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ServiceNow CSA (ServiceNow Certified System Administrator) Certification Exam is a technical certification exam that is designed for individuals who want to demonstrate their proficiency in managing and configuring ServiceNow. ServiceNow Certified System Administrator certification is particularly useful for professionals who are responsible for managing the day-to-day operations of a ServiceNow instance, such as system administrators or ServiceNow developers. The CSA certification exam is one of the most popular ServiceNow certifications, and it is recognized as a valuable credential by employers and IT professionals around the world.

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ServiceNow Certified System Administrator Sample Questions (Q118-Q123):

NEW QUESTION # 118

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Order Guide
- B. Create On-boarding Bot
- C. Create Requested Item
- D. Create Record Producer

Answer: A

Explanation:
AnOrder Guidein ServiceNow is used to groupmultiple catalog itemstogether so that users can request all necessary items inone streamlined process.
TheEmployee Onboarding teamneeds a way for managers to order multiple items (computers, monitors, business cards, cell phones) for new employees.
AnOrder Guideallows managers to requestall necessary items in a single request, instead of ordering them one by one.
The guide can also userules and conditionsto determine which items should be included based on user input (e.
g., different job roles might require different devices).
A: Create Record Producer- Record Producers are used tocapture information and create records(e.g., Incidents, Requests) but do notgroup multiple catalog items togetherlike an Order Guide does.
C: Create Requested Item- A Requested Item (sc_req_item) is createdwhen a request is submitted, but it isnot the starting pointfor fulfilling this requirement.
D: Create Onboarding Bot- No such feature exists in ServiceNow; onboarding is typically handled viaOrder GuidesandHR Case Management.
ServiceNow Order Guides Documentation
ServiceNow CSA Training Module:"Service Catalog: Order Guides and Catalog Items" Why an Order Guide is the Best Choice for This Scenario?Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 119
Which of the following statements is true when a new table is created by extending another table?

- A. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table
- B. The new table archives the parent table and assumed its roles in the database
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields

Answer: C

Explanation:
When a new table is created inServiceNowby extending another table, it followstable inheritanceprinciples.
This means the newly created table (child table) receives all the fields from its parent table. Additionally, the new table can includecustom fieldsthat are unique to itself.
Here's how inheritance works in ServiceNow when a table is extended:
Fields Inheritance:
The child table automatically inherits all fields from its parent table.
These inherited fieldscannot be removedfrom the child table but can be modified or overridden.
The child table can also have additionalcustom fieldsthat do not exist in the parent table.
Business Rules, Client Scripts, and UI Policies:
Unlike fields, these components arenot automatically inherited.
However, they can still affect the child tableif they are defined on the parent table using conditions that include the child table.
To apply themspecifically to the child table, they need to beexplicitly definedfor the new table.
Access Control Rules (ACLs):
ACLs are not automatically inherited.
Each table in ServiceNow has its own set ofAccess Control Rules, which must be explicitly configured for the child table if different permissions are required.
Database Structure:
The child table creates aone-to-one relationshipwith the parent table, meaningall fields in the parent are available in the child table.
The new table is stored as a separate entity but references the parent table's structure.

The child table inherits all fields from the parent table.
The child table can also have its own custom fields.
Business Rules, Client Scripts, UI Policies, and ACLs are not automatically inherited, meaning options B and D are incorrect.
The table does not archive the parent table (making option A incorrect).
ServiceNow Product Documentation - Table Inheritance:https://docs.servicenow.com ServiceNow Fundamentals - Table Relationships ServiceNow Developer Portal - Extending Tables ServiceNow Best Practices - Access Controls & Security Rules
Why Option C is Correct?References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 120

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Launch a NowChat window
- C. Initiate a Connect Chat session
- D. Impersonate the user
- E. Install the Bomgar plug-in

Answer: D

Explanation:
If a user reports that they cannot see certain modules in the Application Navigator, the best way to troubleshoot is to impersonate the user. Impersonation allows an administrator to see exactly what the user sees without needing their password.
Click on your profile icon (top-right corner).
Select Impersonate User.
Search for and select the user's name.
The instance will reload, and you will see the UI as the user experiences it.
Navigate to the Application Navigator and check for missing modules.
Once done, click Stop Impersonation.
Ensures security (no need to reset or look up passwords).
Speeds up troubleshooting by allowing admins to replicate user issues.
Helps verify role-based access permissions.
Steps to Impersonate a User in ServiceNow:Why is Impersonation Useful?
Incorrect Answer Choices Explanation:A. Look up their password, so you can login with their account This is a security violation and not an acceptable practice.
B: Initiate a Connect Chat session
Chatting with the user can help gather information, but it does not allow you to see what they see.
C: Install the Bomgar plug-in
Bomgar is a remote support tool, but impersonation is the built-in and recommended method for troubleshooting in ServiceNow.
E: Launch a NowChat window
NowChat is used for customer support and collaboration, not for verifying module visibility.
Impersonate Users in ServiceNow
User Roles and Permissions
Official CSA Documentation Reference:

NEW QUESTION # 121

What component causes a flow to run after a record has been created or updated?

- A. Application-based trigger
- B. Record-based trigger
- C. Date-based trigger
- D. Updated-date trigger
- E. On-change trigger

Answer: B

Explanation:
Explanation
A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table1. It

allows users to define conditions and actions for the flow based on the record's state and values1. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority1.
References
Flow trigger types - Product Documentation: San Diego - ServiceNow1

NEW QUESTION # 122

If users would like to locate and assign a task to themselves in the Platform, What action could they perform from the list view to make the assignment?
Choose 2 answers

- A. Select the record using the check box then select the Assign To Me UI action on the List Header
- B. Right click on the Task number and select the Assign to me option in the menu
- C. Double click on the Assigned to value, type the name of the user, and select the green check
- D. Select the record using the check box, then select the Person icon
- E. Select the Task number, and select the Assign to me UI action on the form

Answer: A,B

Explanation:
In ServiceNow, users can self-assign tasks directly from the List View without opening the record. This improves efficiency by allowing users to quickly take ownership of unassigned tasks.
C: Select the record using the check box then select the Assign To Me UI action on the List Header Users can select one or multiple records using the check box and then click the "Assign to Me" action in the list header.
This is useful for bulk assignment when multiple tasks need to be assigned at once.
D: Right-click on the Task number and select the Assign to me option in the menu Right-clicking on the Task Number opens a context menu with the "Assign to me" option.
This is a quick way to take ownership of a task without opening the record.
A: Select the record using the check box, then select the Person icon
There is no "Person icon" in the List View for task assignment.
B: Double-click on the Assigned to value, type the name of the user, and select the green check Inline editing (double-clicking) on the Assigned to field only works if the field is editable, but it's not the preferred way to self-assign a task.
E: Select the Task number, and select the Assign to me UI action on the form This requires opening the record, while the question specifically asks for list view actions.
References: ServiceNow Documentation: Assigning Tasks to Yourself
ServiceNow UI Guide: List View Actions

NEW QUESTION # 123

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