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ServiceNow is a cloud-based platform that provides IT service management, IT operations management, and IT business management solutions. It has gained popularity in recent years due to its ability to streamline and automate workflows, reducing manual effort and increasing efficiency. As more organizations adopt ServiceNow, there is a growing demand for professionals who can manage and administer the platform effectively. The ServiceNow Certified System Administrator (CSA) exam is designed for individuals who want to demonstrate their expertise in administering ServiceNow.

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ServiceNow Certified System Administrator Sample Questions (Q42-Q47):

NEW QUESTION # 42

What are the three components of a filter condition?

- A. Condition, Operator, and Value
- B. Field, Condition, and Value
- C. Variable, Field, and Value
- **D. Field, Operator and Value**

Answer: D

Explanation:

In ServiceNow, a filter condition is used to define search criteria for records in a table. A filter consists of three primary components:

Field# The database field to be evaluated (e.g., priority, state, assigned_to).

Operator# Specifies how the field should be compared to a value (e.g., is, contains, greater than).

Value# The expected data in the field (e.g., High, Resolved, John Doe).

Filter Condition:PriorityisHigh

Field:Priority

Operator:is

Value:High

Another Example:Stateis notResolved

Field:State

Operator:is not

Value:Resolved

Example of a Filter Condition:Why Option A is Correct?Field, Operator, and Valueare the correct components used to create a filter condition.

Why Other Options Are Incorrect?B. Condition, Operator, and Value# Incorrect because"Condition"is a result of aField + Operator + Value, not a separate component.

C: Field, Condition, and Value# Incorrect because"Condition"is not a direct component.

D: Variable, Field, and Value# Incorrect becausevariablesare used in forms, not in filter conditions.

ServiceNow Docs - Creating and Applying Filters<https://docs.servicenow.com> ServiceNow Learning - Query Builder and

Conditions ServiceNow Best Practices - Using Filters in Lists and Reports References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 43

A Role is defined as what?

- A. A collection of permissions
- B. A set of user access policies
- C. A Persona in a workflow
- D. A set of access control rules

Answer: A

NEW QUESTION # 44

Where would you go in ServiceNow to order services and products offered by various departments?

- A. Self Service
- B. Customer Service
- C. Service Department
- D. Service Catalog

Answer: D

Explanation:

In ServiceNow, the Service Catalog is the primary module where users can order services and products offered by various departments. The Service Catalog provides a centralized portal for users to browse and request IT, HR, Facilities, Finance, and other departmental services in a structured and automated way.

What is the Service Catalog?

The Service Catalog is a self-service interface where users can request predefined services, products, and resources.

It acts as a digital storefront for an organization's internal and external services.

Each service request follows a workflow that may include approvals, task assignments, and fulfillment processes.

Key Features of the Service Catalog:

Service Offerings:

Users can request hardware (laptops, mobile devices, monitors), software, access permissions, or HR-related services (e.g., PTO requests, onboarding).

Structured Request Fulfillment:

Each request follows a workflow with assigned tasks to the appropriate fulfillment teams.

Example: A request for a new laptop is routed to IT Support for approval and processing.

Automation and Approvals:

Some catalog items require managerial or departmental approvals before fulfillment.

Example: Requesting access to restricted applications might need approval from an IT admin.

Integration with Incident, Change, and Asset Management:

The Service Catalog can trigger change requests, incidents, and asset updates as part of the fulfillment process.

Access Through the Self-Service Portal:

Users can access the Service Catalog via the Self-Service Portal for quick and easy navigation.

Why Option A (Service Catalog) is Correct?

- The Service Catalog is the correct place to order services and products offered by different departments in ServiceNow.
- It provides a structured and automated way to request, approve, and fulfill service requests.

Why Other Options Are Incorrect?

- B. Self-Service - The Self-Service Portal provides access to the Service Catalog but is not where services are ordered directly.
- C. Service Department - No such module exists in ServiceNow. Departments use the Service Catalog to provide services.
- D. Customer Service - The Customer Service Management (CSM) module is for external customers, not internal service requests.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs - Service Catalog Overview

<https://docs.servicenow.com>

ServiceNow Learning - Self-Service & Service Catalog Best Practices

NEW QUESTION # 45

Which is used to configure access to Applications and Modules?

- A. Departments
- **B. Roles**
- **B Users**
- C. Groups

Answer: B

NEW QUESTION # 46

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

Answer: B

Explanation:

Explanation

The object name for a rule that applies to the entire Incident table is incident.* , which means any field on the incident table. The other options are not valid object names for access control rules.

References: Access control list rules Access Control List in ServiceNow Access Controls

NEW QUESTION # 47

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