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CSA Exam Outline

| Content Categories | Percentage of Examination |
|-----------------------------------|---------------------------|
| 1. The Sociology of Aging | 9% |
| 2. Family and Aging | 7% |
| 3. Resource and Referral Networks | 6% |
| 4. Health and Wellness Aspects | 14% |
| 5. Lifestyle Aspects | 14% |
| 6. Financial Aspects | 24% |
| 7. Care Planning for Adults | 9% |
| 8. Legal Aspects | 3% |
| 9. End-of-Life Planning | 6% |
| 10. Ethical Issues | 8% |

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Time limit: 3 hours

Total questions: 115

Question format: Multiple-choice

Delivery format: Computer-based

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ServiceNow Certified System Administrator Sample Questions (Q427-Q432):

NEW QUESTION # 427

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

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

Answer: D

NEW QUESTION # 428

What controls the publishing and retiring process for knowledge articles?

- A. Workflows
- B. Workflow Designer
- C. Approval Definitions
- D. Approval Policies
- E. State Lifecycle

Answer: A

Explanation:

In ServiceNow Knowledge Management, the publishing and retiring process for knowledge articles is managed through Workflows. These workflows define the steps an article must go through before it is published, updated, or retired.

How Workflows Control Knowledge Article Publishing & Retiring:

Submission:

A user creates a knowledge article and submits it for approval.

Approval Process:

Based on the workflow, an article may require manager or SME (Subject Matter Expert) approval.

Publishing:

Once approved, the article is published and made available in the Knowledge Base.

Updating & Versioning:

If edits are needed, the article enters a draft or review state.

Retirement:

When an article is no longer needed, it follows the workflow to retire or archive it.

Common Knowledge Workflows in ServiceNow:

Knowledge Approval Publish (requires approval before publishing)

Knowledge Instant Publish (automatically publishes the article)

Knowledge Retire (handles retiring or archiving articles)

Explanation of Incorrect Options:

A . Approval Policies (Incorrect)

ServiceNow does not use a separate "Approval Policy" for knowledge articles; approvals are managed within the workflow.

B . Approval Definitions (Incorrect)

There is no such specific feature in ServiceNow. Approvals are configured within workflows, not separate definitions.

C . Workflow Designer (Incorrect)

The Workflow Designer is a tool used to create workflows, but it does not control the publishing process directly. The workflows themselves do.

E . State Lifecycle (Incorrect)

While knowledge articles have a lifecycle (Draft → Review → Published → Retired), this is controlled by workflows, not by an independent "State Lifecycle" feature.

Official Reference from Certified System Administrator (CSA) Documentation:

Knowledge Workflows Overview:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html ServiceNow Knowledge Management Process:
<https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/knowledge-management/concept/knowledge-management-overview.html>

NEW QUESTION # 429

Which one statement correctly describes Access Control rule evaluation?

- A. Rules are evaluated using roles. The role with the most permissions evaluates the rules first
- B. If more than one rule applies to a row, the older rule is evaluated first
- **C. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed**
- D. Rules are evaluated from the general to the specific, so a table rule must be active to continue

Answer: C

Explanation:

In ServiceNow, Access Control rules (ACLs) are used to restrict or grant access to data. Each Access Control rule consists of:
Table-level (Row-Level) ACLs - Control access to the entire record (row).

Field-level ACLs - Control access to specific fields within a record.

Access Control Rule Evaluation Process:

Access Control rules are evaluated in a specific order to determine whether a user has the necessary permissions to perform an action (Read, Write, Create, Delete, etc.).

If both a row-level and a field-level ACL exist for the same table, BOTH must evaluate to "true" before access is granted.

The system checks conditions, scripts, and roles defined in the ACLs to decide whether the user meets the access requirements.

Why is Option C Correct?

If both a row-level rule and a field-level rule exist, both must evaluate to "true" for a user to perform an action.

Row-Level ACLs check if a user can access the record itself.

Field-Level ACLs check if a user can access specific fields within that record.

If a user fails either ACL check, access is denied.

Why Are the Other Options Incorrect?

A. "Rules are evaluated using roles. The role with the most permissions evaluates the rules first." Access Control rules are not evaluated based on roles with the most permissions.

Roles are just one factor in ACL evaluation, along with conditions and scripts.

B. "If more than one rule applies to a row, the older rule is evaluated first." ServiceNow does not prioritize ACL rules based on their creation date.

Instead, ACLs follow a structured evaluation order (general-to-specific).

D. "Rules are evaluated from the general to the specific, so a table rule must be active to continue." This is partially true but misleading.

ServiceNow evaluates ACLs from specific to general (Field → Table).

However, a table-level rule does NOT need to be active for a field-level ACL to be evaluated.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs - Access Control Rules (ACLs) Evaluation

ServiceNow ACL Evaluation Documentation

"If a field-level rule and a row-level rule exist, both must evaluate to true for the operation to be allowed." Conclusion:

The correct answer is C. If a row-level rule and a field-level rule exist, both rules must be true before an operation is allowed.

Understanding ACL rule evaluation is critical for managing security in ServiceNow, ensuring that users have the appropriate access while maintaining data integrity.

NEW QUESTION # 430

What are examples of UI Actions relating to forms?

Choose 3 answers

- A. Form View
- B. Form Columns
- C. Form Links.
- D. Form Buttons
- E. Form Context Menu

Answer: C,D,E

Explanation:

In ServiceNow, UI Actions are customizable elements that enhance user interaction with forms, lists, and other UI components. When applied to forms, UI Actions allow users to trigger workflows, scripts, or system operations efficiently.

A: Form Context Menu

The Form Context Menu (accessible by right-clicking on a form header or field) contains UI Actions such as:

Save, Insert, Insert and Stay, Configure Form Layout, etc.

Admins can customize this menu to include additional actions.

C: Form Buttons

Buttons appear at the top or bottom of a form, allowing users to take specific actions.

Examples include:

Submit, Update, Resolve, Approve, Reject

These actions can be customized using UI Action scripting.

D: Form Links

Form Links appear as clickable links at the bottom of a form.

Example:

"Show Related Incidents" link on an incident form

These links allow users to navigate quickly between related records.

B: Form View

Form View is a layout configuration that determines how fields appear but is not a UI Action.

UI Actions trigger interactions, while Form Views define appearance.

E: Form Columns

Form Columns refer to the arrangement of fields within a form.

Columns help with form design but do not serve as UI Actions.

References: Official ServiceNow Documentation: UI Actions

ServiceNow Developer Documentation: Creating and Customizing UI Actions

NEW QUESTION # 431

What is a key difference between Reporting and Performance Analytics?

- A. Performance Analytics can show trends; Reports cannot.
- B. Performance Analytics contains snapshots of data taken over time; Reporting shows only the data as it is, at the moment the report is run.
- C. Reports can be run on a scheduled basis; Performance Analytics cannot.
- D. Performance Analytics data can be published to Dashboards; Reports cannot.
- E. Performance Analytics shows KPIs; Reporting does not.

Answer: B

Explanation:

The key difference between Reporting and Performance Analytics (PA) is how they handle data over time.

Shows real-time data from tables.

Runs queries on data at the moment the report is generated.

Cannot analyze historical trends unless data is manually stored.

Used for static reports, lists, charts, or dashboards.

Captures snapshots of data at scheduled intervals (e.g., daily, weekly).

Tracks trends and KPIs (Key Performance Indicators) over time.

Helps organizations forecast and analyze historical patterns.

Used for business intelligence and proactive decision-making.

Reporting Performance Analytics (PA)

Incorrect Answer Choices Explanation: B. Performance Analytics can show trends; Reports cannot.

Reporting can show trends using aggregated data (e.g., grouped by date), but PA is specifically designed for tracking trends over time.

C: Reports can be run on a scheduled basis; Performance Analytics cannot.

Both Reports and PA can be scheduled to run at regular intervals.

D: Performance Analytics data can be published to Dashboards; Reports cannot.

Reports can be published to dashboards, just like Performance Analytics.

E: Performance Analytics shows KPIs; Reporting does not.

Reports can display KPIs using calculated metrics and aggregations, but PA is optimized for KPI tracking over time.

Performance Analytics vs. Reporting

ServiceNow Reporting Overview

Official CSA Documentation Reference:

NEW QUESTION # 432

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