend
- **Pareto chart**
- Heatmap

🟦 Why Pareto Chart? (Quick Explanation)

A **Pareto chart** combines:

✔️ Bars → showing individual values

✔️ Line → showing cumulative percentage / total

Exactly what the question is asking.

🟥 Why other options are wrong?

❌ Pivot Table

Table format, no bars + cumulative line combination.

❌ Bar Chart

Only bars → no cumulative line.

❌ Trend

Shows trend over time → line or bars, but no cumulative line.

❌ Heatmap

Color-coded matrix → no bars or cumulative line.

IMPORTANT QUESTION:-

Category: ServiceNow Certified System Administrator CSA

Which of the following statement is true about Service-Now LDAP ?

- **ServiceNow LDAP has only read access to customers AD**
- ServiceNow LDAP has read and write access to customers AD

Correct

Referance documentation - https://docs.servicenow.com/bundle/orlando-platform-administration/page/integrate/ldap/concept/c_LDAPIntegration.html It hereby states that integration uses a read-only connection that never writes to the LDAP directory. The integration only queries for information, and then updates its internal database accordingly.

Category: ServiceNow CSA

Which of the following knowledge base workflows immediately retires an article without needing an approval?

- Knowledge - Retire Knowledge
- Knowledge - Retire Article
- Knowledge - Direct Retire
- **Knowledge - Instant Retire**

Category: ServiceNow CSA

How to manage record numbering (like INC0000777)?

- **System Definition > Number maintenance**
- **Number field > Number**
- System Definition > Numbers
- None of the above

Which of the following can be configured by all users in the Next Experience instances?

- AI Search
- **Next Experience Readiness Checker**
- **Personalised Start Page**
- Custom menus
- Admin menu

Category: ServiceNow CSA

Which of the following roles cannot be delegated? (Select 2 answers)

- **admin**
- **itil**
- user_admin
- **role_delegator**

ServiceNow me **Role Delegation** ka use hota hai jab:

- Aap chhutti pe ho
- Kisi ko temporary access dena ho
- Kisi ko limited period ke liye permission chahiye

Category: ServiceNow CSA

What is Single Sign-On (SSO)?

- A process that grants access to third-party software that allows Service Now to write to outside databases.
- A ServiceNow application that maintains, stores, and validates passwords for access to Service Now applications.
- A type of ServiceNow release that updates existing Service Now instance.
- **A type of integration that enables a user to log in once and gain access to the resources of multiple software systems without being prompted to log in again.**

Correct

By definition, Single sign-on (SSO) is an authentication scheme that allows a user to log in with a single ID and password to any of several related, yet independent, software systems.

Category: ServiceNow CSA

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the roundtrips?

- Submit + Query
- **Request + Response**
- Insert + Verify
- Save + Update
- Write + Read

Question time : 00:00:36 1 points

Category: ServiceNow CSA

A dark theme or mode is available for some of the Now Platform capabilities in the Next Experience UI to allow users to fine-tune their experience and help alleviate their eye strain.

Which of the following products can support the dark theme? (Choose 3)

- **Assessments and Surveys**
- **Dashboards and Reports**
- Natural Language Understanding
- **Knowledge Management**
- AI Search

Category: ServiceNow CSA

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 2)

- Their user account was not approved by their manager
- **Their user account does not belong to any groups, which contain the ITIL role**
- Their user account is not logged in properly
- **Their user account does not have ITIL role**

Correct

The role which is mostly or widely used is "ITIL". Through this role User is granted as access of Service Desk or technician through which he can open, update, close incidents, problems, changes, configuration management items.

(Important Question)

What is the industry term used to describe the computing platform and solution stack that supports the delivery of web applications?

- Single Sign On[SSO]
- Simple Object Access Protocol[SOAP]
- Open Database Connectivity[ODBC]
- **Platform as a service[PaaS]**

Category: ServiceNow CSA

The ___________ is a user friendly reference to a field and the ___________ is the backend reference to a field?

- **name, label**
- **label, name**
- name, value
- label, value

What features of ITIL are utilized by the ServiceNow platform?

- **Planning, Design, Configuration, Testing**
- **Strategy, Design, Transition, Operations**
- Strategy, Design, Transition, Configurations
- Planning, Strategy, Design, Transition

Category: ServiceNow CSA

_______ is a field where you can ask natural language questions about the trends and health of your processes.

- Agent Workspace
- **Analytics Q&A**
- **Virtual Agent**
- Analytics Bot
- Chatbot

Incorrect

You can make natural language queries related to indicators, tables, or columns from the Analytics Q&A in the Analytics Center. Please check this article for more details: https://docs.servicenow.com/bundle/vancouver-now-intelligence/page/use/performance-analytics/concept/analytics-center.html

Category: ServiceNow CSA

What type of platform is provided by Now Platform?

- **Application Platform as-a-Service**
- Infrastructure as-a-Service
- None of the listed answers
- **Software as-a-Service**

Incorrect

The Now Platform provides an Application Platform-as-a- Service (aPaaS), a cloud-based computing model that provides the infrastructure needed to develop, run, and manage applications.

Category: ServiceNow CSA

A manager wants to view a snapshot of month end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time and forecasted into the future. What capability do you suggest for this manager?

- Scheduled Reports, a custom snapshot table, and a Projection report
- **Scheduled Reports, a custom snapshot table, and a Trend report**
- **Performance Analytics**
- Scheduled Reports and Excel
- Key Performance Indicators

Incorrect

Scheduled report cannot give forecasted reports. Snapshots and forecasts are prime features that ServiceNow highlighted in Performance Analytics while deploying its functionality.

Category: ServiceNow CSA

Which ServiceNow resource can be used as a blueprint to map your IT Services to ServiceNow?

- Configuration Management Database (CMDB)
- NowLearning
- ServiceNow Wiki
- Service Mapping Guided Setup
- **Common Services Data Model (CSDM)**
- **IT Service Management(ITSM)**

Incorrect

The CSDM is a CMDB-based framework that identifies where to place data for the products that you're using. Also, the CSDM is the standard for all ServiceNow products that use the CMDB. Following the CSDM framework ensures that the data your ServiceNow application requires maps correctly to the appropriate CMDB tables.

Category: ServiceNow CSA

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- Add the role Log Write [an_log_write] to the Impersonator Group
- **Activate the glide.sys.log_impersonation script**
- Create user update set for impersonation tracking
- On the Impersonator role record, right click and select Create Log
- From User Icon, select Elevate Roles

Correct

Impersonations are logged in the System Log.

Logging can be enabled or disabled with the glide.sys.log_impersonation property.

Category: ServiceNow CSA

Which role can administrators grant to users in order for them to view the configuration and execution details of only flows and subflows?

- fd_read
- fd_read_operations
- **fd_read_flows**
- **fd_admin_designer**

Incorrect

fd_read_flows : Enables a user to launch the Flow Designer design environment to view the configuration and execution details of flows and subflows.

Reference: User access to Flow Designer

Category: ServiceNow CSA

What type of relationship is recommended between Incident and SLA tables to report on incidents resolved by SLA per incident category?

- **One-to-Many**
- Extensions
- Many-to-Many
- **Database Views**

Category: ServiceNow CSA

Each organization receives one instance (production) and they have the option to obtain 2 other instances for development and testing

- **TRUE**
- **False**

Incorrect

Each organization receives 2 instances (production and sub-production). They have the ability to obtain an additional sub-production instance

Activity Filter:-

Category: ServiceNow CSA

How can you filter the types of activities that are displayed in the Activity section?

- Navigate to Service Desk > Personalization and update the record with name "Activity Types" with the activity types that you would like to display
- **It is not possible to filter the activity types in the Activity section**
- None of the listed answers
- Navigate to Service Desk > Personalization and add a record to specify which Activity types to display
- Click on the gear icon in the top banner and select which activity types to be displayed
- **Click on the funnel icon in the task form and select which activity types to show**

Category: ServiceNow CSA

You are designing a form for a specific record. Which of the following is useful when you want to show records in the tables that have relationships to the current record?

- **Related list**
- Relationship icon
- Dot Walking
- **Reference field**

Incorrect

Related lists appear on forms and show records in tables that have relationships to the current record. Check this article for more details:
https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/use/using-forms/concept/c_RelatedLists.html

Category: ServiceNow CSA

Which of the following are the 3 key attributes for a field?

- ID
- Text
- Unique ID
- **Label**
- **Name**
- **Value**

Correct

The three key attributes for a field in ServiceNow are:

Label : This is the user-friendly name displayed for the field on forms and list views. It helps users understand the purpose of the field and the kind of data it holds.
Name : This is the internal identifier used within the system to reference the field. It should be unique and follow ServiceNow naming conventions for consistency.
Value : This represents the actual data stored within the field for each record. The value type depends on how the field is defined (e.g., string, number, date, reference).
Other Important Field Attributes:

"Field ke 3 important attributes kaunse hote hain?"

Yeh ServiceNow ka basic CSA question hai.

Agar tum Incident form me "Short Description" field dekhoge —

us field ke 3 main parts hote hain:

1️⃣ Uska naam (system name)

2️⃣ Uska label (UI me dikhne wala naam)

3️⃣ Uska value (jo data andar stored hota hai)

Bas question yahi puch raha hai.

Category: ServiceNow CSA

In the context of Flow designer, which of the following are examples of ServiceNow core actions? (select all that apply)

- [ ] **Wait for Condition**
- [x] **Delete Record**
- [ ] Schedule job
- [x] **Ask for Approval**
- [ ] Repeat
- [ ] Activate Plugin

How to make a notification subscribable?

- Select the checkbox “Allow personalization“ in the notification form.
- **Select the “Subscribable“ checkbox in the notification form**
- **All members of groups that is specified in the “Who will receive“ can subscribe to the notifications**
- Change the notification privacy type to “Public“
- There is nothing that you need to do. All notifications are subscribable by default.

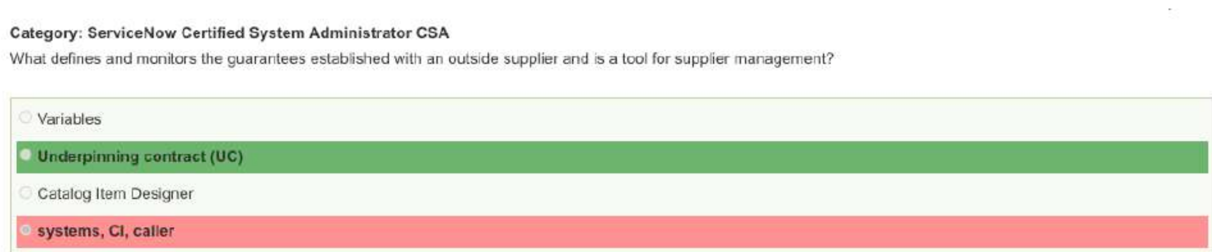
IMPORTANT POINTS:-

-ServiceNow instance is single-tenant.

-Users are authenticated by various methods, including: Local database, Multi-provider Single Sign-on, Multifactor, LDAP, SAML 2.0, OAuth 2.0, and Digest Token

Underpinning contract (UC):-

An **Underpinning Contract (UC)** in ServiceNow is a formal agreement between an organization and an external service provider. It defines the specific service level expectations, performance metrics, and other contractual terms. UCs are used to manage relationships with third-party suppliers and ensure that they meet the agreed-upon service levels.



VBT = Visual Task Board:-

VBT is a **drag-and-drop, Kanban-style board** used in ServiceNow to manage tasks visually.

It helps teams track work using **lanes (columns)** and **cards (tasks)**.

Think of it like Trello inside ServiceNow, but more powerful because it is connected directly to **real records** like Incident, Problem, Change, Story, etc.

✅ Why Visual Task Boards exist?

To provide:

- Better visualization of work

- Real-time collaboration
- Easy tracking of task states
- A modern Kanban workflow

⭐ 3 Types of Visual Task Boards (VERY IMPORTANT FOR CSA)

This comes directly in exams.

1️⃣ Freeform Board

- You can add **any task from any table** manually.
- Cards are **not linked to a filter**.
- Cards stay on the board until you remove them.

Features:

- Add/remove cards manually
- Create custom lanes
- Board does *not* auto-update based on database changes

Icon: Freeform icon (three vertical lines)

Use Case:

Personal planning, organizing mixed tasks not tied to one table.

2️⃣ Flexible Board

- Connected to **one table** + a **filter**.
- Cards appear automatically when the record matches the filter.
- If a record **no longer matches the filter**, the card disappears automatically.

Features:

- Auto-updates based on filter

- You can add cards manually
- You can create custom lanes

Use Case:

Show all incidents assigned to your team (for example: filter: Assignment Group = Service Desk).

Icon: Flexible board icon

3️⃣ Guided Board

- This is directly tied to a **field** in the table.
- **Each lane represents a field value** (like State or Assignment Group).
- When you drag a card from one lane to another → **the underlying record field value changes**.

For example:

- Lanes: *New* → *In Progress* → *Resolve* → *Closed*
- If you drag a card from New → In Progress, the **state field of the actual Incident record is updated**.

Use Case:

Perfect for real-time process tracking, like Incident state flow.

Icon: Guided board icon (most structured one)

⭐ Extremely Important CSA Question

❓ What happens when a task card is moved from one lane to another in a Task Board?

Correct Answer:

👉 **C. The underlying record is updated (e.g., state or assignment group changes)**

(Not visual only, it updates the actual task record in ServiceNow.)

⭐ When do errors occur when dragging cards?

If ServiceNow shows an error while changing lanes, check:

✔️ 1. User permissions

- Do you have `itil` role?
- Edit rights on that record?
- ACLs?

✔️ 2. Field mapping

For Guided boards:

If lanes are mapped to "State" field — user must have permission to update that field.

✔️ 3. Business rules / data validation

A business rule may prevent the state from being updated.

✔️ 4. Mandatory fields

Record might require a field before moving to next lane.

⭐ Who can create Task Boards?

Users with the following can create boards:

- `x_vtb_user` (basic usage)
- ITIL users
- Any user with access to the underlying table

No special admin role required.

⭐ Navigation: How to open Visual Task Boards?

Application Navigator → Self-Service → Visual Task Boards

You can also open a board directly from a list:

- Right-click header → **Create Visual Task Board**

⭐ Behind the scenes (Tables involved)

Purpose	Table
Task board definition	`vtb_board`
Lanes (columns)	`vtb_lane`
Cards on board	`vtb_card`
Task ↔ Card mapping	`vtb_card_task`

(This depth is helpful in interviews.)

⭐ Use Cases of VTB

- Incident Management
- Change process tracking
- Team sprint planning
- Employee onboarding tasks
- Marketing or HR workflow tracking

⭐ CSA-Trick Questions to Expect

✔ Which board type removes tasks automatically?

👉 **Flexible board**

✔ Which board type auto-updates actual record fields when moved?

👉 **Guided board**

✔️ Which board type allows manual card addition only?

👉 **Freeform board**

✔️ Can VTB be used for any table?

👉 **Yes, any table that extends Task table OR any table with records**

✅ What is LDAP?

LDAP = Lightweight Directory Access Protocol

It is used to **connect ServiceNow with an organization's Active Directory (AD)** to bring users, groups, and organizational data into ServiceNow.

Think of LDAP as the **bridge between Active Directory and ServiceNow**.

⭐ WHY LDAP IS USED IN SERVICENOW?

✔️ Import **users**

✔️ Import **groups**

✔️ Import **OU structure**

✔️ Keep data synced with AD

✔️ Enable Single Sign-On (optional)

✔️ Avoid manual creation of users

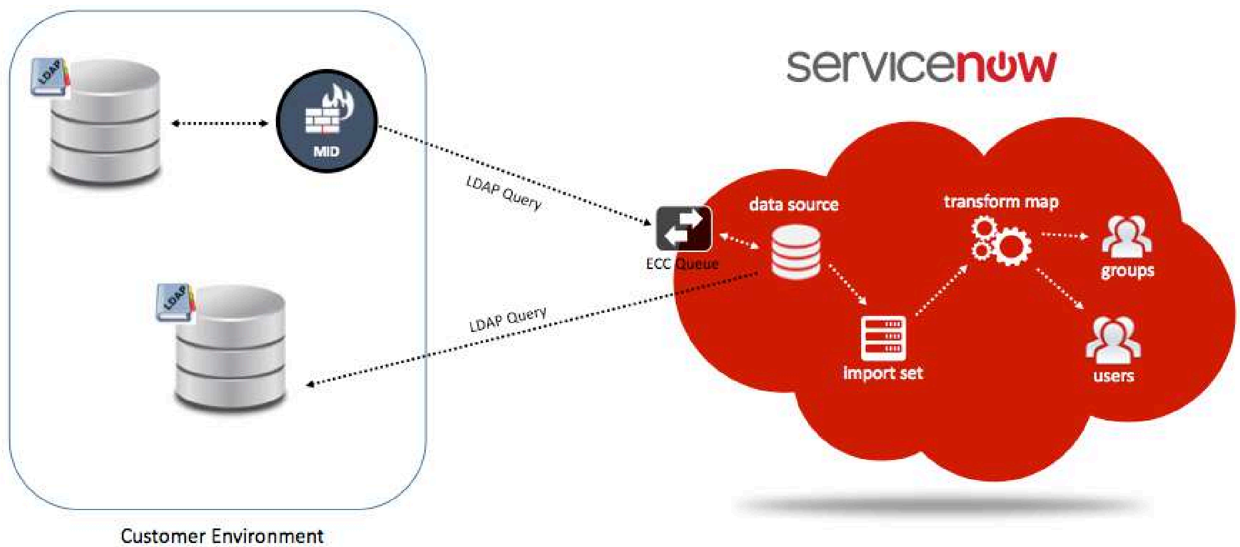
⭐ LDAP IS USED FOR IMPORT ONLY (IMPORTANT)

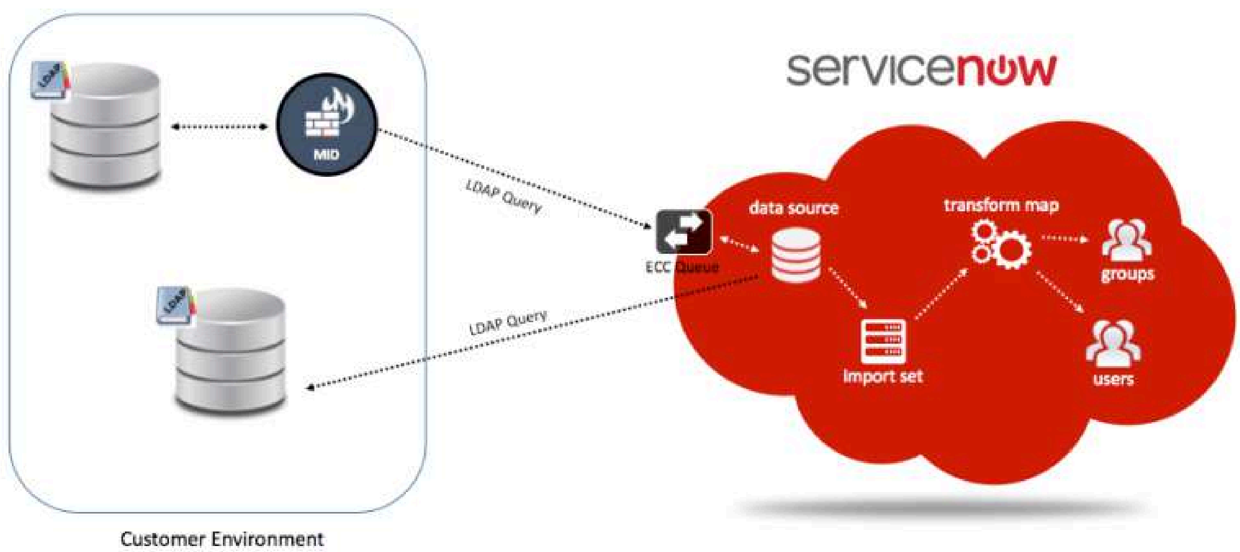
📌 When you connect LDAP to ServiceNow:

- ServiceNow **reads** data from AD
- ServiceNow **does NOT write back** to AD

- Import goes into **Import Set Tables**
- Then **Transform Maps** push data into `sys_user` & `sys_user_group`

🚀 LDAP FLOW IN SERVICENOW (VERY IMPORTANT)





Step 1: Create LDAP Server Record

System LDAP → LDAP Servers → New

Fill:

- Server URL
- Port (389/636)
- Credentials
- Base DN

Step 2: Create LDAP OU Definitions

OU = Organizational Unit

Example:

- Users OU
- Groups OU
- Departments OU

These define WHERE in AD ServiceNow should look for data.

Step 3: Run LDAP Browse

You check:

- connection status
- preview records
- view AD attribute names

Step 4: LDAP Import → Import Set Table

ServiceNow brings data into temporary staging tables:

- `ldap_import`
- `ldap_group_import`
- `ldap_membership_import`

These tables hold "raw" data from AD.

Step 5: Transform Map

Import Set → Transform Map → Target Table

- Users → `sys_user`
- Groups → `sys_user_group`
- Membership → `sys_user_grmember`

Transforms also map AD attributes→ServiceNow fields.

Example:

```
AD attribute: mail → sys_user.email
AD attribute: sAMAccountName → sys_user.user_name
```

Step 6: Users & Groups created in ServiceNow

Now users can log in and are available for:

- assignment
- approvals
- group roles

🔥 KEY POINT: When you create a user in ServiceNow, it does NOT go to LDAP.

This means:

- ServiceNow → LDAP ❌
- LDAP → ServiceNow ✔️

ServiceNow is **not an identity provider**, only a consumer.

⭐ LDAP TABLES IN SERVICENOW

Purpose	Table Name
LDAP server configuration	`ldap_server`
Imported user data	`ldap_import`
Imported group data	`ldap_group_import`
Imported group membership	`ldap_membership_import`
LDAP logs	`syslog`

⭐ AUTHENTICATION VS IMPORT (VERY IMPORTANT)

✔ LDAP IMPORT

- Brings users & groups into ServiceNow
- Creates records in sys_user
- Runs via schedule or manually
- Does NOT authenticate

✔ LDAP AUTHENTICATION

- Validates username/password against AD
- User logins go through AD
- ServiceNow does NOT store AD password

They are separate features.

⭐ ROLES INVOLVED

Role	Purpose
admin	Configure LDAP servers, OUs, transforms
ldap_admin	Manage LDAP integration
user_admin	Manage users once imported

⭐ REAL EXAMPLES (EASY TO UNDERSTAND)

Example 1: Import only HR users

OU Filter: `OU=HR,DC=company,DC=com`

ServiceNow imports only HR employees.

Example 2: Create groups from LDAP

AD group → ServiceNow group with same name.

Example:

AD group: **IT-Support**

ServiceNow group created in table: `sys_user_group`

Example 3: User Login

User tries to log in → username passed to AD → AD validates → ServiceNow logs them in.

⭐ SUPER SIMPLE SUMMARY

- LDAP lets ServiceNow **pull** users & groups from Active Directory.
- Data goes into **Import Sets**, then **Transform Maps** send it to `sys_user`.
- ServiceNow **does not update AD**.
- LDAP authentication lets users log in using AD credentials.
