

# CSA Reliable Exam Cram | CSA Reliable Study Notes

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## ServiceNow Certified System Administrator Sample Questions (Q285-Q290):

### NEW QUESTION # 285

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override sets field properties in extended tables
- D. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue

Answer: C

### NEW QUESTION # 286

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. Event Management Homepage
- B. Dependency View
- C. AL Service Dashboard
- D. CI Health Dashboard

Answer: D

### NEW QUESTION # 287

Which one of the following is NOT a type of Visual Task Board?

- A. Feature
- B. Guided boards
- C. Flexible
- D. Freeform

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/BoardStructure.html>

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The benefits of becoming a ServiceNow CSA certified professional are numerous. Firstly, certified professionals have a higher earning potential as compared to non-certified professionals. Additionally, certified professionals have a competitive edge in the job market and are more likely to be considered for job opportunities. Certified professionals are also able to provide better service to their organizations, as they have a deeper understanding of the ServiceNow platform and its capabilities.

Preparing for the ServiceNow CSA exam requires a deep understanding of ServiceNow functionality and best practices. ServiceNow offers a range of training courses and resources to help candidates prepare for the exam, including online courses, instructor-led training, and study guides. It is also recommended that candidates gain hands-on experience with ServiceNow by working on real-world projects or implementing ServiceNow in a test environment. With the right preparation and dedication, passing the ServiceNow CSA Exam can be a valuable asset in advancing an IT career.

## CSA Reliable Study Notes - New CSA Test Materials

In the past few years, ServiceNow certification CSA exam has become an influenced computer skills certification exam. However, how to pass ServiceNow certification CSA exam quickly and simply? Our PrepAwayETE can always help you solve this problem quickly. In PrepAwayETE we provide the CSA Certification Exam training tools to help you pass the exam successfully. The CSA certification exam training tools contains the latest studied materials of the exam supplied by IT experts.

### ServiceNow Certified System Administrator Sample Questions (Q167-Q172):

#### NEW QUESTION # 167

What options can you see, when you right click on a CI, from the CI dependency view map?  
Choose 3 answers

- A. View Recent Outages
- B. View Knowledge
- C. View Affected CIs
- D. View Related Tasks
- E. View Cases

**Answer: A,C,D**

Explanation:

The CI Dependency View Map in ServiceNow is a graphical representation of the relationships and dependencies between Configuration Items (CIs) within the Configuration Management Database (CMDB). Right-clicking on a CI in the Dependency View provides additional options for analyzing its impact and history.

A: View Affected CIs

Shows all CIs impacted by the selected CI.

Example: If a database server goes down, this option lists all applications and services affected.

B: View Related Tasks

Displays tasks (e.g., Incidents, Changes, Problems) associated with the selected CI.

Example: Viewing all open Incidents related to a server CI.

C: View Recent Outages

Shows recently reported outages linked to the selected CI.

Useful for analyzing recurring issues or identifying historical failures.

D: View Cases

Cases are used in Customer Service Management (CSM), not in CMDB CI dependency maps.

E: View Knowledge

While Knowledge Articles may reference a CI, this is not an option in the CI Dependency View Map.

References: ServiceNow Documentation: CI Dependency Views

CMDB Best Practices: Understanding CI Relationships

#### NEW QUESTION # 168

What are the steps for importing data using an import set?

- A. Identify source; Import transform map; Run transformer; Verify import
- B. Select source file; Run automap; Transform data; Clean up target table
- C. Set up LDAP; Test map; Create update set; Run import; Apply update set
- D. Load the data; Create transform map; Transform data; Clean up import table

**Answer: A**

Explanation:

Importing data into ServiceNow involves using Import Sets, which act as temporary staging tables before transferring data to the target table. The correct sequence of steps is as follows:

Load the Data

Upload data from an external source (CSV, Excel, XML, JDBC, or API).

The data is stored in an Import Set table (temporary staging table).

## Create Transform Map

A Transform Map defines how data from the Import Set should be mapped to the target table (e.g., incident, cmdb\_ci).

Example: Mapping "Full Name" in Import Set # "User Name" in sys\_user table.

## Transform Data

Executes the Transform Map, moving data from the Import Set into the target table.

Any data conversion rules or business logic (such as field mapping, script processing) are applied.

## Clean Up Import Table

After a successful import, the temporary Import Set table can be deleted to free up space.

A). Select source file; Run automap; Transform data; Clean up target table Automap is optional and does not apply in every scenario.

Cleaning up the target table is incorrect - the cleanup applies to the Import Set table, not the target table.

B). Set up LDAP; Test map; Create update set; Run import; Apply update set LDAP is for user authentication, not for importing data.

Update Sets are used for moving configurations, not data imports.

C). Identify source; Import transform map; Run transformer; Verify import

"Run transformer" is incorrect - the correct step is "Transform Data".

Importing does not require a verification step; instead, data is reviewed using Transform History.

References: ServiceNow Documentation: Import Set Processes

ServiceNow Developer Guide: Creating Transform Maps

## NEW QUESTION # 169

Which statement correctly describes the differences between a Client Script and a Business Rule?

- A. A Client Script executes on the server and a Business Rule executes on the client
- B. A Client Script executes before a record is loaded and a Business Rule executes after a record is updated
- C. A Client Script executes on the client and a Business Rule executes on the server
- D. A Client Script executes before a record is loaded and a Business Rule executes after a record is loaded

**Answer: C**

Explanation:

The fundamental difference between a Client Script and a Business Rule in ServiceNow lies in where they execute and when. A Client Script runs on the client side - that is, in the user's browser - and is primarily used to control UI behavior, validate data before submission, and enhance user interaction with forms. Client Scripts can run at different stages (onLoad, onChange, onSubmit), but they always execute within the browser environment.

A Business Rule, on the other hand, runs on the server side and executes when records are inserted, updated, deleted, or queried in the database. Business Rules are used for enforcing data integrity, automating server-side logic, and integrating with other systems. They can be set to run before or after a database action (before insert, after update, etc.).

Therefore, the correct statement is that Client Scripts execute on the client and Business Rules execute on the server.

Reference:

ServiceNow System Administrator Study Guide, Client Scripts and Business Rules chapter ServiceNow Docs: Client Scripts

ServiceNow Docs: Business Rules

## NEW QUESTION # 170

When a custom table is created, which access control rules are automatically created?

Choose 4 answers

- A. create
- B. execute
- C. update
- D. write
- E. read
- F. delete

**Answer: A,C,E,F**

Explanation:

In ServiceNow, when a custom table is created, the system automatically generates four Access Control Rules (ACLs) to control the basic operations on that table. These rules define who can create, read, update, and delete records in the table.

Default Access Control Rules Created for a New Table:

Read (ACL: table\_name.\*.read)

Allows users to view (read) records in the table.

Without this ACL, users cannot see any records in the table.

Create (ACL: table\_name.\*.create)

Allows users to insert new records into the table.

Without this ACL, users cannot add new records.

Update (ACL: table\_name.\*.update)

Allows users to modify (edit) existing records in the table.

Users cannot edit records if this ACL is missing.

Delete (ACL: table\_name.\*.delete)

Allows users to remove (delete) records from the table.

Users cannot delete records without this ACL.

Incorrect Answer Choices Analysis:

C . execute

Incorrect - The execute permission applies to Scripts or UI Actions, not table records.

No execute ACL is automatically created for tables.

F . write

Incorrect - "Write" is NOT an ACL permission in ServiceNow.

Instead, "update" is the correct term for editing records.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Access Control Rules (ACLs)

Access Control Best Practices

ServiceNow Docs - Creating Custom Tables

Custom Tables and Security

## NEW QUESTION # 171

Which one of the following describes the primary operations performed against tables in the Service Now platform?

- A. Create, Rate, Update, Delete
- **B. Create, Read, Write, Delete**
- C. Create, Read, Upload, Delete
- D. Capture, Rate, Write, Develop

**Answer: B**

Explanation:

The primary operations performed on tables in ServiceNow follow the CRUD model:

Create (C)- Adding a new record to a table.

Read (R)- Viewing or retrieving a record from a table.

Write (W)- Editing or updating an existing record.

Delete (D)- Removing a record from a table.

These operations are fundamental to database management and align with ServiceNow's Access Control Rules (ACLs), which enforce security permissions for each operation.

A: Create, Rate, Update, Delete Incorrect- "Rate" is not a standard database operation.

B: Create, Read, Upload, Delete Incorrect- "Upload" is not a standard database operation.

D: Capture, Rate, Write, Develop Incorrect- None of these terms (except "Write") relate to database operations.

Incorrect Answer Choices Analysis:

ServiceNow Docs - CRUD Operations in Tables#Tables and CRUD Operations

ServiceNow Docs - Access Control Rules#ServiceNow ACLs for CRUD

Official ServiceNow Documentation References:

## NEW QUESTION # 172

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