

# Quiz 2026 ServiceNow CSA: High-quality New ServiceNow Certified System Administrator Exam Camp



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ServiceNow is a cloud-based platform that offers a wide range of IT service management (ITSM) solutions to businesses of all sizes. To ensure that the platform is used effectively, ServiceNow provides training and certification programs for IT professionals. One of these certifications is the ServiceNow Certified System Administrator (CSA) certification exam. ServiceNow Certified System Administrator certification is designed to test the knowledge and skills of IT professionals in using the ServiceNow platform to manage IT services.

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## ServiceNow Certified System Administrator Sample Questions (Q216-Q221):

### NEW QUESTION # 216

What actions are taken to filter a long list of records to show only those with the Category of Hardware?

- A. Click Funnel icon, type Hardware and click enter
- B. On Breadcrumb, click the > icon, type Hardware and click enter
- C. Right-click on magnifier type Hardware and click enter
- D. On the Category column header, right-click and select Show > Hardware
- E. On the list, locate and right-click on the value Hardware, select Show Matching

Answer: E

### NEW QUESTION # 217

A Role is defined as what?

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

**Answer: D**

Explanation:

In ServiceNow, a role is a collection of permissions that control what actions a user can perform and what data they can access within the system.

Roles are used to grant access to applications, modules, and records, and they are assigned to users based on their job functions.

Users can have multiple roles, which collectively define their permissions.

For example:

The admin role provides full system access.

The itil role allows access to Incident and Change Management.

The catalog\_admin role grants permissions to manage Service Catalog items.

B: A set of user access policies# Incorrect, because user access policies are more granular security rules, whereas a role is a broader concept grouping multiple permissions.

C: A Persona in a workflow# Incorrect, because a role is not the same as a persona in a workflow; personas are more conceptual.

D: A set of access control rules# Incorrect, because roles do not define access control rules directly; they are used within ACLs (Access Control Lists) to determine access permissions.

Reference:

ServiceNow Roles Documentation

ServiceNow CSA Training Material

### NEW QUESTION # 218

The ServiceNow platform includes which types of interfaces? (Choose three.)

- **A. Now Mobile Apps**
- B. Field Service Taskboard
- **C. Now Platform User Interfaces**
- **D. Service Portals**
- E. Back Office Dashboard
- F. Agent Control Center

**Answer: A,C,D**

### NEW QUESTION # 219

Identify the incorrect statement about Delegated Development in ServiceNow.

- A. Administrators can specify which application file types the developer can access.
- B. Administrators can grant the developer access to script fields.
- **C. Administrators can grant the developer access to security records.**
- D. Administrators can grant non-admin users the ability to develop global applications.

**Answer: C**

### NEW QUESTION # 220

Data Policy can enforce mandatory data on import.

- **A. True**
- B. False

**Answer: A**



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