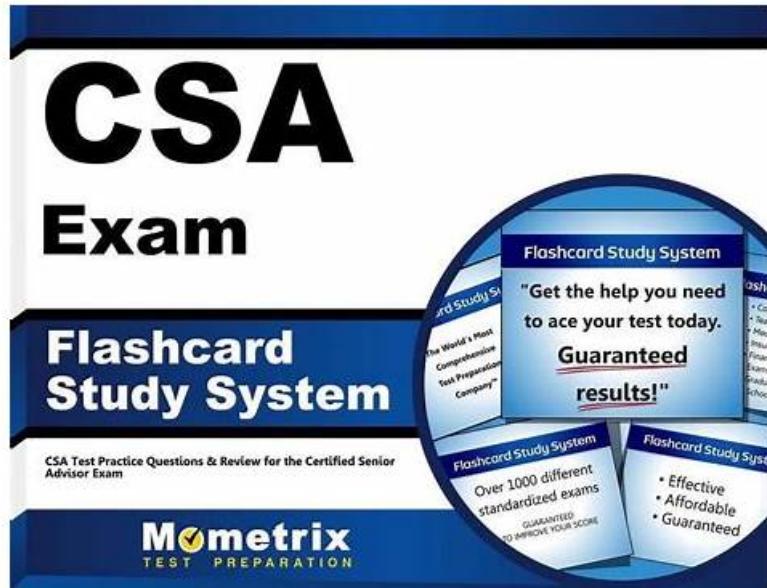


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## ServiceNow Certified System Administrator Sample Questions (Q464-Q469):

### NEW QUESTION # 464

What icon do you use to change the icon and color on a Favorite?

- A. Clack
- B. Tringle
- C. Pencil
- D. Star

**Answer: C**

Explanation:

In ServiceNow, the Pencil (#) icon is used to edit and customize Favorites in the Application Navigator.

Open the Application Navigator.

Locate the Favorites section.

Click the Pencil (#) icon next to the favorite you want to edit.

Choose a new icon and color.

Click Save to apply changes.

B: Star

The Star icon is used to add or remove a favorite, not edit it.

C: Clock

The Clock icon represents Recently Viewed items, not Favorites customization.

D: Triangle

No Triangle icon is used for modifying Favorites in ServiceNow.

Reference: ServiceNow CSA Documentation - Customizing Favorites

ServiceNow Product Documentation - Personalizing the Application Navigator (<https://docs.servicenow.com>)

**NEW QUESTION # 465**

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

- A. Font style
- B. Browser tab title
- C. Header background color
- D. Banner Image
- E. Preferred browser
- F. Module text color
- G. Base theme
- H. Animation style

**Answer: B,C,D,F,G**

Explanation:

The System Properties > Basic Configuration UI16 page in ServiceNow allows administrators to customize the UI appearance for end users. It provides basic branding and theming options for the ServiceNow instance.

Attributes You Can Manage in Basic Configuration UI16:

Browser tab title → (A) You can modify the browser tab title that appears when users open ServiceNow.

Module text color → (B) This setting allows you to change the text color of the left navigation menu items.

Base theme → (D) You can select a base theme for the platform UI, impacting overall styling.

Header background color → (G) This setting changes the background color of the header in UI16.

Banner Image → (H) Allows uploading a custom banner/logo to replace the default ServiceNow logo.

Why the other options are incorrect:

C . Preferred browser → Incorrect. ServiceNow does not allow setting a preferred browser from System Properties. Users must configure this on their own.

E . Font style → Incorrect. UI16 Basic Configuration does not provide font customization options. Fonts are controlled through system themes and CSS.

F . Animation style → Incorrect. ServiceNow UI16 does not provide options to change animation styles from Basic Configuration.

Reference:

ServiceNow Basic Configuration UI16

ServiceNow CSA Training Material

**NEW QUESTION # 466**

Which of the following protects applications by identifying and restricting access to available files and data?

- A. Application Scope
- B. Application Configuration
- C. Access Control Rules
- D. Verbose Log

**Answer: A**

#### NEW QUESTION # 467

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. CMDB Class Manager (CMDBCM)
- B. Common Service Data Model (CSDM)
- C. Service Mapping Utility (SMU)
- D. CI Class Manager (CICM)
- E. Service Schema Map (SSM)

**Answer: B**

Explanation:

The Common Service Data Model (CSDM) is a framework provided by ServiceNow that ensures your application's data correctly maps to the Configuration Management Database (CMDB) tables. It standardizes how configuration items (CIs), services, and relationships are structured within the CMDB.

Standardized Data Model: Ensures consistent and correct CMDB data structuring.

Alignment with CMDB Best Practices: Helps businesses align their IT assets, services, and business functions effectively.

Better Service Mapping: Provides structured relationships between business services and their technical components.

Compliance & Governance: Ensures data integrity by enforcing best practices for CMDB population.

Key Functions of CSDM:

Incorrect Answer Choices Explanation: B: Service Mapping Utility (SMU) - Service Mapping is used for discovering and mapping dependencies but is not a data model framework.

C: Service Schema Map (SSM) - No such official term exists in ServiceNow documentation.

D: CMDB Class Manager (CMDBCM) - This is a tool used to manage CI classes but does not define a data model framework like CSDM.

E: CI Class Manager (CICM) - Incorrect term; CMDB Class Manager is used for CI class hierarchy management, not for mapping applications to CMDB tables.

ServiceNow Documentation: Common Service Data Model (CSDM) CSDM Overview ServiceNow CMDB Best Practices CMDB and CSDM Alignment Official CSA Documentation Reference:

#### NEW QUESTION # 468

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

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

**Answer: D**

Explanation:

In ServiceNow, the Dependency View provides an interactive graphical interface to visualize Configuration Items (CIs) and their relationships. It helps IT teams understand the dependencies between infrastructure components, applications, and services.

Key Features of Dependency View:

Graphical Representation of CI Relationships:

Displays Configuration Items (CIs) and their dependencies using a dynamic, interactive visualization.

Uses lines/arrows to represent relationships such as depends on, runs on, hosted by, etc.

Real-Time Impact Analysis:

Helps identify how an outage or change to one CI affects related components.

Useful for change management, incident resolution, and troubleshooting.

Integration with CMDB (Configuration Management Database):

Dependency Views pull data from the CMDB and display it visually.

Supports ITSM (IT Service Management), ITOM (IT Operations Management), and IT Asset Management.

Supports Multiple Relationship Types:

## Application-to-Application relationships

Infrastructure dependencies (e.g., servers, databases, cloud resources) Business Services mapping to technical services Incorrect Answer Choices Analysis:

## A. CSDM Schema

Incorrect - The Common Service Data Model (CSDM) is a framework for organizing CMDB data models, but it does not provide a graphical interface for visualizing dependencies.

## B. Business Service Map

Incorrect - Business Service Maps are part of Service Mapping (ITOM feature), showing high-level business service dependencies, but Dependency View provides a more detailed, real-time interactive visualization of CIs in CMDB.

#### D. CI Class Map

Incorrect - The CI Class Map shows CMDB class structures, not live dependency relationships between CIs.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Dependency Views

## Dependency Views Overview

ServiceNow Community - CMDB Best Practices

## CMDB and Dependency Views

## Conclusion:

The correct answer is C. Dependency View because it provides a modern interactive graphical interface to visualize CIs and their relationships in CMDB.

## NEW QUESTION # 469

As job seekers looking for the turning point of their lives, it is widely known that the workers of recruitment is like choosing apples--viewing resumes is like picking up apples, employers can decide whether candidates are qualified by the CSA appearances, or in other words, candidates' educational background and relating CSA professional skills. They develop the CSA exam guide targeted to real exam. The wide coverage of important knowledge points in our CSA latest braindumps would be greatly helpful for you to pass the exam.

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