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ServiceNow CSA Exam Overview:

Certification Vendor:	ServiceNow
Exam Name:	ServiceNow Certified System Administrator (CSA)
Exam Number:	CSA
Exam Price:	300 USD
Related Certifications:	ServiceNow Certified Application Developer ServiceNow Certified Implementation Specialist
Passing Score:	70%
Certificate Validity Period:	24 months
Available Languages:	English, Japanese, Simplified Chinese

Exam Format:	Multiple Choice, Multiple Select
Exam Duration:	90 minutes
Real Exam Qty:	60
Recommended Training:	ServiceNow System Administrator (CSA) Course - Now Learning ServiceNow Fundamentals Training
Exam Registration:	ServiceNow Training and Certification ServiceNow Now Learning Certification Portal
Sample Questions:	ServiceNow CSA Sample Questions
Exam Way:	Online proctored exam via ServiceNow certification system
Pre Condition:	Recommended completion of ServiceNow Administration Fundamentals training (Now Learning platform).
Official Syllabus URL:	https://www.servicenow.com/services/training-and-certification.html

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To earn the ServiceNow CSA Certification, candidates must pass the exam, which is administered by ServiceNow. CSA exam can be taken online, and there are no prerequisites to take the exam. However, candidates are advised to have at least six months of experience in ServiceNow administration before taking the exam.

ServiceNow Certified System Administrator Sample Questions (Q436-Q441):

NEW QUESTION # 436

What are the main components of the Form Design interface? (Choose three.)

- A. Field Layout
- B. Field Navigator
- C. Field Picker
- D. Page Header
- E. Form Layout

Answer: B,D,E

Explanation:

The Form Designer in ServiceNow allows administrators to create, edit, and configure forms to control how records are displayed and interacted with in the system. It consists of three key components:

Page Header - This section contains controls such as "Save," "Undo," and "Redo." It allows users to manage their changes while designing forms. The Page Header also displays the name of the form being edited.

Field Navigator - This panel provides a categorized list of available fields that can be dragged and dropped onto the form layout. The fields are divided into different sections, such as "Available Fields" and "Existing Fields," helping users to manage the form's data structure effectively.

Form Layout - This is the central workspace where users design the form by arranging fields. Users can add new fields, move existing ones, and configure their properties. The layout determines how the form appears to end-users.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Product Documentation - Form Designer

ServiceNow CSA Training Module: "Configuring Forms and Fields"

"ServiceNow System Administration Guide - Form Customization Best Practices" Would you like me to verify and format more questions in the same manner?

NEW QUESTION # 437

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Items
- **B. Maintain Items**
- C. Content Items
- D. Maintain Categories

Answer: B

NEW QUESTION # 438

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- **A. Use your Admin account, so you can approve the items quickly.**
- B. Impersonate the requester to ensure the form works.
- C. Use the instance Incognito setting to quickly toggle between requester and approver.
- D. Make sure the latest flows are activated.
- **E. Create and select your Testing Update Set, before starting the test cases.**
- **F. Make sure the requester's user record has a manager specified.**

Answer: A,E,F

NEW QUESTION # 439

Which tables are children of the Task table and come with the base system?

Choose 3 answers

- **A. Problem**
- B. cmdb
- C. Config
- **D. Incident**
- **E. Change Request**
- F. Dictionary

Answer: A,D,E

Explanation:

The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.

References

* <https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concept>

* <https://www.servicenow.com/community/nw-platform-forum/parent-table-to-get-an-access-to-child-table>

* <https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table>

NEW QUESTION # 440

What process allows users to create, categorize, review approve and browse important information in a centralized location that is shared by the entire organization?

- **A. Knowledge Management**
- B. Information Portal Management
- C. Self Service Management
- D. Knowledge-Centered Management
- E. Business Information Management

Answer: A

Explanation:

Knowledge Management is the process that allows users to create, categorize, review, approve and browse important information in

a centralized location that is shared by the entire organization¹. Knowledge Management helps users to find relevant and accurate information quickly, reduce the need to rediscover knowledge, and improve the quality of service and customer satisfaction¹.

References

* Knowledge Management - ServiceNow¹

NEW QUESTION # 441

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