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## CSA - Practice Exams Questions & Answer

1. Reports can be created from which different places in the platform?

(Pick 2)

- A. List Column Heading
- B. Metrics Module
- C. Statistics Module
- D. View / Run Module

**Answer** A. List Column Heading

D. View Run / Module

2. A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, Catalog Items

**Answer** D. Record Producers, Order Guides, Catalog Items

3. Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark

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### ServiceNow Certified System Administrator Sample Questions (Q134-Q139):

#### NEW QUESTION # 134

Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. parent table name, table name, any table name (wildcard)
- C. any table name (wildcard), table name, parent table name
- **D. table name, parent table name, any table name (wildcard)**

**Answer: D**

#### NEW QUESTION # 135

What is the purpose of flagging an article in a knowledge base?

- A. To mark an article to read later.
- **B. Reporting an error**
- C. Allow a user to submit feedback about an article

**Answer: B**

Explanation:

In ServiceNow Knowledge Management, flagging an article is a feature that allows users to report errors or issues within a knowledge article. This helps maintain article accuracy and ensures that outdated or incorrect information is addressed by knowledge managers.

Key Purposes of Flagging an Article:

Error Reporting ☐

Users can flag an article if they find incorrect, outdated, or misleading information.

Knowledge managers receive a notification about flagged articles and can review them for updates.

Article Quality Control ☐

Helps improve knowledge base content by allowing users to point out inaccuracies.

Ensures that knowledge articles remain relevant and useful.

Notifying Knowledge Managers ☐

Flagged articles appear in the Knowledge Base Administration module, allowing managers to track and resolve flagged issues.

Why Other Options Are Incorrect?

A . To mark an article to read later ☐

Incorrect: There is no built-in "read later" feature in ServiceNow Knowledge Management.

Instead, users can bookmark an article for quick access.

B . Allow a user to submit feedback about an article ☐

Incorrect:

Feedback is submitted through the Feedback feature, which allows users to rate articles and provide comments.

Flagging is specifically for error reporting, not general feedback.

Reference from ServiceNow CSA Documentation:

Flagging Knowledge Articles

Flagging an Article for Review

Managing Flagged Articles

Knowledge Management Administration

### NEW QUESTION # 136

What type of field has a drop down list, from which you can pick from pre-defined options?

- A. Option
- B. Drop down
- **C. Choice**
- D. Picker

**Answer: C**

Explanation:

Understanding Choice Fields in ServiceNow:

A Choice field provides a drop-down list of predefined values that users can select from.

These fields are useful when standardized inputs are required (e.g., Status: Open, In Progress, Closed).

Why "Choice" is the Correct answer:

A Choice field stores predefined options that users can select from a dropdown.

It ensures data consistency by limiting inputs to a set of defined values.

Administrators can configure Choice fields in System Definition # Tables & Columns by adding choices to specific fields.

Why Other Answers Are Incorrect:

B: Picker# ServiceNow does have reference pickers (e.g., User Picker, Date Picker), but these are not used for predefined choice selections.

C: Drop down# While a Choice field appears as a dropdown, "Drop down" is not an official ServiceNow field type.

D: Option# "Option" is a general term and not a specific ServiceNow field type.

Best Practice Solution:

To create or modify Choice fields, go to System Definition # Tables & Columns, select the desired table, and edit the field properties.

Use Choice List to manage predefined values efficiently.

Reference:

ServiceNow Docs: Choice Fields

ServiceNow CSA Documentation on Field Types

### NEW QUESTION # 137

What contains the configuration changes made in an instance (i.e. changes in a form) and helps to implement the changes from the Dev environment to another environment?

- A. System dictionaries
- **B. Update sets**
- C. Import sets
- D. Transform maps

**Answer: B**

Explanation:

Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance

and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or

Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.

Reference 1: Get started with update sets - ServiceNow - Now Support 2: Product Documentation | ServiceNow 3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import ... 4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning 5: Retrieving and committing update sets between different ... - ServiceNow

### NEW QUESTION # 138

What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- A. User permissions
- B. User info
- C. User Criteria
- D. User conditions

**Answer: C**

**NEW QUESTION # 139**

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