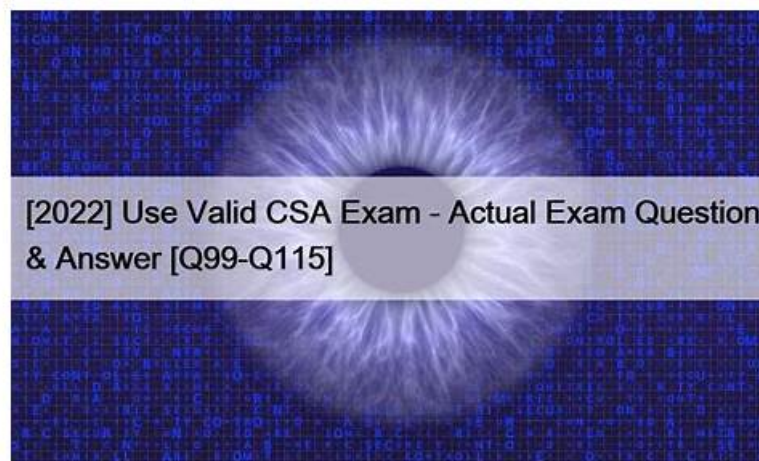


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ServiceNow Certified System Administrator Sample Questions (Q177-Q182):

NEW QUESTION # 177

What are the three permission requirements that must evaluate to true for an access control rule to apply?

Choose 3 answers

- A. table.
- B. table.none
- C. Script
- D. Roles
- E. Conditions
- F. table."

Answer: C,D,E

Explanation:

In ServiceNow, Access Control Rules (ACLs) determine who can create, read, write, delete, or execute records within a table. Each ACL rule evaluates three main permission requirements, all of which must be true for the rule to apply. These requirements are:

The Conditions field in an ACL specifies predefined logic that must be met for the rule to apply.

Example: An ACL might specify that a record is only accessible if the State field is set to "Open".

Conditions are evaluated first before checking roles or scripts.

ACLs can be restricted to users with specific roles.

If a user does not have the required role(s), the ACL denies access.

Example: Only users with the "itil" role can edit incidents.

If the ACL does not specify any role, all users may be eligible based on conditions and script evaluations.

ACL scripts provide advanced conditional logic using server-side JavaScript.

Scripts allow complex rule evaluation, such as checking whether a user is the record's creator.

Example: A script could restrict access to records where `current.requested_for == gs.getUserID()` (only allow users to see their own requests).

If a script is present in an ACL, it must return true for access to be granted.

Access control rules are only granted when all three evaluations return true.

Conditions act as filters.

Roles define permissions based on user roles.

Scripts allow advanced access logic.

1. Conditions (A - Correct Answer) 2. Roles (C - Correct Answer) 3. Script (D - Correct Answer) Why "A.

Conditions," "C. Roles," and "D. Script" are the Correct Answers?

B: Table - Incorrect

Access control applies to specific tables, but defining a table itself is not one of the permission checks.

E: Table." - Incorrect

This is an incorrectly formatted option and does not relate to access control evaluation.

F: Table.none - Incorrect

"Table.none" is not an evaluation factor in ACLs. Access control applies to table-level, field-level, and record-level, but "table.none" is not an access requirement.

Explanation of Incorrect Options:

ServiceNow Docs: Access Control Rules (ACLs) Overview

ServiceNow CSA Study Guide - Security and Access Control

ServiceNow Product Documentation: Evaluating ACLs and Permissions

References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 178

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

- A. Network Server
- B. LDAP Connection
- C. JDBC Connection
- D. Implementation Spoke
- E. Local Sources (i.e. XML, CSV, Excel)
- F. DataHub

Answer: B,C,E,F

Explanation:

In ServiceNow, Data Sources define external data that can be imported into the platform. These sources feed data into Import Sets, which are then transformed into ServiceNow tables.

Why These Options Are Correct?

☐ A. Local Sources (i.e. XML, CSV, Excel)

Allows importing structured data files stored locally or uploaded manually.

Commonly used for one-time data migrations or periodic imports.

☐ D. JDBC Connection

JDBC (Java Database Connectivity) allows ServiceNow to connect directly to external databases (e.g., MySQL, Oracle, SQL Server).

Useful for real-time integrations with legacy systems.

☐ E. Network Server

Allows importing data from a file stored on a remote server via SFTP/FTP.

Common for automated batch data imports.

☐ F. LDAP Connection

LDAP (Lightweight Directory Access Protocol) allows ServiceNow to sync user and group data from enterprise directories (e.g., Active Directory).

Used for HR, ITSM, and Identity Management.

Why Are the Other Options Incorrect?

□ B. Implementation Spoke

Incorrect because "Implementation Spoke" is not a data source but a ServiceNow IntegrationHub component used for automating ITSM tasks.

□ C. DataHub

Incorrect because "DataHub" is not a ServiceNow data source.

ServiceNow uses IntegrationHub, JDBC, REST, and SOAP APIs for data ingestion.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Data Sources - Importing External Data

ServiceNow LDAP Integration - Best Practices

ServiceNow JDBC and File-Based Data Import Methods

NEW QUESTION # 179

What controls the publishing and retiring process for knowledge articles?

- A. State Lifecycle
- B. Workflow Designer
- C. Workflows
- D. Approval Definitions
- E. Approval Policies

Answer: C

Explanation:

In ServiceNow Knowledge Management, the publishing and retiring process for knowledge articles is managed through Workflows. These workflows define the steps an article must go through before it is published, updated, or retired.

Submission:

A user creates a knowledge article and submits it for approval.

Approval Process:

Based on the workflow, an article may require manager or SME (Subject Matter Expert) approval.

Publishing:

Once approved, the article is published and made available in the Knowledge Base.

Updating & Versioning:

If edits are needed, the article enters a draft or review state.

Retirement:

When an article is no longer needed, it follows the workflow to retire or archive it.

Knowledge Approval Publish (requires approval before publishing)

Knowledge Instant Publish (automatically publishes the article)

Knowledge Retire (handles retiring or archiving articles)

A: Approval Policies (Incorrect)

ServiceNow does not use a separate "Approval Policy" for knowledge articles; approvals are managed within the workflow.

B: Approval Definitions (Incorrect)

There is no such specific feature in ServiceNow. Approvals are configured within workflows, not separate definitions.

C: Workflow Designer (Incorrect)

The Workflow Designer is a tool used to create workflows, but it does not control the publishing process directly. The workflows themselves do.

E: State Lifecycle (Incorrect)

While knowledge articles have a lifecycle (Draft # Review # Published # Retired), this is controlled by workflows, not by an independent "State Lifecycle" feature.

Knowledge Workflows Overview: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

ServiceNow Knowledge Management Process: <https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/knowledge-management/concept/knowledge-management-overview.html> How Workflows Control Knowledge Article Publishing & Retiring: Common Knowledge Workflows in ServiceNow: Explanation of Incorrect Options: Official

References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 180

What role enables someone to authorize a request, with no other permissions on the platform?

- A. Authorize [authorize-user]
- **B. Approver [approver-user]**
- C. Verification [verify_user]
- D. Reviewer [reviewer_user]
- E. Approver Group [approval_group]

Answer: B

Explanation:

In ServiceNow, the Approver [approver-user] role is specifically designed for users who need to authorize requests but should not have any other permissions or administrative access to the platform.

Can approve or reject requests (e.g., Change Requests, Service Catalog Requests).

No additional platform permissions (cannot create, modify, or view records beyond approvals).

Assigned automatically to users designated as approvers in approval workflows.

An IT Manager receives an approval request for a new laptop.

The manager logs in and sees only the approval request (no other system access).

They approve/reject the request without modifying any records.

Key Features of the Approver Role: Example Use Case:

B: Authorize [authorize-user] #Incorrect

No such role exists in ServiceNow.

C: Reviewer [reviewer_user] #Incorrect

No such role exists in ServiceNow.

D: Approver Group [approval_group] #Incorrect

Approval groups allow multiple users to approve a request collectively, but it is not a standalone role.

The approver-user role is the correct answer for individual approvals.

E: Verification [verify_user] #Incorrect

No such role exists in ServiceNow.

Why Other Options Are Incorrect?

Approval Configuration

User Roles in ServiceNow

Official ServiceNow Documentation Reference:

NEW QUESTION # 181

What setting allows users to view a Knowledge Base article even if they are not logged in?

- A. The Allow role
- B. The View All setting
- C. The ESS role
- **D. The Public setting**

Answer: D

Explanation:

In ServiceNow Knowledge Management, articles are typically restricted to specific users or roles. However, if you want an article to be accessible without requiring login, you must enable the Public setting.

Navigate to Knowledge Base Settings.

Enable the Public checkbox.

Save the changes.

The article is now viewable by anyone, even without logging into ServiceNow.

A: The View All setting

No such setting exists for public access in ServiceNow.

B: The Allow role

"Allow roles" restricts access to specific roles, but does not make the article public.

C: The ESS role

The ESS (Employee Self-Service) role allows access to logged-in users, not public users.

Reference: ServiceNow CSA Documentation - Public Knowledge Articles

ServiceNow Product Documentation - Configuring Knowledge Base Permissions (<https://docs.servicenow.com>)

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The Maps App's Flyover View, Music is certainly the area that CSA has sparked the most interest for iPod lovers, It will cost a little time or even less than little time for you to study.

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