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ServiceNow CSA exam is a comprehensive test that covers a wide range of topics related to the ServiceNow platform. It is designed to validate the skills of professionals who are responsible for configuring, administering, and maintaining ServiceNow instances. CSA Exam covers topics such as user interface customization, workflow configuration, service catalog management, reporting and analytics, and integrations with other systems.

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ServiceNow Certified System Administrator Sample Questions (Q456-Q461):

NEW QUESTION # 456

An IT user calls the service desk because his work needs to be completed on ask records. All he can see a Self Service on his homepage when he logs in to the ServiceNow instance. What issue could explain this?

Choose 2 answers

- A. His user account was not approved by his manager
- B. His user account Is not logged in properly
- C. His user account does not Belong to any groups, which contain the ITIL role
- D. His user account failed LDAP authentication
- E. His user account does not have ITIL role

Answer: C,E

Explanation:

In ServiceNow, a user only sees modules and records they have permission for, based on roles and group memberships. If an IT user can only see Self-Service, it's likely because they lack the required roles for IT tasks.

Correct Answers

B . His user account does not belong to any groups that contain the ITIL role □ The ITIL role is assigned via user groups (e.g., "Service Desk," "IT Support").

If the user is not in an ITIL role group, they will not see IT-related modules.

D . His user account does not have the ITIL role □

The ITIL role (itil) is required to access Incidents, Changes, Tasks, and Service Catalog Management.

Without it, the user only sees Self-Service options (e.g., requesting services, reporting issues).

Incorrect Answer Choices

A . His user account failed LDAP authentication □

If LDAP authentication failed, the user would not be able to log in at all.

The issue here is role-based access, not authentication.

C . His user account was not approved by his manager □

User approval may be required for account creation, but it does not affect role permissions.

E . His user account is not logged in properly □

If the user was not logged in properly, they would not see any homepage at all.

The issue here is limited access due to missing roles.

Reference:

ServiceNow Documentation: User Roles and Permissions

ServiceNow Best Practices: Managing ITIL Roles and Groups

NEW QUESTION # 457

Which tables are children of the Task table and come with the base system?

Choose 3 answers

- A. cmdb
- B. Incident
- C. Change Request
- D. Config
- E. Dictionary
- F. Problem

Answer: B,C,F

Explanation:

The Task table is a base table in ServiceNow, which means it is not extended from any other table. However, other tables can extend the Task table to inherit its fields and functionalities. Incident, Problem, and Change Request are all child tables of the Task

table, meaning they inherit the fields and functionalities of the Task table and add their own specific fields and functionalities.
References
* https://docs.servicenow.com/bundle/vancouver-platform-administration/page/administer/task-table/concep
* https://www.servicenow.com/community/now-platform-forum/parent-table-to-get-an-access-to-child-table
* https://www.servicenow.com/community/developer-forum/difference-between-a-base-class-and-base-table

NEW QUESTION # 458
What are advantages of using spokes for integrations? Choose 3 answers

- A. Free spokes are available in the ServiceNow Store
- B. Automated event management
- C. Features scale and control mechanisms
- D. Reduces the need for code
- E. Ensures discoverability and reuse

Answer: C,D,E

Explanation:
SpokesinServiceNow IntegrationHubare pre-built connectors that allow organizations to integrate with external systemswithout requiring customscripting. They providelow-code/no-codesolutions, making integrations faster and more scalable.
A: Reduces the need for code
Spokes come withprebuilt actions, reducing the need forcustom scripting.
Example: Instead of writing aREST API scriptto send a message viaSlack, aSlack Spokeprovides anactionfor it.
B: Features scale and control mechanisms
Spokes supportenterprise scalabilitywith built-ingovernance, security, and controlmechanisms.
Example:Rate limitsprevent excessive API calls, ensuring stability inlarge-scaleintegrations.
D: Ensures discoverability and reuse
Spokes allowactionsto bereusedacross different flows and automations.
Thisenhances maintainabilityby ensuring integrations are not duplicated.
C: Free spokes are available in the ServiceNow Store
Whilesomespokes are free,many require a separate license.
IntegrationHub Standard and Enterprisesubscriptions cover most advanced spokes.
E: Automated event management
Event Managementis part ofITOM, notIntegrationHub Spokes.
While spokestrigger actionsbased on events, theydo not manage eventslike ITOM Event Management.
References:ServiceNow Documentation:IntegrationHub and Spokes
ServiceNow Developer Guide:Using Spokes in Flow Designer

NEW QUESTION # 459
In what order are Access Controls evaluated?

- A. Table-level - most specific to most general; then Row-level - most specific to most general
- B. Field-level - most specific to most general: then Table-level - most specific to most general
- C. Table-level - most specific to most general; then Field-level- most specific to mast general
- D. Field-level - mast general to most specific: then Row-level - most specific to most general

Answer: B

NEW QUESTION # 460
A customer requests the following data quality measures be added:
1. Incident numbers should be read-only on all lists and forms, for all users.
2. Short Description field should be mandatory, on all records, across all applications, on insert.
Which type of policy would you use to meet this requirement?

- A. Data policy
- B. Dictionary Design Policy
- C. Data Quality Policy

- D. Field Criteria Policy

Answer: A

Explanation:
In ServiceNow, data policies enforce rules to ensure data consistency and integrity across the platform. They can be applied at both the server-side and client-side, even outside the standard UI (such as data imports and APIs).
Incident numbers should be read-only on all lists and forms, for all users.
Data policies can enforce field read-only rules globally.
The Incident number (Number field) is typically auto-generated and should not be editable by users. A data policy can ensure it remains read-only across all interfaces.
Short Description field should be mandatory, on all records, across all applications, on insert.
Data policies can make a field mandatory across the system, not just on specific forms.
Unlike UI policies (which work only in forms), a data policy ensures this rule applies even during imports and API updates.
B: Dictionary Design Policy- No such policy exists in ServiceNow.
C: Data Quality Policy- This isnot a defined policy typein ServiceNow.
D: Field Criteria Policy- Not a recognized policy type in ServiceNow.
ServiceNow Data Policies Overview
ServiceNow CSA Training Module:"Data Policies vs. UI Policies - When to Use Each" How Data Policies Apply to This Scenario:Why Other Answers Are Incorrect:References from Certified System Administrator (CSA) Official Documentation:

NEW QUESTION # 461
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