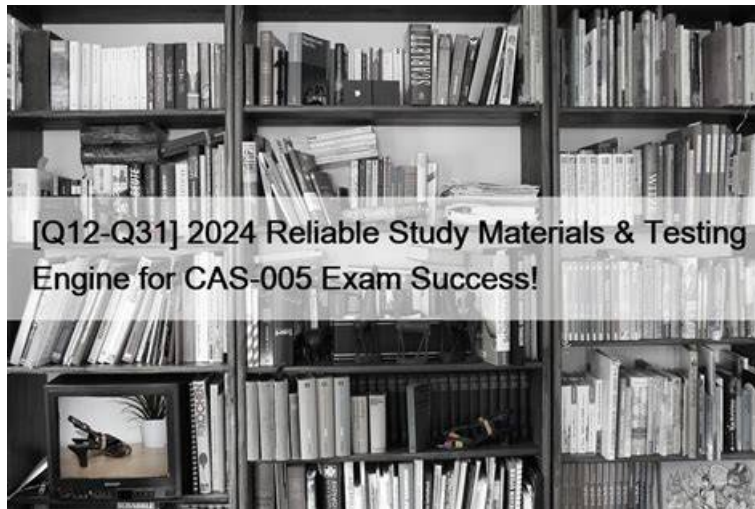


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## ServiceNow CSA Exam Syllabus Topics:

| Section                              | Objectives                                                                                                                                                                                                 |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Data Management                      | <ul style="list-style-type: none"><li>- Import sets and data loading</li><li>- Tables and CMDB basics</li></ul>                                                                                            |
| ServiceNow Platform Fundamentals     | <ul style="list-style-type: none"><li>- Navigation and user interface</li><li>- Lists, forms, and filters</li><li>- Platform architecture and components</li></ul>                                         |
| Service Management Applications      | <ul style="list-style-type: none"><li>- Knowledge management</li><li>- Change and request management</li><li>- Incident and problem management</li><li>- Service catalog and request fulfillment</li></ul> |
| Reporting and Analytics              | <ul style="list-style-type: none"><li>- Reports and dashboards</li><li>- Performance analytics overview</li></ul>                                                                                          |
| Security and Administration          | <ul style="list-style-type: none"><li>- User administration and roles</li><li>- Access control rules (ACLs) basics</li></ul>                                                                               |
| Service Automation and Configuration | <ul style="list-style-type: none"><li>- Business rules and client scripts basics</li><li>- Workflows and Flow Designer overview</li></ul>                                                                  |

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## ServiceNow CSA Free Practice Exams, Exam Vce CSA Free

It is known to us that the error correction is very important for these people who are preparing for the CSA exam in the review stage. It is very useful and helpful for a lot of people to learn from their mistakes, because many people will make mistakes in the same way, and it is very bad for these people to improve their accuracy. If you want to correct your mistakes when you are preparing for the CSA Exam, the study materials from our company will be the best choice for you.

## ServiceNow Certified System Administrator Sample Questions (Q252-Q257):

### NEW QUESTION # 252

What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. Team, Party, Awards
- **C. User, Task, Incident**
- D. Work, Caller, Timecard

**Answer: C**

Explanation:

In ServiceNow, Core Tables are foundational tables that are included by default in the platform. These tables store essential records used across various applications and modules.

☐ Key Core Tables in ServiceNow:

Task (task) - A core table that serves as the parent for several other tables, such as Incident, Change, and Problem.

User (sys\_user) - Stores all user records in the instance.

Incident (incident) - A child table of task, used to track issues and requests reported by users.

☐ Why Option C is Correct?

User (sys\_user) - Essential for user management in ServiceNow.

Task (task) - A fundamental table that many other tables extend from.

Incident (incident) - A widely used table in IT Service Management (ITSM), which extends from task.

☐ Incorrect Options Explained:

A. Configuration, Connect, Chat - Configuration is broad and does not refer to a single table, and Connect and Chat are part of ServiceNow's communication framework but are not core tables.

B. Team, Party, Awards - These tables do not exist in ServiceNow's core platform.

D. Work, Caller, Timecard - While Caller may refer to users, and Timecard is a table used in time-tracking applications, these are not considered core tables.

☐ Reference:

Creating Tables in ServiceNow

ServiceNow Task Table Documentation

Understanding Core Tables in ServiceNow

### NEW QUESTION # 253

If you want to manage your personal tasks through a visual, drag-and-drop interface, what application would you use?

- **A. Visual Task Boards**
- B. Service Desk
- C. Personal Task Tracker
- D. Virtual Agent Homepage

**Answer: A**

Explanation:

✓ Visual Task Boards (VTB) provide a Kanban-style interface for tracking and managing tasks visually. Users can: Create personal or team boards to manage tasks.

Drag and drop task cards between different lanes (e.g., "To Do," "In Progress," "Completed").

Filter and categorize work dynamically.

Types of Visual Task Boards:

Freeform Boards - Simple personal boards for organizing work.

Guided Boards - Based on ServiceNow lists and automatically updated.

Flexible Boards - A mix of Freeform and Guided boards.

Option B (Service Desk) is incorrect because it refers to the Service Desk application for handling incidents and tickets.

Option C (Virtual Agent Homepage) is incorrect because it is used for chatbot interactions, not task management.

Option D (Personal Task Tracker) is incorrect because there is no such feature in ServiceNow.

☐ Reference: ServiceNow Visual Task Boards (VTB) Documentation

### NEW QUESTION # 254

User records are stored in which table?

- A. User [u\_sys\_user]
- B. User [sn\_user]
- C. User [sys\_user]
- D. User [s\_user]

**Answer: C**

Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c\\_UserPreferences.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html)

### NEW QUESTION # 255

Which role(s) are required to impersonate a user?

Choose 2 answers

- A. sys\_admin
- B. sys\_user
- C. admin
- D. impersonator
- E. security\_admin

**Answer: C,D**

Explanation:

In ServiceNow, impersonating a user allows administrators or authorized users to temporarily assume another user's identity. This is useful for troubleshooting, testing permissions, and verifying user experiences.

Correct Answers

admin (A) ☐

Users with the admin role automatically have impersonation privileges.

Admin users can impersonate any user in the system.

Example: A system admin impersonates a Service Desk Agent to test access restrictions.

impersonator (E) ☐

The impersonator role allows a user to impersonate others without full admin privileges.

This role is useful for support teams or testers who need to verify user permissions.

Example: A QA tester is given the impersonator role to test different roles in the system.

Incorrect Answer Choices

B . sys\_admin ☐

No such role as sys\_admin in ServiceNow-this is likely a mistyped version of "admin".

C . security\_admin ☐

security\_admin is used for elevating privileges to modify high-security settings, not for impersonation.

D . sys\_user ☐

The sys\_user table stores user records but is not a role.

Regular users cannot impersonate others unless they have the impersonator or admin role.

Reference:

ServiceNow Documentation: Impersonating Users

ServiceNow Security Best Practices: Understanding User Roles

### NEW QUESTION # 256

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Install the Bomgar plug-in
- C. Initiate a Connect Chat session
- D. Launch a NowChat window
- E. Impersonate the user

**Answer: E**

Explanation:

If a user reports that they cannot see certain modules in the Application Navigator, the best way to troubleshoot is to impersonate the user. Impersonation allows an administrator to see exactly what the user sees without needing their password.

Click on your profile icon (top-right corner).

Select Impersonate User.

Search for and select the user's name.

The instance will reload, and you will see the UI as the user experiences it.

Navigate to the Application Navigator and check for missing modules.

Once done, click Stop Impersonation.

Ensures security (no need to reset or look up passwords).

Speeds up troubleshooting by allowing admins to replicate user issues.

Helps verify role-based access permissions.

Steps to Impersonate a User in ServiceNow: Why is Impersonation Useful?

Incorrect Answer Choices Explanation: A. Look up their password, so you can login with their account. This is a security violation and not an acceptable practice.

B. Initiate a Connect Chat session

Chatting with the user can help gather information, but it does not allow you to see what they see.

C. Install the Bomgar plug-in

Bomgar is a remote support tool, but impersonation is the built-in and recommended method for troubleshooting in ServiceNow.

E. Launch a NowChat window

NowChat is used for customer support and collaboration, not for verifying module visibility.

Impersonate Users in ServiceNow

User Roles and Permissions

Official CSA Documentation Reference:

## NEW QUESTION # 257

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