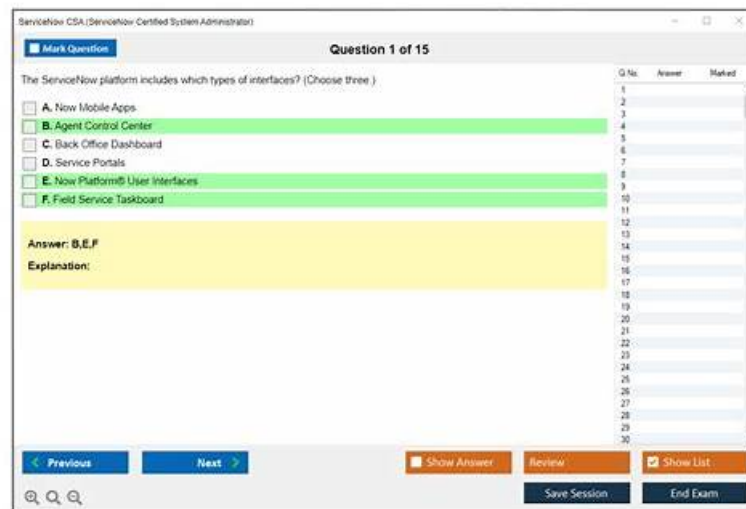


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ServiceNow CSA certification is a valuable credential for IT professionals who want to demonstrate their expertise in ServiceNow administration. It is a comprehensive exam that covers a wide range of topics related to the ServiceNow platform, and it is recognized by employers worldwide as a standard of excellence in IT service management. To prepare for the exam, candidates should have a thorough understanding of the ServiceNow platform and its various components, as well as experience in configuring and customizing ServiceNow instances. ServiceNow offers a range of training courses and study materials to help candidates prepare for the exam.

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To earn the ServiceNow CSA certification, candidates must pass an online proctored exam consisting of 60 multiple-choice questions. CSA exam is time-limited and must be completed within 90 minutes. The passing score for the exam is 70%. Candidates can prepare for the exam by attending ServiceNow training courses, reviewing the ServiceNow documentation, and practicing in ServiceNow instances. The ServiceNow CSA Certification is valid for two years, after which the certification holder must recertify to maintain their credentials.

## ServiceNow Certified System Administrator Sample Questions (Q310-Q315):

### NEW QUESTION # 310

ServiceNow contains over 25 different report types. What are some of the types?  
Choose 5 answers

- A. Donut
- B. Horizontal Bar
- C. Odometer
- D. Speedometer
- E. Pie
- F. Thermometer
- G. Semi-Donut

**Answer: A,B,C,D,E**

Explanation:

ServiceNow provides over 25 report types to visually represent data for analysis and decision-making. Reports can be charts, tables, or trend graphs, depending on the data set.

Correct Answers

A . Pie ☐

A circular chart that shows proportions within a whole.

Example: Distribution of Incidents by category (Hardware, Software, Network).

B . Speedometer ☐

A gauge-style report that represents values within a range (low to high).

Example: Incident SLA Compliance Percentage.

C . Odometer ☐

A report type similar to a Speedometer, but shows a single metric value.

Example: Number of Open Tickets in a Queue.

E . Horizontal Bar ☐

Displays bars horizontally, ideal for comparing multiple categories.

Example: Number of Incidents per Assignment Group.

G . Donut ☐

Similar to a Pie Chart, but with a hole in the middle.

Example: Percentage of Change Requests by Risk Level (Low, Medium, High).

Incorrect Answer Choices

D . Thermometer ☐

Not a standard ServiceNow report type.

No official thermometer-style reports exist.

F . Semi-Donut ☐

Not a standard report type in ServiceNow.

ServiceNow supports Pie, Donut, and Speedometer, but not "Semi-Donut".

Reference:

ServiceNow Documentation: Report Types Overview

ServiceNow Reporting Best Practices: Creating and Configuring Reports

## NEW QUESTION # 311

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the application, before evaluating access to a module within the application
- B. Ensures user has access to the fields in a table, before considering their access to the table
- C. Ensures user can get to work as quickly as possible
- D. Ensures user has access to a table, before evaluating access to a field in the table

**Answer: D**

Explanation:

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0541355](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0541355)

## NEW QUESTION # 312

What are benefits of assigning work tasks to a group, rather than to an individual? (Choose four.)

- A. Site support members can pick tasks, based on Location
- B. Group members can avoid tasks, which are nearing SLA breach
- C. Groups can assign tasks to users based on availability

- D. Group members can choose their tasks from My Groups Work
- E. Groups can assign tasks to users based on skills
- F. Groups can assign tasks to users based on on-call schedules

**Answer: A,D,E,F**

Explanation:

Assigning work tasks to a Group instead of an individual offers flexibility, better workload management, and ensures tasks are handled efficiently.

Group members can choose their tasks from "My Groups Work"

The "My Groups Work" module in ServiceNow allows group members to see all unassigned tasks for their group and take ownership of available tasks.

This is particularly useful when multiple team members share responsibility for completing tasks.

Groups can assign tasks to users based on on-call schedules

ServiceNow's On-Call Scheduling feature allows automatic assignment of tasks to available members based on a predefined schedule.

This ensures that work is distributed fairly among team members who are on shift.

Site support members can pick tasks, based on Location

Tasks can be assigned dynamically based on the location of the request.

This is particularly useful for IT support teams, field service teams, and facilities management teams, where physical presence is required to complete a task.

Groups can assign tasks to users based on skills

Using Skill-Based Routing, ServiceNow can match tasks to users who have the right skills for the job.

For example, if a request requires expertise in "Windows Server Management," the system will assign it to a group member with that skill.

E: Group members can avoid tasks that are nearing SLA breach

This is incorrect because ServiceNow prioritizes SLA breaches and usually escalates such tasks rather than allowing users to avoid them.

F: Groups can assign tasks to users based on availability

While On-Call Scheduling can assign tasks based on availability, ServiceNow does not automatically assign tasks dynamically based on real-time availability. Availability tracking is not a standard assignment mechanism in ServiceNow unless customized.

ServiceNow Product Documentation# "Assigning Tasks to Groups"

ServiceNow Product Documentation# "On-Call Scheduling"

ServiceNow Product Documentation# "Skill-Based Routing"

Benefits of Assigning Tasks to a Group: Incorrect Answers Explanation: References from Certified System Administrator (CSA) Documentation:

### NEW QUESTION # 313

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. Click Group On icon, select Category
- B. On the Category column title, click Context menu > Group By Category
- C. On the Filter Menu, select Group By > Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On list Context Menu, select Group By > Category

**Answer: B,E**

### NEW QUESTION # 314

Once an application is ready to share, which of the following methods of publishing are supported by ServiceNow? Choose 3 answers

- A. Publish to a local drive
- B. Publish to a spreadsheet
- C. Publish to an application repository
- D. Publish to a local USB device
- E. Publish to the ServiceNow Store
- F. Publish to an Update Set

**Answer: C,E,F**

### NEW QUESTION # 315

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