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ServiceNow CSA (ServiceNow Certified System Administrator) Certification Exam is a globally recognized certification program for IT professionals who specialize in ServiceNow administration. ServiceNow Certified System Administrator certification is designed to validate the expertise and knowledge of ServiceNow administrators, enabling them to effectively manage and administer ServiceNow instances for their organizations. ServiceNow Certified System Administrator certification program is offered by ServiceNow, a leading cloud-based platform that provides IT service management, IT operations management, and IT business management solutions.

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ServiceNow CSA (ServiceNow Certified System Administrator) Exam is a certification exam designed for professionals who want to demonstrate their skills and expertise in ServiceNow administration. CSA exam is a comprehensive test that covers all aspects of ServiceNow administration, including the platform's architecture, configurations, data management, and user interface. Passing CSA Exam is a significant achievement that demonstrates a candidate's ability to effectively administer ServiceNow instances.

ServiceNow Certified System Administrator Sample Questions (Q204-Q209):

NEW QUESTION # 204
On a Form header, what is the three bar icon called?

- A. Pancake icon
- B. Hamburger icon
- C. Additional Actions or Context Menu
- D. Cake icon

Answer: B

Explanation:
The three-bar icon in the Form header of ServiceNow is commonly referred to as the Hamburger icon. It provides access to additional form actions through a context menu.
Opens a drop-down menu with options such as:
Configure Form Layout
Configure Form Design
Insert and Stay
View History
Export Options
Helps users access quick actions without navigating away from the form.
The icon consists of three horizontal lines, resembling a hamburger (bun-patty-bun).
This naming convention is widely used in web and mobile UI design.
Functions of the Hamburger Icon in ServiceNow: Why is it Called a "Hamburger Icon"?
Incorrect Answer Choices Explanation: A. Pancake Icon - No such term exists in ServiceNow UI terminology.
B: Additional Actions or Context Menu - While the icon does provide additional actions, "Context Menu" refers to right-click options or three-dot menus, not the three-bar menu.
D: Cake Icon - No such UI term exists in ServiceNow or general UI design.
Understanding the ServiceNow Form Header
ServiceNow UI Overview
Official CSA Documentation Reference:

NEW QUESTION # 205
What is NOT an example of a UI Action?

- A. Related Links
- B. Form buttons
- C. list Buttons
- D. Search

Answer: D

Explanation:

InServiceNow,UI Actionsare used to addinteractive elementslikebuttons, links, and context menu itemsto forms and lists. They can triggerscripts, workflows, or other actionswhen clicked.

FormButtons- Buttons that appear on a form (e.g.,Save, Update, Resolve Incident).

List Buttons- Buttons that appear in a list view and perform actions on multiple records.

Related Links- Links that appear in theRelated Linkssection of a form and provide quick navigation or actions.

Common Types of UI Actions:SinceForm Buttons, List Buttons, and Related Linksare alltypes of UI Actions, they arevalid UI Actions.

Search is a built-in system functionalitythat allows users to find records but doesnot involve UI Actions.

UI Actionsexecute predefined actions, whereasSearch simply retrieves and filters data.

ServiceNow search functions (Global Search, List Search, and Quick Search)arenot part of UI Actions.

B: FormButtons#Valid UI Action

Appears on forms (e.g.,Submit, Save, Update).

C: List Buttons#Valid UI Action

Used in list views for bulk actions (e.g.,Close All, Approve Selected).

D: Related Links#Valid UI Action

Provides quick links in forms (e.g.,View CI Details, Reopen Ticket).

ServiceNow Docs: UI Actions Overviewhttps://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/form-administration/concept/c_UIActions.html ServiceNow CSA Official Training Guide (UI Actions & User Interface Customization) Why "Search" is NOT a UI Action?Why the Other Options Are UI Actions?References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 206

What are three security modules often used by the System Administrator? (Choose three.)

- A. Password Management > Security Questions
- B. System Security > Security
- C. Self-Service > My Access
- D. System Properties > Security
- E. System Security > Access Control (ACL)
- F. Utilities > Migrate Security
- G. System Security > High Security Settings

Answer: D,E,G

Explanation:

ServiceNow provides multiplesecurity-related modulesthat aSystem Administratorfrequently uses to manage access, authentication, and overall system security.

Why These Options Are Correct?A. System Properties > Security

This module allowsadministrators to configure general security settings, including password policies, session timeout, and encryption settings.

It helps manage security parameters at a system-wide level.

E: System Security > Access Control (ACL)

Access Control Lists (ACLs)define what data users can access, modify, and delete within the instance.

ACLs operate at thetable, field, and record levels, ensuring proper role-based access control (RBAC).

This is one of themost commonly usedsecurity modules by admins.

G: System Security > High Security Settings

High Security Settings (previously known as Security Hardening)enforce strict security controls, such as requiring multi-factor authentication (MFA) and enforcing strict password policies.

It is often used for compliance withsecurity regulationslike HIPAA, GDPR, and ISO 27001.

Why the Other Options Are Incorrect?B. Utilities > Migrate Security

This optiondoes not existin ServiceNow. There is no"Migrate Security"under Utilities.

C: System Security > Security

There is no"System Security > Security"module in ServiceNow. The correct structure isSystem Security > Access ControlorSystem Properties > Security.

D: Self-Service > My Access

This is aself-service modulefor end users to request and review their access.

It isnota tool thatSystem Administratorsuse to manage security settings.

F: Password Management > Security Questions

This is used to configuresecurity questions for password recoverybut isnot a core security modulethat admins frequently use.

General Security Settings in ServiceNow
ServiceNow Access Control (ACL) Best Practices
ServiceNow System Security and Role Management
References to Official Certified System Administrator (CSA) Documentation:

NEW QUESTION # 207
Which element is used to track items not saved with a field, in a record?

- **A. Activity formatter**
- B. Dictionary
- C. List Editor
- D. Sidebar

Answer: A

Explanation:
The Activity Formatter in ServiceNow is a UI element that tracks changes and updates made to a record, including actions not saved directly within a field.
Key Features of the Activity Formatter:
Displays a timeline of record updates, including comments, work notes, and field changes.
Captures system-generated events (such as status changes).
Allows users to view historical activity on a record.
Why Other Answers Are Incorrect:
A . Sidebar - The sidebar provides quick access to navigation menus, but does not track unsaved field changes.
B . List Editor - The List Editor allows inline editing of records but does not track changes separately.
D . Dictionary - The Dictionary defines fields and tables but does not track changes made to records.
Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Activity Formatter
ServiceNow CSA Training Module: "Working with Activity Streams and Record History"

NEW QUESTION # 208
Which of the following methods are useful in Access Control scripts?

- **A. gs.hasRole() and current.isNewRecord()**
- B. _user.hasRole() and current.isNewRecord()
- C. gs.hasRole() and currentisNew()
- D. g_user.hasRole()andcurrent.isNew()

Answer: A

NEW QUESTION # 209
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