

CSA Test Dates | CSA Certification Book Torrent

CSA Exam Outline

Content Categories	Questions	Percentage of Examination
1. Anthropology and Sociology	17	11.9%
2. Family and Aging	16	11.1%
3. Health and Wellness Aspects	20	13.3%
4. Lifestyle Aspects	27	17.8%
5. Financial Aspects	28	18.5%
6. Eldercare Planning	14	8.9%
7. Legal Aspects	9	5.9%
8. End-of-life Planning	9	5.9%
9. Ethical Issues	10	6.7%

Time limit: 3 hours
Total questions: 150
Question format: Multiple-choice
Delivery format: Computer-based



Mometrix TEST PREPARATION

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CSA Certification Book Torrent, Actual CSA Test Answers

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ServiceNow Certified System Administrator Sample Questions (Q459-Q464):

NEW QUESTION # 459

When a custom table is created, which access control rules are automatically created?

Choose 4 answers

- A. create
- B. update
- C. read
- D. execute
- E. delete
- F. write

Answer: A,B,C,E

Explanation:

In ServiceNow, when a custom table is created, the system automatically generates four Access Control Rules (ACLs) to control the basic operations on that table. These rules define who can create, read, update, and delete records in the table.

Read (ACL: table_name.*.read) Allows users to view (read) records in the table.

Without this ACL, users cannot see any records in the table.

Create (ACL: table_name.*.create) Allows users to insert new records into the table.

Without this ACL, users cannot add new records.

Update (ACL: table_name.*.update) Allows users to modify (edit) existing records in the table.

Users cannot edit records if this ACL is missing.

Delete (ACL: table_name.*.delete) Allows users to remove (delete) records from the table.

Users cannot delete records without this ACL.

Default Access Control Rules Created for a New Table:

C: execute Incorrect- The execute permission applies to Scripts or UI Actions, not table records.

No execute ACL is automatically created for tables.

F: write Incorrect- "Write" is NOT an ACL permission in ServiceNow.

Instead, "update" is the correct term for editing records.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Access Control Rules (ACLs) # Access Control Best Practices ServiceNow Docs - Creating Custom Tables # Custom Tables and Security Official ServiceNow Documentation References:

NEW QUESTION # 460

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

Answer: A

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.

Why is "onSubmit()" the Correct Answer?

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.

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  
}
```

Incorrect Answer Choices Analysis:

A . onSubmit()

☐ 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.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Client Scripts Overview

☐ Understanding Client Scripts

ServiceNow Docs - Using onSubmit() Client Scripts

☐ Client Script Examples

NEW QUESTION # 461

While on an Incident record, how would you add a Tag for "Special Handling" to the record?

- A. On the Special Handling field, check the box
- **B. Click on the More options (..) icon, click Add Tag, type Special Handling, press enter**
- C. Click on the Context menu, select Add Tag, type Special Handling, press enter
- D. On the Tag field, select Special Handling from the choice list

Answer: B

Explanation:

In ServiceNow, Tags allow users to categorize and quickly find records without modifying the database structure. They act as labels that can be applied to records dynamically.

To add a Tag such as "Special Handling" to an Incident record, follow these steps:

Open the Incident record in the platform.

Click the More options (..) icon in the top-right corner of the record.

Select "Add Tag"

Type "Special Handling" and press Enter to apply the tag.

Once applied, the tag will appear in the Tags field of the record, making it easier for users to search and filter incidents with similar labels.

Incorrect Answer Choices Analysis:

B . On the Special Handling field, check the box

☐ Incorrect - There is no standard "Special Handling" field in the Incident table that acts as a tag.

If such a field exists, it would be a custom field and not related to Tags functionality.

C . On the Tag field, select Special Handling from the choice list

☐ Incorrect - Tags are not stored in a field with a choice list.

Tags are user-defined labels that can be dynamically added using the "More options" menu.

D . Click on the Context menu, select Add Tag, type Special Handling, press Enter

☐ Incorrect - The Context Menu (right-click menu) does not provide an option to add a Tag.

Tags are added using the More options (..) icon, not the Context Menu.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Using Tags

☐ How to Use Tags

ServiceNow Docs - Searching Records with Tags

☐ Search and Filter with Tags

Conclusion:

The correct answer is:

☐ A. Click on the More options (..) icon, click Add Tag, type Special Handling, press Enter.

This is the standard way to add a Tag in ServiceNow without modifying any database fields.

NEW QUESTION # 462

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is used to measure and evaluate the effectiveness of IT service management processes
- B. A metric is a report gauge used on homepages to display real-time data
- C. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.
- D. A metric is a time measurement used to report the effectiveness of workflows and SLAs

Answer: A

Explanation:

In ServiceNow, metrics are essential tools used to track and measure key performance indicators (KPIs) related to IT Service Management (ITSM) processes. They help organizations assess how effectively they are meeting their objectives by collecting data over time.

Definition of a Metric:

A metric in ServiceNow refers to a method of measuring and evaluating the performance and effectiveness of IT service management processes over time.

It allows organizations to track changes in records and measure how long specific conditions exist within a workflow.

Key Characteristics of a Metric:

It is used to assess process performance and evaluate efficiency within IT services.

It provides quantifiable data to analyze trends and improvements in Service Management.

Common use cases include tracking incident resolution times, change request approvals, and SLA compliance.

Understanding ServiceNow Metrics: Why Answer "C" is Correct: "A metric is used to measure and evaluate the effectiveness of IT service management processes." This definition aligns precisely with how ServiceNow defines metrics—they track, measure, and analyze the efficiency of various ITSM processes over time.

Metrics help organizations understand service performance trends and make data-driven decisions.

Why the Other Answers Are Incorrect: A. "A metric is a report gauge used on homepages to display real-time data."

Incorrect because gauges are UI elements that visualize data from reports or metrics but are not themselves metrics. Metrics collect and measure data, whereas gauges display the information.

B. "A metric is a time measurement used to report the effectiveness of workflows and SLAs." Incorrect because while time-based metrics exist (e.g., tracking how long an incident stays in a particular state), metrics in ServiceNow are broader and not limited to time measurement alone.

D. "A metric is a comparative measurement used to report the effectiveness of workflows and SLAs." Incorrect because metrics are not necessarily comparative; they are absolute measures of process effectiveness.

Metrics provide raw performance data, which can later be compared or analyzed over time.

ServiceNow CSA Study Guide - Reporting & Performance Analytics

ServiceNow Docs: Metrics Definition & Configuration (ServiceNow Docs - Metrics) ServiceNow Performance Analytics & Reporting Overview References from the Certified System Administrator (CSA) Documentation:

NEW QUESTION # 463

What is used frequently to move customizations from one instance to another?

- A. Update Sets
- B. Code Packs
- C. Configuration Logs
- D. Remote Sets
- E. Local Sets
- F. Code Sets
- G. Update Packs

Answer: A

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export-patterns.html>

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