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ServiceNow CSA Exam Prep Questions & Answers

1. What do you select to personalize the system settings of the Now Platform user interface?

- A. Magnifying glass
- B. Question mark
- C. Gear
- D. Logo

Answer C. Gear

2. Which of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self-service

Answer D. Self-service

3. Which module displays a list of tasks assigned to a user's group, but not yet assigned to an individual user?

- A. My Teams Work
- B. My Groups Work
- C. My Groups Tasks

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ServiceNow Certified System Administrator Sample Questions (Q445-Q450):

NEW QUESTION # 445

Which allows the creation of a task-based record from Service Catalog?

- A. UI Actions=
- B. Flow Designer
- C. Record Producers
- D. UI Builder
- E. Assignment Rule

Answer: C

Explanation:

In ServiceNow, aRecord Produceris used to create atask-based record(such as anIncident, Change, or Request) from theService Catalog.

Record Producersprovide acustomized formthat allows users to submit data to create a record in a specific table (e.g., Incident, Change, Request, or a custom table).

They aredifferent from catalog items, which typically create aRequested Item(sc_req_item)instead of directly creating a task record. They allowsimplified user inputwhileautomating record creationin a structured way.

A user submits aNew Hire Requestvia the Service Catalog.

ARecord Produceris triggered, creating atask-based record(such as a request or a custom HR case).

B: UI Builder- Used for designing UI pages,not for creating task-based records.

C: Assignment Rule- Determineswho a task is assigned to, butdoes not create records.

D: Flow Designer- Automates workflowsafter a record is created, but doesnot create task records from the Service Catalog.

E: UI Actions- Custom buttons and links for UI interaction, butnot used for record creation from the Service Catalog.

ServiceNow Record Producers

ServiceNow CSA Training Module:"Service Catalog and Record Producers"

Why Record Producers Are the Correct Choice?Example Use Case:Why Other Answers Are Incorrect:

References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 446

As an IT employee what interface would you use, if you wanted to browse internal IT documentation, like troubleshooting scripts and FAQs?

- A. ServiceNow Wiki
- B. Knowledge Now
- C. Stack Overflow
- D. Knowledge
- E. SharePoint

Answer: D

NEW QUESTION # 447

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

- A. incident.None
- B. incident .!
- C. incident.all
- D. incident .*

Answer: D

Explanation:

In ServiceNow Access Control Lists (ACLs), rules can be applied at different levels:

Table-level - Applies to all fields and records in a table.

Field-level - Applies to specific fields within a table.

To create an ACL rule that applies to all rows and all fields of the Incident table, the correct object name is:

➔ incident.*

How Access Control Naming Works:

incident.* ☐ - Grants or restricts access to all fields and records in the Incident table.

incident.number - Restricts access to the "Number" field in the Incident table.

incident.short_description - Controls access to the "Short Description" field only.

Why Are Other Options Incorrect?

B . incident.all ☐

No such ACL naming convention exists in ServiceNow.

C . incident.! ☐

This is not a valid ACL syntax in ServiceNow.

D . incident.None ☐

This is not a recognized ACL format in ServiceNow.

Reference:

ServiceNow CSA Documentation - Access Control Rules (incident.* Format) ServiceNow Product Documentation - Configuring ACLs & Table-Level Security (<https://docs.servicenow.com>)

☐ Final Answer:

A . incident.*

NEW QUESTION # 448

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Banner Image
- B. Module text color
- C. Base theme
- D. Preferred browser
- E. Header background color
- F. Font style
- G. Animation style
- H. Browser tab title

Answer: A,B,C,E,H

Explanation:

The System Properties > Basic Configuration UI16 page in ServiceNow allows administrators to customize the UI appearance for end users. It provides basic branding and theming options for the ServiceNow instance.

Browser tab title#(A) You can modify the browser tab title that appears when users open ServiceNow.

Module text color#(B) This setting allows you to change the text color of the left navigation menu items.

Base theme#(D) You can select a base theme for the platform UI, impacting overall styling.

Header background color#(G) This setting changes the background color of the header in UI16.

Banner Image#(H) Allows uploading a custom banner/logo to replace the default ServiceNow logo.

C: Preferred browser# Incorrect. ServiceNow does not allow setting a preferred browser from System Properties. Users must configure this on their own.

E: Font style# Incorrect. UI16 Basic Configuration does not provide font customization options. Fonts are controlled through system themes and CSS.

F: Animation style# Incorrect. ServiceNow UI16 does not provide options to change animation styles from Basic Configuration.

Reference:

ServiceNow Basic Configuration UI16

ServiceNow CSA Training Material

NEW QUESTION # 449

Which roles are required to configure the form layout using Table Builder? (Choose 2 answers)

- A. app_engine_admin

- B. read_only_user
- C. admin
- D. support_specialist
- E. personalize_form

Answer: C,E

Explanation:

InTable Builder, only users with appropriate permissions can modify form layouts.

#Theadmin role(Option C) has full access to configure forms, tables, and relationships.

#Thepersonalize_form role(Option A) allows users to configure form layouts, but not table structures.

Option B (app_engine_admin)is incorrect because this role is used for managing custom applications, not form layouts.

Option D (read_only_user)is incorrect because it does not grant any configuration permissions.

Option E (support_specialist)is incorrect because it is typically forsupport personnelwho handle incidents and cases, not form design.

#Reference:ServiceNow Platform Administration - Roles & Permissions

NEW QUESTION # 450

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It is universally accepted that the competition in the labor market has become more and more competitive in the past years. In order to gain some competitive advantages, a growing number of people have tried their best to pass the CSA exam. Because a lot of people hope to get the certification by the related exam, now many leaders of companies prefer to the candidates who have the CSA certification. In their opinions, the certification is a best reflection of the candidates' work ability, so more and more leaders of companies start to pay more attention to the CSA certification of these candidates. If you also want to come out ahead, it is necessary for you to prepare for the exam and get the related certification.

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