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ServiceNow CSA Exam covers a wide range of topics related to ServiceNow administration, including user and group management, data management, reporting, scripting, and integrations. CSA exam consists of 60 multiple choice questions that must be completed in 90 minutes. The questions are designed to test the candidate's understanding of ServiceNow concepts and their ability to apply them in real-world scenarios. CSA Exam is administered through the ServiceNow certification portal and can be taken online from anywhere in the world.

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ServiceNow CSA (ServiceNow Certified System Administrator) Exam is a certification exam that focuses on measuring an individual's knowledge and skills in using ServiceNow. ServiceNow is a cloud-based software platform that provides IT Service Management (ITSM) and IT Operations Management (ITOM) solutions. The CSA Exam is designed to validate an individual's ability to configure, administer, and maintain ServiceNow instances.

ServiceNow Certified System Administrator Sample Questions (Q116-Q121):

NEW QUESTION # 116

From a related list, what would a user click for personalize the layout of the columns?

- A. Magnifier
- B. Context Menu
- C. Pencil
- D. Gear

Answer: D

Explanation:

In ServiceNow, when a user wants to personalize the layout of the columns in a related list, they need to click the Gear icon (⚙).

How It Works:

Navigate to a record that contains a related list.

Look at the top-right corner of the related list for the Gear icon.
Click the Gear icon to open the "Personalize List Columns" interface.
From there, the user can add, remove, or rearrange columns in the related list.
Why Other Answers Are Incorrect:

- A . Magnifier - A magnifying glass is typically used for search functions but not for column customization.
- B . Context Menu - The context menu (right-click) provides other actions but does not allow column layout changes.
- C . Pencil - A pencil icon typically represents editing but not column layout customization.

Reference from Certified System Administrator (CSA) Official Documentation:
ServiceNow Personalizing List Views
ServiceNow CSA Training Module: "Personalizing Lists and Forms"

NEW QUESTION # 117

A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

- **A. onSubmit()**
- B. onLoad
- C. onUpdate()
- D. onSubmition()

Answer: A

NEW QUESTION # 118

Which path would you take to access the table configuration page from a form?

- A. The Form Context menu > View > Show Table
- **B. The Form Context menu > Configure > Table**
- C. The Form Context menu > View > Table
- D. The Form Context menu > Configure > Dictionary

Answer: B

NEW QUESTION # 119

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Items
- **B. Maintain Items**
- C. Maintain Categories
- D. Content Items

Answer: B

Explanation:

In ServiceNow, the Service Catalog application allows administrators to create, configure, and manage catalog items that users can request. To create a new catalog item, administrators must access the correct module within the Service Catalog application.

Explanation of the Available Options:

Maintain Categories (Option A)

This module is used to create and manage categories within the Service Catalog.

Categories are used to organize catalog items into logical groups but do not allow the creation of actual catalog items.

Maintain Items (Option B) (Correct Answer)

This module is used to create, edit, and manage catalog items in the Service Catalog.

It provides options to define the item name, description, fields, workflows, and pricing details.

Administrators use this module when they want to begin creating a new catalog item.

Content Items (Option C)

This module is related to Content Management System (CMS) and Knowledge Base but is not used for creating standard Service Catalog items.

It allows administrators to create links to external content rather than actual requestable catalog items.

Items (Option D)

The Items module displays catalog items but does not allow an administrator to create new ones.

It is primarily for viewing items rather than maintaining them.

Why is "B. Maintain Items" the Correct Answer?

The "Maintain Items" module is the only module where administrators can create, edit, and manage catalog items in ServiceNow.

Other options either relate to categories, content management, or viewing existing items, making them incorrect choices.

Reference from Official CSA Documentation:

ServiceNow Product Documentation - Service Catalog Administration

<https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/service-catalog-management/concept/service-catalog-management.html> ServiceNow CSA Exam Guide - Service Catalog & Request Fulfillment ServiceNow Fundamentals Training - Creating and Managing Catalog Items

NEW QUESTION # 120

On a Form header, what is the three bar icon called?

- A. Hamburger icon
- B. Cake icon
- C. Pancake icon
- D. Additional Actions or Context Menu

Answer: A

Explanation:

The three-bar icon in the Form header of ServiceNow is commonly referred to as the Hamburger icon. It provides access to additional form actions through a context menu.

Functions of the Hamburger Icon in ServiceNow:

Opens a drop-down menu with options such as:

Configure Form Layout

Configure Form Design

Insert and Stay

View History

Export Options

Helps users access quick actions without navigating away from the form.

Why is it Called a "Hamburger Icon"?

The icon consists of three horizontal lines, resembling a hamburger (bun-patty-bun).

This naming convention is widely used in web and mobile UI design.

Incorrect Answer Choices

A. Pancake Icon - No such term exists in ServiceNow UI terminology.

B. Additional Actions or Context Menu - While the icon does provide additional actions, "Context Menu" refers to right-click options or three-dot menus, not the three-bar menu.

D. Cake Icon - No such UI term exists in ServiceNow or general UI design.

Official CSA Documentation Reference:

Understanding the ServiceNow Form Header

ServiceNow UI Overview

NEW QUESTION # 121

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