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## CSA Exam Outline

Content Categories	Questions	Percentage of Examination
1. Anthropology and Sociology	17	11.9%
2. Family and Aging	16	11.1%
3. Health and Wellness Aspects	20	13.3%
4. Lifestyle Aspects	27	17.8%
5. Financial Aspects	28	18.5%
6. Eldercare Planning	14	8.9%
7. Legal Aspects	9	5.9%
8. End-of-life Planning	9	5.9%
9. Ethical Issues	10	6.7%

**Time limit:** 3 hours  
**Total questions:** 150  
**Question format:** Multiple-choice  
**Delivery format:** Computer-based



**Mometrix TEST PREPARATION**

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## ServiceNow Certified System Administrator Sample Questions (Q152-Q157):

### NEW QUESTION # 152

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

A Homepage Admin > Pages > Branding

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

**Answer: C**

Explanation:

To customize the banner image, text, and colors of your instance in ServiceNow, you use the System Properties > Branding module. This module allows administrators to control various UI aspects, including the branding of the system.

Banner Image: Change the header image seen across the UI.

Text: Customize the text displayed in the header or other branding areas.

Colors: Modify the colors of various UI elements to match your company's branding.

Key Customizations Available in Branding: This is typically applied to both UI16 (desktop) and UI11 (classic) interfaces, ensuring a consistent experience across the instance.

A: Homepage Admin > Pages > Branding- This is used for home pages rather than global instance branding.

C: System Properties > Basic Configuration UI16- This section allows configuration of the UI layout and elements but does not specifically manage branding elements like banner image and colors.

E: Service Portal > Portals > Branding- This is specific to Service Portal branding, not for global instance customization.

ServiceNow Branding Configuration

ServiceNow CSA Training Module: "System Properties and Branding"

Why Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

### NEW QUESTION # 153

A change request has been approved and assigned to you as the system administrator to change the Incident number prefix from the default of "INC" to the company standard IN." What are the next steps to be taken"

- A. Submit a Change Request to ServiceNow Technical Support
- **B. Go to the Number Maintenance application and change the prefix to "IN" for incident**
- C. The prefix of an incident cannot be changed because it is a built-in feature
- D. Create a Business Rule that modifies the prefix before the Insert operation

**Answer: B**

### NEW QUESTION # 154

Which one of the following is true for a Script Include with a Protection Policy value of Protected?

- **A. The Protection policy option can only be enabled by a user with the admin role**
- B. The Protection Policy is applied only if the glide.app.apply.protection system property value is true
- C. The Protection Policy is applied only if the application is downloaded from the ServiceNow App Store
- D. Any user with the protected\_edit role can see and edit the Script include

**Answer: A**

### NEW QUESTION # 155

A new employee joins the IT deployment and needs to perform work assigned to Network and Hardware groups. How would you set up their access?

Choose 3 answers

- **A. Add User Account to network group**
- B. Create User Account
- **C. Add User Account to Hardware group**
- D. Add User Account to IT Knowledgebase
- E. Add User Account to itil group

- F. Add User Account to ACL

**Answer: A,C,F**

#### NEW QUESTION # 156

What kind of data can Import Sets use to populate tables in ServiceNow?

- A. CSS, SOAP, and Excel
- B. **XML, CSV, and Excel**
- C. XML, SOAP, and CSS
- D. SOAP, REST, and XML

**Answer: B**

Explanation:

[https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c\\_Imp.html](https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_Imp.html)

#### NEW QUESTION # 157

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