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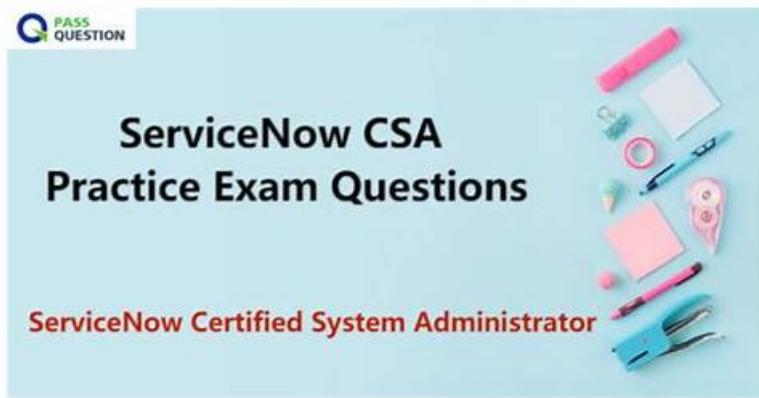
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ServiceNow is a cloud-based platform that provides IT service management, IT operations management, and IT business management solutions. It has gained popularity in recent years due to its ability to streamline and automate workflows, reducing manual effort and increasing efficiency. As more organizations adopt ServiceNow, there is a growing demand for professionals who can manage and administer the platform effectively. The ServiceNow Certified System Administrator (CSA) exam is designed for individuals who want to demonstrate their expertise in administering ServiceNow.

ServiceNow Certified System Administrator Sample Questions (Q363-Q368):

NEW QUESTION # 363
On a form, which type of Geld has this icon which can be clicked, 10 S00 a preview of the associated record?

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

Answer: A

Explanation:

The icon highlighted in the image is theReference Icon(iinside a circle). It is used forReference fieldsin ServiceNow forms.

AReference fieldlinks to a record in another table (e.g., theCallerfield in anIncidentform references thesys_usertable).

Clicking theReference Icon (i)opens apreviewof the referenced recordwithout navigating away from the form.

This feature is helpful forquickly viewing user details, CI information, or related records.

A). Drilldown- This term is not used for form field behavior in ServiceNow; "drilldowns" are usually associated with reports.

B). Lookup- While lookups are used to search for values, they do not display previews of referenced records.

C). Quickview- This is not a defined ServiceNow field type.

D). Preview- While the icon allows previewing, the correct term isReference field, not "Preview field." E). Snapshot- No such field type exists in ServiceNow.

ServiceNow Reference Fields & Preview

ServiceNow CSA Training Module:"Configuring Forms and Fields - Reference Fields and Their Behavior" How Reference Fields Work:Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 364

What are the two aspects to LDAP Integration?

- A. Data Population
- B. Authorization
- C. Data formatting
- D. Authentication

Answer: A,D

Explanation:

LDAP (Lightweight Directory Access Protocol) Integration in ServiceNow enables organizations to connect their corporate directory services (such as Microsoft Active Directory) with their ServiceNow instance. This integration helps manage user authentication and data synchronization efficiently.

There are two key aspects of LDAP Integration in ServiceNow:

Authentication

LDAP is commonly used for user authentication, allowing users to log in to ServiceNow using their corporate credentials.

Instead of storing passwords in ServiceNow, authentication requests are sent to the LDAP server to verify the user's identity.

This helps in maintaining centralized identity management across the organization.

Data Population

LDAP can be used to import user and group information into ServiceNow.

This process is known as data synchronization, where attributes such as usernames, email addresses, department details, roles, and group memberships are pulled from LDAP and stored in ServiceNow.

This ensures that user information in ServiceNow is always up-to-date with the organization's directory.

Why the Other Options Are Incorrect?

B . Data Formatting -

While ServiceNow does process data from LDAP, "Data Formatting" is not an aspect of LDAP integration.

Formatting refers to structuring or modifying data but is not a core function of LDAP integration.

C . Authorization -

Authorization determines what a user can do after authentication, such as assigning roles and permissions.

While ServiceNow can use LDAP groups to assign roles, the integration itself focuses on Authentication and Data Population rather than defining permissions within ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: LDAP Integration Overview

https://docs.servicenow.com/en-US/bundle/utah-platform-

administration/page/integrate/authentication/concept/c_LDAPIntegration.html ServiceNow CSA Official Training Guide (LDAP Integration & User Authentication) This confirms that the two main aspects of LDAP Integration in ServiceNow are Authentication and Data Population.

NEW QUESTION # 365

After you create a new table, what is the best practice regarding the navigation pane?

Choose 2 answers

- A. Set the filter condition on the Application Menu
- B. Specify which Roles are able to see the Application Menu
- C. Set the font style on both the Application Menu and the Module
- D. Create Module with the plural of the table label
- E. Specify which Roles are able ta see the Module
- F. Create Application Menu with the same name as the table label

Answer: B,E

NEW QUESTION # 366

The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

- A. Configure
- B. Layout
- C. Style
- D. Format

Answer: A

NEW QUESTION # 367

What framework can be used to manage the tables and Cis associated with a use case?

- A. Scename Dashboard
- B. CMDB Use Case Modelar
- C. CI Use Case Modeler
- D. Common Service Date Model (CSDM) product view

Answer: B

Explanation:
TheCMDB Use Case Modeleris aframework in ServiceNowthat helpsmanage tables, Configuration Items (CIs), and relationshipsin theCMDBbased onspecific use cases.
Manages Tables and CIs for Specific Use Cases
Helpsorganizations align their CMDB with business needs.
Providesvisual modeling toolstostructure tables and relationships.
Supports CMDB Best Practices
Ensuresdata integrity, compliance, and governancein CMDB.
Helpsoptimize CMDB for ITSM, ITOM, and ITAM use cases.
Facilitates CMDB Implementation and Maintenance
Simplifies the process ofdefining relationships between CIs.
Enablesvisualization of how CIs interact within business services.
Why "CMDB Use Case Modeler" is the Correct Answer?
A: Common Service Data Model (CSDM) product viewIncorrect-CSDM is a frameworkfor structuring CMDB data butdoes not include a modeling toollike the CMDB Use Case Modeler.
B: Service DashboardIncorrect- No such featuredirectly manages tables and CIsfor a use case.
D: CI Use Case ModelerIncorrect- No standard"CI Use Case Modeler"exists in ServiceNow.
Incorrect Answer Choices Analysis:
ServiceNow Docs - CMDB Use Case Modeler#Understanding CMDB Use Case Modeler ServiceNow Docs - CSDM vs CMDB Use Case Modeler#How CMDB Aligns with CSDM Official ServiceNow Documentation References:

NEW QUESTION # 368

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