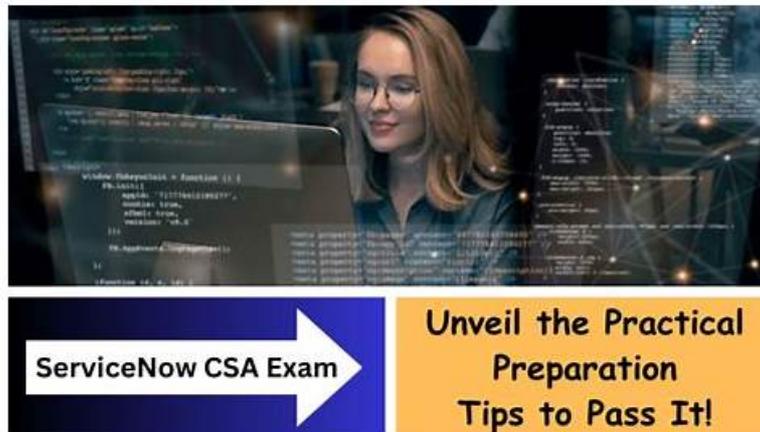


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ServiceNow CSA (ServiceNow Certified System Administrator) certification exam is a highly sought-after credential for IT professionals who want to demonstrate their knowledge and expertise in managing the ServiceNow platform. ServiceNow Certified System Administrator certification exam is designed to assess the skills and knowledge of individuals who are responsible for the day-to-day management of ServiceNow instances. It covers a wide range of topics, including user and group administration, data management, configuration management, scripting, reporting, and more.

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Prerequisites

Those individuals who are planning to take the ServiceNow CSA Exam should meet particular requirements. First of all, the vendor requires that the applicants complete the official training course. They can enroll for the on demand ServiceNow Fundamentals course offered on Now Learning, a special online platform developed by ServiceNow. It provides the learners with a wide range of resources, hands-on practice, as well as a convenient framework for managing their certifications. Alternatively, they can go for a three day ServiceNow Fundamentals option offered as Instructor-Led Training (ILT) or Virtual Instructor-Led Training (VILT). After completing the ServiceNow Fundamentals course, one will receive a special voucher code that gives access to the ServiceNow Certified System Administrator test.

The test takers should also be well versed in all the topics contained in the official exam blueprint. This document is available for download on the vendor's website free of charge. Additionally, they are recommended to have the industry experience associated with database principles & system management; a minimum of 3 months of experience utilizing & maintaining a ServiceNow instance; some level of knowledge of problem, change, and incident workflows as well as IT Help Desk Processes. The working

experience in the System Administrator role or access to the ServiceNow administrative applications & modules will be also helpful.

ServiceNow Certified System Administrator Sample Questions (Q193-Q198):

NEW QUESTION # 193

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

Answer: B

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 # 194

When you are viewing a record, like an incident, how can you detect if someone else is also actively working on the Incident? (Choose 2 answers)

- A. The Work notes list contains names of the other users
- B. A notification appears asking the new user to collaborate
- **C. An icon appears to the left of fields that have been updated by other users**
- **D. User presence icon shows initials of users actively viewing the record**
- E. A chat bubble automatically launches, so you can collaborate

Answer: C,D

Explanation:

Detailed Explanation:

In ServiceNow, User Presence features provide real-time visibility into record collaboration. This includes:

Option B: An icon that appears beside fields updated by other users, indicating recent changes.

Option E: A user presence icon showing initials of users currently viewing the record. These real-time indicators improve collaboration and prevent conflicts during data entry. (Reference: ServiceNow Documentation - Real-time Collaboration and User Presence)

NEW QUESTION # 195

What table acts as a staging area for records imported from a data source?

- A. Temp Table
- **B. Import Set Row Table**
- C. Staging Table
- D. Transform Table

Answer: B

NEW QUESTION # 196

Where would you go in ServiceNow to order services and products offered by various departments?

- A. Self Service
- B. Service Department
- **C. Service Catalog**
- D. Customer Service

Answer: C

NEW QUESTION # 197

Which applications allow administrators to create and distribute data visualizations?

Choose 2 answers

- A. Reports
- B. Data Visualizations
- C. Indicators
- **D. Performance Analytics**
- **E. Analytics Center**

Answer: D,E

NEW QUESTION # 198

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