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## Pass Guaranteed Quiz ServiceNow - CSA - Valid New ServiceNow Certified System Administrator Braindumps Questions

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## ServiceNow Certified System Administrator Sample Questions (Q237-Q242):

### NEW QUESTION # 237

Which one of the following is an accurate list of changes that are captured in an Update Set?

- A. Changes made to tables, forms, views, and fields
- B. Changes made to: tables, forms groups, and configuration items (CIs)
- C. Changes made to: tables, forms, Business Rules, and data records
- D. Changes made to tables, forms, schedules, and client scripts

Answer: D

Explanation:

An Update Set in ServiceNow is a mechanism for capturing and migrating customizations and configurations from one instance to another (e.g., Development → Test → Production).

What is Captured in an Update Set?

Update Sets record configuration changes, such as:

- ☐ Tables & Database Schema Changes (e.g., new tables, modified fields)
- ☐ Form Layout & UI Changes (e.g., changes in form views, UI policies)
- ☐ Schedules (e.g., Scheduled Jobs, Business Rules with scheduled actions)
- ☐ Client Scripts (e.g., JavaScript running on the client side)
- ☐ Business Rules, UI Actions, UI Policies
- ☐ Workflows, Script Includes, ACLs (Access Control Rules)
- ☐ Email Notifications, Dictionary Entries, Application Menus

What is NOT Captured in an Update Set?

- ☐ Data Records (e.g., Incident, Change Request, CMDB data)
- ☐ Group Memberships & User Data
- ☐ System Properties (some properties may require manual migration)
- ☐ Attachments & Scheduled Reports

Why Other Options Are Incorrect?

B . Changes made to tables, forms, views, and fields ☐ (Incorrect)

Views and Fields are part of UI changes, but schedules and client scripts are also included in Update Sets, making Option A more complete.

C . Changes made to tables, forms, Business Rules, and data records ☐ (Incorrect) Data records (actual table entries like incidents or change requests) are NOT captured in Update Sets.

D . Changes made to tables, forms, groups, and configuration items (CIs) ☐ (Incorrect) Groups and CIs (CMDB data) are considered data and are NOT included in Update Sets.

Instead, CIs should be migrated using Import Sets or CMDB data export/import.

Reference from ServiceNow CSA Documentation:

Understanding Update Sets

Update Sets Overview

What Gets Captured in Update Sets?

Best Practices for Using Update Sets

## NEW QUESTION # 238

What is a no-code approach to control the mandatory or read-only state of a form field?

- A. UI Rule
- B. UI Script
- C. Client Script
- D. UI Action
- E. UI Policy

**Answer: E**

Explanation:

AUI Policyis the preferredno-codeapproach in ServiceNow to dynamically control themandatory, read-only, or visibilitystate of form fields based on specified conditions. Unlike Client Scripts, which require JavaScript coding, UI Policies provide aneasy-to-configure, rule-based solution.

They allow administrators tocontrol form behaviorwithout scripting.

They arefaster and more efficientthan Client Scripts.

Theyrun on the client-side, meaning changes occur dynamically as users interact with the form.

Defineconditions(e.g., "Priority is High").

Setactions(e.g., make "Due Date" mandatory, read-only, or hidden).

Apply the UI Policy to the form automatically when the condition is met.

A: UI Action# UI Actions create buttons, links, or context menu items; they do not control form fields.

B: Client Script# While Client Scripts can achieve similar functionality, they require JavaScript coding, making them alow-coderather than ano-codesolution.

C: UI Script# UI Scripts are reusable JavaScript libraries, not designed for controlling form fields.

D: UI Rule# No such feature exists in ServiceNow.

Reference:ServiceNow Docs: UI Policies

ServiceNow Docs:Field Administration - Data Policies

**NEW QUESTION # 239**

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- A. Sourcing fields
- **B. Function fields**
- C. Computational fields
- D. Calculation fields

**Answer: B**

**NEW QUESTION # 240**

Which one of the following describes the primary operations performed against tables in the Service Now platform?

- A. Capture, Rate, Write, Develop
- B. Create, Rate, Update, Delete
- C. Create, Read, Upload, Delete
- **D. Create, Read, Write, Delete**

**Answer: D**

**NEW QUESTION # 241**

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

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

**Answer: B,E,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 # 242**

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