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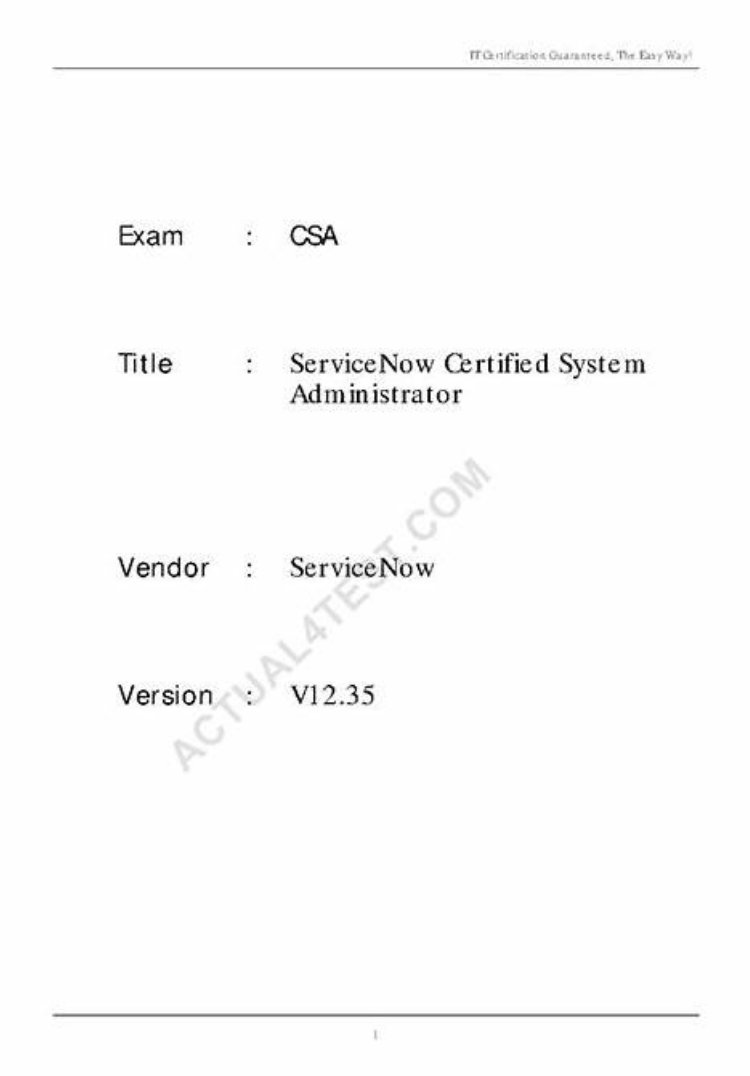
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Exam : CSA

Title : ServiceNow Certified System Administrator

Vendor : ServiceNow

Version : V12.35

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ServiceNow Certified System Administrator Sample Questions (Q252-Q257):

NEW QUESTION # 252
The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Save + Update
- C. Insert + Verify
- D. Submit + Query
- E. Write + Read

Answer: A

Explanation:
Reference:
https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-scrip

NEW QUESTION # 253
What is specified in an Access Control rule?

- A. Groups, Conditional Expressions and Workflows
- B. Object and Operation being secured; Permissions required to access the object
- C. Table Schema, CRUD, and User Authentication
- D. security_admin

Answer: B

Explanation:
AnAccess Control rule (ACL)in ServiceNow defineswho can access dataandwhat actions they can performon that data. Each ACL consists of three primary components:
Object being secured- The specific table, field, or record that the rule applies to.
Operation- The type of action that is being secured (e.g., Read, Write, Create, Delete).
Permissions required- The conditions, roles, or scripts that determine whether access is granted.
ACLs evaluatewhether a user has permissionto access a specific table, field, or action.
Thesecurity rules are processed from most specific to least specific(e.g., field-level > table-level).
Permissions can be granted based onroles, conditions, or custom scriptsusing GlideSystem (gs).
A: Groups, Conditional Expressions, and Workflows(Incorrect)
ACLs do not manageworkflowsor directly control group assignments.
B: Table Schema, CRUD, and User Authentication(Incorrect)
CRUD (Create, Read, Update, Delete) permissions are controlled by ACLs, butUser Authenticationis managed separately through login policies (LDAP, SSO, etc.).
D: security_admin(Incorrect)
security_adminis aspecial elevated rolerequired to modify security settings, but it is not what an ACL specifies.
Access Control Rules Overview:https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/security/concept/access-control-rules.html
Configuring ACLs in ServiceNow:https://docs.servicenow.com/en-US/bundle/utah-platform-security/page/administer/security/task/t_CreateOrModifyAnAccessControl.html
How ACLs Work in ServiceNow:Explanation of Incorrect Options:Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 254
You are editing a new incident record and would like the Save" Dutton to be located on the Form header.
Which action would need to be taken for that button to appear?

- A. Context Menu > Form Design > add the Save" button
- B. All > System Properties > Ul Properties > Turn on the Save" button
- C. All > System Properties > Ul Properties > Turn on the glide.ui.advanced* property
- D. Context Menu > Form Layout > add the Save* button.

Answer: C

Explanation:
InServiceNow, by default, the"Save" button is not displayedon the form header. Instead, users typically use the"Submit" or "Update" buttons.
To enable the"Save" buttonon the form header, you mustenable theglide.ui.advancedsystem property.
Enables the "Save" Button in the Form Header
Theglide.ui.advancedpropertyactivates additional UI options, including theSave button on forms.
Once enabled, users will see the"Save" button alongside "Submit" and "Update"in the form header.
Allows Partial Record Saves Without Submitting
Unlike "Submit" (which creates a new record) or "Update" (which modifies an existing record), "Save" allows users toretain changes without submitting the form.
Useful fordrafts or in-progress edits.
Controlled via System Properties
The"Save" buttonisnot a field or UI actionthat can be manually added through Form Design or Layout.
It is enabledat the system levelviaSystem Properties > UI Properties.
Why is "Turning onglide.ui.advanced" the Correct Answer?
Navigate toAll > System Properties > UI Properties
Find theglide.ui.advancedproperty
Set it to "true"
Save the changes
Refresh theIncident form# The"Save" button will now appear
How to Enable the Save Button in ServiceNow?
B). Context Menu > Form Design > Add the "Save" buttonIncorrect- The "Save" button isnot a UI actionthat can be added via Form Design. It must beenabled through system properties.
C). All > System Properties > UI Properties > Turn on the "Save" buttonIncorrect- No suchspecific "Save" button settingexists in UI Properties. The correct setting isglide.ui.advanced.
D). Context Menu > Form Layout > Add the "Save" buttonIncorrect-Form Layout only controls fields, not form buttons. The "Save" button is controlled viaUI Properties.
Incorrect Answer Choices Analysis:
ServiceNow Docs - Enabling the Save Button#Configuring UI Properties
ServiceNow Docs - Using the glide.ui.advanced Property#Understanding glide.ui.advanced Official ServiceNow Documentation
References:
Conclusion:The correct answer is:
A). All > System Properties > UI Properties > Turn on theglide.ui.advancedproperty Thisenables advanced UI options, including the "Save" button, allowing users tosave records without submitting them.

NEW QUESTION # 255
Which tables are children of the Task table and come with the base system?
Choose 3 answers

- A. cmdb
- B. Config
- C. Change Request
- D. Problem
- E. Incident
- F. Dictionary

Answer: C,D,E

Explanation:
The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.
References

* https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table /concept/c_TaskTable.html
* https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child- table-column/m-p/1133982
* https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base- table/m-p/1618247

NEW QUESTION # 256
Table Access Control rules are processed in the following order:

- A. any table name (wildcard), table name, parent table name
- B. parent table name, table name, any table name (wildcard)
- C. table name, parent table name, any table name (wildcard)
- D. any table name (wildcard), parent table name, table name

Answer: C

Explanation:
In ServiceNow,Table Access Control (ACL) rulesdefine the permissions for accessing records within a table.
When a user attempts to access a record, ServiceNow processesACL rules in a specific orderto determine if the user has the necessary permissions.
Specific Table Name ACLs
ServiceNowfirst checks ACL rulesthat are defined for the exact table being accessed.
If there are multiple ACL rules for the same table, ServiceNow evaluates themfrom most specific to least specific(i.e., field-level ACLs before table-level ACLs).
Parent Table Name ACLs(If applicable)
If the table inherits from another table (e.g.,Incident inherits from Task), ServiceNownext checks ACL ruleson theparent table.
This ensures that inherited rules are properly applied.
Wildcard ACLs (*)(Any table)
If no explicit ACL rule is found for the table or its parent, ServiceNow checkswildcard ACL rules (*), which apply toall tables.
Wildcard ACLs act as alast resortwhen no table-specific rules exist.
Order of Processing ACL Rules:
(A) any table name (wildcard), parent table name, table name - Incorrect Wildcard rules (*) areprocessed last, not first.
(B) table name, parent table name, any table name (wildcard) - Correct
This follows the correctprocessing order:
First:ACLs for the specific table
Second:ACLs for the parent table (if applicable)
Third:Wildcard ACLs (*)
(C) parent table name, table name, any table name (wildcard) - Incorrect Parent table ACLs arechecked aftertable-specific ACLs, not before.
(D) any table name (wildcard), table name, parent table name - Incorrect Wildcard ACLs (*) arealways processed last, so this order is incorrect.
Explanation of Each Option:
Field-level ACLs(column-specific) take precedence overtable-level ACLs.
If multiple ACL rules apply,all must evaluate totruefor access to be granted.
Explicit Deny:If an ACL rule explicitlydenies access, the user is denied, even if another ACL grants access.
Always Test ACLs:Use the "Security Debugging" feature (/sys_security_acl_list.do) to verify how ACLs are applied.
Additional Notes & Best Practices:
ServiceNow Docs: How Access Control Rules Work
https://docs.servicenow.com
ServiceNow Community: Understanding ACL Processing Order
https://community.servicenow.com
References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 257
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