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ServiceNow CSA (ServiceNow Certified System Administrator) Certification Exam is a globally recognized certification program designed for IT professionals who want to demonstrate their expertise in managing and configuring ServiceNow systems. ServiceNow Certified System Administrator certification exam is ideal for individuals who are looking to advance their careers in IT service management and want to gain a competitive edge in the job market.

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### ServiceNow Certified System Administrator Sample Questions (Q357-Q362):

#### NEW QUESTION # 357

What protects applications by restricting access to data in another application, in the same instance?

- A. Admin Center
- **B. Application Scope**
- C. Access Control Rules
- D. Assignment Rules

**Answer: B**

Explanation:

Application Scope is the architectural boundary that protects the integrity of applications within a shared ServiceNow instance. Protection: It ensures that a script or configuration in one application (like "Global") cannot inadvertently or maliciously modify the data or schema of a different Scoped Application (like "HR Service Delivery") without explicit permission.

Runtime Access Tracking: When an application is in a private scope, the system enforces "Cross-scope privileges." ACLs vs. Scope: While Access Control Rules (ACLs) restrict which users can see data, Application Scope restricts which applications (code/scripts) can access data.

#### NEW QUESTION # 358

What policies are applied to all data entered into the platform (i.e., through a record form (UI), Import Sets, or Web Services)?

- A. Write Policies
- B. Data Submission Policies
- C. Data Integrity Policies
- **D. Data Policies**

**Answer: D**

Explanation:

Detailed Explanation: Data Policies in ServiceNow are designed to enforce data consistency across all entry points into the platform, including record forms (UI), Import Sets, and Web Services. Data Policies ensure that required fields, read-only fields, and other data integrity rules are maintained consistently. Unlike UI Policies, Data Policies apply universally to data imported or integrated, ensuring platform-wide data governance. (Reference: ServiceNow Documentation - Data Policies and Data Consistency)

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#### NEW QUESTION # 359

What is a no-code approach to control the mandatory or read-only state of a form field?

- A. UI Action
- **B. UI Policy**
- C. UI Rule
- D. Client Script
- E. UI Script

**Answer: B**

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/field-administration/concept/>

## NEW QUESTION # 360

Which configuration allows you to use a script to coalesce data in Import Sets?

- A. Single-field coalesce
- **B. Conditional coalesce**
- C. Multiple-field coalesce
- D. No coalesce

**Answer: B**

## NEW QUESTION # 361

What Service Catalog feature do you use to organize items into logical groups?

- A. Sections
- **B. Categories**
- C. Variable sets
- D. Catalog items

**Answer: B**

Explanation:

In Service Catalog Management, categories are used to logically group catalog items to make navigation easier for users. Categories help organize items into meaningful sections, ensuring that users can quickly locate the services they need.

For example:

"Software Requests" can be a category containing catalog items like "Microsoft Office," "Adobe Photoshop," and "VPN Access." "Hardware Requests" can include items like "Laptops," "Monitors," and "Keyboards." Why Are Other Options Incorrect?

A . Variable Sets  - Variable sets are reusable groups of variables for catalog items, but they do not organize items into groups.

B . Catalog Items  - Catalog items refer to individual service requests (e.g., "Request a Laptop"), but they are grouped using categories, not other catalog items.

C . Sections  - Sections are used in forms to group related variables together, not for organizing catalog items.

Reference:

ServiceNow CSA Documentation - Service Catalog Management

ServiceNow Official Product Documentation - Organizing Catalog Items (<https://docs.servicenow.com>)

## NEW QUESTION # 362

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