

CSA Free Exam Questions & CSA Passing Score

29/02/2024, 13:07 ServiceNow Certified System Administrator - CSA Free Exam Questions [2024]
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ServiceNow Certified System Administrator - CSA Free Exam Questions

QUESTION NO: 1
Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

☐ A. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category.

☐ B. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.

☐ C. Add User Criteria for HR Manager Group on the Can Read list of the article.

☐ D. Add User Criteria for HR Manager Group on the Category's Can Read list

Show answers/explanation Discussion 0

QUESTION NO: 2
A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

☐ A. Click List Context Menu > Personalize List

☐ B. Click List Context Menu > Configure > List Layout

☐ C. Click Personalize List

☐ D. Right click on any column header. Context Menu > Configure > List Layout

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QUESTION NO: 3
Which one of the following is an accurate list of changes that are captured in an Update Set?

☐ A. Changes made to: tables, forms, Business Rules, and data records

☐ B. Changes made to: tables, forms groups, and configuration items (CIs)

☐ C. Changes made to: tables, forms, views, and fields

☐ D. Changes made to: tables, forms, schedules, and client scripts

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QUESTION NO: 4
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. Scheduled Reports

☐ C. Reporting

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ServiceNow Certified System Administrator Sample Questions (Q479-Q484):

NEW QUESTION # 479

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

- A. Common Services Data Model (CSDM)
- B. Information Technology Infrastructure Library (ITIL)
- C. Information Technology Service Management (ITSM)
- D. Configuration Management Database (CMDB)

Answer: A

NEW QUESTION # 480

Which source control operation is available from BOTH Studio and the Git Repository?

- A. Apply Remote Changes
- B. Edit Repository Configurations
- C. Stash Local Changes
- D. Create Branch

Answer: C

NEW QUESTION # 481

Access Control rules are applied to a specific table, like the Incident table. What is the object name for a rule that applies to the entire Incident table (all rows and fields)?

- A. incident.all
- B. incident.*
- C. incident.!
- D. incident.None

Answer: B

Explanation:

InServiceNow Access Control Lists (ACLs), rules can be applied atdifferent levels:

Table-level- Applies to all fields and records in a table.

Field-level- Applies to specific fields within a table.

To create an ACL rule that applies toall rows and all fieldsof theIncident table, the correctobject nameis:

#incident.*

incident.*-Grants or restricts access toall fields and recordsin theIncident table.

incident.number- Restricts access to the"Number" fieldin the Incident table.

incident.short_description- Controls access to the"Short Description" fieldonly.

B:incident.all

No such ACL naming convention exists in ServiceNow.

C.incident.!

This is not a valid ACL syntax in ServiceNow.

D.incident.None

This is not a recognized ACL format in ServiceNow.

Reference:ServiceNow CSA Documentation - Access Control Rules (incident.*Format) ServiceNow Product Documentation - Configuring ACLs & Table-Level Security(<https://docs.servicenow.com>)

Final answer: A.incident.*

NEW QUESTION # 482

What is the name of the string that display filter criteria?

- A. Breadcrump
- B. Topic
- C. Choice
- D. Menu

Answer: A

NEW QUESTION # 483

Which of the following are not included in an Update Set, by default? (Choose four.)

- A. Database changes
- B. Views
- C. Schedules
- D. Scheduled Jobs
- E. Data
- F. Related Lists
- G. Business Rules
- H. Published Workflows
- I. Client Scripts
- J. Report Definitions
- K. Homepages

Answer: A,C,E,K

NEW QUESTION # 484

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