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CSA Valid Test Duration - Current CSA Exam Content

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ServiceNow Certified System Administrator Sample Questions (Q428-Q433):

NEW QUESTION # 428
Which tab on the knowledge base record, would you use to identify the sets of users who are able to read articles in that knowledge base?

- A. Accessible to
- B. Can Access
- C. Can Read
- D. Access List

Answer: C

Explanation:
In ServiceNowKnowledge Management, access to knowledge articles is controlled through access settings in theKnowledge Baserecord. The"Can Read"tab is used to specify which users, groups, or roles canview knowledge articlesin a particular Knowledge Base.
#Why "Can Read"?
TheCan Readlist defines theusers, groups, or roles that can access and view articlesin a specific Knowledge Base.
This ensures thatsensitive or restricted knowledge is only available to authorized users.
If no restrictions are set in theCan Readtab, the knowledge base ispublicly accessibleto all users.
#Steps to Configure "Can Read" Permissions:
Navigate toKnowledge Management > Knowledge Bases.
Open a specificKnowledge Base record.
Go to theCan Readtab.
Add the users, groups, or roles that should be able to read the articles.
Save the record.
#Incorrect Options Explained:
A: Access List- No such tab exists in Knowledge Management.
B: Can Access- Incorrect name; the correct tab isCan Read.
C: Accessible to- Does not exist in the Knowledge Base settings.
#Reference:
ServiceNow Knowledge Management User Roles
Managing Knowledge Base Access

NEW QUESTION # 429
Which form element displays the list of activities, or history, on a task form?

- A. Action Formatter
- B. Activity Formatter
- C. Sidebar
- D. Action Stream

Answer: B

Explanation:
Activity Formatteris a UI element in ServiceNow forms that logs allupdates, comments, and historyrelated to a task.

It consolidates user interactions and system-generated updates in one place.
Reference:
ServiceNow Docs - Activity Formatter

NEW QUESTION # 430
What occurs when a user is listed in both the "Available For" and "Not Available For" related lists in a Category record?

- A. The user can access the category but cannot modify it
- B. The user can access the category because "Available For" takes precedence
- C. The user can access the category only if the catalog items within the category have no restrictions
- D. The user cannot access the category because "Not Available For" overrides "Available For"

Answer: D

Explanation:
In ServiceNow User Criteria (used for Service Catalog Items, Categories, and Knowledge Bases), the security logic follows a "deny-first" or "restriction overrides permission" model.
The Rule: If a user matches the criteria defined in the Not Available For list, they are denied access immediately, regardless of whether they also appear in the Available For list.
Logic: Not Available For > Available For.
This ensures that security restrictions are strictly enforced. For example, you might make a category Available to "All Employees" but Not Available to "Contractors." If a user is both (e.g., an employee record exists but they are tagged as a contractor group), the restriction blocks them.

NEW QUESTION # 431
What are the steps to retrieve an Update Set?

- A. Verify Update Set is Complete, Retrieve, Preview, Apply
- B. Verify Update Set is Complete, Test Connection, Apply
- C. Verify Update Set is Complete, Test Connection, Commit
- D. Verify Update Set is Complete, Retrieve, Preview, Commit

Answer: D

Explanation:
AnUpdate Setin ServiceNow is a mechanism used tocapture configuration changes(such as UI policies, business rules, client scripts, and more) from one instance and move them to another. This ensures that customizations and modifications can be transferred across different ServiceNow instances efficiently.
The process ofretrieving an Update Setfrom another instance follows these key steps:
Verify Update Set is Complete
Before moving an Update Set, it must be marked asCompleteto ensure that all related changes are included.
Navigate toSystem Update Sets > Local Update Setsand confirm that the status is set toComplete.
If the status isIn Progress, the Update Set cannot be retrieved.
Retrieve Update Set
In thetarget instance, navigate toSystem Update Sets > Retrieved Update Sets.
Click"Retrieve Update Set"and provide the remote instance's URL where the update set exists.
The system will fetch the Update Set from the source instance.
Preview Update Set
Before applying changes, ServiceNow provides apreview optionto check for potential errors or collisions with existing customizations.
Click"Preview Update Set"to initiate validation.
The preview will highlight any skipped records, collisions, or missing dependencies.
Commit Update Set
If the preview is successful (i.e., no critical errors), click"Commit Update Set"to apply the changes to the instance.
Once committed, the changes in the Update Set will be merged into the system's configuration.
"Commit" is the correct final step- after previewing, the Update Set must becommittedto take effect.
"Apply" is incorrect- ServiceNow does not use "Apply" in the Update Set process; instead, it uses "Commit."
"Test Connection" is not part of the Update Set retrieval process- it is relevant forMID Server connectivitybut not for Update Sets.
Why the Correct Answer is "D. Verify Update Set is Complete, Retrieve, Preview, Commit"Thus, the correct sequence is:

#Verify Update Set is Complete # Retrieve # Preview # Commit
ServiceNow CSA Official Documentation- Update Set Management
ServiceNow Docs - Update Sets(Search for "Update Set Lifecycle")
ServiceNow Community Best Practices on Update Sets
ServiceNow Community(Search for "Best Practices for Update Sets")
ServiceNow Learning Portal - Admin Fundamentals
Available via ServiceNow Now Learning Platform(Look under "Instance Configuration" and "Update Sets") References from
Certified System Administrator (CSA) Documentation:

NEW QUESTION # 432

Which system property is added and set to true in order to see impersonation events in the System Log?

- A. glide sys all_jmpersonation
- B. glide.impersonation_setting
- C. glide sys admin_login
- D. glide sys log_jmpersonabon
- E. glide user_setting

Answer: D

Explanation:
In ServiceNow, impersonation allows administrators to act as another user to troubleshoot, test permissions, or verify user experiences.
To log impersonation events in the System Log, the system property:
CopyEdit
glide.sys.log_impersonation
must be added and set to true (true).
Key Features of glide.sys.log_impersonation:
☐ Logs who impersonated whom in the System Log.
☐ Captures timestamp, user details, and session activity.
☐ Helps with auditing and security compliance.
How to Enable Impersonation Logging:
Navigate to System Definition > System Properties.
Search for glide.sys.log_impersonation.
If it doesn't exist, create it:
Name: glide.sys.log_impersonation
Type: True/False
Value: true
Save the property and test impersonation.
Why Other Options Are Incorrect?
A . glide.user_setting → ☐ Incorrect
Not related to impersonation logging.
Deals with user preferences and settings.
B . glide.sys.all_impersonation → ☐ Incorrect
No such property exists in ServiceNow.
D . glide.impersonation_setting → ☐ Incorrect
Incorrect property name; does not exist.
E . glide.sys.admin_login → ☐ Incorrect
Logs admin logins, not impersonation events.
Official ServiceNow Documentation Reference:
Impersonating Users in ServiceNow
System Logs & Impersonation Tracking

NEW QUESTION # 433

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