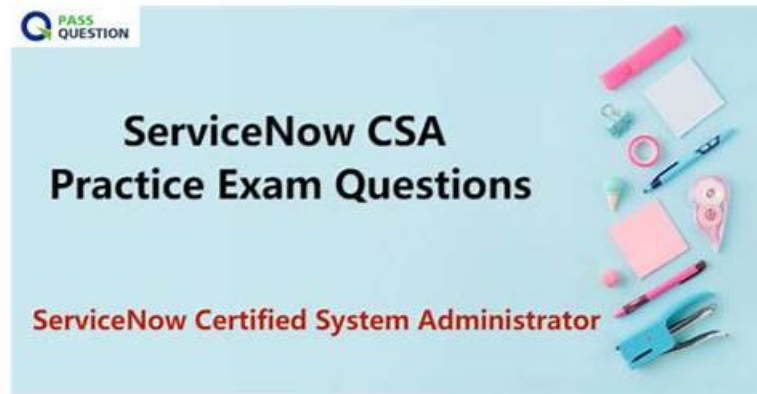# Pass Guaranteed CSA - Efficient ServiceNow Certified System Administrator Valid Exam Pattern

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ServiceNow CSA certification is highly regarded in the IT industry, as it demonstrates an individual's proficiency in the ServiceNow platform. ServiceNow Certified System Administrator certification is recognized globally and is in high demand among organizations that use ServiceNow solutions. ServiceNow Certified System Administrator certification is a valuable asset for professionals who want to advance their careers in ServiceNow administration and gain competitive advantage in the job market.

ServiceNow CSA Exam covers a wide range of topics related to ServiceNow administration, including user and group management, data management, reporting, scripting, and integrations. CSA Exam consists of 60 multiple choice questions that must be completed in 90 minutes. The questions are designed to test the candidate's understanding of ServiceNow concepts and their ability to apply them in real-world scenarios. CSA exam is administered through the ServiceNow certification portal and can be taken online from anywhere in the world.

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ServiceNow is a cloud-based platform that provides enterprise-level solutions for IT service management, IT operations management, and IT business management. It is used by organizations around the world to streamline their IT workflows and improve the efficiency of their IT operations. To become proficient in using ServiceNow, individuals can pursue the ServiceNow Certified System Administrator (CSA) Certification Exam.

ServiceNow Certified System Administrator Sample Questions (Q356-Q361):

NEW QUESTION # 356
What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

- A. Performance Analytics
- B. Scheduled Reports
- C. Reporting
- D. Analytics Reports

Answer: A

Explanation:
Performance Analytics (PA)in ServiceNow allows users tocreate dashboards with widgetsthatvisualize trends over timeto monitor and improve processes.
Key Features ofPerformance Analytics:
#Data Visualization:Users can track KPIs, measure performance trends, and create meaningful insights.
#Dashboards & Widgets:Custom dashboards with interactive widgets display real-time analytics.
#Historical & Trend Analysis:Unlike standard reports, PAanalyzes trends over time, helping organizations improve their services.
#Predictive Insights:Uses historical data toidentify patternsand drive informed decisions.
A: Analytics Reports
No such feature existsin ServiceNow under this name. The correct term isPerformance Analytics.
C: Scheduled Reports
Scheduled reports allow users toautomate report delivery, but they donotprovideinteractive dashboardsortrend analysis.
D: Reporting
Standard Reportingprovidessnapshot views of databut does not supporttrend analysisover time likePerformance Analytics.
Reference:ServiceNow CSA Documentation - Performance Analytics Overview ServiceNow Product Documentation - Creating Dashboards & Widgets with PA(https://docs.servicenow.com)

NEW QUESTION # 357
Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Scheduled Jobs
- B. Homepages
- C. Published Workflows
- D. Schedules
- E. Database changes
- F. Report Definitions
- G. Views □ (Captured in Update Sets)
- H. Related Lists
- I. Data
- J. Business Rules
- K. Client Scripts

Answer: B,C,F,I

Explanation:
Official Reference fromCertified System Administrator (CSA) Documentation:
ServiceNow Update Sets Overview: https://docs.servicenow.com/en-US/bundle/utah-application-development/page/build/system-update-sets/concept/c_UpdateSets.html ServiceNow Update Set Best Practices: https://docs.servicenow.com/en-US/bundle/utah-application-development/page/build/system-update-sets/concept/update-set-best-practices.html Explanation:
In ServiceNow, an Update Set is a mechanism used to capture customizations made in an instance and move them to another instance (e.g., from development to production). However, certain elements are not included in an Update Set by default.
Items NOT Included in Update Sets (By Default):
Homepages (A) - □ Correct
Homepages are stored as user-specific or global content, and they are not included in update sets by default.
To migrate them, you need to manually export/import them or use the sys_portal_page_set table.
Data (B) - □ Correct
Update Sets do not include actual data, such as incident records, user records, or CMDB data.
Only configuration changes (like fields, forms, and workflows) are captured.
Data migration must be handled separately using Data Export or Integration methods.
Published Workflows (C) - □ Correct
Once a workflow is published, it is stored as a runtime instance and not automatically included in an Update Set.
To capture it, you must manually update the workflow before moving it in an Update Set.
Report Definitions (H) - □ Correct

Reports and their configurations are not automatically included in Update Sets.
You must manually include them by marking them as "Captured in Update Set." Items That ARE Included in Update Sets (By Default):
D . Business Rules □ (Captured in Update Sets)
E . Schedules □ (Captured in Update Sets)
F . Database changes □ (Captured in Update Sets)
G . Related Lists □ (Captured in Update Sets)
I . Scheduled Jobs □ (Captured in Update Sets)
J . Client Scripts □ (Captured in Update Sets)

NEW QUESTION # 358
When moving multiple update sets at one time, what might you do to facilitate the move?

- A. Verify
- B. Preview
- C. Test
- D. Batch

Answer: D

Explanation:
Reference:
When moving multiple update sets at once, ServiceNow allows users to move them in a batch. This makes it easier to handle large numbers of updates efficiently.
Key Benefits of Using Batch for Update Sets:
Saves Time - Instead of moving update sets one by one, you can transfer multiple at the same time.
Reduces Errors - Ensures all related update sets are moved together, preventing dependency issues.
Improves Deployment Efficiency - Helps when deploying updates across development, test, and production instances.
How to Move Multiple Update Sets in a Batch:
Navigate to System Update Sets > Update Set Batches.
Create a new batch and select multiple update sets.
Move the batch to the target instance.
Preview and commit the update sets together.
Why Other Options Are Incorrect:
B . Verify → While it is important to verify updates before committing, "Verify" is not a function for moving update sets.
C . Test → Update sets should be tested, but "Test" is not a feature for moving them.
D . Preview → The preview function checks for conflicts or missing dependencies before committing update sets, but it does not facilitate moving them.
ServiceNow Docs: Managing Update Sets
ServiceNow CSA Official Study Materials

NEW QUESTION # 359
What are examples of Core tables in the ServiceNow platform?

- A. Configuration, Connect, Chat
- B. User, Task, Incident
- C. Work, Caller, Timecard
- D. Team, Party, Awards

Answer: B

Explanation:
In ServiceNow, Core Tables are foundational tables that are included by default in the platform. These tables store essential records used across various applications and modules.
#Key Core Tables in ServiceNow:
Task (task)- A core table that serves as the parent for several other tables, such as Incident, Change, and Problem.
User (sys_user)- Stores all user records in the instance.
Incident (incident)- A child table of task, used to track issues and requests reported by users.
#Why Option C is Correct?

User (sys_user)- Essential for user management in ServiceNow.
Task (task)- A fundamental table that many other tables extend from.
Incident (incident)- A widely used table in IT Service Management (ITSM), which extends from task.
#Incorrect Options Explained:
A: Configuration, Connect, Chat- Configuration is broad and does not refer to a single table, and Connect and Chat are part of ServiceNow's communication framework but are not core tables.
B: Team, Party, Awards- These tables do not exist in ServiceNow's core platform.
D: Work, Caller, Timecard- While Caller may refer to users, and Timecard is a table used in time-tracking applications, these are not considered core tables.
#Reference:
Creating Tables in ServiceNow
ServiceNow Task Table Documentation
Understanding Core Tables in ServiceNow

NEW QUESTION # 360
Which type of interface enables you to display multiple performance analytics, reporting and other widgets on
a single screen?

- A. Form
- B. Timeline
- C. List
- D. Dashboard

Answer: D

NEW QUESTION # 361
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