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ServiceNow CSA

ServiceNow Certified System Administrator

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ServiceNow Certified System Administrator Sample Questions (Q136-Q141):

NEW QUESTION # 136

A User is stored in which table?

- A. User [user_profile]
- **B. User [sys_user]**
- C. User [syst_user_profile]
- D. User [sys_user_group]

Answer: B

Explanation:

In ServiceNow, user records are stored in the User [sys_user] table. This table contains all user-related data, including usernames, email addresses, roles, department affiliations, and more.

Key Fields in the sys_user Table:

User ID (user_name) - Unique identifier for the user.

First Name & Last Name (first_name, last_name) - User's full name.

Email (email) - The user's email address.

Department (department) - The department to which the user belongs.

Roles (roles) - List of assigned roles that determine access permissions.

Active (active) - Indicates whether the user account is active or inactive.

Explanation of Incorrect Options:

B. User [sys_user_group] - Incorrect. This table stores groups, not individual users.

C. User [syst_user_profile] - Incorrect. This table does not exist in ServiceNow.

D. User [user_profile] - Incorrect. There is no such table in ServiceNow.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: User Administration - sys_user Table

ServiceNow CSA Study Guide - User and Group Administration

NEW QUESTION # 137

What is a way that you can mark a knowledge article for review?

- A. Bookmark
- B. On Hold
- **C. Flag article**
- D. Review

Answer: C

Explanation:

In ServiceNow, knowledge articles can be marked for review using the "Flag article" feature. This allows users to indicate issues such as outdated content, incorrect information, or necessary updates.

Users can flag an article if they believe it needs review or corrections.

The flagged article appears in the Knowledge Management Dashboard, where knowledge managers can track flagged articles.

Knowledge managers or owners can review flagged articles and make necessary updates or retire them if needed.

How the "Flag Article" Feature Works:

B: Review# No such option exists in ServiceNow for marking an article for review. However, knowledge managers can schedule article reviews manually.

C: Bookmark# Used to save frequently accessed articles for personal reference but does not indicate that the article needs a review.

D: On Hold# Applies to workflows or approvals but is not a method for marking an article for review.

Why Other Options Are Incorrect:

ServiceNow Documentation: Flagging a Knowledge Article

CSA Exam Guide: Covers the Flag Article function as a key feature in Knowledge Management.

Reference from CSA Documentation: Thus, the correct answer is:

A: Flag article

NEW QUESTION # 138

On a list, what does each row show?

- A. A field
- B. A table
- C. A filter
- **D. A record**

Answer: D

Explanation:

A list is a collection of records from a table. Each row in a list represents a record in that table.

References
Identifying the view used on a list or form
ServiceNow: List Views for Beginners
How Do I See A List Of Users And Their Roles In ServiceNow

NEW QUESTION # 139

When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using an SLA
- B. Mapping fields using the Import Log
- **C. Mapping fields using a Field Map**
- D. Mapping fields using Transform History

Answer: C

Explanation:

In ServiceNow, the Load Data and Transform Map process is used to import data from external sources (e.g., CSV, Excel, XML) into the ServiceNow platform. The Mapping Assist tool is a feature within this process that helps administrators visually map fields between the source data (imported file) and the target table in ServiceNow.

Load Data:

Data is imported from an external source (e.g., CSV file, Excel spreadsheet, XML data).

The imported data is temporarily stored in a staging table (Import Set Table).

Transform Map:

A Transform Map defines how fields in the import set should be mapped to the target table in ServiceNow.

It allows data transformation, filtering, and scripting during the import process.

Mapping Assist:

Mapping Assist is a visual tool that helps administrators easily map fields between the import set and the target table.

It provides a drag-and-drop interface to connect fields.

Helps prevent errors in field mapping, ensuring data integrity.

Understanding the Load Data and Transform Map Process

Why Answer "D" is Correct: "Mapping fields using a Field Map."

The Field Map is created in the Transform Map to define how fields from the import set match fields in the target table.

Mapping Assist is used to visually link these fields, making it easier to set up the transformation process.

Why the Other Answers Are Incorrect: A. "Mapping fields using the Import Log." Incorrect because the Import Log tracks the progress of an import job but does not provide field mapping.

The Import Log is used for troubleshooting errors, not for mapping fields.

B: "Mapping fields using Transform History."

Incorrect because Transform History tracks past transformations and changes made during imports, but it is not used for mapping fields.

It is used for auditing and debugging transformations, not field mapping.

C: "Mapping fields using an SLA."

Incorrect because SLAs (Service Level Agreements) are used for tracking and enforcing deadlines on tasks, not for data mapping.

SLAs have no role in the Load Data and Transform Map process.

ServiceNow CSA Study Guide - Import Sets & Data Transformation

ServiceNow Docs: Transform Maps & Field Mapping (ServiceNow Documentation) ServiceNow Docs: Mapping Assist Feature

References from the Certified System Administrator (CSA) Documentation:

NEW QUESTION # 140

ServiceNow uses what term to describe all the data saved within a particular form?

- A. Form
- B. Fields
- **C. Record**
- D. Lists

Answer: C

NEW QUESTION # 141

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