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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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>> Real CSA Testing Environment <<

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ServiceNow CSA (ServiceNow Certified System Administrator) exam is a certification exam designed to validate the skills and knowledge of individuals who administer and maintain ServiceNow instances. CSA exam is ideal for individuals who work with ServiceNow on a daily basis, such as ServiceNow administrators, developers, and implementation specialists. The CSA Exam covers a broad range of topics, including ServiceNow administration, user management, reporting and metrics, workflow and automation, and system customization. Achieving the ServiceNow CSA certification demonstrates a comprehensive understanding of ServiceNow and its capabilities, making it a valuable credential for ServiceNow professionals.

ServiceNow Certified System Administrator Sample Questions (Q253-Q258):

NEW QUESTION # 253

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

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

Answer: B

Explanation:

Update Sets in ServiceNow are used to capture customizations and configurations made in an instance, allowing these changes to be moved between instances (e.g., from development to test or production). ServiceNow provides best practices to ensure smooth migration and avoid issues with missing or conflicting updates.

What is an Update Set?

An Update Set is a collection of customizations (e.g., changes to forms, scripts, workflows, business rules) that can be moved from one instance to another.

It tracks changes in a controlled way, preventing accidental loss of configurations.

Why Avoid Using the Default Update Set?

The Default Update Set is automatically used when no other update set is selected.

It captures changes but should never be used for instance-to-instance migrations because:

It cannot be exported.

It contains system changes that are not logically grouped.

It can cause inconsistencies and missing dependencies when moving updates.

Instead, administrators should create a named Update Set for specific development work.

Understanding Update Sets in ServiceNow:

Why Answer "A" is Correct: "Avoid using the Default Update Set as an Update Set for moving customizations from instance to instance." This follows ServiceNow's best practices for managing Update Sets.

Using the Default Update Set can lead to missing updates, conflicts, and untracked changes, making migrations unreliable.

Why the Other Answers Are Incorrect: B. "Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions." Incorrect because ServiceNow recommends that instances be on the same version before applying Update Sets.

If instances are on different versions, the Update Set may include incompatible changes, causing failures.

C: "Use the Baseline Update Set to store the contents of items after they are changed the first time." Incorrect because there is no such thing as a "Baseline Update Set" in ServiceNow.

ServiceNow does not automatically create a backup of original configurations-administrators should manually create an Update Set before making changes.

D: "Once an Update Set is closed as 'Complete,' change it back to 'In Progress' until it is applied to another instance."

Incorrect because a completed Update Set should not be reopened.

Once marked Complete, an Update Set is ready for export and migration. Reopening it can cause data integrity issues and confusion in version control.

ServiceNow CSA Study Guide - Update Sets & Configuration Management

ServiceNow Docs: Best Practices for Update Sets (ServiceNow Documentation) ServiceNow Docs: Moving Customizations with Update Sets References from the Certified System Administrator (CSA) Documentation:

NEW QUESTION # 254

Which roles are required to configure the form layout using Table Builder? (Choose 2 answers)

- A. read_only_user
- **B. admin**
- C. app_engine_admin

- D. personalize_form
- E. support_specialist

Answer: B,D

Explanation:

In Table Builder, only users with appropriate permissions can modify form layouts.

- ✓ The admin role (Option C) has full access to configure forms, tables, and relationships.
- ✓ The personalize_form role (Option A) allows users to configure form layouts, but not table structures.

Option B (app_engine_admin) is incorrect because this role is used for managing custom applications, not form layouts.

Option D (read_only_user) is incorrect because it does not grant any configuration permissions.

Option E (support_specialist) is incorrect because it is typically for support personnel who handle incidents and cases, not form design.

□ Reference: ServiceNow Platform Administration - Roles & Permissions

NEW QUESTION # 255

Tables may be set up with Many to Many relationships. What is a classic example of a scenario where the tables would have many to many relationships?

- A. A Task can trigger many Workflows; and a Workflow can trigger many Tasks
- B. Requests can contain many items; and Items can be any item from the catalog.
- C. Vendors can sell multiple products; and products can be sold by multiple vendors.
- D. A Configuration Item can belong to multiple Classes; and Classes can contain multiple Configuration Items.

Answer: C

NEW QUESTION # 256

What is used to determine user access to knowledge bases or a knowledge article?

- A. User Criteria
- B. sn_kb_read, sn_article_read
- C. Read Access Flag
- D. Privacy Settings

Answer: A

Explanation:

In ServiceNow, User Criteria is the mechanism used to control and determine user access to knowledge bases (KBs) and knowledge articles. User criteria define which users, groups, or roles can read, write, and contribute to a knowledge base or specific articles within it.

How User Criteria Works: User Criteria are applied at both the knowledge base level and the knowledge article level to manage access. They can be configured with specific conditions to allow or restrict access based on:

Users (specific users can be added directly)

Groups (access can be granted to a specific user group)

Roles (users with specific roles can be given access)

Advanced conditions (such as department, company, location, etc.)

A knowledge base can have multiple user criteria, and a single user criterion can apply to multiple knowledge bases.

Read User Criteria- Determines who can view the knowledge base or an article.

Write User Criteria- Determines who can create, edit, or contribute knowledge articles.

Exclusions- You can exclude users or groups from accessing specific knowledge bases or articles even if they meet other conditions.

A: sn_kb_read, sn_article_read:

These are not standard ServiceNow permissions for controlling knowledge access.

In ServiceNow, permissions are managed through roles and user criteria, not direct ACL names like these.

B: Privacy Settings:

ServiceNow does not use "Privacy Settings" as an access control mechanism for knowledge bases.

Privacy settings might be relevant in other contexts, such as user profiles or system preferences, but not for knowledge access control.

C: Read Access Flag:

There is no "Read Access Flag" in ServiceNow's knowledge management module.

Access is controlled via User Criteria, Roles, and Knowledge Base Settings.

Key Features of User Criteria in Knowledge Management: Why Other Options Are Incorrect? Official ServiceNow Documentation

References: For more details, refer to the official ServiceNow documentation:

User Criteria for Knowledge Bases

Managing Knowledge Base Access

Knowledge Management User Criteria

NEW QUESTION # 257

What is the purpose of a Data Policy?

- A. Data Policies enforce security
- B. Data Policies standardize data in Update Sets
- **C. Data Policies enforce data consistency**
- D. Data Policies apply to lists to standard data

Answer: C

Explanation:

In ServiceNow, Data Policies are rules that enforce data consistency by ensuring that specific fields meet certain conditions before being saved to the database. They apply to all data operations, including form submissions, web services, and data imports.

Key Features of Data Policies:

Work at the server-side level, ensuring data integrity before it is stored.

Can make fields mandatory or read-only across different interfaces (e.g., forms, API calls, imports).

Unlike UI Policies, which apply only to forms, Data Policies apply to all data transactions, including integrations and imports.

Help maintain data quality and consistency across the system.

Example Use Cases of Data Policies:

Making a Field Mandatory:

Ensure that the "Short Description" field is always filled before saving an Incident.

Enforcing a Read-Only Field:

Prevent users from modifying the "Created Date" field.

Standardizing Data on Import:

When importing employee data, ensure that the "Department" field is always set and not left blank.

Why "C. Data Policies enforce data consistency" is the Correct Answer?

Data Policies ensure data accuracy and integrity before it is stored.

They apply to forms, web services, import sets, and background processes.

They help organizations maintain standardized and structured data.

Explanation of Incorrect Options:

A . Data Policies enforce security - Incorrect

Security is enforced using Access Control Lists (ACLs), not Data Policies.

B . Data Policies standardize data in Update Sets - Incorrect

Update Sets track configuration changes, not data validation.

D . Data Policies apply to lists to standard data - Incorrect

Data Policies do not specifically target lists; they enforce rules at the database level.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Data Policies Overview

ServiceNow CSA Study Guide - Data Policies vs. UI Policies

ServiceNow Product Documentation: Enforcing Data Consistency with Data Policies

NEW QUESTION # 258

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