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ServiceNow CSA certification exam covers a broad range of topics, including user interface, security and access control, notifications and reporting, data management, and integrations. Professionals who hold the ServiceNow CSA certification have demonstrated that they possess the skills and knowledge necessary to manage and configure ServiceNow instances to meet the needs of their organizations. They have a deep understanding of the ServiceNow platform and can effectively administer and maintain it. The ServiceNow CSA certification is an essential step for those seeking a career in ServiceNow administration.

ServiceNow CSA certification is an essential certification for ServiceNow administrators who want to demonstrate their knowledge and skills in the ServiceNow platform. ServiceNow Certified System Administrator certification is recognized by ServiceNow and is highly valued by employers. The benefits of becoming a certified ServiceNow CSA professional are numerous, including higher earning potential, a competitive edge in the job market, and the ability to provide better service to organizations.

ServiceNow CSA certification exam is an excellent opportunity for individuals who want to demonstrate their expertise in managing and configuring the ServiceNow platform. ServiceNow Certified System Administrator certification is highly valued by employers and can lead to better job opportunities and career growth.

>> Training CSA Material <<

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ServiceNow Certified System Administrator Sample Questions (Q377-Q382):

NEW QUESTION # 377

You are asked to create an option in the Service Catalog, which will allow a user to click Get Help and describe the issue they are having. These forms should create incident records, which are automatically routed to the Service Desk. Which method would you use?

- A. Create Content Item
- B. Create Order Guide
- C. Create Record Producer
- D. Create Catalog Item

Answer: C

NEW QUESTION # 378

The source control operation used to store local changes on an instance for later application is called a(n) <blank>.

- A. Tag
- B. Update set
- C. 5lasn
- D. Branch

Answer: C

NEW QUESTION # 379

Reports can be created from which different places in the platform? (Choose two.)

- A. View / Run module
- B. Statistics module
- C. List column heading
- D. Metrics module

Answer: A,C

Explanation:

In ServiceNow, reports can be created from multiple locations within the platform. Reports provide insights into data stored within the system and help visualize trends, patterns, and key performance indicators (KPIs). The two correct locations from which reports can be created are:

1. List Column Heading (Correct)

ServiceNow allows users to create a report directly from a list view.

This feature is useful when working with records in a table, as it enables quick reporting based on the visible columns.

To generate a report from a list view:

Navigate to a list view (e.g., Incidents, Requests, etc.).

Click on a column heading to access the context menu.

Select Bar Chart, Pie Chart, or other visualization options to generate an instant report.

If needed, refine the report using the reporting interface.

2. View / Run Module (Correct)

The View / Run module is the primary location for creating and managing reports in ServiceNow.

It allows users to create new reports, modify existing reports, and run pre-built reports.

Users can access the Report Designer from this module, where they can configure:

Data sources (tables)

Report type (bar chart, pie chart, trend, etc.)

Filters and conditions

Visualization settings

To access it:

Navigate to Reports > View / Run in the Application Navigator.

Click Create a Report to start building a new report.

Why the Other Options Are Incorrect:

B. Metrics module (Incorrect)

The Metrics module in ServiceNow is used to track and measure the performance of records over time, but it is not used to create reports.

Metrics focus on data such as time to resolution, SLA compliance, and process efficiency, but reporting is handled separately in the Reports module.

C. Statistics module (Incorrect)

ServiceNow does not have a dedicated Statistics module for report creation.

While reports can generate statistical insights, this is done within the View / Run module and not a standalone "Statistics module."

Reference:

ServiceNow Documentation: Creating and Running Reports

ServiceNow CSA Learning Path: Reporting and Performance Analytics

ServiceNow Docs: Working with Lists and Reports

NEW QUESTION # 380

A new service catalog item is being developed, but should only be visible to managers inside the HR Department. What method would you use to fulfill this requirement?

- A. Add the Department Manager group to the catalog item's user criteria
- **B. Add the Department Manager group to the catalog item's ACL**
- C. Only publish the item in the HR service catalog
- D. Use a Dept_Mgr ACL on the HR service catalog
- E. Specify the Dept_Mgr role on the catalog content block

Answer: B

NEW QUESTION # 381

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create On-boarding Bot
- B. Create Requested Item
- **C. Create Order Guide**
- D. Create Record Producer

Answer: C

Explanation:

An Order Guide in ServiceNow is used to group multiple catalog items together so that users can request all necessary items in one streamlined process.

Why an Order Guide is the Best Choice for This Scenario?

The Employee Onboarding team needs a way for managers to order multiple items (computers, monitors, business cards, cell phones) for new employees.

An Order Guide allows managers to request all necessary items in a single request, instead of ordering them one by one.

The guide can also use rules and conditions to determine which items should be included based on user input (e.g., different job roles might require different devices).

Why Other Answers Are Incorrect:

A . Create Record Producer - Record Producers are used to capture information and create records (e.g., Incidents, Requests) but do not group multiple catalog items together like an Order Guide does.

C . Create Requested Item - A Requested Item (sc_req_item) is created when a request is submitted, but it is not the starting point for fulfilling this requirement.

D . Create Onboarding Bot - No such feature exists in ServiceNow; onboarding is typically handled via Order Guides and HR Case Management.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Order Guides Documentation

ServiceNow CSA Training Module: "Service Catalog: Order Guides and Catalog Items"

NEW QUESTION # 382

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