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ServiceNow CSA Certified System Administrator - Practice Test Questions & Answers

1. ___define the processing path of the workflow, depending on conditions defined in each activity.

- A. Approvals
- B. Transitions
- C. Connectors
- D. All of the Above

Answer Transitions

Transitions define the processing path of the workflow, depending on conditions defined in each activity. All conditions in an activity must have a transition and all transitions must have a connection to another activity or to the End activity.

2. The order field on a table establishes the sequence for displaying lists. A lower number will show higher on the list; while a higher number will show lower on the list.

T/F

Answer True

3. The three main UI elements in ServiceNow are

1/31

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ServiceNow Certified System Administrator Sample Questions (Q488-Q493):

NEW QUESTION # 488

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

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table
- **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

NEW QUESTION # 489

What are examples of Core tables in the ServiceNow platform?

- A. Team, Party, Awards
- **B. Configuration, Connect, Chat**
- C. Work, Caller, Timecard
- D. User, Task, Incident

Answer: B

NEW QUESTION # 490

What is the purpose of an application scope?

- A. Scope prevents applications from changing their own tables and business logic
- B. Scope determines the functionality of core services in the platform
- **C. Scope determines which parts of an application are available for use by other applications in ServiceNow2**
- D. Scope determines all applications access each other's tables and business logic1

Answer: C

Explanation:

In ServiceNow, Application Scope is a fundamental concept used to protect applications by identifying and restricting access to application artifacts (such as tables, scripts, and business rules).3

1. The Concept of Scope:

Every application in ServiceNow has a scope.4

Global Scope: This is the default scope for the baseline ServiceNow instance. Legacy applications and general configurations usually live here.

Private/Scoped Applications: These are distinct namespaces (e.g., x_acme_book_mgmt).5

2. Why Option D is Correct (Availability and Protection):

The primary purpose of a private scope is to define boundaries. It acts as a protective layer that does two main things:

Protection: It prevents code in the Global scope or other Scoped applications from modifying your application's data or logic without explicit permission.6 Availability (The Answer): It allows the developer to explicitly define which parts of the application are public.

By default, artifacts in a private scope are hidden from other applications.7 The developer must configure "Cross-scope privileges" or set specific "Access" settings (e.g., making a Script Include "Accessible from: All application scopes") to determine what is available for use by others.8

3. Why the other options are incorrect:

A: Scope does the opposite; it restricts access by default, rather than granting "all access." B: Scope does not determine the functionality of core services; it acts as a container for custom or store-bought applications.

C: Scope prevents other applications from changing your tables, but it allows the application to change its own tables and logic.9

NEW QUESTION # 491

What does ServiceNow recommend as a best practice regarding data imports?

- A. Use extremely large Import Sets, instead of multiple large Import Sets.
- B. Create a new Import set table for each new data load.
- C. Adjust your Transform maps, after the data is loaded into the target table.
- **D. Plan time before your import to remove obsolete or inaccurate data.**
- E. Monitor data quality and clean imported data, using the Data Scrub Workspace.

Answer: D

Explanation:

When importing data into ServiceNow, data integrity and accuracy are critical. ServiceNow recommends cleaning and verifying data before importing it into the system.

Obsolete or inaccurate data can cause duplicate or incorrect records.

Pre-cleaning ensures only relevant, high-quality data is loaded into ServiceNow.

Improves system performance by preventing unnecessary data clutter.

Identify and remove obsolete records (e.g., inactive users, old assets).

Fix formatting issues (e.g., date formats, duplicate values).

Verify data mappings to ensure correct field alignment.

Use a small test import before a full-scale import.

Best Practice: Clean Data Before Importing Recommended Pre-Import Steps:

A: Adjust your Transform maps, after the data is loaded into the target table #Incorrect Transform Maps should be set before importing, not after.

Adjusting them afterward may require reloading data.

B: Use extremely large Import Sets, instead of multiple large Import Sets #Incorrect Large imports can cause performance issues.

Best practice: Use incremental imports with data validation.

C: Create a new Import Set table for each new data load #Incorrect

Reusing Import Set tables is more efficient.

New tables are needed only for major structural differences.

E: Monitor data quality and clean imported data, using the Data Scrub Workspace #Incorrect No such feature as "Data Scrub Workspace" exists in ServiceNow.

Data should be cleaned before importing, not after.

Why Other Options Are Incorrect?

Best Practices for Importing Data

Preparing Data for Import

NEW QUESTION # 492

Which best describes a field in a ServiceNow table?

- A. A field is a table row
- B. A field is an item that appears in a menu list
- **C. A field is a table cell that stores data**
- D. A field is a record in a table

Answer: C

Explanation:

In ServiceNow, a field is a single data point in a table, similar to a cell in a spreadsheet.

Fields store specific data in a table, such as:

Short Description (text field)

Priority (choice field)

Assignment Group (reference field)

Each record consists of multiple fields

Example: In the Incident table, a single Incident record contains multiple fields such as:

Number (INC0012345)

State (In Progress)

Assigned To (John Doe)

Fields have different data types

Text, Integer, Choice, Date/Time, Reference, etc.

Understanding Fields in ServiceNow:

B: A field is a table rowIncorrect- A table row represents an entire record, not just a single field.

A record consists of multiple fields (columns).

C: A field is an item that appears in a menu listIncorrect- Menu items are UI elements, not database fields.

A field is part of a table, while a menu contains navigation links.

D: A field is a record in a tableIncorrect- A record is a full row of data, which includes multiple fields.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Understanding Tables, Records, and Fields#Tables and Fields Overview ServiceNow Docs - Field Types and Definitions#Field Data Types Official ServiceNow Documentation References:

Conclusion:The correct answer is:

A: A field is a table cell that stores data.

A field is a single piece of data within a record, much like a cell in a spreadsheet.

NEW QUESTION # 493

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