

ServiceNow CSA PDF Questions Exam Preparation and Study Guide

**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

P.S. Free 2026 ServiceNow CSA dumps are available on Google Drive shared by Dumpleader: <https://drive.google.com/open?id=11nPYc0v4Qlo-RBzwBHQJOVfqMFPAGR1v>

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ServiceNow Certified System Administrator Sample Questions (Q113-Q118):

NEW QUESTION # 113

You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which workflow would you update to make this change?

- A. Purchasing Process Flow
- **B. Service Catalog Request**
- C. Services Approval Processing
- D. 6 Services Catalog Item Request

Answer: B

Explanation:

In ServiceNow Service Catalog, approvals for catalog item requests are handled through workflows. Since the approval policy is based on the total cost of a request, it is managed within the Service Catalog Request workflow.

C: Service Catalog Request

This workflow handles approvals for catalog item requests, including purchase approvals.

Since the policy change involves adjusting an approval threshold, this workflow needs to be updated.

The approval logic is likely configured in a conditional activity (if total cost > \$3,100, require approval), which must be modified to \$3,150.

A: Services Approval Processing

Not a standard ServiceNow workflow for managing purchase approvals.

Service approvals are typically handled within the Service Catalog Request workflow.

B: 6 Services Catalog Item Request

Likely a custom workflow, but not a default ServiceNow workflow for purchase approvals.

D: Purchasing Process Flow

There is no default "Purchasing Process Flow" in ServiceNow.

The approval workflow for purchases is managed within Service Catalog Request workflows.

References: ServiceNow Documentation: Service Catalog Workflows

ServiceNow Developer Guide: Modifying Approval Conditions in Workflows

NEW QUESTION # 114

What is specified in an Access Control rule?

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

Answer: C

NEW QUESTION # 115

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 the Category column title, click Context menu > Group By Category**

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

Answer: A,D

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.

Correct Answers

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.

Incorrect Answer Choices

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.

Reference:

Official ServiceNow Documentation: Grouped Lists

ServiceNow User Interface Guide: List Control Features

NEW QUESTION # 116

Which application is used to change the number format per table?

- A. Record Maintenance
- B. Table Maintenance
- C. System Maintenance
- **D. Number Maintenance**

Answer: D

NEW QUESTION # 117

Which helps to visualize configuration items and their relationships?

- A. Transform Map
- B. Tables
- C. Schema Map
- **D. Dependency View**
- E. Flow Design

Answer: D

Explanation:

The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.

References:

ServiceNow Product Documentation: Configuration item relationships in the CMDB - <https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/concept>

