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ServiceNow CSA (ServiceNow Certified System Administrator) exam is designed to validate the skills and knowledge of professionals who work with the ServiceNow platform. CSA exam covers a wide range of topics related to the ServiceNow platform, including configuration, administration, and maintenance. Individuals who pass the exam are recognized as ServiceNow Certified System Administrators, indicating that they have the skills and expertise needed to effectively administer ServiceNow instances and configure the platform to meet the needs of their organization.

ServiceNow CSA certification exam is a valuable credential for IT professionals who want to demonstrate their expertise in ServiceNow administration. It is a challenging test that requires a significant amount of preparation, but passing the exam can open up new career opportunities and increase earning potential. With the right preparation, candidates can pass the exam and become certified ServiceNow System Administrators.

ServiceNow Certified System Administrator professional salary

The Average Salary of a ServiceNow Certified System Administrator professional in

- England - 52193 POUND
- United State - 65109 USD
- India - 4990669 INR
- Europe - 59854 EURO

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ServiceNow Certified System Administrator Sample Questions (Q201-Q206):

NEW QUESTION # 201

Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > View > Table
- **B. The Form Context menu > Configure > Table**
- C. The Form Context menu > View > Show Table
- D. The Form Context menu > Configure > Dictionary

Answer: B

NEW QUESTION # 202

Which feature helps to define the rules to restrict the permissions of users from viewing and interacting with data?

- A. User Authentication Rules
- B. Role Assignment Rules
- **C. Access Control (ACL)**
- D. Scripted User Rules
- E. CRUD Rules

Answer: C

Explanation:

✓ Access Control Lists (ACLs) in ServiceNow define who can read, write, create, or delete records in the system. ACLs apply to tables, fields, and UI elements.

Option A (Role Assignment Rules) is incorrect because roles grant access but do not define granular security controls.

Option B (Scripted User Rules) is incorrect because there is no such feature in ServiceNow.

Option C (CRUD Rules) is incorrect because CRUD (Create, Read, Update, Delete) permissions are enforced through ACLs.

Option D (User Authentication Rules) is incorrect because authentication rules control login access, not data access.

□ Reference: ServiceNow Security & Access Control - ACLs & Security Rules

NEW QUESTION # 203

On a Business Rule, the When clause determines at what point the rule executes. What are the options for specifying that timing?

- A. Before, Synchronous, Scheduled Job, View
- B. Prior to, Synchronous, on Update
- **C. 4G} Before, After, Async, Display**

- D. Insert, Update, Delete. Query

Answer: C

NEW QUESTION # 204

What access does a user need to be able to import articles to a knowledge base?

- A. sn_knowledge_contribute
- B. sn_knowledge_import
- C. Can contribute
- D. Can import

Answer: C

Explanation:

In ServiceNow, to import articles into a Knowledge Base (KB), a user must have the sn_knowledge_import role.

sn_knowledge_import# Required to import articles into a knowledge base.

sn_knowledge_contribute# Allows users to create, edit, and publish knowledge articles but not import them.

sn_knowledge_admin# Grants full administrative access to manage the knowledge base, including permissions, categories, and workflows.

B). sn_knowledge_contribute- This role allows contributing and editing articles but does not grant import capabilities.

C). Can contribute- Not a valid ServiceNow role; the correct role is sn_knowledge_contribute.

D). Can import- Not a recognized role in ServiceNow. The correct role is sn_knowledge_import.

ServiceNow Knowledge Management Roles

ServiceNow CSA Training Module: "Managing Knowledge Bases and Importing Articles" Key Knowledge Management Roles: Why

Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 205

What are the three key tables in an enterprise CMDB? (Choose three.)

- A. sn_cmdb_ci
- B. cmdb_bak
- C. sn_cmdb_bak
- D. sn_cmdb
- E. cmdb_rel_ci
- F. cmdb
- G. cmdb_ci

Answer: E,F,G

Explanation:

The Configuration Management Database (CMDB) in ServiceNow is a core component of IT Service Management (ITSM), allowing organizations to track Configuration Items (CIs) and their relationships. There are three key tables that form the foundation of the CMDB:

cmdb (Base CMDB Table):

This is the parent table for all Configuration Items (CIs) in the CMDB.

It contains the foundational structure upon which all other CMDB-related tables are built.

It does not store CI records itself but serves as the primary reference table.

cmdb_ci (CI Base Class Table):

This is the base class for all Configuration Items (CIs).

All specific CI classes (such as servers, applications, networks) extend from this table.

It holds general CI attributes that are common across all CI types.

cmdb_rel_ci (CMDB Relationship Table):

This table defines relationships between different Configuration Items.

It stores dependencies and associations between CIs, such as a server hosting an application.

Relationships are critical for impact analysis and dependency mapping.

Incorrect Answer Choices Explained:

B. sn_cmdb_bak & E. cmdb_bak:

These tables do not exist in the standard CMDB schema. They may be mistaken for potential backup tables, but they are not official

Official ServiceNow CSA (Certified System Administrator) Training Documentation ServiceNow Product Documentation: CMDB
Tables and Relationships ServiceNow CMDB Overview and Best Practices: CMDB Guide

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