

CSA考題 - CSA測試引擎



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我們NewDumps提供下載的ServiceNow的CSA的問題範例，使你購買無風險的過程，這是一個使用版的練習題，讓你看得到介面的友好，問題的品質，以及在你決定購買之前的價值，我們有信心，我們NewDumps ServiceNow的CSA的樣品足以定性，成為讓你滿意的產品。為了保證你的權益，NewDumps承諾一次不過，將退還購買費用。我們的目的是不僅僅使你通過IT考試，更希望你能成為一名真正的IT認證專家，為你的求職增加砝碼，獲得與自身技術水準相符的技術崗位，輕鬆的跨入IT白領階層獲取高薪。

ServiceNow 認證系統管理員（CSA）認證是廣受認可並深受 IT 專業人士尊重的行業認證。CSA 認證考試旨在驗證 IT 專業人士在 ServiceNow 系統部署、配置和管理方面的技能和知識。該考試涵蓋了與 ServiceNow 管理相關的廣泛主題，包括 ITSM、ITOM、HR 和 CSM 模塊。

>> CSA考題 <<

有用的CSA考題 & 認證考試材料的領導者和一流的CSA測試引擎

市場對IT專業人員的需求越來越多，獲得ServiceNow CSA認證會讓您更有優勢，平均工資也會高出20%，並能獲得更多的晉升機會。對於希望獲得CSA認證的專業人士來說，我們考古題是復習并通過考試的可靠題庫，同時幫助準備參加認證考試考生獲得CSA認證。我們確保為客戶提供高品質的ServiceNow CSA考古題資料，這是我們聘請行業中最資深的專家經過整理而來，保證大家的考試高通過率。

ServiceNow CSA (ServiceNow Certified System Administrator) 考試是為與ServiceNow平台合作的IT專業人士設計的認證計劃。此認證是對管理和配置ServiceNow平台所需技能，知識和專業知識的行業認可。考試涵蓋廣泛的主題，包括用戶和群組管理，配置管理，服務目錄管理，事件管理等。

ServiceNow CSA (ServiceNow Certified System Administrator) 考試旨在驗證與ServiceNow平台一起工作的專業人員的技能和知識。考試涵蓋了與ServiceNow平台相關的許多主題，包括配置，管理和維護。通過考試的個人被識別為ServiceNow Certified System Administrator，表明他們具有有效管理ServiceNow實例和配置平台以滿足組織需求所需的技能和專業知識。

最新的 Certified System Administrator CSA 免費考試真題 (Q142-Q147):

問題 #142

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. SOAP, REST, and XML
- B. XML, SOAP, and CSS
- **C. XML, CSV, and Excel**
- D. CSS, SOAP, and Excel

答案: C

解題說明:

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

問題 #143

When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where does this policy run by default?

- A. Browser
- B. Network
- **C. Server**
- D. Client

答案: C

解題說明:

A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields¹.

ReferencesData policies

問題 #144

Which feature helps to automatically allocate a critical, high priority, service request to the appropriate assignment group or team member?

- A. User Policy
- B. Predictive Intelligence
- C. UI policy
- **D. Assignment Rule**

答案: D

解題說明:

Assignment Rules in ServiceNow automatically assign tasks (such as incidents, service requests, or change requests) to the appropriate group or individual based on predefined criteria.

How Assignment Rules Work:

A critical, high-priority service request is created.

The Assignment Rule checks conditions (e.g., priority, category, requester, etc.).

The system assigns the request to the correct assignment group or individual.

Example Scenario:

If an incident is Priority 1 (P1) and the category is Network, an assignment rule can automatically route it to the "Network Support" group.

Why Are Other Options Incorrect?

A . User Policy ☐

No such feature exists in ServiceNow for task assignments.

B . UI Policy ☐

UI Policies control form behavior (visibility, field conditions, etc.), not assignment logic.

C . Predictive Intelligence ☐

Predictive Intelligence uses machine learning to suggest assignments, but Assignment Rules are the primary mechanism for automatic task allocation.

Reference:

ServiceNow CSA Documentation - Configuring Assignment Rules

ServiceNow Official Documentation - Automating Task Assignments (<https://docs.servicenow.com>)

☐ Final Answer: D. Assignment Rule

問題 #145

What is the purpose of the Event Registry?

- A. The Event Registry lists all Events that have successfully completed within a 24-hour period
- B. The Event Registry is a list of all Events that have successfully completed after being Invoked by a script
- C. The Event Registry is a list of all Events that originate through an integration
- **D. The Event Registry is a module that provides Event definitions**

答案： D

解題說明：

In ServiceNow, the Event Registry is a module that stores and defines all system events that can be triggered within the platform. Events in ServiceNow are used to trigger business rules, notifications, workflows, and integrations based on specific system activities.

The Event Registry [sys_event_register] table contains predefined and custom event definitions.

It allows developers and administrators to define new custom events.

Events can be triggered manually (via scripts) or automatically based on system actions.

Events are not tied to a specific timeframe but are available for use whenever triggered.

Triggering a Notification

When an incident is assigned, an event such as "incident.assigned" is triggered, which can send an email notification to the assigned user.

Initiating an Automated Workflow

When a new user is onboarded, an event like "user.onboarded" can trigger a workflow to create necessary accounts and permissions.

Logging Custom Events for Reporting

Custom events like "asset.verified" can be used to track when an asset verification process is completed.

Key Features of the Event Registry: Example Use Cases of the Event Registry:

The Event Registry is not a log of completed events but a repository of event definitions that can be triggered.

It defines both default and custom events that can be used across different system processes.

It is used for event-driven automation in ServiceNow.

Why "C. The Event Registry is a module that provides Event definitions" is the Correct Answer?

A: The Event Registry lists all Events that have successfully completed within a 24-hour period - Incorrect This describes the Event Log [sys_event] table, not the Event Registry.

B: The Event Registry is a list of all Events that originate through an integration - Incorrect The Event Registry is not specific to integrations; it applies to all events in the system.

D: The Event Registry is a list of all Events that have successfully completed after being Invoked by a script - Incorrect Events triggered by scripts are logged in the Event Log, not the Event Registry.

Explanation of Incorrect Options:

ServiceNow Docs: Understanding the Event Registry

ServiceNow CSA Study Guide - Event Management

ServiceNow Product Documentation: Creating and Managing Events

References from Certified System Administrator (CSA) Documentation:

問題 #146

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. Incident.Major_Incident
- B. incident.major_incident
- C. incident<=>major_incident
- D. incident=>major_incident
- E. incident||major_incident

答案: B

解題說明:

Access Control rules in ServiceNow define who can create, read, write, or delete records in a table or specific fields. These rules are applied at the table or field level and follow a specific naming convention:

TableName.FieldName

Why is the Correct Answer "incident.major_incident"?

Naming Convention for Access Control Rules:

If an Access Control rule applies to a specific table, its format is TableName (e.g., incident).

If it applies to a specific field, it follows TableName.FieldName (e.g., incident.major_incident).

Major Incident is a field in the Incident table:

The incident table represents the ITSM Incident Management module.

Major Incident is a specific field within the incident table.

To apply an Access Control Rule to this field, the rule name must be incident.major_incident.

Why Not the Other Options?

A. Incident.Major_Incident: ☐ Incorrect because ServiceNow Access Control rules do not use uppercase table or field names-they are always lowercase.

B. incident=>major_incident: ☐ Incorrect syntax-ServiceNow does not use => in Access Control names.

C. incident<=>major_incident: ☐ Incorrect syntax-ServiceNow does not use <=> in rule naming conventions.

D. incident||major_incident: ☐ Incorrect syntax-ServiceNow does not use || (logical OR) in Access Control naming.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Access Control Rules Guide: ServiceNow Docs

How to Create and Manage Access Control Rules in ServiceNow

By using incident.major_incident, we correctly define field-level security for the Major Incident field in the Incident table.

問題 #147

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