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To prepare for the ServiceNow CSA Exam, candidates should have a thorough understanding of the ServiceNow platform and its various components. They should have experience in configuring and customizing ServiceNow instances, as well as a solid understanding of IT service management best practices. ServiceNow offers a range of training courses and study materials to help candidates prepare for the exam, including online courses, instructor-led training, and self-paced study materials.

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To earn the ServiceNow CSA certification, candidates must pass a comprehensive exam that covers a wide range of topics related to ServiceNow administration. CSA exam consists of 60 multiple-choice questions and has a time limit of 90 minutes. CSA exam covers topics such as creating and configuring workflows, managing users and groups, working with ServiceNow tables, and troubleshooting common issues. Candidates who pass the exam are awarded the ServiceNow CSA Certification, which is recognized by top IT companies worldwide. ServiceNow Certified System Administrator certification not only validates the candidate's knowledge and skills but also provides them with a competitive edge over other IT professionals in the job market.

ServiceNow Certified System Administrator Sample Questions (Q229-Q234):

NEW QUESTION # 229

What does Natural Language Query allow you to do on a list?

- A. Automatically select a filter, based on keywords
- **B. Filter list by typing in a phrase**
- C. Predict the filter desired by the user
- D. Set list filter, using audible commands
- E. Speak to the condition builder

Answer: B

Explanation:

Natural Language Query (NLQ) in ServiceNow allows users to filter a list by typing a natural language phrase, making it easier to search and retrieve data without manually building filters.

For example, users can type:

➡ ☐ "Show me all open incidents assigned to John Doe"

➡ ☐ "Incidents created this week"

The platform interprets the phrase and automatically applies the correct filter to the list.

Why Are Other Options Incorrect?

A . Automatically select a filter, based on keywords ☐ - NLQ does not automatically select filters based on keywords; instead, it processes full phrases into a filter.

C . Predict the filter desired by the user ☐ - NLQ does not predict filters but rather converts typed queries into list filters.

D . Speak to the condition builder ☐ - NLQ does not interact with the condition builder directly; it translates text queries into filters.

E . Set list filter, using audible commands ☐ - NLQ does not support voice commands, only typed queries.

Reference:

ServiceNow CSA Documentation - Natural Language Query (NLQ)

ServiceNow Official Documentation - List Filters & Search (<https://docs.servicenow.com>)

☐ Final Answer: B. Filter list by typing in a phrase

NEW QUESTION # 230

When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Browser
- **B. Server**
- C. Client
- D. Network

Answer: B

Explanation:

When setting a data policy in ServiceNow, it applies to all data entered into the platform, regardless of whether the data comes from UI Forms

Import Sets

Web Services (APIs, integrations, etc.)

Where Does the Data Policy Run?

☐ Data Policies Run on the Server-Side

Data policies enforce data consistency and validation at the server level.

They apply uniformly across all data entry points, ensuring that validation rules are enforced before storing data in the database.

Why Other Options Are Incorrect?

A . Client → ☐ Incorrect

Data Policies do not run on the client-side (browser).

Client Scripts and UI Policies handle client-side validation.

C . Browser → ☐ Incorrect

Data Policies do not operate within the browser; they work at the database level on the server.

D . Network → ☐ Incorrect

ServiceNow does not enforce policies at the network layer; all validations occur on the application server (Server-Side Processing).

Key Differences Between Data Policies and Other Validation Methods:

Validation Type

Runs On

Applies To

Purpose

Data Policy

Server

UI, Import Sets, Web Services

Enforces rules across all data sources

UI Policy

Client (Browser)

UI Forms

Dynamically changes form behavior

Client Script

Client (Browser)

UI Forms

Runs JavaScript in the user's browser

Business Rule

Server

Database Transactions

Executes logic when records are inserted, updated, or deleted

Official ServiceNow Documentation Reference:

Data Policies Overview

Difference Between UI Policies and Data Policies

NEW QUESTION # 231

Which tool is used for creating dependencies between configuration items in the CMDB?

- A. CI Class Manager
- B. CMDB Builder
- C. CI Relationship Editor
- D. CI Service Manager

Answer: A

Explanation:

Explanation/Reference:

NEW QUESTION # 232

What is the role of form annotations within Table Builder?

- A. To provide additional information on each field
- B. To create new form views
- C. To rearrange fields in a form
- D. To add visual appeal with colors in the designer

Answer: D

NEW QUESTION # 233

What is the purpose of a Related List?

- A. To dot-walk to a core table
- B. To present related fields
- C. To create a one-to-many relationship
- **D. To present related records**

Answer: D

Explanation:

A Related List in ServiceNow is used to display records from other tables that are related to the current record.

It helps users view and manage associated records without navigating away from the main record they are working on.

Related Lists appear at the bottom of a form view.

They display records from tables that have a relationship (via reference fields, many-to-many relationships, or database joins) with the current table.

Users can add, remove, or modify related records directly from the Related List, depending on their permissions.

Key Features of Related Lists: Why "D. To present related records" is the correct answer? Related Lists show records from another table that have a relationship with the current record. For example:

An Incident record may have a Related List showing all Tasks associated with it.

A User record may have a Related List displaying Group Memberships.

A Change Request record may have a Related List displaying all related CI (Configuration Items).

Option A: "To create a one-to-many relationship"- Incorrect. While Related Lists often display one-to-many relationships, they do not create them. Relationships are defined through reference fields, many-to-many tables, or database joins.

Option B: "To dot-walk to a core table"- Incorrect. Dot-walking allows users to access related fields from referenced records, but it is not the purpose of a Related List.

Option C: "To present related fields"- Incorrect. Related Lists display related records, not just individual fields. Related fields can be accessed using dot-walking or reference fields but are not the same as Related Lists.

ServiceNow Product Documentation - Related Lists

ServiceNow CSA Study Guide - Configuring Forms and Lists

ServiceNow Docs: Relationships in Tables

Explanation of Incorrect Options: References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 234

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