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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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There is not much disparity among these versions of CSA simulating practice, but they do help to beef up your capacity and speed up your review process to master more knowledge about the CSA exam, so the review process will be unencumbered. Though the content of these three versions is the same, the displays of them are different. And you can try our CSA Study Materials by free downloading the demos to know which one is your favorite.

ServiceNow Certified System Administrator Sample Questions (Q480-Q485):

NEW QUESTION # 480

What are the components that make up a filter condition? (Choose three.)

- A. Field
- B. Operator
- C. Value
- D. Match Criteria
- E. Column

Answer: A,B,C

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_Filters.html

NEW QUESTION # 481

What is the Endpoint when configuring a REST Message?

- A. The URI of the data to be accessed, queried, or modified
- B. The provider response indicates there is no data to send back
- C. The URI of the Webserver
- D. The command to the REST script to stop execution

Answer: A

NEW QUESTION # 482

What is the best practice related to using the Default Update Set for moving customizations between instances?

- A. Keep Default update set to maximum of 20 records, for troubleshooting purposes
- B. Merge Default update sets before moving between instances
- C. Submit Default update set to application repository
- D. You should not use the Default Update sets for moving between instances

Answer: D

Explanation:

In ServiceNow, an Update Set is a mechanism used to package and transfer customizations from one instance to another. The Default Update Set is automatically created for every instance and captures all unassigned configuration changes. However, it is considered a best practice not to use the Default Update Set for moving customizations between instances.

Reasons Why You Should Not Use the Default Update Set for Moving Between Instances:

Lack of Organization & Traceability

The Default Update Set collects all modifications automatically, making it difficult to track specific changes related to a particular project or feature.

If multiple administrators or developers work in an instance, their changes will all be mixed together in the Default Update Set, leading to confusion and conflicts.

Risk of Losing Changes

Default Update Sets are not automatically complete. Since users can forget to mark their customizations explicitly for an update set, some changes might not get captured.

If a system admin forgets to move a customization into a named update set, those changes may not be included in the migration process.

Cannot Be Moved Between Instances

The Default Update Set cannot be retrieved or moved between instances because it is system-managed. This makes it impossible to use it for transferring customizations effectively.

Named Update Sets, on the other hand, allow developers to package only the required changes for controlled migration.

Best Practice: Use Named Update Sets

It is highly recommended to create a named Update Set (e.g., "Incident_Enhancements_Q1_2025") for each set of related changes. This provides a structured way to track, test, and promote configurations from development → test → production environments in a controlled manner.

Incorrect Answer Choices Analysis:

A . Merge Default Update Sets before moving between instances

Incorrect - The Default Update Set cannot be moved between instances, so merging it would not serve any purpose.

B . Submit Default Update Set to Application Repository

Incorrect - The Application Repository is used for Scoped Applications, not for update sets. The Default Update Set is system-managed and should not be used for structured deployments.

D . Keep Default Update Set to a maximum of 20 records, for troubleshooting purposes

Incorrect - While keeping the Default Update Set small might be useful for tracking small changes, there is no such best practice limit of "20 records." It is still not recommended for migrations.

Official ServiceNow Documentation Reference:

ServiceNow Product Documentation - Update Sets Best Practices

Update Set Best Practices

ServiceNow Community Best Practices - Managing Update Sets

Managing Update Sets

Conclusion:

The correct answer is C. You should not use the Default Update Set for moving between instances. The best practice is to always create named Update Sets to ensure controlled, traceable, and reliable migrations of customizations between ServiceNow instances.

NEW QUESTION # 483

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

- A. Scenario Dashboard
- B. CI Use Case Modeler
- C. CMDB Use Case Modeler
- **D. Common Service Data Model (CSDM) product view**

Answer: D

Explanation:

Reference:

<https://docs.servicenow.com/bundle/quebec-servicenow-platform/page/product/csdm-implementation/reference/c>

NEW QUESTION # 484

Business Rules are used to enforce mandatory data on a form.

- **A. False**
- B. True

Answer: A

NEW QUESTION # 485

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