

# TOP CSA Reliable Exam Testking - The Best ServiceNow Latest CSA Exam Review: ServiceNow Certified System Administrator



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ServiceNow CSA certification exam is designed to test the knowledge and proficiency of IT professionals in using the ServiceNow platform. CSA exam covers a wide range of topics, including ServiceNow architecture, configuration, administration, and customization. CSA exam also assesses the candidate's ability to troubleshoot and resolve common issues and problems related to ServiceNow.

ServiceNow CSA certification exam covers a broad range of topics, including user interface, security and access control, notifications and reporting, data management, and integrations. Professionals who hold the ServiceNow CSA Certification have

demonstrated that they possess the skills and knowledge necessary to manage and configure ServiceNow instances to meet the needs of their organizations. They have a deep understanding of the ServiceNow platform and can effectively administer and maintain it. The ServiceNow CSA certification is an essential step for those seeking a career in ServiceNow administration.

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### ServiceNow Certified System Administrator Sample Questions (Q245-Q250):

#### NEW QUESTION # 245

What do you activate when you want to add applications or functionality within your development instance?

- A. Patch
- B. App Updated Set
- C. App Package
- D. Updated Pack
- **E. Plugin**

**Answer: E**

Explanation:

In ServiceNow, Plugins are used to activate additional applications or functionalities within a development instance. A plugin is a package of features, configurations, and applications that extends the platform's capabilities.

Why is the Correct Answer "Plugin"?

Plugins introduce new capabilities - They allow you to enable or disable specific functionalities, such as ITSM, CMDB, HR Service Delivery, and Performance Analytics.

Plugins can be installed or activated from the System Definition > Plugins module.

Some plugins are available by default, while others require activation by an administrator or ServiceNow support.

Plugins can depend on other plugins, meaning some functionality requires multiple plugins to be activated.

Why Not the Other Options?

A . App Package:  No such term in ServiceNow. Applications in ServiceNow are delivered via Plugins or App Engine Studio, not "App Package." B . Updated Pack:  Not a ServiceNow term. ServiceNow updates are delivered as patches or application updates, not an "Updated Pack." C . Patch:  A patch is a minor update or bug fix released by ServiceNow but does not introduce new functionality.

E . App Updated Set:  Update Sets track changes in a development instance but are used for migrating configurations between instances, not for activating functionality.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Plugins Documentation: ServiceNow Docs

Managing and Activating Plugins in ServiceNow (Admin Guide)

#### NEW QUESTION # 246

In what order are Access Controls evaluated?

- A. Table-level - most specific to most general; then Row-level - most specific to most general
- B. Field-level - most general to most specific; then Row-level - most specific to most general
- **C. Table-level - most specific to most general; then Field-level - most specific to most general**
- D. Field-level - most specific to most general; then Table-level - most specific to most general

**Answer: C**

Explanation:

Access Control Rules (ACLs) in ServiceNow determine who can access a record, table, or field. They are evaluated in a specific order to ensure security.

Table-Level ACLs are evaluated first

ServiceNow first checks if the user has permission to access the table itself.

If the user does not have access at the table level, no further checks are performed.

Field-Level ACLs are evaluated next

Once table access is granted, ServiceNow checks if the user has permission to access individual fields.

More specific ACLs override broader ones (e.g., incident.short\_description.read takes priority over incident.\*).

Order of Specificity (Most Specific to Least Specific)

Field-Specific ACL (incident.short\_description.read)

Wildcard Field ACL (incident.\*.read)

Table-Level ACL (incident.read)

Wildcard Table ACL (\*.read)

ACL Evaluation Order in ServiceNow: This ensures that specific rules take precedence over general rules for enhanced security.

Example of ACL Evaluation in Incident Table: ACL Rule Type

Example ACL

Evaluation Order

Field-Specific

incident.short\_description.read

First (Most Specific)

Wildcard Field

incident.\*.read

Second

Table-Level

incident.read

Third

Wildcard Table

\*.read

Last (Most General)

A: Field-level - most general to most specific; then Row-level - most specific to most general  
Incorrect- Field-level ACLs are not evaluated first; table-level ACLs are checked before field-level.

B: Table-level - most specific to most general; then Row-level - most specific to most general  
Incorrect- "Row-level" is not a correct term in ServiceNow ACL processing.

D: Field-level - most specific to most general; then Table-level - most specific to most general  
Incorrect- Table-level ACLs are always evaluated before field-level ACLs.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Access Control Evaluation Order#How ACLs Are Processed ServiceNow Docs - Managing ACLs in

ServiceNow#Best Practices for ACLs Official ServiceNow Documentation References:

Conclusion: The correct answer is:

C: Table-level - most specific to most general; then Field-level - most specific to most general  
This ensures that general table permissions are granted before checking field-level access, following a structured and secure approach to access control in ServiceNow.

## NEW QUESTION # 247

Access Control rules may be defined with which of the following permission requirements? (Choose three.)

- A. Conditional Expressions
- B. User Criteria
- C. Scripts
- D. Roles
- E. Assignment Rules
- F. Groups

Answer: A,C,D

## NEW QUESTION # 248

Which of the following statements is true when a new table is created by extending another table?

- A. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but

none of the existing fields

- C. The new table archives the parent table and assumed its roles in the database
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

**Answer: A**

### NEW QUESTION # 249

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Machine Learning Query
- B. Auto-suggest Query
- C. Predictive Intelligence Query
- **D. Natural Language Query**
- E. Alexa Query

**Answer: D**

Explanation:

A Natural Language Query (NLQ) allows users to filter list data using plain English instead of using the traditional condition builder. NLQ interprets human-readable search terms and translates them into system queries, making it easier for non-technical users to retrieve information without having to understand the underlying database structure.

User-friendly: Users can type a question in normal language (e.g., "Show me all open incidents assigned to me").

Automatic Query Conversion: The system translates the NLQ into a structured query that ServiceNow understands.

Faster Search & Filtering: It helps in quickly filtering and finding records without manually setting conditions.

Works on Lists: NLQ is used primarily in list views where users need to filter or search records.

Key Features of NLQ in ServiceNow: Example Usage: If a user enters "Show me all open incidents for John Doe", the NLQ engine will convert it into a structured query like:

[State = Open] AND [Assigned To = John Doe]

ServiceNow Product Documentation# "Natural Language Query Overview"

ServiceNow List Filters and Condition Builder# "Using Natural Language Queries for Filtering" References from Certified System Administrator (CSA) Documentation:

### NEW QUESTION # 250

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