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ServiceNow is a dynamic and versatile cloud-based platform that streamlines workflows and enhances the productivity of various business operations. With ServiceNow, businesses can manage their IT services, HR workflows, customer service, and security operations in a single cloud-based system. As a result, there is an increasing demand for ServiceNow professionals who can manage the platform effectively. One way to demonstrate your expertise in ServiceNow is by obtaining the ServiceNow CSA (ServiceNow Certified System Administrator) certification.

ServiceNow Certified System Administrator Sample Questions (Q105-Q110):

NEW QUESTION # 105
When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

- A. End Impersonation
- B. Turn your computer off and on again
- C. Clear browser cache
- D. Log out and back in

Answer: D

NEW QUESTION # 106
An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?

- A. The manager does not have the itil role.
- B. The manager is not a member of the Service Desk group.
- C. The manager is not a member of the Network and Hardware groups.
- D. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.
- E. The Assignment Group manager field is empty.

Answer: A

NEW QUESTION # 107
The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- A. Request + Response
- B. Insert + Verify
- C. Save + Update
- D. Write + Read
- E. Submit + Query

Answer: A

Explanation:
In ServiceNow, the wait time for end users is influenced by the round-trip time between the client (browser) and the server. The round-trip consists of two key activities:
Request - The client sends a request to the server (e.g., when a user opens a record, submits a form, or performs an action).
Response - The server processes the request and sends back the required data to the client.
This cycle directly affects the perceived performance of the ServiceNow instance, as delays in request processing or data retrieval can lead to a slower user experience.
Performance Considerations:

Minimizing client-server interactions is a best practice for optimizing performance.
Using GlideAjax or Asynchronous Calls can help reduce unnecessary round-trips.
Client-side scripting best practices (e.g., reducing the number of server lookups) improve response times.
Incorrect Answers
B . Save + Update ❌ - Saving and updating are database operations, but they do not define the full round-trip.
C . Write + Read ❌ - Writing and reading refer to database interactions, not the client-server exchange process.
D . Submit + Query ❌ - Submission and querying are user actions, but they do not encompass the entire round-trip process.
E . Insert + Verify ❌ - Inserting a record and verifying it are database actions, not the round-trip process.
Reference from Certified System Administrator (CSA) Documentation:
ServiceNow Documentation → "Client-Side Scripting Best Practices"
ServiceNow Performance Best Practices → "Understanding Client-Server Round-Trips"

NEW QUESTION # 108
What access does a user need to be able to import anicies to a knowledge base?

- A. Can import
- B. sn_knowledge_import
- C. Can contribute
- D. sn_knowledge_contripute

Answer: B

Explanation:
To import articles into a Knowledge Base (KB) in ServiceNow, a user must have the "sn_knowledge_import" role. This role grants permission to bulk import knowledge articles from sources like spreadsheets, text files, or external databases.
sn_knowledge_import - Required to import articles into a KB.
sn_knowledge_contribute - Allows users to write and edit articles but not import them.
sn_knowledge_admin - Grants full admin control over KB settings.
A: Can contribute
"Can Contribute" grants permission to write/edit articles but not import them.
B: sn_knowledge_contribute
This role only allows creating and modifying articles. It does not grant import access.
D: Can import
No such role or permission exists in ServiceNow.
Reference: ServiceNow CSA Documentation - Knowledge Management Roles & Permissions ServiceNow Product Documentation
- Importing Knowledge Articles(https://docs.servicenow.com)

NEW QUESTION # 109
Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that is specific to the Incident table and the Major Incident field?

- A. incident||major_incident
- B. incident<=>major_incident
- C. Incident.Major_Incident
- D. incident=>major_incident
- E. incident.major_incident

Answer: E

Explanation:
Access Control rules in ServiceNow define who can create, read, write, or delete records in a table or specific fields. These rules are applied at the table or field level and follow a specific naming convention:
TableName.FieldName
Why is the Correct Answer "incident.major_incident"?
Naming Convention for Access Control Rules:
If an Access Control rule applies to a specific table, its format is TableName (e.g., incident).
If it applies to a specific field, it follows TableName.FieldName (e.g., incident.major_incident).
Major Incident is a field in the Incident table:
The incident table represents the ITSM Incident Management module.

Major Incident is a specific field within the incident table.

To apply an Access Control Rule to this field, the rule name must be incident.major_incident.

Why Not the Other Options?

A . Incident.Major_Incident: □ Incorrect because ServiceNow Access Control rules do not use uppercase table or field names-they are always lowercase.

B . incident=>major_incident: □ Incorrect syntax-ServiceNow does not use => in Access Control names.

C . incident<=>major_incident: □ Incorrect syntax-ServiceNow does not use <=> in rule naming conventions.

D . incident||major_incident: □ Incorrect syntax-ServiceNow does not use || (logical OR) in Access Control naming.

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

ServiceNow Access Control Rules Guide: ServiceNow Docs

How to Create and Manage Access Control Rules in ServiceNow

By using incident.major_incident, we correctly define field-level security for the Major Incident field in the Incident table.

NEW QUESTION # 110

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