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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 (Q426-Q431):

NEW QUESTION # 426

What are the steps for applying an update set to an instance?

- A. Get, Test, Push
- B. Pull, Review, Push
- C. Specify, Transform, Apply
- **D. Retrieve, Preview, Commit**
- E. Retrieve, Assess, Apply

Answer: D

NEW QUESTION # 427

What section on a task record is used to see the most recent updates made to a record?

- A. Related List
- B. Timeline
- **C. Activity Stream**
- D. Audit Log

Answer: C

Explanation:

In ServiceNow, the Activity Stream section on a task record displays the most recent updates made to that record. It logs changes in fields, comments, work notes, and system updates in real time.

Why is "Activity Stream" the Correct Answer?

Displays a chronological history of changes

Shows who made the update, when it was made, and what changed.

Includes comments, work notes, system-generated updates, and field value changes.

Real-time updates for collaboration

If multiple users are working on the same record, they can see updates in real-time.

Useful for ITSM workflows (Incidents, Change Requests, Tasks).

Integrated with Comments and Work Notes

Users can add comments (visible to users) or work notes (internal notes) directly in the Activity Stream.

Example View of Activity Stream in a Task Record:

Timestamp

User

Action

10:15 AM

John Doe

Updated Priority from "Low" to "High"

10:20 AM

Jane Smith

Added a work note: "Waiting for user confirmation"

10:30 AM

System

State changed from "New" to "In Progress"

Incorrect Answer Choices Analysis:

A . Related List

Incorrect - Related Lists show linked records (e.g., affected CIs, approvals, attachments) but not recent updates.

C . Audit Log

Incorrect - The Audit Log (sys_history_line table) tracks database-level changes but is not displayed as an Activity Stream on a

task record.

D . Timeline

Incorrect - No standard "Timeline" section exists in ServiceNow task records.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Activity Streams

Understanding Activity Streams

ServiceNow Docs - Viewing Record History in Activity Stream

Using Activity Streams in Task Records

NEW QUESTION # 428

What are the steps for importing data using an import set?

- **A. Load the data; Create transform map; Transform data; Clean up import table**
- B. Set up LDAP; Test map: Create update set; Run import: Apply update set
- C. Select source file; Run automap; Transform data; Clean up target table
- D. Identify source; Import transform map: Run transformer; Verify import

Answer: A

Explanation:

Importing data into ServiceNow involves using Import Sets, which act as temporary staging tables before transferring data to the target table. The correct sequence of steps is as follows:

Correct Answer

Load the Data

Upload data from an external source (CSV, Excel, XML, JDBC, or API).

The data is stored in an Import Set table (temporary staging table).

Create Transform Map

A Transform Map defines how data from the Import Set should be mapped to the target table (e.g., incident, cmdb_ci).

Example: Mapping "Full Name" in Import Set → "User Name" in sys_user table.

Transform Data

Executes the Transform Map, moving data from the Import Set into the target table.

Any data conversion rules or business logic (such as field mapping, script processing) are applied.

Clean Up Import Table

After a successful import, the temporary Import Set table can be deleted to free up space.

Incorrect Answer Choices

A . Select source file; Run automap; Transform data; Clean up target table Automap is optional and does not apply in every scenario.

Cleaning up the target table is incorrect-the cleanup applies to the Import Set table, not the target table.

B . Set up LDAP; Test map; Create update set; Run import; Apply update set LDAP is for user authentication, not for importing data.

Update Sets are used for moving configurations, not data imports.

C . Identify source; Import transform map; Run transformer; Verify import

"Run transformer" is incorrect-the correct step is "Transform Data".

Importing does not require a verification step; instead, data is reviewed using Transform History.

Reference:

ServiceNow Documentation: Import Set Process

ServiceNow Developer Guide: Creating Transform Maps

NEW QUESTION # 429

On what part of the ServiceNow instance, would you find the option to access applications, like Incident Management?

- **A. Application Navigator**
- B. Favorites
- C. Service Desk Homepage
- D. Self Service Module

Answer: A

NEW QUESTION # 430

How is a user defined in ServiceNow?

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

Answer: B

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 # 431

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