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ServiceNow Certified System Administrator - CSA Free Exam Questions

QUESTION NO: 1
Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category.
- B. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- C. Add User Criteria for HR Manager Group on the Can Read list of the article.
- D. Add User Criteria for HR Manager Group on the Category's Can Read list.

Show answers/explanation Discussion 0

QUESTION NO: 2
A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

- A. Click List Context Menu > Personalize List
- B. Click List Context Menu > Configure > List Layout
- C. Click Personalize List
- D. Right click on any column header, Context Menu > Configure > List Layout

Show answers/explanation Discussion 0

QUESTION NO: 3
Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to: tables, forms, Business Rules, and data records
- B. Changes made to: tables, forms groups, and configuration items (CI)
- C. Changes made to: tables, forms, views, and fields
- D. Changes made to: tables, forms, schedules, and client scripts

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QUESTION NO: 4
What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Analytics Reports
- B. Scheduled Reports
- C. Reporting

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ServiceNow Certified System Administrator Sample Questions (Q269-Q274):

NEW QUESTION # 269

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

Choose 4 answers

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

Answer: A,B,C,E

Explanation:

In ServiceNow Knowledge Management, several features help support continuous improvement of knowledge articles by allowing users to provide feedback, ratings, and flag issues. These features ensure that knowledge remains accurate, relevant, and useful over time.

B: Add Comments

Allows users to provide feedback directly on knowledge articles.

Comments help knowledge managers refine content based on user suggestions.

D: Tag as Helpful

Users can mark an article as helpful, indicating that it provided useful information.

Helps knowledge managers assess the article's effectiveness.

E: Flag Article

Users can flag an article if they find inaccuracies or outdated content.

Flags alert knowledge managers to review and update the content.

F: Rate with Stars

Users can rate an article using a star-based rating system (e.g., 1 to 5 stars).

This helps knowledge managers understand which articles are high-quality vs. low-quality.

A: Submit KB Errata

No such built-in feature exists in ServiceNow Knowledge Management.

C: CC Click Frowning Icon

No such feature exists. ServiceNow provides a "Helpful" or "Flag" option instead.

Reference: ServiceNow CSA Documentation - Knowledge Management Features & Feedback Tools ServiceNow Product

Documentation - Knowledge Article Ratings & Improvement (<https://docs.servicenow.com>

)

Final answer: B, D, E, F (Add Comments, Tag as Helpful, Flag Article, Rate with Stars)

NEW QUESTION # 270

What are the 6 methods available for user authentication?

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

Answer: F

NEW QUESTION # 271

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Field Icon
- B. Data Trigger
- C. Data Element
- **D. Data Pill**
- E. Field Value

Answer: D

NEW QUESTION # 272

What is generated from the Service Catalog once a user places an order for an item or service?

- A. An Order Guide
- B. An SLA
- C. A change request
- **D. A request**

Answer: D

Explanation:

When a user places an order for an item or service from the Service Catalog in ServiceNow, the system generates a Request (REQ). This is a core component of Request Management within the IT Service Management (ITSM) module.

User Places an Order:

The user selects an item from the Service Catalog (e.g., a laptop, software, or an access request).

The order may consist of multiple items, depending on the selection.

ServiceNow Generates a Request (REQ):

This Request (REQ#) acts as the umbrella record that tracks the order as a whole.

It is stored in the `sc_request` table.

Creation of Requested Items (RITM#):

Each item within the request generates a Requested Item (RITM#), stored in the `sc_req_item` table.

For example, if the user orders a laptop and a software license, two RITM records are created under the same Request.

Tasks (SCTASK#) Are Created:

Each Requested Item (RITM) may trigger one or more Catalog Tasks (SCTASK#) in the `sc_task` table.

These tasks define the steps required to fulfill the request (e.g., procurement, approval, and configuration).

A: A Change Request- Incorrect. A Change Request (CHG#) is created only if the requested item involves changes to the infrastructure, such as a server upgrade. Not all catalog items require a change request.

B: An Order Guide- Incorrect. An Order Guide is a tool within the Service Catalog that helps users order multiple related items at once. However, it does not get generated when an order is placed.

D: An SLA- Incorrect. A Service Level Agreement (SLA) may be associated with the request or tasks, but it is not automatically generated when a request is placed.

ServiceNow Product Documentation # Service Catalog # Request Fulfillment ServiceNow CSA Study Guide # Service Catalog and Request Management ServiceNow Tables Reference # `sc_request`, `sc_req_item`, `sc_task` Understanding the Request Process in ServiceNow: Explanation of Incorrect Answers: References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 273

Which ServiceNow utility provides a modern interactive graphical interface to visualize configuration items and their relationship?

- **A. CI Class Map**
- B. Dependency View
- C. CSDM Schema
- D. Business Service Map

Answer: A

NEW QUESTION # 274

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