

# CSA Practice Mock - Exam CSA Objectives



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## ServiceNow Certified System Administrator Sample Questions (Q483-Q488):

### NEW QUESTION # 483

Which framework can automatically populate values for the priority and Category field based on the Short description field value?

- A. Assignment Rule
- B. Predictive intelligence
- C. CSDM
- **D. UI Policy**
- E. Action

**Answer: D**

### NEW QUESTION # 484

A task worker asks how they can monitor any updates occurring to records assigned to him, like responses from customers, What do you suggest?

- A. On My Work list, select the Activity Stream icon to show a frame with live updates
- B. Click on the eyeglass icon to expand the Monitor frame
- C. Open an Agent workspace tab for each record he wants to monitor
- **D. Select Service Desk > My Work Dashboard**

**Answer: D**

#### NEW QUESTION # 485

Your customer wants to update a notification so it is sent to the Caller's Manager. Which action supports this requirement?

- **A. On the 'Send to' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.**
- B. On the 'Who will receive' tab on the Notification record, add the Caller field, then dot walk to the Caller's Manager field to add it.
- C. On the Notification record, create a flow and include a notification in the flow for "All receivers".
- D. On the 'Send to' tab on the Notification record, set "Who will receive" to Subscribable.

**Answer: A**

Explanation:

In ServiceNow Notification Configuration, dot-walking allows administrators to reference related records dynamically.

✓ To send a notification to the Caller's Manager, you need to:

Open the Notification record.

Navigate to the 'Send to' tab.

Add the Caller field.

Use dot-walking to select the Caller's Manager field (e.g., caller\_id.manager).

Option A is incorrect because dot-walking is configured under the 'Send to' tab, not the 'Who will receive' tab.

Option B is incorrect because while Flow Designer can trigger notifications, it does not specifically configure recipients based on dot-walking.

Option C is incorrect because setting "Who will receive" to Subscribable is used for opt-in notifications, not direct notifications to the Caller's Manager.

□ Reference: ServiceNow Administration - Notification Configuration & Dot-Walking

#### NEW QUESTION # 486

What encryption feature is included in ServiceNow by default?

- A. Data at rest
- **B. Data in transit**
- C. Data in use

**Answer: B**

Explanation:

By default, ServiceNow encrypts data in transit using industry-standard Transport Layer Security (TLS) protocols. This ensures that any data transmitted between the client and the ServiceNow platform, or between ServiceNow and integrated systems, is encrypted and protected from interception or tampering.

While ServiceNow also offers options for data at rest encryption and customer-managed encryption keys, these features often require additional configuration or subscription services. Encryption of data in use (while data is being processed in memory) is a more advanced concept and not provided by default.

Thus, encryption of data in transit is the baseline encryption feature included automatically in all ServiceNow instances.

Reference:

ServiceNow Security Operations Documentation, Encryption section

ServiceNow Trust and Compliance Documentation

ServiceNow System Administrator Study Guide, Security Chapter

#### NEW QUESTION # 487

Which statement is true about business rules?

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

**Answer: A**

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