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ServiceNow CSA - ServiceNow Certified System Administrator Exam

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Question 21 (Single Topic)

Which ServiceNow products can be used to discover and populate the CMDB? (Choose two.)

- A. Discovery
- B. IntegrationHub ETL
- C. Finder
- D. CMDB Plug-in
- E. CMDB Integration Dashboard

Answer : AB

Question 22 (Single Topic)

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Answer : D

Question 23 (Single Topic)

Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Answer : A

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ServiceNow CSA (ServiceNow Certified System Administrator) certification exam is an important milestone for professionals seeking to build a career in ServiceNow administration. ServiceNow Certified System Administrator certification demonstrates a deep understanding of ServiceNow platform functionality and administration best practices. The CSA Certification is designed for individuals who are responsible for configuring, administering, and maintaining ServiceNow instances.

ServiceNow Certified System Administrator Sample Questions (Q275-Q280):

NEW QUESTION # 275

A customer wants to be able to identify and track components of their infrastructure that support their ecommerce service. What ServiceNow products could support this requirement?

Choose 3 answers

- A. Performance Analytics
- B. Discovery
- C. Configuration Management (CMDB)
- D. Financial Management
- E. Service Mapping

Answer: B,C,E

Explanation:

Configuration Management (CMDB) is a product that allows users to identify and track components of their infrastructure, such as servers, applications, databases, networks, and devices, and their relationships¹. CMDB provides a single source of truth for IT assets and services, and supports IT service management processes¹.

Discovery is a product that automatically scans the network and populates the CMDB with the discovered infrastructure components and their attributes². Discovery uses probes, sensors, and patterns to identify and classify IT assets, and updates the CMDB with any changes².

Service Mapping is a product that creates a top-down view of the infrastructure components that support a specific business service, such as ecommerce³. Service Mapping uses discovery data and application traffic analysis to map the dependencies and relationships between IT assets and services, and displays them in a graphical interface³.

References

* Configuration Management Database (CMDB) - ServiceNow¹

* Discovery - ServiceNow²

* Service Mapping - ServiceNow³

NEW QUESTION # 276

Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

- A. They direct the user to a record producer
- B. They direct the user to a catalog UI policy
- C. They direct the user to a catalog client script
- D. They direct the user to a catalog property

Answer: A

NEW QUESTION # 277

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

- A. Groups
- B. Assignment Rules
- C. Roles
- D. Conditional Expressions
- E. User Criteria
- F. Scripts

Answer: C,D,F

NEW QUESTION # 278

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- B. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance
- **C. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance**
- D. Use the Baseline Update Set to store the contents of items after they are changed the first time

Answer: C

Explanation:

Update Sets in ServiceNow are used to capture customizations and configurations made in an instance, allowing these changes to be moved between instances (e.g., from development to test or production). ServiceNow provides best practices to ensure smooth migration and avoid issues with missing or conflicting updates.

Understanding Update Sets in ServiceNow:

What is an Update Set?

An Update Set is a collection of customizations (e.g., changes to forms, scripts, workflows, business rules) that can be moved from one instance to another.

It tracks changes in a controlled way, preventing accidental loss of configurations.

Why Avoid Using the Default Update Set?

The Default Update Set is automatically used when no other update set is selected.

It captures changes but should never be used for instance-to-instance migrations because:

It cannot be exported.

It contains system changes that are not logically grouped.

It can cause inconsistencies and missing dependencies when moving updates.

Instead, administrators should create a named Update Set for specific development work.

Why Answer "A" is Correct:

"Avoid using the Default Update Set as an Update Set for moving customizations from instance to instance." This follows ServiceNow's best practices for managing Update Sets.

Using the Default Update Set can lead to missing updates, conflicts, and untracked changes, making migrations unreliable.

Why the Other Answers Are Incorrect:

B. "Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions."

Incorrect because ServiceNow recommends that instances be on the same version before applying Update Sets.

If instances are on different versions, the Update Set may include incompatible changes, causing failures.

C. "Use the Baseline Update Set to store the contents of items after they are changed the first time." Incorrect because there is no such thing as a "Baseline Update Set" in ServiceNow.

ServiceNow does not automatically create a backup of original configurations-administrators should manually create an Update Set before making changes.

D. "Once an Update Set is closed as 'Complete,' change it back to 'In Progress' until it is applied to another instance." Incorrect because a completed Update Set should not be reopened.

Once marked Complete, an Update Set is ready for export and migration. Reopening it can cause data integrity issues and confusion in version control.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CSA Study Guide - Update Sets & Configuration Management

ServiceNow Docs: Best Practices for Update Sets (ServiceNow Documentation) ServiceNow Docs: Moving Customizations with Update Sets

NEW QUESTION # 279

Which script can run when a record is displayed, inserted, updated, deleted, or when a table is queried?

- **A. Business Rule**
- B. Client Script
- C. Record Rule
- D. Scheduled Job
- E. UI Script

Answer: A

Explanation:

Detailed Explanation:

Business Rules in ServiceNow are server-side scripts that execute in response to database operations, such as when a record is displayed, inserted, updated, deleted, or queried. They are critical for automating processes, ensuring data integrity, and performing backend operations without user intervention. Business Rules can be set to run at different times, such as before or after the database action, depending on the requirement.

(Reference: ServiceNow Documentation - Business Rules and Server-side Scripting)

NEW QUESTION # 280

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