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<BRAND NEW VERSION>**

1. What would you do, on a list, if you wanted to show records in groups, based on the column category?
 - a. On list Context Menu, select Group By > Category
 - b. On the Filter Menu, select Group By > Category
 - c. Click Group On icon, select Category
 - d. On Navigator Filter, type tablename.group.category and press enter.
 - e. On the Category column table, click Context menu > Group By Category - ANSWER ✓ a. On list Context Menu, select Group By > Category
 - f. On the Category column table, click Context menu > Group By Category
2. When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?
 - a. Run Transform
 - b. Run Import
 - c. Import Dataset
 - d. Execute Transform
 - e. Schedule Transform - ANSWER ✓ a. Run Transform
3. What are the steps for applying an update set to an instance?
 - a. Retrieve, Preview, Commit
 - b. Specify, Transform, Apply
 - c. Retrieve, Assess, Apply
 - d. Get, Test, Push

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ServiceNow CSA (ServiceNow Certified System Administrator) Certification Exam is a globally recognized certification that validates the skills and knowledge of IT professionals in managing and administering ServiceNow instances. CSA exam is designed to test the candidate's ability to configure and manage ServiceNow instances, including implementing security, customization, and automation. ServiceNow Certified System Administrator certification is highly sought after by employers and IT professionals alike as it demonstrates a high level of expertise in ServiceNow, a leading cloud-based platform for IT service management.

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CSA Free Test Questions | Study CSA Reference

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Study Materials are not only of high quality, but also easy to learn. Our study materials do not have the trouble that users can't read or learn because we try our best to present those complex and difficult test sites in a simple way.

ServiceNow CSA certification is highly valued in the IT industry, as it demonstrates that the holder has the knowledge and skills required to effectively manage IT services using the ServiceNow platform. ServiceNow Certified System Administrator certification is recognized by many organizations, and holders of the certification are often in high demand. ServiceNow Certified System Administrator certification is also a valuable asset for IT professionals who are looking to advance their careers and take on more challenging roles in IT service management. Overall, the ServiceNow CSA Certification is a valuable credential for any IT professional looking to demonstrate their expertise in using the ServiceNow platform.

ServiceNow Certified System Administrator Sample Questions (Q300-Q305):

NEW QUESTION # 300

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. CI Class Manager (CICM)
- B. CMDB Class Manager (CMDBCM)
- C. Service Mapping Utility (SMU)
- D. Service Schema Map (SSM)
- **E. Common Service Data Model (CSDM)**

Answer: E

Explanation:

The Common Service Data Model (CSDM) is a framework provided by ServiceNow that ensures your application's data correctly maps to the Configuration Management Database (CMDB) tables. It standardizes how configuration items (CIs), services, and relationships are structured within the CMDB.

Key Functions of CSDM:

Standardized Data Model: Ensures consistent and correct CMDB data structuring.

Alignment with CMDB Best Practices: Helps businesses align their IT assets, services, and business functions effectively.

Better Service Mapping: Provides structured relationships between business services and their technical components.

Compliance & Governance: Ensures data integrity by enforcing best practices for CMDB population.

Incorrect Answer Choices

B. Service Mapping Utility (SMU) - Service Mapping is used for discovering and mapping dependencies but is not a data model framework.

C. Service Schema Map (SSM) - No such official term exists in ServiceNow documentation.

D. CMDB Class Manager (CMDBCM) - This is a tool used to manage CI classes but does not define a data model framework like CSDM.

E. CI Class Manager (CICM) - Incorrect term; CMDB Class Manager is used for CI class hierarchy management, not for mapping applications to CMDB tables.

Official CSA Documentation Reference:

ServiceNow Documentation: Common Service Data Model (CSDM)

CSDM Overview

ServiceNow CMDB Best Practices

CMDB and CSDM Alignment

NEW QUESTION # 301

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

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

Answer: B

NEW QUESTION # 302

What are the three components of a filter condition?

- A. Operator
- B. Value
- C. Table
- D. Field

Answer: A,B,D

NEW QUESTION # 303

How is a user defined in ServiceNow?

- A. A User is a record stored in the Profile [sys_user_profile] table
- B. user is a record stored in the User Preference [Sys_user_preference] table
- C. A user is 2 field in the LOAP integration
- D. A user is a record stored in the User [sys_user] table

Answer: D

Explanation:

In ServiceNow, a user is a record stored in the User [sys_user] table. This table contains details about every user in the system, including their name, email, roles, department, and more.

Stores Core User Information

Each user in ServiceNow is represented as a record in this table.

Standard fields include:

User ID

Name

Email

Roles

Department

Location

Supports Authentication and Permissions

Users are assigned roles and groups, which control what they can access in ServiceNow.

Authentication methods like LDAP, SSO, OAuth, and Local Authentication rely on this table.

Integrates with Other ServiceNow Modules

Users in sys_user are referenced in various tables, such as:

sys_user_role (User Roles)

sys_user_group (User Groups)

sys_user_has_role (Mapping between Users and Roles)

Key Characteristics of the User [sys_user] Table:

A: A user is a record stored in the User Preference [sys_user_preference] table
Incorrect- The sys_user_preference table stores user-specific preferences (e.g., UI settings, default views), not user records.

B: A User is a record stored in the Profile [sys_user_profile] table
Incorrect- There is no standard "sys_user_profile" table in ServiceNow.

C: A user is a field in the LDAP integration
Incorrect- While LDAP can import users into ServiceNow, users themselves are stored in the sys_user table, not in an LDAP-specific field.

Incorrect Answer Choices Analysis:

ServiceNow Docs - User Administration#Managing Users in ServiceNow

ServiceNow Docs - User Table (sys_user)#sys_user Table Overview

Official ServiceNow Documentation References:

Conclusion: The correct answer is:

D: A user is a record stored in the User [sys_user] table

All user records in ServiceNow are stored in the sys_user table, making it the central repository for user management, authentication, and access control.

NEW QUESTION # 304

As administrator, what must you do to access feature of High Security Settings?

- A. Select Elevate Roles

- B. Impersonate Security Admin
- C. Add security_admin role to your user account
- D. Use System Administrator < Elevate Roles module

Answer: A

Explanation:

In ServiceNow, High Security Settings require elevating privileges to make changes. Administrators need to elevate to the security_admin role to access and modify sensitive settings.

A: Select Elevate Roles

Admins must go to User Menu (top-right corner) > Elevate Roles.

Select security_admin, then click OK to temporarily gain elevated privileges.

This allows access to High Security Settings, including ACLs and security configurations.

B: Add security_admin role to your user account

Only an existing admin with security_admin can grant this role.

Even if a user has security_admin, they still need to elevate to access high-security settings.

C: Impersonate Security Admin

Impersonation does not work for security_admin.

Users must elevate their own privileges instead.

D: Use System Administrator < Elevate Roles module

There is no module named "Elevate Roles" under System Administrator.

Elevation is done via the User Menu (top-right corner of ServiceNow UI).

References: ServiceNow Documentation: Elevate Roles to Access Security Settings ServiceNow Best Practices: Managing Security Roles

NEW QUESTION # 305

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