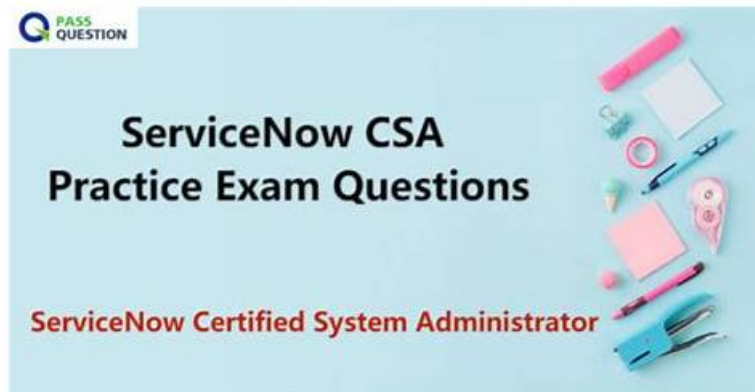


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ServiceNow is a cloud-based platform that provides IT service management, IT operations management, and IT business management solutions. It has gained popularity in recent years due to its ability to streamline and automate workflows, reducing manual effort and increasing efficiency. As more organizations adopt ServiceNow, there is a growing demand for professionals who can manage and administer the platform effectively. The ServiceNow Certified System Administrator (CSA) exam is designed for individuals who want to demonstrate their expertise in administering ServiceNow.

## ServiceNow Certified System Administrator Sample Questions (Q62-Q67):

### NEW QUESTION # 62

Which determines the relationships between field in an import. Set table to field in an existing ServiceNow table?

- A. Schema Map Relationship Builder
- B. Business Service Management Map
- C. Transform Map
- D. Data Sources

**Answer: C**

#### NEW QUESTION # 63

Which tool is used to define relationships between fields in an import set table and a target table?

- A. Schema Map
- B. Transform Schema
- C. Dictionary Map
- D. Field Transformer
- **E. Transform Map**
- F. Import Designer

**Answer: E**

Explanation:

A Transform Map in ServiceNow is a tool used to define relationships between fields in an import set table and fields in a target table. It helps map incoming data to the appropriate fields within the ServiceNow database when importing data from external sources. Data is loaded into an Import Set Table.

A Transform Map is created to define how fields from the import set correspond to fields in the target table.

The Transformation Process is executed, applying the mapping rules.

The data is stored in the Target Table with any specified transformations applied.

Supports field mapping, scripted transformations, and coalesce fields (for avoiding duplicate records).

Allows for data cleansing and standardization during the transformation process.

Can be reused for multiple data imports.

A: Transform Schema# No such concept exists in ServiceNow.

B: Schema Map# Provides a visual representation of table relationships but does not define field mappings for imports.

C: Dictionary Map# Used for mapping between dictionary definitions, not for transforming import set data.

E: Field Transformer# Not a ServiceNow tool.

F: Import Designer# No such module in ServiceNow.

Reference: ServiceNow Docs: Import Sets Key Concepts

ServiceNow Docs: Transform Maps

ServiceNow CSA Official Study Materials

#### NEW QUESTION # 64

What do you activate when you want to add applications or functionality within your development instance?

- A. Updated Pack
- B. App Package
- C. Patch
- D. App Updated Set
- **E. Plugin**

**Answer: E**

Explanation:

Reference:

[https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c\\_ServiceNo](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceNo)

#### NEW QUESTION # 65

Reports can be created from which different places in the platform? (Choose two.)

- **A. View / Run module**
- B. Metrics module
- **C. List column heading**
- D. Statistics module

**Answer: A,C**

Explanation:

In ServiceNow, reports can be created from multiple locations within the platform. Reports provide insights into data stored within the system and help visualize trends, patterns, and key performance indicators (KPIs).

The two correct locations from which reports can be created are:

ServiceNow allows users to create a report directly from a list view.

This feature is useful when working with records in a table, as it enables quick reporting based on the visible columns.

To generate a report from a list view:

Navigate to a list view (e.g., Incidents, Requests, etc.).

Click on a column heading to access the context menu.

Select Bar Chart, Pie Chart, or other visualization option to generate an instant report.

If needed, refine the report using the reporting interface.

The View / Run module is the primary location for creating and managing reports in ServiceNow.

It allows users to create new reports, modify existing reports, and run pre-built reports.

Users can access the Report Designer from this module, where they can configure:

Data sources (tables)

Report type (bar chart, pie chart, trend, etc.)

Filters and conditions

Visualization settings

To access it:

Navigate to Reports > View / Run in the Application Navigator.

Click Create a Report to start building a new report.

1. List Column Heading (Correct) 2. View / Run Module (Correct) Why the Other Options Are Incorrect:

Metrics module (Incorrect)

The Metrics module in ServiceNow is used to track and measure the performance of records over time, but it is not used to create reports.

Metrics focus on data such as time to resolution, SLA compliance, and process efficiency, but reporting is handled separately in the Reports module.

C: Statistics module (Incorrect)

ServiceNow does not have a dedicated Statistics module for report creation.

While reports can generate statistical insights, this is done within the View / Run module and not a standalone "Statistics module."

References: ServiceNow Documentation: Creating and Running Reports

ServiceNow CSA Learning Path: Reporting and Performance Analytics

ServiceNow Docs: Working with Lists and Reports

## NEW QUESTION # 66

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

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

**Answer: B**

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/build/system-update-sets/hier-update-se>

## NEW QUESTION # 67

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