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**SERVICENOW CSA PRACTICE TEST STUDY
GUIDE 2025/2026 COMPLETE QUESTIONS
WITH CORRECT DETAILED ANSWERS ||
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<BRAND NEW VERSION>**

1. What would you do, on a list, if you wanted to show records in groups, based on the column category?
 - a. On list Context Menu, select Group By > Category
 - b. On the Filter Menu, select Group By > Category
 - c. Click Group On icon, select Category
 - d. On Navigator Filter, type tablename.group.category and press enter.
 - e. On the Category column table, click Context menu > Group By Category - ANSWER ✓ a. On list Context Menu, select Group By > Category
 - f. On the Category column table, click Context menu > Group By Category
2. When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?
 - a. Run Transform
 - b. Run Import
 - c. Import Dataset
 - d. Execute Transform
 - e. Schedule Transform - ANSWER ✓ a. Run Transform
3. What are the steps for applying an update set to an instance?
 - a. Retrieve, Preview, Commit
 - b. Specify, Transform, Apply
 - c. Retrieve, Assess, Apply
 - d. Get, Test, Push

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One of the most effective strategies to prepare for the ServiceNow Certified System Administrator (CSA) exam successfully is to prepare with actual ServiceNow CSA exam questions. It would be difficult for the candidates to pass the ServiceNow exam on the first try if the CSA study materials they use are not updated. Studying with invalid CSA practice material results in a waste of time and money. Therefore, updated ServiceNow CSA practice questions are essential for the preparation of the CSA exam.

Read the registration procedure of the ServiceNow CSA Exam

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Step 1: Visit to WebAssessor Exam Registration
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ServiceNow Certified System Administrator Sample Questions (Q157-Q162):

NEW QUESTION # 157

Which actions would you take to edit the title on an application menu? (Choose 2 answers)

- A. Select System Definitions > Application Menus, then select the application
- B. Select the form for the Application, then right-click Configure > Form Designer
- C. Select Configuration > Applications, then select the application
- D. Select the Application name on the Navigator, then select the pencil icon
- E. Select System Definition > Dictionary > Application

Answer: A,D

Explanation:

Detailed Explanation: To edit the title of an application menu in ServiceNow:

* Option C: Using the Navigator, selecting the application name, and clicking the pencil icon allows quick title adjustments.

* Option D: Going to System Definitions > Application Menus and selecting the application provides comprehensive options for editing the application menu title and related settings. These approaches streamline menu customization and improve navigation.

(Reference: ServiceNow Documentation - Application Menu Customization)

NEW QUESTION # 158

Which modules can you use to create a new table?

Choose 2 answers

- A. Schema Map
- B. Tables & Columns
- C. Dictionary
- D. Tables

Answer: B,D

NEW QUESTION # 159

You have an existing customer, who is using workflows for their catalog items. Their existing purchasing policy is to require approval for any request that totals over 31000. However, management wants to change the approval threshold to 31500. Which workflow would you update to make this change?

- A. 6 Services Catalog Item Request
- B. Purchasing Process Flow
- C. Service Catalog Request
- D. Services Approval Processing

Answer: C

NEW QUESTION # 160

Your company is giving all first line workers a special T-shirt as a recognition for their hard work.

Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Catalog Item and use the Not Available list to specify the Manager Group
- B. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role
- C. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role
- D. Create Catalog Item and use the Available For list to specify ITIL [itil] role

Answer: C

Explanation:

In ServiceNow, Record Producers allow users to create records in tables through a user-friendly interface in the Service Catalog. Since the goal is to enable only first-line workers to order the T-shirt, we need to control access based on their role.

A Record Producer in the Service Catalog is the best way to gather user input (size, color, etc.) and create a new order record in the system.

The "Available For" list allows administrators to restrict access to specific users or roles.

The First Line [sn_first_line] role is explicitly designed to include only first-line workers while excluding managers.

Why is Option A Correct? Why Are the Other Options Incorrect? B. Create Catalog Item and use the Not Available list to specify the Manager Group. Catalog Items are valid for this use case but using the "Not Available For" list is a less effective approach.

If new manager roles or groups are added in the future, this method won't automatically exclude them.

It's better to explicitly define who can access the item rather than relying on exclusions.

C: Create Catalog Item and use the Available For list to specify ITIL [itil] role. The ITIL role is typically assigned to Service Desk personnel and IT staff, not first-line workers.

This approach would allow many unintended users to request the T-shirt.

D: Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role. Order Guides are used to bundle multiple catalog items and guide users through a complex ordering process.

Since this scenario only involves a single item (T-shirt request), using an Order Guide is unnecessary.

ServiceNow Service Catalog Management - Record Producers

ServiceNow User Criteria and Access Control Best Practices

ServiceNow CSA Guide - Managing Roles and Access Restrictions

References to Official Certified System Administrator (CSA) Documentation:

NEW QUESTION # 161

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

- A. personalize.control
- B. ui_action_admin
- C. personal_list
- D. ui_page_admin

Answer: C

Explanation:

In ServiceNow, the personal_list role allows users to add or remove fields from a list view without requiring full administrator privileges.

Key Capabilities of the personal_list Role:

Modify List Layout (Columns & Fields)

Users can add, remove, or rearrange columns in list views.

Save Personal List Preferences

Customizations apply only to the user, unless they have additional permissions to modify system-wide settings.

Does NOT Allow System-Wide Changes

Unlike the admin role, personal_list only affects personal views of lists, not global configurations.

Why Other Options Are Incorrect?

A. personalize.control (Incorrect)

No such role exists in ServiceNow.

C. ui_page_admin (Incorrect)

This role allows users to manage UI Pages, but it does not provide list customization permissions.

D. ui_action_admin (Incorrect)

This role is used to manage UI Actions (buttons, links, and client-side scripts), not list view configurations.

Reference from ServiceNow CSA Documentation:

Role-Based List Customization

ServiceNow List Personalization

User Roles and Permissions

ServiceNow User Roles

NEW QUESTION # 162

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