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### Quick info about ServiceNow CSA Exam

The ServiceNow Certified System Administrator Exam specification defines the goal, audience, testing options, exam content coverage, testing framework, and prerequisites to become a ServiceNow certified system administrator. Passing the ServiceNow System Administrator Certification Exam demonstrates proficiency in ServiceNow system administration and certifies that a candidate has the essential skills and knowledge necessary to manage the configuration, deployment, and maintenance of the

Platform. ServiceNow Successful completion of this certification exam also establishes the basic skill set necessary to further certify individuals. In this guide, we'll cover everything you need to know about the ServiceNow CSA Exam, including study tips, test content, scoring, the best ServiceNow practice exam, and much more.

ServiceNow CSA (ServiceNow Certified System Administrator) Certification Exam is a technical certification exam that is designed for individuals who want to demonstrate their proficiency in managing and configuring ServiceNow. ServiceNow Certified System Administrator certification is particularly useful for professionals who are responsible for managing the day-to-day operations of a ServiceNow instance, such as system administrators or ServiceNow developers. The CSA certification exam is one of the most popular ServiceNow certifications, and it is recognized as a valuable credential by employers and IT professionals around the world.

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ServiceNow CSA Certification is an industry-recognized qualification that validates an individual's skills and knowledge in the ServiceNow platform. It is a valuable asset for professionals who work with ServiceNow and can lead to increased job opportunities and higher salaries. By passing the exam, individuals can demonstrate their ability to effectively configure and manage the ServiceNow platform, while employers can benefit from having certified employees who can improve productivity and efficiency in their organization.

## ServiceNow Certified System Administrator Sample Questions (Q395-Q400):

### NEW QUESTION # 395

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. onUpdate()
- B. onLoad
- **C. onSubmit()**
- D. onSubmission()

**Answer: C**

Explanation:

InServiceNow, Client Scripts run on the client-side (browser) and modify form behavior dynamically.

To validate form data before submission, you must use an onSubmit() Client Script.

Executes Before Form Submission

The onSubmit() Client Script runs just before the form is submitted, allowing validation checks.

If an issue is found, you can prevent form submission using return false;.

Best for Data Validation

Can check if required fields are filled.

Can enforce business rules on the client-side.

Example: Preventing submission if the "Short Description" field is empty.

Why is "onSubmit()" the Correct Answer?

```
Example on onSubmit() Client Script: function onSubmit() {  
    var shortDesc = g_form.getValue('short_description');  
    if (!shortDesc) {  
        alert('Short Description is required before submitting.');//  
        return false; // Stops the form from being submitted  
    }  
    return true; // Allows form submission  
}
```

A: onSubmission() Incorrect- This is not a valid ServiceNow Client Script type.

C: onLoad Incorrect- Runs when the form loads, but does not validate form submission.

D: onUpdate() Incorrect-Runs when a record is updated, but does not control form submission.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Client Scripts Overview#Understanding Client Scripts

ServiceNow Docs - Using onSubmit() Client Scripts#Client Script Examples Official ServiceNow Documentation References:

### NEW QUESTION # 396

The Employee On-boarding team has asked for a way for managers to order computers, monitors, business Cards, and cell phones for new employees. How would you proceed to meet this requirement?

- A. Create Requested Item
- B. Create On-boarding Bot
- **C. Create Order Guide**
- D. Create Record Producer

#### Answer: C

Explanation:

An Order Guide in ServiceNow is used to group multiple catalog items together so that users can request all necessary items in one streamlined process.

Why an Order Guide is the Best Choice for This Scenario?

The Employee Onboarding team needs a way for managers to order multiple items (computers, monitors, business cards, cell phones) for new employees.

An Order Guide allows managers to request all necessary items in a single request, instead of ordering them one by one.

The guide can also use rules and conditions to determine which items should be included based on user input (e.g., different job roles might require different devices).

Why Other Answers Are Incorrect:

A . Create Record Producer - Record Producers are used to capture information and create records (e.g., Incidents, Requests) but do not group multiple catalog items together like an Order Guide does.

C . Create Requested Item - A Requested Item (sc\_req\_item) is created when a request is submitted, but it is not the starting point for fulfilling this requirement.

D . Create Onboarding Bot - No such feature exists in ServiceNow; onboarding is typically handled via Order Guides and HR Case Management.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Order Guides Documentation

ServiceNow CSA Training Module: "Service Catalog: Order Guides and Catalog Items"

### NEW QUESTION # 397

A form displays information about one record at the top, for example a User, Additional records, which are associated with that User, are displayed on tabs at the bottom of the form. What are those tabs called?

- **A. Related Lists**
- B. More Info
- C. Related Links
- D. Additional Info

#### Answer: A

Explanation:

In ServiceNow, when viewing a record in a form view, the top section of the form displays details about that record, while the bottom section (if enabled) displays related records that are associated with it.

These sections at the bottom of the form are called Related Lists.

Key Characteristics of Related Lists:

Displays Records from Related Tables

Related Lists show one-to-many or many-to-many relationships between records.

Example: On a User form, Related Lists might include:

Groups (shows all groups the user belongs to)

Roles (lists roles assigned to the user)

Incidents Assigned (shows all incidents assigned to the user)

Automatically Generated Based on Table Relationships

ServiceNow automatically generates Related Lists based on Reference Fields, Many-to-Many (M2M) tables, or Database Views. Admins can configure which Related Lists appear via Form Layout settings.

Configurable in Form Design & UI Policies

Related Lists can be enabled or disabled using:

Form Layout (Configure → Related Lists)

UI Policies and Client Scripts

Incorrect Answer Choices Analysis:

A . Additional Info

Incorrect - There is no "Additional Info" feature in ServiceNow related to form layouts.

B . More Info

Incorrect - This is not a term used in ServiceNow for displaying related records.

C . Related Links

Incorrect - Related Links provide quick actions (e.g., "Create New Task") but do not display related records.

Official ServiceNow Documentation Reference:

ServiceNow Docs - Related Lists

Related Lists Overview

ServiceNow Docs - Configuring Related Lists on Forms

How to Configure Related Lists

## NEW QUESTION # 398

Which plugin needs to be activated in order to translate the content of a catalog item to multiple languages?

- A. Localization Framework plugin (com.glide.localization\_framework)
- B. Language AI Framework plugin (com.glide.language.ai\_framework)
- C. Multiple Language Framework plugin (com.glide.multiple.language\_framework)
- D. Translation Framework plugin (com.glide.translation\_framework)

**Answer: D**

Explanation:

To translate Service Catalog items into multiple languages in ServiceNow, the Translation Framework plugin (com.glide.translation\_framework) must be activated. This plugin enables automatic translation of text fields, including:

Service Catalog items

Knowledge Base articles

Field labels

UI components

Key Features of the Translation Framework Plugin:

Provides multi-language support for catalog items.

Uses machine translation or manual translation mapping.

Works with the ServiceNow Language Packs to provide localized experiences.

Why "B. Translation Framework Plugin" is the Correct Answer?

The Translation Framework plugin (com.glide.translation\_framework) is specifically designed to support multi-language content translation for the Service Catalog.

It allows translation of catalog item descriptions, labels, and options without custom scripting.

Explanation of Incorrect Options:

A . Localization Framework Plugin (com.glide.localization\_framework) - Incorrect This plugin helps with localization settings but is not specifically for catalog item translation.

C . Multiple Language Framework Plugin (com.glide.multiple.language\_framework) - Incorrect No such plugin exists in ServiceNow.

D . Language AI Framework Plugin (com.glide.language.ai\_framework) - Incorrect This is not a valid ServiceNow plugin.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Translation Framework Plugin

ServiceNow CSA Study Guide - Multi-language Support

ServiceNow Product Documentation: Translating Service Catalog Items

## NEW QUESTION # 399

When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where

does this policy run by default?

- A. Network
- B. Browser
- C. Server
- D. Client

**Answer: C**

### Explanation:

A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields1.

## ReferencesData policies

## NEW QUESTION # 400

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