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ServiceNow CSA (Certified System Administrator) exam is a certification program that is designed to validate an individual's expertise in the ServiceNow platform. ServiceNow Certified System Administrator certification is intended for professionals who have experience in configuring, administering, and implementing ServiceNow solutions. It is a valuable credential for those who want to demonstrate their knowledge and skills in ServiceNow and help organizations with their digital transformations.

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ServiceNow Certified System Administrator Sample Questions (Q241-Q246):

NEW QUESTION # 241

While showing a customer their incident form, they ask to change the Priority values to display their internal terminology P1, P2, P3, P4. They want it to be consistent across all Tasks. How would you do that?

Right click on Priority and select what?

- A. Show Choices
- B. Show Options
- C. Show Choice List
- D. Configure Options
- E. Configure Lists
- F. Configure Task

Answer: A

Explanation:

In ServiceNow, Priority is a choice field, meaning it has predefined values (e.g., 1 - Critical, 2 - High, etc.). If a customer wants to change the values to display P1, P2, P3, P4 consistently across all tasks, you must modify the choice list values for the Priority field.

Steps to Modify the Priority Field Choices:

Right-click on the Priority field in the Incident form.

Select "Show Choices" from the context menu.

In the Choice List Entries table, modify the Label values to match the internal terminology (P1, P2, P3, P4).

Ensure that the changes apply to all Task-related tables (such as Incident, Change, and Problem).

Why is the Correct Answer "Show Choices"?

The "Show Choices" option displays the choice list for that specific field, allowing modifications to the values displayed in the dropdown.

This ensures consistency across all records using the Priority field.

Why Not the Other Options?

A . Configure Lists: ☐ Configures list views, not choice field values.

B . Show Options: ☐ Not a valid option in ServiceNow for modifying choice fields.

C . Configure Task: ☐ Configures the task table settings, not choice list values.

E . Show Choice List: ☐ Not a valid ServiceNow menu option.

F . Configure Options: ☐ Not a valid option in ServiceNow for modifying choice fields.

Reference from the Certified System Administrator (CSA) Official Documentation:

Modifying Choice Lists in ServiceNow: ServiceNow Docs

How to Customize Dropdown Fields in ServiceNow

Using "Show Choices", administrators can update choice values while preserving the existing backend values, ensuring consistency in workflows and reports.

NEW QUESTION # 242

What are the 6 methods available for user authentication?

- A. Local Database: The user name and password in their user record in the instance database.
- B. LDAP: The user name and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.
- C. OAuth 2.0: The user name and password of OAuth identity provider, which has a matching user account in the database.
- D. Multifactor: The user name and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed
- E. SAML 2.0: The user name and password configured in a SAML identity provider account, which has a matching user account in the database.
- F. Digest Token: An encrypted digest of the user name and password in the user record.

Answer: A,B,C,D,E,F

Explanation:

The six methods available for user authentication in ServiceNow are:

Local Database - The user authenticates using a username and password stored in the instance database.

Multifactor Authentication (MFA) - The user provides their username, password, and a passcode (e.g., from Google Authenticator).

LDAP (Lightweight Directory Access Protocol) - The user authenticates using credentials stored in a corporate LDAP directory.

SAML 2.0 (Security Assertion Markup Language) - The user is authenticated via an external SAML Identity Provider (IdP).

OAuth 2.0 - The user authenticates via an OAuth identity provider (such as Google, Microsoft, or Facebook).

Digest Token Authentication - The user authenticates using an encrypted token rather than directly submitting a password.

Thus, the correct answer is:

☐ A, B, C, D, E, F

Comprehensive and Detailed In-Depth

ServiceNow supports multiple authentication methods to provide flexibility, security, and integration capabilities with external identity providers.

Local Database Authentication:

ServiceNow stores usernames and passwords in the internal database.

Users authenticate directly with the instance.

This method is commonly used when no external authentication provider is configured.

Multifactor Authentication (MFA):

Enhances security by requiring two authentication factors:

Username and password (stored in the database).

Passcode from a registered device (such as Google Authenticator, Microsoft Authenticator).

MFA helps prevent unauthorized access even if credentials are compromised.

LDAP Authentication:

Allows users to authenticate against an external LDAP directory (such as Microsoft Active Directory).

The user must have a matching record in the ServiceNow user table ([sys_user]).

ServiceNow does not store passwords when using LDAP; it only validates credentials against the directory.

SAML 2.0 Authentication:

Users authenticate via a SAML Identity Provider (IdP) such as Okta, Microsoft Azure AD, or Ping Identity.

ServiceNow acts as a Service Provider (SP) and does not store passwords.

Provides Single Sign-On (SSO) capabilities.

OAuth 2.0 Authentication:

Allows authentication via OAuth providers (Google, Facebook, Microsoft, etc.).

Users do not need to store passwords in ServiceNow; instead, authentication is delegated to the OAuth identity provider.

Digest Token Authentication:

Uses an encrypted token (instead of a plaintext password) to authenticate users.

Often used for API-based authentication or scenarios where passwords should not be transmitted over the network.

Why These Are the Correct Methods?

Each method aligns with ServiceNow's authentication mechanisms as per official documentation.

ServiceNow supports a hybrid authentication approach, allowing multiple methods to coexist.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs - Authentication Methods

<https://docs.servicenow.com>

ServiceNow Security Best Practices - Authentication & Access Controls

ServiceNow Developer Portal - SSO & OAuth Authentication

NEW QUESTION # 243

Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. Assignment Rules
- C. UI Policies
- **D. Roles**

Answer: D

NEW QUESTION # 244

What is a quick way to create a report from a list view?

- **A. Click Context Menu, select Create Report**
- B. Click Funnel, define filter conditions, click Create Report
- C. Click on filter breadcrumb, drag and drop on the Report > Create New module
- D. Apply filter, right click on column header, select Bar Chart
- **E. Apply filter, right click on column header, select Create Report**

Answer: A,E

Explanation:

In ServiceNow, users can quickly generate a report from a list view without needing to navigate to the Reports module. The two main ways to do this are:

Steps:

Open any list view (e.g., Incident, Change, or any table-based list).

Click the three-line (hamburger) context menu on the top-left of the list.

Select **Create Report** to generate a basic report based on the current list view.

Modify report settings (e.g., visualization type, filters, groupings).

Save the report for future reference.

Steps:

Apply the necessary filters to refine the list view.

Right-click on a column header (e.g., Priority, State, Category).

Select **Create Report** from the context menu.

Configure the report visualization and save it if needed.

1. Using the Context Menu (Option C) 2. Right-click on a Column Header (Option E) Incorrect Answer Choices Explanation: A.

Click on filter breadcrumb, drag and drop on the Report > Create New module There is no such drag-and-drop functionality for report creation in ServiceNow.

B: Click Funnel, define filter conditions, click Create Report

The Funnel icon is used to filter list views but does not directly generate reports.

D: Apply filter, right-click on column header, select Bar Chart

There is no direct "Bar Chart" option available when right-clicking on a column header.

Creating Reports from List Views

ServiceNow KB Article: KB0014148

Official CSA Documentation Reference: https://ut.service-now.com/sp?id=kb_article&number=KB0014148

NEW QUESTION # 245

Which application is used primarily to load data into ServiceNow?

- A. System Import Sets
- B. Import Hub
- C. Data Import Configuration
- D. Import Management

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/import-sets/reference/import-sets-landing-page.html>

NEW QUESTION # 246

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