

ServiceNow CSA Exam Questions [2026]-Achieve Highest Scores

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GUIDE 2025/2026 COMPLETE QUESTIONS
WITH CORRECT DETAILED ANSWERS ||
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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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Obtaining the ServiceNow CSA Certification can provide individuals with a competitive advantage in the job market and can demonstrate their proficiency in using the ServiceNow platform. Additionally, it can help organizations identify skilled ServiceNow professionals who are capable of managing their ServiceNow instances effectively.

ServiceNow CSA (ServiceNow Certified System Administrator) certification exam is an important milestone for professionals seeking to build a career in ServiceNow administration. ServiceNow Certified System Administrator certification demonstrates a deep understanding of ServiceNow platform functionality and administration best practices. The CSA Certification is designed for individuals who are responsible for configuring, administering, and maintaining ServiceNow instances.

To take the ServiceNow CSA certification exam, candidates must have some experience in using the ServiceNow platform. CSA exam consists of 60 multiple-choice questions that must be completed within 90 minutes. The passing score for the exam is 70%, and candidates who pass the exam will receive the ServiceNow CSA certification. ServiceNow Certified System Administrator certification is valid for two years, after which the candidate must renew their certification by passing a recertification exam.

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The Braindumpsqa is a trusted and reliable platform that has been helping the ServiceNow Certified System Administrator (CSA) certification exam candidates for many years. Over this long time period, the CSA Exam Practice questions have helped the CSA exam candidates in their preparation and enabled them to pass the challenging exam on the first attempt.

ServiceNow Certified System Administrator Sample Questions (Q311-Q316):

NEW QUESTION # 311

What are the three key tables in an enterprise CMDB?

Choose 3 answers

- A. cmdb_bak
- B. sh_eomdb
- C. Sh_emdb_ci
- D. cmap_ret_ci
- E. sn_cmt_bak
- F. cmdb_ci
- G. cmap

Answer: D,F,G

Explanation:

In ServiceNow's Configuration Management Database (CMDB), three key tables form the foundation for storing and managing Configuration Items (CIs) and their relationships.

Correct Answers

cmdb_ci (E) - CI Base Class Table

This is the base class for all Configuration Items (CIs) in the CMDB.

Every CI (e.g., servers, applications, network devices) extends from this table.

Stores general attributes like name, serial number, and asset tag.

cmdb (G) - CMDB Parent Table

This is the parent table for all CMDB-related tables.

It does not store CI records directly but serves as a reference structure.

All CMDB tables, including cmdb_ci, inherit from this table.

cmdb_rel_ci (C) - CMDB Relationship Table

This table stores relationships between different CIs.

Example: A server hosts an application, or a database is dependent on a storage unit.

Helps with impact analysis and dependency mapping.

Incorrect Answer Choices

A . sn_cmt_bak

No such table in standard ServiceNow CMDB.

B . sh_emdb_ci

Typo or incorrect table name-not part of the ServiceNow CMDB model.

D . cmdb_bak

"bak" suggests a backup table, but there is no standard "cmdb_bak" in ServiceNow.

F . sh_eomdb

Not a recognized CMDB table in ServiceNow.

Reference:

Official ServiceNow Documentation: CMDB Tables and Relationships

ServiceNow CMDB Best Practices: CMDB Guide

NEW QUESTION # 312

Which of the following methods prints a message on a blue background to the top of the current form by default?

- A. g_form.addInfoMsg()
- B. g_form.showFieldMsg()

- C. `g_form.showFieldMessage()`
- D. `g_form.addInfoMessage()`

Answer: D

NEW QUESTION # 313

When searching using the App Navigator search field, what can be returned? (Choose four.)

- A. History Records
- B. Favorites
- C. Names of Applications and Modules
- D. Names of Modules
- E. Names of Applications
- F. Titles of Dashboard Gauges

Answer: B,C,D,E

Explanation:

The Application Navigator (App Navigator) search field in ServiceNow allows users to quickly find applications, modules, and favorites by typing relevant keywords. It helps in easy navigation by filtering available options as the user types.

The four correct answers describe what the App Navigator search field can return:

1. Names of Applications and Modules (Correct)

The search field can return both applications and their respective modules in the left navigation panel.

Example: Searching for "Incident" will return:

Application: "Incident"

Modules: "All", "Open", "Resolved", "Create New"

2. Names of Modules (Correct)

Modules are specific functionalities within an application.

Searching by a module name directly will display results that match the keyword.

Example: Searching for "Create New" will return modules like:

"Create New Incident"

"Create New Change Request"

3. Names of Applications (Correct)

The search field supports finding full applications by their name.

Example: Typing "Change" will display the Change Management application and its related modules.

4. Favorites (Correct)

If a user has marked specific modules or applications as Favorites, they will appear in search results.

This helps users quickly access commonly used features.

Why the Other Options Are Incorrect:

E. History Records (Incorrect)

The History tab in the navigation panel shows recently accessed records, but it is not searchable through the App Navigator.

Instead, users can find history under:

History Module (System Settings > History)

Recent History Tab in the left navigation

F. Titles of Dashboard Gauges (Incorrect)

Dashboard Gauges are visual elements on Performance Analytics or Reporting Dashboards and are not searchable in the App Navigator.

Instead, dashboards and reports are found under:

Self-Service > Dashboards

Performance Analytics > Dashboards

Example Use Case:

A ServiceNow user wants to quickly access the "All Incidents" module.

They type "incident" into the App Navigator search.

The search results return:

Incident (Application)

All (Module)

Assigned to Me (Module)

Resolved (Module)

This allows for quick navigation without manually expanding application menus.

Reference:

NEW QUESTION # 314

What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- A. Inactivity Monitor
- **B. Service Level Agreements**
- C. Business Time Remaining
- D. Task Escalation Clock
- E. Response Time Clock

Answer: B

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/task-table/reference/r_ToolsF

NEW QUESTION # 315

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

- **A. Run Transform**
- B. Import Dataset
- C. Schedule Transform
- D. Run Import
- E. Execute Transform

Answer: A

Explanation:

When importing spreadsheet data into ServiceNow using the Import Set process, data is transferred in multiple stages. The step where data gets written to the receiving table is called "Run Transform." Load Data: The spreadsheet or data file is uploaded to a temporary table (Import Set table).

Run Transform: The system processes the import set data and writes it to the target table.

Verify Data: After transformation, the data is checked for accuracy.

Load Data:

The spreadsheet or external data is first imported into a staging table (Import Set table) in ServiceNow.

At this stage, the data is not yet written to the actual destination table.

Run Transform (Correct Answer):

The Transform Map applies field mappings and business logic.

The data is processed and written from the import set table to the target table (e.g., Incident, CMDB, or any other receiving table).

Any data transformation (such as field mappings, lookups, or script-based modifications) happens here.

Verify Data:

After transformation, users should validate the imported records to ensure that data was written correctly.

B). Run Import:

This step only loads the data into a temporary Import Set table.

It does not write data to the receiving table.

C). Import Dataset:

"Import Dataset" is not an actual step in the ServiceNow data import process.

D). Execute Transform:

There is no "Execute Transform" step in ServiceNow.

The correct term is "Run Transform."

E). Schedule Transform:

While you can schedule transforms, this is not the step where data gets written to the final table.

The actual transformation and writing occur during "Run Transform."

Import Set Process in ServiceNow: Explanation of Each Step: Why Other Options Are Incorrect? Official ServiceNow Documentation Reference: For more details, refer to the official ServiceNow documentation:

Importing Data into ServiceNow

