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# 312-39

**The Certified  
SOC Analyst  
(CSA)**



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ServiceNow CSA exam is a comprehensive test that covers a wide range of topics related to the ServiceNow platform. It is designed to validate the skills of professionals who are responsible for configuring, administering, and maintaining ServiceNow instances. CSA exam covers topics such as user interface customization, workflow configuration, service catalog management, reporting and analytics, and integrations with other systems.

To become a ServiceNow CSA Certified professional, candidates must pass the certification exam, which evaluates their understanding of ServiceNow's platform architecture, user interface, data management, reporting and analytics, workflows, and integrations. CSA exam is multiple-choice and consists of 60 questions, which must be answered within 90 minutes. CSA exam is computer-based and can be taken remotely or in a proctored testing center.

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## ServiceNow Certified System Administrator Latest Exam Guide & CSA Free Download Pdf & ServiceNow Certified System Administrator Exam Practice Training

Using our CSA practice engine may be the most important step for you to improve your strength. You know, like the butterfly effect, one of your choices may affect your life. And our CSA exam questions are definitely the exact effect that will change your life. In fact, our CSA Study Materials have been tested and proved to make it. Many of our customers gave our feedbacks to say that our CSA training guide helped them lead a better life and brighter future.

ServiceNow is a dynamic and versatile cloud-based platform that streamlines workflows and enhances the productivity of various business operations. With ServiceNow, businesses can manage their IT services, HR workflows, customer service, and security operations in a single cloud-based system. As a result, there is an increasing demand for ServiceNow professionals who can manage the platform effectively. One way to demonstrate your expertise in ServiceNow is by obtaining the ServiceNow CSA (ServiceNow Certified System Administrator) certification.

## ServiceNow Certified System Administrator Sample Questions (Q124-Q129):

### NEW QUESTION # 124

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

**Answer: B**

Explanation:

The Common Services Data Model (CSDM) is a standardized framework within ServiceNow that provides a shared set of service-related definitions across ServiceNow products and the platform. It ensures consistency in service reporting, CMDB structure, and configuration strategies, enabling organizations to achieve a well-structured, scalable, and maintainable Configuration Management Database (CMDB).

Why is the Answer A. Common Services Data Model (CSDM)?

The statements in the question directly align with the objectives of CSDM:

"A standard and shared set of service-related definitions across ServiceNow products and platform that will enable and support true service level reporting." CSDM provides a structured framework to align services, applications, and infrastructure in a way that supports consistent reporting and governance.

It enables accurate service reporting by defining standardized relationships between services, applications, and technical components in the CMDB.

"A CMDB framework across our products and platform that will enable and support multiple configuration strategies." CSDM provides a structured CMDB framework that defines best practices for data organization and relationships within the CMDB. It supports multiple configuration strategies, such as application-centric, service-centric, and infrastructure-centric approaches.

Why Not the Other Options?

**B. Information Technology Service Management (ITSM):**

ITSM refers to processes for managing IT services, such as Incident, Problem, Change, and Service Request Management.

While ITSM benefits from CSDM, it does not define a structured CMDB framework like CSDM does.

**C. Configuration Management Database (CMDB):**

CMDB is a database that stores configuration items (CIs) and their relationships.

CSDM provides structure and best practices for CMDB but is not the same as CMDB itself.

**D. Information Technology Infrastructure Library (ITIL):**

ITIL is a set of best practices for IT service management.

It provides general guidance on service management and CMDB usage, but it is not a ServiceNow-specific framework like CSDM.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Common Services Data Model (CSDM) Overview: ServiceNow Documentation CSDM and CMDB Best Practices Guide (ServiceNow Community and Knowledge Base) CMDB and ServiceNow Data Model Best Practices CSDM is critical for ensuring a structured and governed CMDB, enabling service visibility, and supporting ITSM and ITOM processes effectively.

### NEW QUESTION # 125

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- **C. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema**
- D. A schema map graphically displays the Configuration Items that support a business service

**Answer: C**

**NEW QUESTION # 126**

What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- A. Notifications
- B. Emails
- **C. Events**
- D. Alerts
- E. Texts

**Answer: C**

**NEW QUESTION # 127**

What is the purpose of the Filter navigator in the Application Navigator?

- A. Collapse and expand applications
- B. Filter applications in order of use
- **C. Quickly navigate to applications and modules**
- D. List applications in order of Top Requests

**Answer: C**

Explanation:

The Filter Navigator in the Application Navigator is a powerful search tool in ServiceNow that allows users to quickly find applications and modules by typing keywords instead of manually browsing through the navigation menu.

Key Functions of the Filter Navigator:

Quick Navigation:

Users can type the name of an application or module to locate it instantly.

Example: Typing "incident" in the Filter Navigator will show links to "Create New Incident," "All Incidents," "Open Incidents," etc.

Dynamic Filtering:

The list of applications and modules dynamically updates as you type.

Helps users find relevant sections without scrolling through the full menu.

Keyboard Navigation Support:

Users can use the keyboard (arrow keys and Enter) to navigate through the filtered results.

Time-Saving Feature:

Reduces the need to expand and collapse menus manually.

Especially useful for new users or users working across multiple modules.

Why Option B is Correct?

The Filter Navigator is specifically designed to help users quickly search and navigate to applications and modules.

Why Other Options Are Incorrect?

A. Filter applications in order of use → Incorrect

The Filter Navigator does not sort applications by usage; it simply filters based on text input.

C. Collapse and expand applications → Incorrect

Expanding/collapsing applications is done manually, but the Filter Navigator is purely for searching and filtering.

D. List applications in order of Top Requests → Incorrect

The Filter Navigator does not rank applications by usage or requests. It only filters based on search input.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs - Using the Filter Navigator

<https://docs.servicenow.com>

ServiceNow Learning - Application Navigator and UI Features

**NEW QUESTION # 128**

What feature do you use to specify which users are able to access a Service Catalog Item?

- A. Can Read Role
- B. Can Order Tab

