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ServiceNow CSA

ServiceNow Certified System Administrator

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ServiceNow CSA Certification Exam is a 90-minute, 60-question multiple-choice exam that tests your knowledge of the ServiceNow platform. CSA exam covers a range of topics, including user interface, data management, reporting, integrations, and security. Passing CSA exam demonstrates your ability to manage and administer the ServiceNow platform, which is an essential skill for IT professionals working with ServiceNow.

ServiceNow CSA certification is a valuable credential for IT professionals who want to demonstrate their expertise in ServiceNow administration. It is recognized by employers worldwide as a standard of excellence in IT service management. ServiceNow Certified System Administrator certification helps professionals stand out in a competitive job market and opens up new career opportunities. It also provides a solid foundation for further advanced certifications in ServiceNow.

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ServiceNow Certified System Administrator Sample Questions (Q346-Q351):

NEW QUESTION # 346

If users would like to locate and assign a task to themselves in the Platform, what action could they perform from the list view to make the assignment? (Choose 2 answers)

- A. Select the record using the check box, then select the Person icon
- B. Select the Task number, and select the Assign to me UI action on the form
- C. Right-click on the Task number and select the Assign to me option in the menu
- D. Double-click on the Assigned to value, type the name of the user, and select the green check
- E. Select the record using the check box, then select the Assign To Me UI action on the List Header

Answer: A,B

Explanation:

Detailed Explanation: To assign a task to themselves, users in ServiceNow can:

* Option A: Use the check box to select the record, then click the Person icon to assign it.

* Option B: Select the Task number and use the Assign to me UI action available on the form. These methods provide quick ways for users to take ownership of tasks directly from the list view. (Reference: ServiceNow Documentation - Task Assignment and List Actions)

NEW QUESTION # 347

Which admin role is required to make changes to High Security Settings?

- A. high_sec_admin
- B. sn_ad_admin
- C. admin
- D. security_admin

Answer: D

Explanation:

The security_admin role in ServiceNow is required to make changes to High Security Settings (now part of System Security Settings).

What Can the security_admin Role Do?

Modify high-security settings in ServiceNow.

Elevate privileges to make changes to sensitive security configurations.

Manage Access Control Lists (ACLs) to define security rules.

Why Elevation is Required?

Users with the admin role alone cannot modify high-security settings.

The security_admin role requires elevation via the "Elevate Role" option in the user menu.

This ensures that only authorized administrators can modify security-related configurations.

Why Other Answers Are Incorrect:

B . sn_ad_admin - No such role exists in ServiceNow.

C . high_sec_admin - This is not a valid ServiceNow role.

D . admin - The admin role alone does not grant access to high-security settings without elevating to security_admin.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Security Admin Role and Elevated Privileges

ServiceNow CSA Training Module: "Managing Security Settings and Access Controls"

NEW QUESTION # 348

What is a quick way to create a report from a list view?

- A. Apply filter, right click on column header, select Bar Chart
- **B. Apply filter, right click on column header, select Create Report**
- C. Click on filter breadcrumb, drag and drop on the Report > Create New module
- D. Click Funnel, define filter conditions, click Create Report
- **E. Click Context Menu, select Create Report**

Answer: B,E

Explanation:

In ServiceNow, users can quickly generate a report from a list view without needing to navigate to the Reports module. The two main ways to do this are:

Steps:

Open any list view (e.g., Incident, Change, or any table-based list).

Click the three-line (hamburger) context menu on the top-left of the list.

Select Create Report to generate a basic report based on the current list view.

Modify report settings (e.g., visualization type, filters, groupings).

Save the report for future reference.

Steps:

Apply the necessary filters to refine the list view.

Right-click on a column header (e.g., Priority, State, Category).

Select Create Report from the context menu.

Configure the report visualization and save it if needed.

1. Using the Context Menu (Option C) 2. Right-click on a Column Header (Option E) Incorrect Answer Choices Explanation: A. Click on filter breadcrumb, drag and drop on the Report > Create New module There is no such drag-and-drop functionality for report creation in ServiceNow.

B: Click Funnel, define filter conditions, click Create Report

The Funnel icon is used to filter list views but does not directly generate reports.

D: Apply filter, right-click on column header, select Bar Chart

There is no direct "Bar Chart" option available when right-clicking on a column header.

Creating Reports from List Views

ServiceNow KB Article: KB0014148

Official CSA Documentation Reference: https://ut.service-now.com/sp?id=kb_article&number=KB0014148

NEW QUESTION # 349

An application called My App has a table. MyAppTable, with this Application Access configuration:

Accessible from: All application scopes Can read: Selected Can delete: Not selected Allow configuration:

Selected

Which of the following is true based on this configuration?

- **A. Any Application developer can write a Business Rule which successfully deletes all records from the MyAppTable**
- B. An application developer working in the My App scope can write a Business Rule for the MyAppTable table which successfully deletes all records from the MyAppTable table
- C. No Business Rule can be written which successfully deletes all records from the MyAppTable table
- D. An application developer working in another privately scoped application can write a Business Rule for the MyAppTable table which successfully deletes all records from the MyAppTable table

Answer: A

NEW QUESTION # 350

Which testing framework is used to test ServerNew Applications?

- A. Test Driven Framework (TDF)
- B. Junit
- C. Selenium
- **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.

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.

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) pipeline to ensure smooth updates.

Key Features of ATF: Why ATF is Used for Testing ServiceNow Applications?

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.

Why Other Options Are Incorrect?

Automated Test Framework (ATF)

Official ServiceNow Documentation Reference:

NEW QUESTION # 351

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