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ServiceNow Certified System Administrator Sample Questions (Q285-Q290):

NEW QUESTION # 285

What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override sets field properties in extended tables
- D. A Dictionary Override is a task within a workflow that requests an action before the workflow can continue

Answer: C

NEW QUESTION # 286

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. Event Management Homepage
- B. Dependency View
- C. AL Service Dashboard
- D. CI Health Dashboard

Answer: D

NEW QUESTION # 287

Which one of the following is NOT a type of Visual Task Board?

- A. Feature
- B. Guided boards
- C. Flexible
- D. Freeform

Answer: A

Explanation:

<https://docs.servicenow.com/bundle/london-servicenow-platform/page/use/visual-task-boards/reference/BoardStructure.html>

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ServiceNow CSA Exam covers a wide range of topics, including ServiceNow platform architecture, user interface customization, data management, and workflows. CSA exam is also designed to test an individual's ability to configure and manage various ServiceNow applications, such as Incident Management, Problem Management, Change Management, and Service Catalog.

ServiceNow CSA certification exam is a comprehensive exam that tests the knowledge and skills of candidates in various areas of the ServiceNow platform. It is an essential certification for IT professionals who work with ServiceNow and want to advance their careers. By passing the exam, candidates can demonstrate their proficiency in managing ServiceNow instances and gain recognition for their expertise. ServiceNow Certified System Administrator certification also provides a competitive edge in the job market and opens up new opportunities for career growth and advancement.

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ServiceNow CSA certification exam is designed to test the knowledge and proficiency of IT professionals in using the ServiceNow platform. CSA exam covers a wide range of topics, including ServiceNow architecture, configuration, administration, and customization. CSA Exam also assesses the candidate's ability to troubleshoot and resolve common issues and problems related to ServiceNow.

ServiceNow Certified System Administrator Sample Questions (Q171-Q176):

NEW QUESTION # 171

Which helps to visualize configuration items and their relationships?

- A. Schema Map
- **B. Dependency View**
- C. Transform Map
- D. Flow Design
- E. Tables

Answer: B

Explanation:

Explanation

The Dependency View provides a visual representation of the relationships between configuration items (CIs) in ServiceNow. It allows you to see how CIs are connected and how changes to one CI may impact others.

References:

ServiceNow Product Documentation: Configuration item relationships in the CMDB

- [https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-manage/ServiceNow Community](https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-manage/ServiceNow%20Community):

How to display dependencies for CIs in the Dependency View

- <https://www.servicenow.com/community/service-management-forum/load-a-specific-dependency-view-m>

NEW QUESTION # 172

Which is the base table of the configuration management database hierarchy?

- A. cmdb_d
- B. cmdb_ret_Oi
- **C. cmdb**
- D. ucmdb

Answer: C

Explanation:

In ServiceNow's Configuration Management Database (CMDB), the cmdb table is the base table from which all Configuration Item (CI) tables inherit.

Why is cmdb the Correct Answer?

cmdb is the Parent Table of All CMDB-Related Tables

The cmdb table contains basic attributes shared by all Configuration Items (CIs).

Every CI in ServiceNow inherits from cmdb or one of its child tables.

Hierarchy of CMDB Tables in ServiceNow:

cmdb (Base Table) → Stores general CI data.

cmdb_ci (Stores specific CI details) → Extends cmdb to store devices, applications, and services.

cmdb_rel_ci (Stores relationships between CIs) → Used to track dependencies.

Incorrect Answer Choices Analysis:

A . cmdb_d

Incorrect - No such standard table exists in ServiceNow's CMDB.

B . ucmbd

Incorrect - uCMDB (Universal CMDB) is an HP product, not part of ServiceNow's CMDB.

C . cmdb_rel_ci

Incorrect - This table stores CI relationships, but it is not the base table.

Official ServiceNow Documentation Reference:

ServiceNow Docs - CMDB Core Tables

CMDB Table Structure

ServiceNow Docs - CMDB Best Practices

NEW QUESTION # 173

Your company is giving all first line workers a special T-shirt as a recognition for their hard work. Management team wants a way for employees to order the T-shirt, with the ability to specify the preferred size and color. How would you ensure that only first line workers (non-managers) can submit the order?

- A. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role
- **B. Create Record Producer and use the Available For list to specify First Line [sn_first_line] role**
- C. Create Catalog Item and use the Available For list to specify ITIL [itil] role
- D. Create Catalog Item and use the Not Available list to specify the Manager Group

Answer: B

Explanation:

In ServiceNow, Record Producers allow users to create records in tables through a user-friendly interface in the Service Catalog. Since the goal is to enable only first-line workers to order the T-shirt, we need to control access based on their role.

Why is Option A Correct?

A Record Producer in the Service Catalog is the best way to gather user input (size, color, etc.) and create a new order record in the system.

The "Available For" list allows administrators to restrict access to specific users or roles.

The First Line [sn_first_line] role is explicitly designed to include only first-line workers while excluding managers.

Why Are the Other Options Incorrect?

B. Create Catalog Item and use the Not Available list to specify the Manager Group Catalog Items are valid for this use case but using the "Not Available For" list is a less effective approach.

If new manager roles or groups are added in the future, this method won't automatically exclude them.

It's better to explicitly define who can access the item rather than relying on exclusions.

C. Create Catalog Item and use the Available For list to specify ITIL [itil] role The ITIL role is typically assigned to Service Desk personnel and IT staff, not first-line workers.

This approach would allow many unintended users to request the T-shirt.

D. Create Order Guide and use the User Criteria list to specify First Line [sn_first_line] role Order Guides are used to bundle multiple catalog items and guide users through a complex ordering process.

Since this scenario only involves a single item (T-shirt request), using an Order Guide is unnecessary.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Service Catalog Management - Record Producers

ServiceNow User Criteria and Access Control Best Practices

ServiceNow CSA Guide - Managing Roles and Access Restrictions

NEW QUESTION # 174

Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities' assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

- A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.

- B. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
- C. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.
- **D. Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.**

Answer: D

Explanation:

ServiceNow allows a single Catalog Item to be published to multiple service catalogs, avoiding duplication while ensuring accessibility for the right users.

Why is Option B Correct?

Instead of creating duplicate catalog items (which would require managing two separate items with the same functionality), we create one Catalog Item and publish it in both catalogs (HR and Facilities).

This approach ensures centralized management while maintaining accessibility for both departments.

It simplifies updates-any changes to the form or workflow will apply to both catalogs automatically.

Why Are the Other Options Incorrect?

A. Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.

Incorrect because it creates duplicate catalog items with the same functionality, increasing maintenance effort.

C. Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.

Incorrect because there is no "Parent Catalog" concept in ServiceNow.

ServiceNow allows publishing a single item to multiple catalogs, but there is no need for a parent catalog.

D. Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Incorrect because ACLs restrict access at a field, table, or record level, but they do not control where a Catalog Item appears.

The correct approach is to publish the item to multiple catalogs rather than using ACLs.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Service Catalog Management - Publishing Items to Multiple Catalogs
ServiceNow ITSM - Best Practices for Catalog Item Reusability
ServiceNow CSA Guide - Managing Service Catalogs and Items

NEW QUESTION # 175

What is a role in ServiceNow?

- **A. A role is one record in the Role [sys_user_role] table**
- B. A role is one record in the Role User [sys_user_role] table
- C. A role is a persona used In Live Feed Chat
- D. A role Is a set of modules for a particular application

Answer: A

Explanation:

In ServiceNow, a role is a record stored in the sys_user_role table that defines a set of permissions for users. Roles determine what users can see and do within the platform by granting access to applications, modules, and specific functionalities.

Key Features of Roles in ServiceNow:

Stored in the sys_user_role table.

Assign permissions to users and groups.

Define access to applications, modules, and records.

Can be inherited by users through group membership.

Used in Access Control Rules (ACLs) to restrict or allow access to records.

Common Roles in ServiceNow:

Role Name

Description

admin

Full system access, including configuration and security settings.

itil

Allows access to IT Service Management (ITSM) modules like Incident, Change, and Problem.

catalog_admin

Manages the Service Catalog.

knowledge_manager

Manages the Knowledge Base.

Why "A. A role is one record in the Role [sys_user_role] table" is the Correct Answer?

Roles are stored as records in the sys_user_role table.

Each role grants specific permissions to users.

Users can have multiple roles assigned to them.

Explanation of Incorrect Options:

B . A role is one record in the Role [user_sys_role] table - Incorrect

The correct table name is sys_user_role, not "user_sys_role".

C . A role is a persona used in Live Feed Chat - Incorrect

Live Feed is a collaboration tool, but roles are not personas for chat.

D . A role is a set of modules for a particular application - Incorrect Roles grant access to modules, but they are not the modules themselves.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: User Roles & Permissions

ServiceNow CSA Study Guide - Role-Based Access Control

ServiceNow Product Documentation: sys_user_role Table

NEW QUESTION # 176

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