

CSA Exam Outline | CSA Training Material

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



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ServiceNow Certified System Administrator Sample Questions (Q11-Q16):

NEW QUESTION # 11

What is required to link a ServiceNow application to a Git repository?

Choose 3 answers

- A. Password
- B. URL
- C. ACL
- D. URI
- E. Application name
- F. User name

Answer: A,F

NEW QUESTION # 12

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

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

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 # 13

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Service Level Agreements
- B. Task Escalation Clock
- C. Response Time Clock
- D. Inactivity Monitor
- E. Business Time Remaining

Answer: A

Explanation:

A Service Level Agreement (SLA) in ServiceNow is a tracking mechanism that ensures tasks are completed within a specified time frame. SLAs help in monitoring and enforcing deadlines for various tasks, such as incidents, changes, or service requests.

Tracks Task Duration

SLAs calculate the elapsed time since a task was created and determine if it meets or breaches the defined resolution targets.

Ensures Timely Completion

SLAs define start, pause, and stop conditions based on specific criteria (e.g., an incident must be resolved within 8 hours).

Visual Indicators

SLAs include progress bars, warning alerts, and breach notifications to help users track deadlines.

Works with Business Rules and Workflows

SLAs can trigger escalations, notifications, or automated actions if a task is at risk of breaching the SLA.

A: Task Escalation Clock (Incorrect)

No such feature called "Task Escalation Clock" exists in ServiceNow. Escalations are handled using SLA workflows and escalation rules.

C: Inactivity Monitor (Incorrect)

The Inactivity Monitor is used to detect when a task has not been updated for a specific period, but it does not enforce time-bound completion.

D: Response Time Clock (Incorrect)

No specific "Response Time Clock" exists in ServiceNow. Response SLA track the time taken to acknowledge a task, but this is

part of the broader SLA system.

E: Business Time Remaining(Incorrect)

This isn't a specific feature but rather a calculated field within SLAs that shows the time remaining before an SLA breach.

Service Level Agreements (SLA) Overview:https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/service-level-management/concept/c_ServiceLevelAgreements.html

How SLAs Work in ServiceNow:

<https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/service-level-management/concept/slas-how-work.html>

Key Features of SLAs in ServiceNow: Incorrect Options: Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 14

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Agent Control Center
- B. Back Office Dashboard
- C. Now Mobile Apps
- D. Now Platform User Interfaces
- E. Field Service Taskboard
- F. Service Portals

Answer: C,D,F

Explanation:

A:

<https://docs.servicenow.com/bundle/rome-mobile/page/administer/tablet-mobile-ui/concept/mobile-config-navig> D and E.

<https://www.servicenow.com/products/service-portal.html>

NEW QUESTION # 15

What types of entities can receive task assignments, in ServiceNow?

Choose 2 answers

- A. Users
- B. Teams.
- C. Groups
- D. Departments

Answer: A,C

NEW QUESTION # 16

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