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ServiceNow CSA Exam Prep Questions & Answers

1. What do you select to personalize the system settings of the Now Platform user interface?

- A. Magnifying glass
- B. Question mark
- C. Gear
- D. Logo

Answer C. Gear

2. Which of these applications is available to all users?

- A. Change
- B. Incident
- C. Facilities
- D. Self-service

Answer D. Self-service

3. Which module displays a list of tasks assigned to a user's group, but not yet assigned to an individual user?

- A. My Teams Work
- B. My Groups Work
- C. My Groups Tasks

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ServiceNow CSA certification exam is a valuable credential for IT professionals who want to demonstrate their expertise in ServiceNow administration. It is a well-recognized certification in the IT industry and is highly valued by employers. CSA Exam is designed to assess the candidate's knowledge of ServiceNow architecture, configuration, and administration. It covers a wide range of topics, including user management, data management, workflow administration, and reporting.

ServiceNow Certified System Administrator Sample Questions (Q43-Q48):

NEW QUESTION # 43

What are the three components of a filter condition?

- A. Variable, Field, and Value
- **B. Field, Operator and Value**
- C. Field, Condition, and Value
- D. Condition, Operator, and Value

Answer: B

NEW QUESTION # 44

A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

- A. onSubmission()
- B. onLoad
- **C. onSubmit()**
- D. onUpdate()

Answer: C

Explanation:

In ServiceNow, Client Scripts run on the client-side (browser) and modify form behavior dynamically.

To validate form data before submission, you must use an onSubmit() Client Script.

Executes Before Form Submission

The onSubmit() Client Script runs just before the form is submitted, allowing validation checks.

If an issue is found, you can prevent form submission using return false;.

Best for Data Validation

Can check if required fields are filled.

Can enforce business rules on the client-side.

Example: Preventing submission if the "Short Description" field is empty.

Why is "onSubmit()" the Correct Answer?

```
Example onSubmit() Client Script:
function onSubmit() {
  var shortDesc = g_form.getValue('short_description');
  if(!shortDesc) {
    alert('Short Description is required before submitting.');
```

```
    return false; // Stops the form from being submitted
  }
  return true; // Allows form submission
}
```

A: onSubmission() Incorrect- This is not a valid ServiceNow Client Script type.

C: onLoad Incorrect- Runs when the form loads, but does not validate form submission.

D: onUpdate() Incorrect- Runs when a record is updated, but does not control form submission.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Client Scripts Overview#Understanding Client Scripts

ServiceNow Docs - Using onSubmit() Client Scripts#Client Script Examples Official ServiceNow Documentation References:

NEW QUESTION # 45

A user is complaining that they are seeing a blank page, when they click Create New, from your custom Inventory application. You

have confirmed that they can see the Inventory application, and the Create New module on the application navigator. What could be the cause of this issue?

- A. Known intermittent issue with U115
- **B. User has read role, but not the write role on the Inventory table**
- C. User session has timed out
- D. User should be using Chrome instead of Explorer for their browser
- E. Create New module has a broken link

Answer: B

Explanation:

In ServiceNow, role-based access control (RBAC) determines what a user can see and do within the platform.

If a user can see an application and its module but encounters a blank page when attempting to create a new record, the most likely reason is insufficient permissions.

Understanding the Issue:

The user can see the application and module, which indicates they have at least read access.

The blank page appears when they attempt to create a new record, which suggests a lack of write access.

Role-Based Access Control in ServiceNow:

Every table in ServiceNow can have ACLs (Access Control Rules) that define what users can do based on their roles.

If a user has only read access to the Inventory table (x_inventory), they can view records but cannot create new ones.

A write or create ACL is required to allow the user to insert new records into the table.

Why Other Answers Are Incorrect:

A: Create New module has a broken link# If the module had a broken link, the user would likely get an error or a "Page not found" message rather than a blank page.

B: Known intermittent issue with U115# No such known issue exists in official CSA documentation.

C: User should be using Chrome instead of Explorer for their browser# While browser compatibility issues can exist, they do not typically result in a blank page specifically when trying to create a new record.

E: User session has timed out# If the session had expired, the user would be redirected to the login page rather than seeing a blank page.

Best Practice Solution:

Verify the ACLs on the Inventory table (x_inventory) to check if the user has write and create permissions.

Check the roles assigned to the user under User Administration # Users and ensure they have the appropriate roles for Inventory management.

Review the Application Menu and Module settings to confirm proper configuration.

Reference:

ServiceNow System Security: Access Control Rules

ServiceNow Role-Based Permissions Model (CSA Official Documentation)

ServiceNow Docs: Understanding Access Control Rules

NEW QUESTION # 46

What are the steps for applying an update set to an instance?

- A. Specify, Transform, Apply
- B. Get, Test, Push
- **C. Retrieve, Preview, Commit**
- D. Retrieve, Assess, Apply
- E. Pull, Review, Push

Answer: C

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-sets/concept/us-hier-overview.html#us-hier-overview>

NEW QUESTION # 47

Which core table in the ServiceNow platform provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables?

- A. Workflow [workflow]
- B. Service [service]
- C. Assignment [assignment]
- **D. Task [task]**

Answer: D

Explanation:

In ServiceNow, the Task [task] table is a core table that provides a set of standard fields used by multiple tables that extend it, including:

Incident [incident]

Problem [problem]

Change Request [change_request]

Service Request [sc_request]

These tables inherit fields from the Task table, ensuring consistency in assignments, state management, and workflows.

Standard Fields:

Assigned To

Assignment Group

Priority

State

Created By / Updated By

Short Description / Description

Extensibility:

The Incident, Problem, and Change tables all extend the Task table, inheriting its fields.

Developers can add additional fields while keeping core task properties intact.

The Task table is the primary table for work-related records in ServiceNow.

It standardizes fields across multiple ITSM modules.

B: Assignment [assignment] # Incorrect

There is no standard "Assignment" table in ServiceNow.

Assignments are managed through the Task table via the Assigned To and Assignment Group fields.

C: Service [service] # Incorrect

There is no generic "Service" table that acts as a core table for ITSM processes.

Service-related items are stored in different tables, such as cmdb_ci_service (for service records).

D: Workflow [workflow] # Incorrect

The Workflow table is used for managing automated workflows and does not store task-related records.

Key Features of the Task Table: Why is "A. Task [task]" the Correct Answer? Why the Other Options Are Incorrect?

ServiceNow Docs: Task Table Overview <https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/incident-management/concept/task-table.html>

References from Certified System Administrator (CSA)

Documentation: This confirms that the Task table is the core table that extends to Incident, Problem, and other related tables.

NEW QUESTION # 48

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