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CSA Practice – ServiceNow Exam Questions & Answers

1. What section on a task record would you use to see the most recent update made to a record?

Answer Journal

Timeline

Update log

Audit log

Diary

Activity

2. What are the examples of UI actions?

Answer List buttons List context menu

List choices

List links

List control

Lists overwrite

3. Which feature allows you to automate business logic for a particular application or process such as approvals, task, notifications and record operations?

Answer Flows

Action sequence

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ServiceNow CSA Exam Syllabus Topics:

Section	Weight	Objectives
		- Database and Security Administration
Topic 1: Database Management and Platform Security 27%		1. Import Sets 2. Data Schema 3. Access Controls 4. CMDB and CSDM

		- Platform Overview
Topic 2: Platform Overview and Navigation	7%	• 1. ServiceNow Instance • 2. Platform Capabilities and Services • 3. Navigation and User Interface
		- Instance Personalization and Configuration
Topic 3: Instance Configuration	11%	• 1. Lists and Forms • 2. Applications and Plugins • 3. User Administration
		- Collaboration Features
Topic 4: Configuring Applications for Collaboration	20%	• 1. Notifications • 2. Visual Task Boards • 3. Dashboards and Reporting • 4. Task Management
		- Migration and Automation
Topic 5: Data Migration and Integration	15%	• 1. Update Sets • 2. UI Policies • 3. Basic Scripting • 4. Business Rules
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New ServiceNow CSA Braindumps Sheet, CSA Frenquent Update

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ServiceNow Certified System Administrator Sample Questions (Q502-Q507):

NEW QUESTION # 502

Where can Admins check which release is running on an ServiceNow instance?

- A. Transactions log
- B. System.upgraded table
- C. Memory Stats module
- D. Stats module

Answer: B

NEW QUESTION # 503

When creating a global custom table named "abc", what is the table name that is automatically assigned by the platform?

- A. u_abc

- B. snc_abc
- C. sys_abc
- D. abc

Answer: A

NEW QUESTION # 504

Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

- A. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
- B. Requests can contain many items; and Items can be any item from the catalog.
- C. A Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.
- **D. Vendors can sell multiple products; and products can be sold by multiple vendors.**

Answer: D

Explanation:

In ServiceNow, a Many-to-Many (M2M) relationship exists when records in one table can be associated with multiple records in another table, and vice versa.

A classic example of an M2M relationship is:

#Vendors can sell multiple products

#Products can be sold by multiple vendors

Vendors often sell multiple products across different categories.

A single product can be available from multiple vendors.

This requires an intermediary (join) table to track the many-to-many relationship.

A). Requests & Items

Incorrect because each Request (REQ#) can have multiple requested items (RITM#), but an item does not belong to multiple requests.

This is a one-to-many (1:M) relationship.

C). Tasks & Workflows

Incorrect because workflows are associated at an individual task level, and while multiple workflows may be involved, they do not create a true M2M relationship.

D). Configuration Items & Classes

Incorrect because a Configuration Item (CI) belongs to only one class, making this a one-to-many relationship, not M2M.

Reference: ServiceNow CSA Documentation - Many-to-Many Relationships

ServiceNow Product Documentation - Relationship Types & Example Use Cases (<https://docs.servicenow.com>)

Final answer: B. Vendors can sell multiple products; and products can be sold by multiple vendors.

NEW QUESTION # 505

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

Answer: C

Explanation:

In ServiceNow, Number Maintenance is the application used to manage and modify numbering schemes for different tables, including the Incident table. Since the default prefix for Incident numbers is "INC", an administrator can modify it to a company-specific prefix (e.g., "IN") by following these steps:

Navigate to the Number Maintenance Application:

Go to All # System Definition # Number Maintenance

Search for the Incident table (task.number record for Incident).

Modify the Prefix:

Open the existing Incident numbering record.

Change the Prefix from "INC" to "IN".

Ensure the Next Number field is correctly set (e.g., "IN0001001").

Save the Changes:

Click Update to apply the new prefix.

All newly created incidents will now follow the new format (IN0001001).

Existing incidents are NOT affected—only newly created records will reflect the new prefix.

Steps to Change the Incident Number Prefix: Why Option A (Number Maintenance) is Correct? The Number Maintenance application is the correct place to modify prefixes for tables like Incident.

Why Other Options Are Incorrect? B. Create a Business Rule that modifies the prefix before the Insert operation # Incorrect Business Rules do not control number generation.

Number generation is managed by Number Maintenance at the system level.

C: The prefix of an incident cannot be changed because it is a built-in feature # Incorrect The prefix CAN be changed using the Number Maintenance application.

Only existing records retain their original prefix; new records follow the updated format.

D: Submit a Change Request to ServiceNow Technical Support # Incorrect

This is not necessary, as administrators can make this change directly through Number Maintenance.

ServiceNow Docs - Number Maintenance Configuration <https://docs.servicenow.com> ServiceNow Learning - Customizing

Numbering Schemes ServiceNow Developer Portal - Number Prefix Best Practices References from Certified System

Administrator (CSA) Documentation:

NEW QUESTION # 506

Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- A. Flow Diagrams
- B. Action Sequences
- C. Task Flows
- D. Flows
- E. Action Sets

Answer: A

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-des>

NEW QUESTION # 507

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