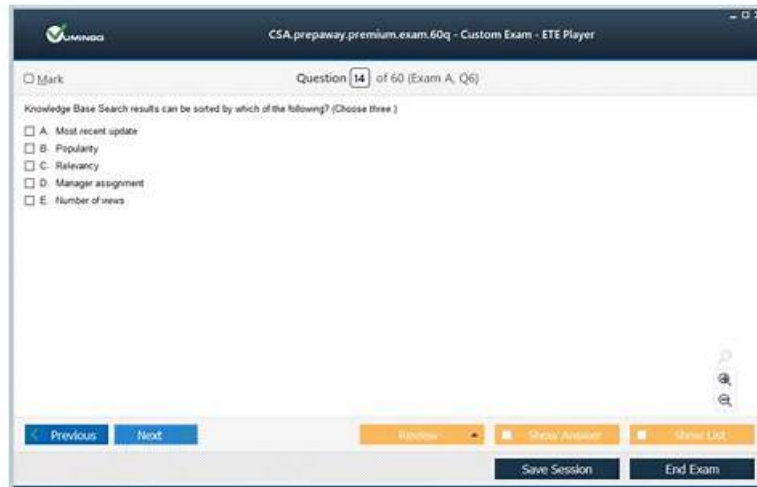


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ServiceNow CSA (ServiceNow Certified System Administrator) Exam is an industry-recognized certification for IT professionals who work with the ServiceNow platform. CSA exam validates the skills and knowledge required to configure and manage ServiceNow instances, troubleshoot common issues, and implement best practices for system maintenance. ServiceNow Certified System Administrator certification is designed to demonstrate the expertise of IT professionals in ServiceNow administration and enhance their credibility in the job market.

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After getting certified, you can gain a competitive edge over your peers, industry recognition, increased customer satisfaction, greater performance at your current place of work, as well as vast opportunities for career and salary growth. The ServiceNow Certified System Administrator exam majorly prepares the professionals for the role of a System Administrator. Their duties as such a specialist will include designing, developing, building, configuring applications as well as providing support to the software end-users. You will also be responsible for administrating software workflows, implementing new systems or add-ons, helping with problem resolution, and testing systems for efficiency. The ServiceNow Administrators closely cooperate with other IT specialists to guarantee the uniform implementation of workflow solutions within the network. According to ZipRecruiter.com, the average annual salary for a System Administrator amounts to \$110,150 per annum.

ServiceNow CSA Certification Exam is intended for individuals who are responsible for managing ServiceNow instances, including system administrators, developers, and consultants. It is recommended that individuals have at least six months of experience working with ServiceNow before attempting the exam. However, there is no formal prerequisite for the exam.

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ServiceNow Certified System Administrator Sample Questions (Q258-Q263):

NEW QUESTION # 258

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Scheduled Jobs
- B. Views
- C. Published Workflows
- D. Schedules
- E. Data
- F. Client Scripts
- G. Related Lists
- H. Business Rules
- I. Homepages
- J. Report Definitions
- K. Database changes

Answer: D,E,I,K

NEW QUESTION # 259

Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Answer: C

Explanation:

In ServiceNow, Dot-Walking is a technique used to retrieve information from referenced fields across different tables. It allows users to access data stored in related records without writing complex scripts.

How Dot-Walking Works:

When a field references another table, dot notation (.) is used to traverse the relationship and retrieve additional information from the referenced table.

It works in forms, lists, reports, workflows, business rules, and scripts.

Example 1: Retrieving User Information from an Incident Record

Let's say we have an Incident table where the caller_id field references the User (sys_user) table.

If we need to retrieve the caller's email address, we use:

caller_id.email

Here's how it works:

caller_id → Reference the sys_user table

email → Retrieves the email field from the sys_user record

Example 2: Retrieving Department Name of an Incident Caller

To get the department of the caller, we use:

caller_id.department.name

caller_id → Reference the User table

department → Reference the Department table

name → Retrieves the department name

Explanation of Each Option:

(A) Table-Walking - Incorrect ☐

There is no such term as "Table-Walking" in ServiceNow.

The correct term for referencing related fields is Dot-Walking.

(B) Sys_ID Pulling - Incorrect ☐

The sys_id is a unique identifier for each record in ServiceNow, but pulling sys_ids alone does not retrieve referenced field data.

Dot-Walking allows access to fields in related tables, not just the sys_id.

(C) Dot-Walking - Correct ☐

Dot-Walking is the correct technique used in ServiceNow to access referenced fields across tables.

It is used in scripting, reporting, workflows, Business Rules, and UI Policies.

(D) Record-Hopping - Incorrect ☐

There is no such feature as "Record-Hopping" in ServiceNow.

The correct method for referencing data in related tables is Dot-Walking.

Additional Notes & Best Practices:

Dot-Walking reduces the need for complex queries and makes scripting easier.

Use it in filters, reports, and workflows to dynamically retrieve related data.

Limit excessive Dot-Walking in large tables to avoid performance issues.

Alternative for scripts: If Dot-Walking does not work in advanced scripts, use GlideRecord queries to retrieve referenced records manually.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding Dot-Walking

<https://docs.servicenow.com>

ServiceNow Community: Best Practices for Dot-Walking

<https://community.servicenow.com>

NEW QUESTION # 260

You have been asked to create a way for users to order a new iPhone, but only if they get two levels of approval. The approvers and users should be automatically notified at each approval level. What feature would you use to manage the approvals and notifications?

- **A. Flows**
- B. Approval Chains
- C. Approver Delegates
- D. Parent-Child Approvers.
- E. Approval Criteria

Answer: A

Explanation:

In ServiceNow, Flows (Flow Designer) is the recommended way to manage multi-level approvals and notifications for catalog items like ordering a new iPhone.

Why Flows?

#Automates Approval Processes- Flows allow sequential and parallel approval steps to ensure that the request goes through multiple levels of approval.

#Built-in Notifications- Automatically send email or system notifications to requesters and approvers at each step.

#Low-Code Solution- Eliminates the need for complex scripting by using a graphical interface to configure approvals and actions.

A user submits a request for a new iPhone through the Service Catalog.

The Flow Designer workflow starts and routes the request to the first-level approver.

If approved, it moves to the second-level approver.

Notifications are sent to the requestor and approvers at each step.

A: Parent-Child Approvers

No such built-in feature exists in ServiceNow. Approvals are handled via Flow Designer or Workflow Engine.

B: Approval Chains

Approval Chains are not an official ServiceNow feature. The correct term is Flow Designer Approval Actions.

D: Approval Criteria

ServiceNow uses conditions to define approval requirements, but Approval Criteria is not a standalone feature.

E: Approver Delegates

Delegates allow users to assign approvals to others, but they do not manage multi-level approvals.

Reference: ServiceNow CSA Documentation - Flow Designer & Approval Management ServiceNow Product Documentation - Automating Approvals in Flow Designer (<https://docs.servicenow.com>)

NEW QUESTION # 261

When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- **A. Server**
- B. Network

- C. Browser
- D. Client

Answer: A

NEW QUESTION # 262

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

- A. JDBC Connection
- B. LDAP Connection
- C. Network Server
- D. Implementation Spoke
- E. Local Sources (i.e. XML, CSV, Excel)
- F. DataHub

Answer: A,B,E,F

Explanation:

In ServiceNow, Data Sources define external data that can be imported into the platform. These sources feed data into Import Sets, which are then transformed into ServiceNow tables.

Why These Options Are Correct?

☐ A. Local Sources (i.e. XML, CSV, Excel)

Allows importing structured data files stored locally or uploaded manually.

Commonly used for one-time data migrations or periodic imports.

☐ D. JDBC Connection

JDBC (Java Database Connectivity) allows ServiceNow to connect directly to external databases (e.g., MySQL, Oracle, SQL Server).

Useful for real-time integrations with legacy systems.

☐ E. Network Server

Allows importing data from a file stored on a remote server via SFTP/FTP.

Common for automated batch data imports.

☐ F. LDAP Connection

LDAP (Lightweight Directory Access Protocol) allows ServiceNow to sync user and group data from enterprise directories (e.g., Active Directory).

Used for HR, ITSM, and Identity Management.

Why Are the Other Options Incorrect?

☐ B. Implementation Spoke

Incorrect because "Implementation Spoke" is not a data source but a ServiceNow IntegrationHub component used for automating ITSM tasks.

☐ C. DataHub

Incorrect because "DataHub" is not a ServiceNow data source.

ServiceNow uses IntegrationHub, JDBC, REST, and SOAP APIs for data ingestion.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Data Sources - Importing External Data

ServiceNow LDAP Integration - Best Practices

ServiceNow JDBC and File-Based Data Import Methods

NEW QUESTION # 263

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