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CSA Exam Outline

Content Categories	Questions	Percentage of Examination
1. Anthropology and Sociology	17	11.9%
2. Family and Aging	16	11.1%
3. Health and Wellness Aspects	20	13.3%
4. Lifestyle Aspects	27	17.8%
5. Financial Aspects	28	18.5%
6. Eldercare Planning	14	8.9%
7. Legal Aspects	9	5.9%
8. End-of-life Planning	9	5.9%
9. Ethical Issues	10	6.7%

Time limit: 3 hours
Total questions: 150
Question format: Multiple-choice
Delivery format: Computer-based



Mometrix TEST PREPARATION

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ServiceNow CSA Certification Exam is intended for individuals who are responsible for managing ServiceNow instances, including system administrators, developers, and consultants. It is recommended that individuals have at least six months of experience working with ServiceNow before attempting the exam. However, there is no formal prerequisite for the exam.

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ServiceNow Certified System Administrator Sample Questions (Q96-Q101):

NEW QUESTION # 96

Which one of the following statements describes a characteristic of role assignment?

- A. A role is granted to a user by the System Administrator

- B. Roles can contain other roles, when you are assigned a role, you inherit all the roles within that role
- C. Users can click on the Personalize Role feature to try different roles
- D. Each user has a role in the ServiceNow platform

Answer: B

NEW QUESTION # 97

What features are available in Knowledge Management, to support continuous improvement on the knowledge articles?
Choose 4 answers

- A. Add Comments
- B. Flag Article
- C. Rate with Stars
- D. Submit KB Errata
- E. CC Click frowning icon
- F. Tag as Helpful

Answer: A,B,C,F

NEW QUESTION # 98

When looking at a long list of records, you want to quickly filter, to show only those which have Short Description containing email
How might you do that?

- A. Click List Magnifier to expand column search, on Short Description, type "email, click enter
- B. On Search box, select text, type email, click enter
- C. Click List Magnifier to expand column search, on Short Description, type email, click enter
- D. Click List Magnifier to expand column search, on Short Description, type *email, click enter

Answer: A

NEW QUESTION # 99

What action can be performed by selecting the Additional actions menu in Table Builder?

- A. Duplicate the selected form view
- B. Create a database index
- C. Add a new module
- D. Schedule a job

Answer: B

Explanation:

Table Builder is a feature in ServiceNow that allows administrators to manage table structures, relationships, and configurations. The "Additional Actions" menu includes options such as creating database indexes, which improve query performance.

Explanation of Incorrect Options:

Duplicate the selected form view (A) # Form views are configured separately and not via Table Builder.

Add a new module (B) # Modules are added in the Application Navigator, not Table Builder.

Schedule a job (D) # Jobs are created in the System Scheduler, not Table Builder.

Reference:

ServiceNow Docs - Table Builder

NEW QUESTION # 100

Which allows the creation of a task-based record from Service Catalog?

- A. Record Producers
- B. UI Builder
- C. Flow Designer

- D. UI Actions=
- E. Assignment Rule

Answer: A

Explanation:

In ServiceNow, a Record Producer is used to create a task-based record (such as an Incident, Change, or Request) from the Service Catalog.

Why Record Producers Are the Correct Choice?

Record Producers provide a customized form that allows users to submit data to create a record in a specific table (e.g., Incident, Change, Request, or a custom table).

They are different from catalog items, which typically create a Requested Item (sc_req_item) instead of directly creating a task record.

They allow simplified user input while automating record creation in a structured way.

Example Use Case:

A user submits a New Hire Request via the Service Catalog.

A Record Producer is triggered, creating a task-based record (such as a request or a custom HR case).

Why Other Answers Are Incorrect:

B . UI Builder - Used for designing UI pages, not for creating task-based records.

C . Assignment Rule - Determines who a task is assigned to, but does not create records.

D . Flow Designer - Automates workflows after a record is created, but does not create task records from the Service Catalog.

E . UI Actions - Custom buttons and links for UI interaction, but not used for record creation from the Service Catalog.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Record Producers

ServiceNow CSA Training Module: "Service Catalog and Record Producers"


NEW QUESTION # 101

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About the upcoming CSA exam, do you have mastered the key parts which the exam will test up to now? Everyone is conscious of the importance and only the smart one with smart way can make it. When new changes or knowledge are updated, our experts add additive content into our CSA latest material. They have always been in a trend of advancement. Admittedly, our CSA Real Questions are your best choice. We also estimate the following trend of exam questions may appear in the next exam according to syllabus. So they are the newest and also the most trustworthy CSA exam prep to obtain.

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