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To prepare for the exam, individuals can take ServiceNow's official training courses or use other resources such as study guides and practice exams. CSA Exam is delivered online and consists of 60 multiple-choice questions. Candidates have 90 minutes to complete the exam and must achieve a passing score of 70% or higher.

>> CSA New Question <<

## **New Exam ServiceNow CSA Braindumps | Test CSA Preparation**

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## ServiceNow Certified System Administrator Sample Questions (Q114-Q119):

### NEW QUESTION # 114

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. All rows are rejected from the import, as coalesce field is required.
- **B. All rows are treated as new records, but errors will be flagged in the import log.**
- C. Duplicate rows are rejected from the import.
- D. All rows are treated as new records. No existing records are updated.

**Answer: B**

Explanation:

Reference:

[https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new\\_to\\_servicenow/app\\_store\\_learnv2\\_](https://developer.servicenow.com/dev.do#!/learn/learning-plans/quebec/new_to_servicenow/app_store_learnv2_)

### NEW QUESTION # 115

If you have the Impersonate role, what type of user are you not able to impersonate?

- A. Catalog User
- **B. System Administrator**
- C. Customer
- D. Approver
- E. VIP

**Answer: B**

Explanation:

Detailed Explanation:

In ServiceNow, users with the Impersonate role can impersonate other users to troubleshoot and validate user permissions and experiences. However, System Administrator accounts cannot be impersonated to maintain security and prevent unintended administrative access. This restriction ensures that sensitive administrative functions are secure and can only be accessed directly. (Reference: ServiceNow Documentation - User Impersonation and Security Restrictions)

### NEW QUESTION # 116

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Language AI Framework plugin (com.glide.language.ai\_framework)
- **B. Translation Framework plugin (com.glide.translation\_framework)**
- C. Multiple Language Framework plugin (com.glide.multiple.language\_framework)
- D. Localization Framework plugin (com.glide.localization\_framework)

**Answer: B**

Explanation:

To translate Service Catalog items into multiple languages in ServiceNow, the Translation Framework plugin (com.glide.translation\_framework) must be activated. This plugin enables automatic translation of text fields, including:

- Service Catalog items
- Knowledge Base articles
- Field labels
- UI components

Key Features of the Translation Framework Plugin:

Provides multi-language support for catalog items.

Uses machine translation or manual translation mapping.

Works with the ServiceNow Language Packs to provide localized experiences.

Why "B. Translation Framework Plugin" is the Correct Answer?

The Translation Framework plugin (com.glide.translation\_framework) is specifically designed to support multi-language content translation for the Service Catalog.

It allows translation of catalog item descriptions, labels, and options without custom scripting.

Explanation of Incorrect Options:

A . Localization Framework Plugin (com.glide.localization\_framework) - Incorrect This plugin helps with localization settings but is not specifically for catalog item translation.

C . Multiple Language Framework Plugin (com.glide.multiple.language\_framework) - Incorrect No such plugin exists in ServiceNow.

D . Language AI Framework Plugin (com.glide.language.ai\_framework) - Incorrect This is not a valid ServiceNow plugin.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Translation Framework Plugin

ServiceNow CSA Study Guide - Multi-language Support

ServiceNow Product Documentation: Translating Service Catalog Items

### NEW QUESTION # 117

Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- **B. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance**
- C. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance
- D. Use the Baseline Update Set to store the contents of items after they are changed the first time

**Answer: B**

### NEW QUESTION # 118

Which tool graphically displays an infrastructure view for a configuration item (CI) and its relationship with other CIs?

- A. Database View
- B. Dependency Map
- C. Schema Map
- **D. Dependency View**

**Answer: D**

Explanation:

The Dependency View graphically represents Configuration Items (CIs) and their relationships in ServiceNow's Configuration Management Database (CMDB). It provides an interactive visualization of dependencies and relationships between infrastructure components, helping administrators understand system architecture.

Displays CI relationships in an interactive graphical format.

Helps identify upstream and downstream dependencies (e.g., how a failed server affects dependent applications).

Can be accessed via the Configuration Item (CI) form under the Related Links section.

Used in Impact Analysis for Change Management and Incident Management.

A: Schema Map- Used to visualize table relationships, not CI dependencies.

C: Dependency Map- Not a ServiceNow term; the correct term is Dependency View.

D: Database View- Used to create virtual tables combining data from multiple tables but does not display CI dependencies graphically.

Reference: ServiceNow Dependency Views - Official Documentation

### NEW QUESTION # 119

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