

CSA Exam Course - New CSA Exam Notes

CSA Exam Details	
Credit Towards Certification	Certified SOC Analyst
Exam Code	312-39
Number of Questions	100
Passing score	70%
Test Duration	3 Hours
Test Format	Multiple Choice
Test Delivery	ECC Exam Portal

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ServiceNow Certified System Administrator Sample Questions (Q486-Q491):

NEW QUESTION # 486

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Groups
- B. Assignment Rules
- C. Roles

- D. User Criteria
- E. Conditional Expressions
- F. Scripts

Answer: C,E,F

Explanation:

In ServiceNow, Access Control Rules (ACLs) define the permissions required for users to interact with records, fields, or UI actions. ACLs are enforced at the database level and are evaluated before granting access to a user.

Access Control rules can be configured using three primary permission requirements:

Roles define a set of permissions assigned to users.

Access Control rules can require users to have a specific role (e.g., admin, itil, catalog_admin) to perform an action on a table, field, or record.

Example:

A rule might state: Only users with the itil role can read the Incident table.

Conditional expressions allow access based on a specified condition.

These conditions are evaluated at runtime, and access is granted if they are met.

Example:

A condition could be: "Allow access if the record's 'State' field is 'New'".

This would mean that users can only modify records if their state is "New".

Scripts allow advanced, custom logic to determine access.

ACLs support server-side scripts (written in JavaScript) that use the `gs.hasRole()`, `current.object`, or other logic to evaluate whether a user should have access.

Example:

1. Roles (Correct -) 2. Conditional Expressions (Correct -) 3. Scripts (Correct -) javascript Copy Edit

// Allow access only if the user is the requester of the record

answer = current.requested_for == gs.getUserID();

Scripts provide flexibility by allowing complex access conditions beyond simple roles or expressions.

C: Assignment Rules (Incorrect)

Assignment Rules are used to automatically assign records to users or groups based on conditions.

They do not define access control permissions.

E: User Criteria (Incorrect)

User Criteria is used in Service Catalog and Knowledge Base (KB) to control access to catalog items or knowledge articles.

It is not used for ACLs at the table/field level.

F: Groups (Incorrect)

Groups are collections of users but cannot be directly used in ACLs.

Instead, roles (which are often assigned to groups) are used to define ACL permissions.

Why Other Options Are Incorrect?

ServiceNow Product Documentation - Access Control Rules

Access Control Rules Overview

Defining Access Control Rules

ServiceNow Security Model

Role-Based Access

Scripted ACLs

References from ServiceNow CSA Documentation:

NEW QUESTION # 487

Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > Configure > Dictionary
- B. The Form Context menu > Configure > Table
- C. The Form Context menu > View > Show Table
- D. The Form Context menu > View > Table

Answer: B

NEW QUESTION # 488

Where do UI Policies run?

- A. Knowledge Base
- B. Server-side (database)
- C. Client-side (browser)
- D. Within server-side scripts

Answer: C

Explanation:

UI Policies execute on the Client-side (browser).

Purpose: They are used to dynamically change the behavior of information on a form based on user interaction or data values.

Actions: They primarily control three attributes of a field:

Mandatory (Required)

Visible (Hidden/Shown)

Read-only (Editable/Locked)

Execution: Because they run in the browser, they provide immediate feedback to the user without needing to query the server or reload the page.

Reference:

ServiceNow Client-side scripting documentation classifies UI Policies (and Client Scripts) as logic that runs in the web browser.

NEW QUESTION # 489

Which module would you use to customize your instances banner image, text and colors?

A Homepage Admin > Pages > Branding

- A. System UI > UI Pages > Branding
- B. System Properties > Branding
- C. System Properties > Basic Configuration UI16
- D. Service Portal > Portals > Branding

Answer: D

NEW QUESTION # 490

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

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

Answer: C

Explanation:

In ServiceNow, Roles are used to control access to Applications and Modules within the platform. A Role is a set of permissions that define what actions a user can perform and which records they can access.

Grant Access to Applications and Modules:

If a user does not have the required role, they cannot see or access an application/module.

Control Record-Level and Field-Level Access:

Some Access Control Rules (ACLs) depend on roles to permit or restrict data visibility.

Assign Multiple Roles to a User:

A user can have multiple roles based on job responsibilities.

Example Roles in ServiceNow:

admin- Full access to all system features.

itil- Can manage incidents, problems, and changes.

catalog_admin- Manages the Service Catalog.

asset- Manages assets and CI records.

Key Functions of Roles in Access Control:

Navigate to: All # Users and Groups # Users

Open a user record

Scroll to the Roles related list

Click Edit and add roles

How to Assign Roles to Users:

A: Access Control Rules- Incorrect.

Access Control Rules (ACLs) define record-level and field-level security, but they do not control access to applications and modules directly.

B: UI Policies- Incorrect.

UI Policies control the visibility and behavior of form fields, not module or application access.

D: Assignment Rules- Incorrect.

Assignment Rules automatically assign tasks (e.g., Incidents, Requests) to groups or users, but they do not control access.

Explanation of Incorrect Answers:

ServiceNow Product Documentation # Roles and Permissions

ServiceNow CSA Study Guide # User and Role Management

ServiceNow Knowledge Base # Controlling Access to Applications and Modules References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 491

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