CSA Exam Sample Questions & CSA Exam Format

ServiceNow CSA Exam

(T/F) ACL evaluates condition/script and roles - ✓✓True

If prefix of incident needs to be changed, where should you refer? - ✓✓Number Maintenance Table

Which of the following is possible via an inbound action?

A) Schedule a job
B) Sends an email notificaiton
C) Modifying existing records
D) All of the above - ✓✓B) Sends an email notificaiton

_____ Is an Elevated Privileges. - ✓✓Session

As an end user, which modules of service catalog do you see?

A) My requests
B) Requested Items
C) My approvals
D) None - ✓✓A & B) My Requests & Requested Items

Which setting allows the user to view knowledge articles without logging in?

A) ESS Role
B) Public Setting
C) View All Setting
D) View all Role - ✓✓A) ESS Role

ACL is part of which security?

A) Physical Security
B) Compliance Security
C) Contextual Security
D) None of the above - ✓✓Contextual Security

Jelly scripting is used in which of the following?

A) UI Macros
B) Content Management System
C) UI Policies - ✓✓A & B) UI Macros & Content Management System

What are the variables that you can add when you create a catalog item?

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ServiceNow Certified System Administrator Sample Questions (Q182-Q187):

NEW QUESTION # 182
Which one of the following statements is true?

- A. When an incident form is saved, the impact field is calculated by adding the Prion:, and Urgency values
- B. When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C. When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- D. When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Answer: D

NEW QUESTION # 183
Which certificate-based authentication methods can be enabled so that users can log into the Service Portal? (Select all that apply)
Select 2 Answers from the below options

- A. Extended Validation Access (EVA)
- B. Common Access Card (CAC)
- C. Organization Verification Card (OVC)
- D. Personal Identify Verification (PIV)
- E. Domain Authentication Card (DAC)

Answer: B,D

NEW QUESTION # 184
What action will allow you to personalize layouts of columns in a list?

- A. Select the column to be personalized > Click Edit icon (Penal) > Choose me options to personage
- B. Context Menu > View > Personalize
- C. Select the column to be personalized and right at the header > Choose the options to personalize
- D. Click Gear icon > Personalize window options > Select the appropriate columns

Answer: D

NEW QUESTION # 185
What occurs when an existing table is extended in ServiceNow?

- A. The new table inherits the functionality built into the parent table.
- B. The parent table's Access Controls are ignored when determining access to the new table's records and fields.
- C. The new table does not inherit any of the fields from the parent table.
- D. You must script and configure all required behaviors.

Answer: A

NEW QUESTION # 186
Which data consistency settings can be achieved using UI Policy?
Choose 3 answers

- A. Setting fields to accept the data with 'n' number of characters
- B. Settings fields read-only
- C. Setting fields mandatory
- D. Setting fields to accept the data in an expected format
- E. Setting fields hidden

Answer: B,C,E

NEW QUESTION # 187

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