

CSA Reliable Study Questions | CSA Test King

CSA Exam Outline

Content Categories	Questions	Percentage of Examination
1. Anthropology and Sociology	17	11.9%
2. Family and Aging	16	11.1%
3. Health and Wellness Aspects	20	13.3%
4. Lifestyle Aspects	27	17.8%
5. Financial Aspects	28	18.5%
6. Eldercare Planning	14	8.9%
7. Legal Aspects	9	5.9%
8. End-of-life Planning	9	5.9%
9. Ethical Issues	10	6.7%

Time limit: 3 hours
Total questions: 150
Question format: Multiple-choice
Delivery format: Computer-based



Mometrix TEST PREPARATION

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CSA Test King - CSA Reliable Test Duration

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ServiceNow Certified System Administrator Sample Questions (Q222-Q227):

NEW QUESTION # 222

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. CI Health Dashboard
- **B. Dependency View**
- C. AL Service Dashboard
- D. Event Management Homepage

Answer: B

Explanation:

In ServiceNow, the Dependency View is a graphical representation that allows Service Desk agents and IT teams to trace relationships between Configuration Items (CIs) and identify which CIs are experiencing issues that may be affecting a business service.

Why is "Dependency View" the Correct Answer?

Visualizes Relationships Between CIs and Services

Dependency View displays CIs and their dependencies in an interactive map.

Service Desk agents can quickly see which CIs are impacted and how they affect the business service.

Identifies Impacted Configuration Items (CIs)

If a server, database, or network component is down, Dependency View helps trace which business service is affected.

This is useful for incident management, root cause analysis, and change impact assessment.

Integrated with CMDB (Configuration Management Database)

Dependency Views pull data from the CMDB to map CI relationships.

This helps Service Desk agents identify problems quickly without needing deep technical knowledge.

Incorrect Answer Choices Analysis:

A . AI Service Dashboard

Incorrect - There is no standard "AI Service Dashboard" in ServiceNow.

B . CI Health Dashboard

Incorrect - The CI Health Dashboard focuses on the overall health of CIs (e.g., compliance, correctness, completeness) but does not provide a dependency map for tracing service issues.

D . Event Management Homepage

Incorrect - Event Management (ITOM) is used for monitoring events and alerts, but it does not provide an interactive dependency view for tracing service issues.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Dependency Views

Understanding Dependency Views

ServiceNow Docs - CMDB Relationship Visualization

Using CMDB Relationships

Conclusion:

The correct answer is:

C. Dependency View

Dependency View allows Service Desk agents to trace service issues back to the affected CIs, making it an essential tool for incident management and root cause analysis.

NEW QUESTION # 223

Which component of a table contains a piece of data for one record?

- A. Datapoint
- B. Item
- **C. Field**
- D. Element
- E. Factor

Answer: C

NEW QUESTION # 224

What are the three key tables in an enterprise CMDB? Choose 3 answers.

- A. **omdb_ci**
- B. sn_emdb_bak
- C. **Ey omdb**
- D. sn_emdb_ci
- E. sn_emdb
- F. **omadb_rel_ci**
- G. emdb_bak

Answer: A,C,F

Explanation:

The Configuration Management Database (CMDB) in ServiceNow stores information about configuration items (CIs) and their relationships.

The Three Key CMDB Tables:

cmdb (Configuration Management Database)

The main parent table for all CMDB-related data.

Stores core configuration item (CI) data.

Other CMDB-related tables inherit from this table.

cmdb_ci (Configuration Items Table)

Stores individual configuration items (CIs).

Every CI (e.g., servers, network devices, software) is stored in this table or one of its child tables.

This table extends cmdb.

cmdb_rel_ci (CI Relationships Table)

Stores relationships between CIs.

Defines how CIs connect to each other (e.g., "server hosts application").

Helps with Service Mapping and Impact Analysis.

Incorrect Answer Choices Analysis:

A . omadb_rel_ci

Incorrect - Not a standard ServiceNow CMDB table.

B . sn_emdb

Incorrect - sn_emdb is not a CMDB table in ServiceNow.

C . sn_emdb_ci

Incorrect - No such table in ServiceNow CMDB architecture.

E . sn_emdb_bak

Incorrect - No such backup table in ServiceNow CMDB.

G . emdb_bak

Incorrect - No such ServiceNow CMDB table exists.

Official ServiceNow Documentation Reference:

ServiceNow Docs - CMDB Core Tables

CMDB Tables Overview

ServiceNow Docs - Understanding CI Relationships

CMDB Relationship Tables

NEW QUESTION # 225

What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- B. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- C. **A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog**
- D. A Record Producer creates user records

Answer: C

Explanation:

A Record Producer in ServiceNow is a type of Catalog Item that allows users to create records in tables (such as Incidents, Change Requests, or HR Cases) from the Service Catalog. It provides a simplified and user-friendly interface for users to submit structured data without needing direct access to the actual form or database tables.

Key Features of a Record Producer:

- #Creates task-based records in the appropriate table (e.g., incident, sc_task, problem).

- #Uses a simplified form instead of the standard form view of a record.

- #Can trigger workflows and business rules when submitted.

- #Maps user inputs to table fields via Variable Mappings.

An employee wants to report a broken laptop but does not need to see the full Incident form.

The IT team creates a Record Producer named "Report an IT Issue" in the Service Catalog.

The Record Producer collects user input (e.g., issue description, urgency, contact information).

Upon submission, it creates an Incident record (incident table) in ServiceNow.

Example Use Case:

Why the Correct Answer is D: D. A Record Producer is a type of Catalog Item that allows users to create task-based records from the Service Catalog (Correct) This is the most accurate description of a Record Producer.

It allows users to create records in a specified task table (Incident, Change, Request, etc.) through the Service Catalog.

Why the Other Options Are Incorrect: A. A Record Producer is a type of Catalog Item that is used for Requests, not Services (Incorrect) Record Producers are not limited to Requests.

They can create various types of records, including Incidents, Change Requests, and HR Cases.

B: A Record Producer creates user records (Incorrect)

A Record Producer does not create user records (users are managed in the sys_user table).

Instead, it creates task-based records in other tables like incident or sc_task.

C: A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests (Incorrect) Order Guides, not Record Producers, handle bundling multiple Catalog Items into a single request.

A Record Producer creates a single record in a defined table.

Comparison: Record Producer vs. Other Catalog Items Feature

Record Producer

Standard Catalog Item

Order Guide

Creates a record in a ServiceNow table

Yes

No

No

Used to order physical/digital goods

No

Yes

Yes

Can bundle multiple requests

No

No

Yes

Uses a form-based submission

Yes

Yes

Yes

References: ServiceNow Documentation: Record Producers Overview

ServiceNow Learning: Creating and Managing Record Producers

ServiceNow Docs: Service Catalog Fundamentals

NEW QUESTION # 226

What is the purpose of flagging an article in a knowledge base?

- A. Allow a user to submit feedback about an article
- B. To mark an article to read later.
- C. **Reporting an error**

Answer: C

Explanation:

In ServiceNow Knowledge Management, flagging an article is a feature that allows users to report errors or issues within a knowledge article. This helps maintain article accuracy and ensures that outdated or incorrect information is addressed by knowledge managers.

Error Reporting

Users can flag an article if they find incorrect, outdated, or misleading information.

Knowledge managers receive a notification about flagged articles and can review them for updates.

Article Quality Control

Helps improve knowledge base content by allowing users to point out inaccuracies.

Ensures that knowledge articles remain relevant and useful.

Notifying Knowledge Managers

Flagged articles appear in the Knowledge Base Administration module, allowing managers to track and resolve flagged issues.

A: To mark an article to read later

Incorrect: There is no built-in "read later" feature in ServiceNow Knowledge Management.

Instead, users can bookmark an article for quick access.

B: Allow a user to submit feedback about an article

Incorrect:

Feedback is submitted through the `Feedback` feature, which allows users to rate articles and provide comments.

Flagging is specifically for error reporting, not general feedback.

Key Purposes of Flagging an Article: Why Other Options Are Incorrect?

Hey! Purposes of Flagging an Article

Flagging an Article for Review

Managing Flagged Articles

Managing Knowledge Assets

References from ServiceNow CSA Doc

References from ServiceNow CSA Documentation

NEW QUESTION # 227

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