

CSA.prepaway.premium.exam.60q

Number: CSA
Passing Score: 800
Time Limit: 120 min
File Version: 1.0



CSA

ServiceNow Certified System Administrator

Version 1.0

Exam A

QUESTION 1

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of flows and SLAs.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form

D. The Choice field in the Variable form

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

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

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

From the User menu, which actions can a user select? (Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Buttons, form links, and context menu items are all examples of what type of functionality?

- A. Business Rule
- B. UI Action
- C. Client Script

D. UI Policy

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

Which of the following is true of Service Catalog Items in relation to the Service Catalog?

- A. They run behind the scenes.
- B. They are the building blocks.
- C. They are optional.
- D. They provide options.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

What is the platform name for the User table?

- A. u_users
- B. sys_users
- C. x_users
- D. sys_user

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as creating quick reports, configuring the list, and exporting data
- B. It displays actions related to filtering options, assigning tags, and search
- C. It displays actions related to viewing and filtering the entire list
- D. It displays actions such as view form, view related task, and add relationship

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which one statement correctly describes Access Control rule evaluation?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log

- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

In what order should filter elements be specified?

- A. Field, Operator, then Value
- B. Field, Operator, then Condition
- C. Operator, Condition, then Value
- D. Value, Operator, then Field

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Which of the following are a type of client scripts supported in ServiceNow? (Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Correct Answer: ACDF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Which of the following statement describes the purpose of an Order Guide?

- A. Order Guides restrict the number of items in an order to only one item per request
- B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
- C. Order Guide provide the ability to order multiple, related items as one request
- D. Order Guides take the user directly to the checkout without prompting for information

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger

- C. User Presence
- D. Comments

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

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

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

Correct Answer: ACDE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

What is a formatter? Select one of the following.

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

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

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which of the following can be customized through the Basic Configuration UI 16 module? (Choose three.)

- A. Banner Image

- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

What is the function of user impersonation?

- A. Testing and visibility
- B. Activate verbose logging
- C. View custom perspectives
- D. Unlock Application master list

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

What information does the System Dictionary contain?

- A. The human-readable labels and language settings
- B. The definition for each table and column
- C. The information on how tables relate to each other
- D. The language dictionary used for spell checking

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

When working on a form, what is the difference between Insert and Update operations?

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form
- C. Insert saves changes and exits the form, Update saves changes and remains on the form
- D. Insert saves changes and remains on the form, Update saves changes and exits the form

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- D. Event Log is the same as the Event Registry

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a flow that requests an action before the flow can continue
- D. A Dictionary Override sets field properties in extended tables

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

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

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records

- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

- A. They direct the user to a record producer
- B. They direct the user to a catalog property
- C. They direct the user to a catalog UI policy
- D. They direct the user to a catalog client script

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

What is a characteristic of importing data into ServiceNow?

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Which three Variable Types can be added to a Service Catalog Item?

- A. True/False, Multiple Choice, and Ordered
- B. True/False, Checkbox, and Number List
- C. Number List, Single Line Text, and Reference
- D. Multiple Choice, Select Box, and Checkbox

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Answer Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Which one of the following statements describes the purpose of a Service Catalog flow?

- A. A Service Catalog flow generates three basic components: item variable types, tasks, and approvals
- B. Although a Service Catalog flow cannot send notifications, the flow drives complex fulfillment processes
- C. A Service Catalog flow is used to drive complex fulfillment processes and sends notifications to defined users or groups
- D. A Service Catalog flow generates three basic components: item variable types, tasks, and notifications

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- D. task

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

Which are valid Service Now User Authentication Methods? (Choose three.)

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

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

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference: