Reliable CSA Exam Topics - CSA Updated Demo

CSA Exam Outline

Content Categories	Percentage of Examination
1. The Sociology of Aging	9%
2. Family and Aging	7%
3. Resource and Referral Networks	6%
4. Health and Wellness Aspects	14%
5. Lifestyle Aspects	14%
6. Financial Aspects	24%
7. Care Planning for Adults	9%
8. Legal Aspects	3%
9. End-of-Life Planning	6%
10. Ethical Issues	8%

Mometrix TEST PREPARATION

Time limit: 3 hours

Total questions: 115

Question format: Multiple-choice

Delivery format: Computer-based

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ServiceNow Certified System Administrator Sample Questions (Q411-Q416):

NEW QUESTION # 411
What are the steps for importing data using an import set?

- A. Set up LDAP; Test map: Create update set; Run import: Apply update set
- B. Identify source; Import transform map: Run transformer; Verity import
- C. Load the data; Create transform map; Transform data; Clean up import table
- D. Select source file; Run automap; Transform data; Clean up target table

Answer: C

Explanation:
Importing data into ServiceNow involves usingImport Sets, which act astemporary staging tablesbefore transferring data to the target table. The correct sequence of steps is as follows:
Load the Data
Upload data from an external source (CSV, Excel, XML, JDBC, or API).
The data is stored in anImport Set table(temporary staging table).
Create Transform Map
ATransform Mapdefineshowdata from the Import Set should be mapped to thetarget table(e.g.,incident, cmdb_ci).
Example:Mapping "Full Name" in Import Set # "User Name" in sys_user table.
Transform Data
Executes theTransform Map, moving data from the Import Set into the target table.
Anydata conversion rules or business logic(such as field mapping, script processing) are applied.
Clean Up Import Table
After a successful import, thetemporary Import Set tablecan be deleted to free up space.
A: Select source file; Run automap; Transform data; Clean up target table Automapis optional and does not apply in every scenario.
Cleaning up the target tableis incorrect-the cleanup applies to theImport Set table, not the target table.
B: Set up LDAP; Test map; Create update set; Run import; Apply update set LDAP is foruser authentication, not for importing data.
Update Sets are used formoving configurations, notdata imports.
C: Identify source; Import transform map; Run transformer; Verify import
"Run transformer"is incorrect-the correct step is"Transform Data".
Importing does not require averification step; instead, data is reviewed usingTransform History.
References:ServiceNow Documentation:Import Set Process
ServiceNow Developer Guide:Creating Transform Maps

NEW QUESTION # 412
If you have the Impersonate role, what type of user are you not able to impersonate?

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

Answer: C

Explanation:
Detailed Explanation:
In ServiceNow, users with the Impersonate role can impersonate other users to troubleshoot and validate user permissions and experiences. However,System Administratoraccounts 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 # 413
Which icon would you double click, to expand and collapse the list of all Applications and Modules?

- A. Clock
- B. Star
- C. Application
- D. Funnel

Answer: C

NEW QUESTION # 414
What refers to an application or system that accesses a remote service or another computer system, known as a server?

- A. Server
- B. Script
- C. Client
- D. Policies

Answer: C

Explanation:
In computing and networking, a client refers to an application or system that accesses a remote service or another computer system (known as a server). The client-server model is a fundamental concept in computing, where:
A client sends requests to a server.
The server processes the request and sends back a response.
This architecture is widely used in web applications, databases, and ServiceNow itself, where clients interact with the ServiceNow platform (server) via a web browser or API requests.
How This Relates to ServiceNow:
In ServiceNow, the client typically refers to a user's browser or an external system making requests via API calls.
The server is the ServiceNow instance, which processes requests and returns responses.
Client-side scripts (such as Client Scripts or UI Policies) run on the user's browser, while server-side scripts (such as Business Rules and Script Includes) execute on the ServiceNow server.
Why Other Options Are Incorrect:
A . Server → A server receives requests and processes them but is not the requesting entity.
C . Script → A script is a piece of code that executes certain actions but does not represent an entire system accessing a service.
D . Policies → Policies define rules or behaviors (e.g., UI Policies, Data Policies) but do not access a remote service.
Reference from CSA Documentation:
ServiceNow Documentation: Client and Server in ServiceNow
CSA Exam Guide: Covers Client and Server architecture in ServiceNow.

NEW QUESTION # 415
What is the name of the string that display filter criteria?

- A. Breadcrumb
- B. Topic
- C. Menu
- D. Choice

Answer: A

Explanation:
In ServiceNow, a Breadcrumb is the string of filter criteria displayed at the top of a list when filters are applied. Breadcrumbs help users navigate and refine filters without having to manually edit conditions.
How Breadcrumbs Work:
Navigate to a list view (e.g., Incidents, Requests).
Apply a filter (e.g., "Priority is High" AND "State is New").
A breadcrumb string appears, displaying the filter conditions.
Users can click on different parts of the breadcrumb to adjust or remove filter conditions dynamically.
Why Are Other Options Incorrect?
A . Topic □
Topics are used in Knowledge Management and Virtual Agent but do not represent filter criteria.
B . Choice □

A Choice refers to dropdown options in ServiceNow fields, not filters.
D . Menu ⬜
Menus provide navigation options, but they do not display filters.
Reference:
ServiceNow CSA Documentation - Using Breadcrumbs for Filtering Lists
ServiceNow Product Documentation - Filtering and Navigating Lists (https://docs.servicenow.com)
⬜ Final Answer: C. Breadcrumb

NEW QUESTION # 416

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