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CSA Exam Outline

Content Categories	Questions	Percentage of Examination
1. Anthropology and Sociology	17	11.9%
2. Family and Aging	16	11.1%
3. Health and Wellness Aspects	20	13.3%
4. Lifestyle Aspects	27	17.8%
5. Financial Aspects	28	18.5%
6. Eldercare Planning	14	8.9%
7. Legal Aspects	9	5.9%
8. End-of-life Planning	9	5.9%
9. Ethical Issues	10	6.7%

Time limit: 3 hours
Total questions: 150
Question format: Multiple-choice
Delivery format: Computer-based



Mometrix TEST PREPARATION

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ServiceNow Certified System Administrator Sample Questions (Q117-Q122):

NEW QUESTION # 117

Many actions are included with flow designer, what are some frequently used core actions? Choose 4 answers.

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

Answer: B,C,D,F

NEW QUESTION # 118

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

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

Answer: F

NEW QUESTION # 119

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 answers

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

Answer: B,E

Explanation:

In ServiceNow, roles determine what users can see and do within the platform.

The IT user only sees the Self-Service homepage instead of the full ServiceNow interface, including task records.

This suggests that their account does not have the necessary role(s) to access task records.

Issue: Why the Correct Answers? D. Their user account does not have the itil role. The itil role is required to work with ITSM task records (e.g., Incidents, Problems, Changes).

Without this role, users only have access to the Self-Service portal.

E: Their user account does not belong to any groups, which contain the itil role. Even if a user is not directly assigned the itil role, they can inherit it through a group membership.

If their user account is not part of an ITSM-related group that has the itil role, they will not be able to access tasks.

A: Their user account failed LDAP authentication #Incorrect

If LDAP authentication failed, the user would not be able to log in at all.

In this case, they are logged in but only see Self-Service, meaning authentication is not the issue.

B: Their user account is not logged in properly #Incorrect

If the login was incorrect, they would be logged out or receive an error message.

The issue here is a lack of permissions, not a login failure.

C: Their user account was not approved by their manager #Incorrect

Manager approval is not required for standard ITSM roles and access.
Why Other Options Are Incorrect?
User Roles in ServiceNow
Assigning Roles and Group Memberships
Official ServiceNow Documentation Reference:

NEW QUESTION # 120

Which testing framework is used to test ServiceNow Applications?

- A. Selenium
- B. JUnit
- C. Test Driven Framework (TDF)
- **D. Automated test Framework (ATF)**

Answer: D

Explanation:

The Automated Test Framework (ATF) is the built-in testing framework in ServiceNow used to test applications, including Server-side scripts and logic.

Key Features of ATF:

Enables automated testing of ServiceNow applications without manual effort.

Can test server-side scripts (e.g., Business Rules, Script Includes, and Workflows).

Supports UI testing for forms, lists, and portals.

Reduces testing time and enhances release reliability.

Why ATF is Used for Testing ServiceNow Applications?

ServiceNow is a low-code/no-code platform, so ATF provides a platform-specific testing tool.

ATF allows test creation without coding, making it easy for administrators and developers to use.

Integrates with Continuous Integration (CI/CD) pipelines to ensure smooth updates.

Why Other Options Are Incorrect?

A . Selenium → ☐ Incorrect

Selenium is used for web UI automation, but it is not built into ServiceNow.

ATF is the preferred testing framework for ServiceNow applications.

B . Test Driven Framework (TDF) → ☐ Incorrect

No such framework called "Test Driven Framework" in ServiceNow.

TDD (Test-Driven Development) is a software development methodology, not a testing tool.

C . JUnit → ☐ Incorrect

JUnit is a Java-based testing framework used for Java applications.

ServiceNow scripts use JavaScript, not Java.

Official ServiceNow Documentation Reference:

Automated Test Framework (ATF)

NEW QUESTION # 121

What would NOT appear in the Application Navigator if "service" is typed into the filter field?

- A. Self-Service > Knowledge
- B. Configuration > Business Services
- **C. Incident > Assigned to me**
- D. Service Portal > Widgets

Answer: C

NEW QUESTION # 122

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