

Test CSA Guide, Free CSA Exam Questions

CSA Practice Questions & Answers

1. A REQ number in the Service Catalog represents

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Answer A

2. Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

Answer B

3. A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

Answer D

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ServiceNow Certified System Administrator Sample Questions (Q267-Q272):

NEW QUESTION # 267

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. REQ (Number)>RITM (Number)>TASK (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: A

NEW QUESTION # 268

The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

- A. Format
- B. Layout
- C. Style
- D. Configure

Answer: D

NEW QUESTION # 269

What needs to be specified, when creating a Business Rule? (Choose four.)

- A. Table
- B. Script to run
- C. Update set
- D. Fields to update
- E. Application scope
- F. Who can run
- G. Timing
- H. Condition to evaluate
- I. UI action

Answer: A,B,G,H

Explanation:

A Business Rule in ServiceNow is a server-side script that executes when records are inserted, updated, deleted, or queried in a specified table. Business Rules allow automation and customization of workflows by defining logic that runs under specific conditions.

Table (B) -Correct

A Business Rule must be associated with a specific table where it will execute (e.g., Incident, Change, Task).

This determines which records the rule applies to.

Script to Run (E) -Correct

A script must be provided when defining advanced logic in a Business Rule.

Business Rules use server-side JavaScript to perform various actions, such as setting field values, enforcing validation, or triggering workflows.

Timing (H) -Correct

The execution timing of a Business Rule determines when it runs relative to a database transaction.

Business Rules can run:

Before(before record is saved)

After(after record is saved)

Async(after the transaction completes)

Display(when a form loads)

Condition to Evaluate (I) -Correct

Conditions define when the Business Rule should execute based on specific criteria.

Example: A Business Rule might run only when the priority is set to High.

A: UI Action(Incorrect)

UI Actions (buttons, links, context menus) are separate from Business Rules and are used for UI customization.

C: Fields to update(Incorrect)

While Business Rules can update fields, you do not specify "fields to update" as a required setting. Instead, updates are made via scripts within the rule.

D: Who can run(Incorrect)

Business Rules always run on the server-side and do not require user-specific execution settings.

F: Application Scope(Incorrect)

Although Business Rules belong to an application scope, this is automatically determined based on the current application.

G: Update Set(Incorrect)

Business Rules are captured in an Update Set, but this is not a configuration setting while creating the rule.

ServiceNow Business Rules Overview: <https://docs.servicenow.com/bundle/utah-application-development/page/script/server-scripting/concept/business-rules.html>

Creating Business Rules: https://docs.servicenow.com/en-US/bundle/utah-application-development/page/script/server-scripting/task/t_CreateABusinessRule.html

Key Elements to Specify When Creating a Business Rule: Incorrect Options: Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 270

A new employee joins the IT department and needs to perform work assigned to Network and Hardware groups. How would you set up their access?

Choose 3 answers

- A. Add User Account to itil group
- B. Add User Account to ACL
- C. Add User Account to Hardware group**
- D. Create User Account**
- E. Add User Account to Network group**
- F. Add User Account to IT Knowledgebase

Answer: C,D,E

NEW QUESTION # 271

What is the difference between a UI Policy and Data Policy?

- A. Data Policies run regardless of how data is entered into ServiceNow, while UI Policies are used for form interactions
- B. Data Policies run only after UI Policies run successfully
- C. Data Policies can be converted into UI Policies, but UI Policies can not be converted into Data Policies

- D. Data Policies run when data is entered through the form, by an Import Set or by web services, while UI Policies are set only by web services

Answer: D

NEW QUESTION # 272

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