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**SERVICENOW CSA PRACTICE TEST STUDY
GUIDE 2025/2026 COMPLETE QUESTIONS
WITH CORRECT DETAILED ANSWERS ||
100% GUARANTEED PASS
<BRAND NEW VERSION>**

1. What would you do, on a list, if you wanted to show records in groups, based on the column category?
 - a. On list Context Menu, select Group By > Category
 - b. On the Filter Menu, select Group By > Category
 - c. Click Group On icon, select Category
 - d. On Navigator Filter, type tablename.group.category and press enter.
 - e. On the Category column table, click Context menu > Group By Category - ANSWER ✓ a. On list Context Menu, select Group By > Category
 - f. On the Category column table, click Context menu > Group By Category
2. When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?
 - a. Run Transform
 - b. Run Import
 - c. Import Dataset
 - d. Execute Transform
 - e. Schedule Transform - ANSWER ✓ a. Run Transform
3. What are the steps for applying an update set to an instance?
 - a. Retrieve, Preview, Commit
 - b. Specify, Transform, Apply
 - c. Retrieve, Assess, Apply
 - d. Get, Test, Push

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ServiceNow Certified System Administrator Sample Questions (Q25-Q30):

NEW QUESTION # 25

What would you do, on a list, if you wanted to show the records in groups, based on the column category?
(Choose two.)

- A. On Navigator Filter, type tablename.group.category and press enter
- **B. On list Context Menu, select Group By > Category**
- C. Click Group On icon, select Category
- D. On the Filter Menu, select Group By > Category
- **E. On the Category column title, click Context menu > Group By Category**

Answer: B,E

Explanation:

In ServiceNow, lists allow users to view, filter, and group records dynamically. If you want to group records based on a particular column (e.g., Category), you can use the "Group By" functionality.

A: On list Context Menu, select Group By > Category

The List Context Menu (right-clicking anywhere in the list header) provides an option to group records by a specific column.

Selecting "Group By > Category" organizes records into expandable sections based on the selected field.

This is one of the quickest ways to group records in a list.

E: On the Category column title, click Context menu > Group By Category Each column header in a list has its own Column Context Menu (accessible by clicking the three-line menu or right-clicking the column title).

Clicking "Group By Category" on the Category column will instantly rearrange the list based on the values in that column.

B: On the Filter Menu, select Group By > Category

The Filter Menu is used for setting up filters and conditions, but it does not provide a "Group By" option.

It allows users to filter records but does not change the list structure.

C: Click Group On icon, select Category

There is no "Group On" icon in ServiceNow lists.

Grouping is done through context menus, not a dedicated "Group On" button.

D: On Navigator Filter, type tablename.group.category and press enter

The Application Navigator Filter is used for searching applications, modules, and tables—not for modifying list views.

Entering something like incident.group.category will not perform a grouping action on a list.

References: Official ServiceNow Documentation: Grouped Lists

ServiceNow User Interface Guide: List Control Features

NEW QUESTION # 26

Which ServiceNow resource can be used as a blueprint to map your IT services to ServiceNow?

- **A. Common Services Data Model (CSDM)**
- B. IT Service Management (ITSM)
- C. Configuration Management Database (CMDB)
- D. ServiceNow Wiki

Answer: A

Explanation:

✓ Common Services Data Model (CSDM) is a ServiceNow best-practice framework that standardizes how IT services, applications, and infrastructure are structured in the CMDB. It provides a blueprint for aligning ServiceNow configurations with business and IT operations.

Why CSDM is Important:

Ensures consistency in IT service mapping and asset relationships.

Helps organizations align CMDB data with ITSM, ITOM, and other ServiceNow applications.

Provides data governance and best practices to maintain data integrity.

Option B (CMDB) is incorrect because the CMDB is the database that stores configuration items (CIs), but CSDM defines the model for structuring it.

Option C (ITSM) is incorrect because ITSM includes processes like Incident, Problem, and Change Management, but does not

provide a data model blueprint.

Option D (ServiceNow Wiki) is incorrect because ServiceNow no longer uses a wiki for documentation (it has been replaced by the ServiceNow Docs Portal).

□ Reference: ServiceNow Common Services Data Model (CSDM) Guide

NEW QUESTION # 27

How is the Event Log different from the Event Registry?

- A. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- **C. Event Log contains generated Events, the Event Registry is a table of Event definitions**
- D. Event Log is the same as the Event Registry

Answer: C

Explanation:

In ServiceNow, Events play a crucial role in the event-driven architecture, allowing the system to respond dynamically to actions such as record updates, system notifications, and integrations.

There are two key components involved in event handling:

Event Registry

A table that stores event definitions (i.e., predefined event names).

Defines which events can be triggered in the system.

Events in the registry are not actual occurrences, but rather possible events that can be triggered.

Located in the `sys_event_registry` table.

Event Log

A log of actual generated events that have occurred in the system.

Whenever an event is triggered (e.g., record update, scheduled job, or integration), it gets recorded in the Event Log.

Helps administrators track and troubleshoot event execution.

Stored in the `sys_event` table.

Why is Option A Correct? "Event Log contains generated Events, the Event Registry is a table of Event definitions." Event Registry =

Defines possible events that can be triggered.

Event Log = Records actual events that have been triggered.

Why Are the Other Options Incorrect? B. "Event Log is formatted in the Log style, the Event Registry displays different fields."

Misleading: While the log and registry have different layouts, the key difference is event occurrences vs. event definitions, not just formatting.

C: "Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)." Incorrect: The Event Log tracks all triggered events, not just integrations.

The Event Registry does not track daily events, it just defines them.

D: "Event Log is the same as the Event Registry."

Completely incorrect: The Event Log records actual event occurrences, while the Event Registry defines possible events in the system.

Reference from Certified System Administrator (CSA) Documentation: #ServiceNow Docs - Events and Event Processing

#ServiceNow Event Management Documentation

"The Event Registry (`sys_event_registry`) contains event definitions that specify when an event can be generated. The Event Log

(`sys_event`) records events that have actually occurred." Conclusion: The correct answer is A. Event Log contains generated Events, the Event Registry is a table of Event definitions.

#Understanding the difference between the Event Log and Event Registry is crucial for troubleshooting, automation, and event-driven processing in ServiceNow.

NEW QUESTION # 28

What attributes can you manage, using System Properties > Basic Configuration UI16? (Choose five.)

- A. Animation style
- **B. Module text color**
- **C. Browser tab title**
- D. Font style
- **E. Banner Image**
- **F. Header background color**

- G. Preferred browser
- **H. Base theme**

Answer: B,C,E,F,H

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/task/t_Conf

NEW QUESTION # 29

Which three Variable Types can be added to a Service Catalog Item?

- A. True/False, Checkbox, and Number List
- B. Number List, Single Line Text, and Reference
- **C. Multiple Choice, Select Box, and Checkbox**
- D. True/False, Multiple Choice, and Ordered

Answer: C

Explanation:

In ServiceNow's Service Catalog, variables are used to capture user input when they request catalog items. These variables allow for dynamic and customized data collection for different service requests.

Among the options provided, the three valid variable types that can be added to a Service Catalog Item are:

Multiple Choice:

This variable type presents users with multiple predefined options, but only allows them to select one answer.

Example: "What type of laptop do you need?" with options: MacBook, Windows Laptop, Chromebook.

Select Box:

Similar to Multiple Choice but presented in a drop-down format, making it useful when space needs to be conserved in a form.

Example: "Select your department" with a drop-down list of IT, HR, Finance, etc.

Checkbox:

A simple True/False variable that allows users to check a box to indicate a selection.

Example: "Do you need an external monitor?" (Checkbox can be checked for 'Yes' or left unchecked for 'No').

Why the other options are incorrect?

Option A (True/False, Multiple Choice, and Ordered)

True/False is not a variable type in the Service Catalog. ServiceNow uses Checkbox for Boolean (Yes/No) values instead.

Ordered is not a valid Service Catalog variable type.

Option B (True/False, Checkbox, and Number List)

True/False is incorrect (ServiceNow uses "Checkbox" instead).

Number List is not a valid Service Catalog variable type.

Option C (Number List, Single Line Text, and Reference)

Number List is not a valid variable type.

Single Line Text and Reference are valid variables but were not all correct in this case.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Service Catalog Variables

https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/service-catalog-management/concept/c_ServiceCatalogVariables.html ServiceNow CSA Official Training Guide (Service Catalog & Request Management)

NEW QUESTION # 30

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