

[2026] ServiceNow CSA Questions: An Incredible Exam Preparation Way

CSA Practice – ServiceNow Exam Questions & Answers

1. What section on a task record would you use to see the most recent update made to a record?

Answer Journal

Timeline

Update log

Audit log

Diary

Activity

2. What are the examples of UI actions?

Answer List buttons List context menu

List choices

List links

List control

Lists overwrite

3. Which feature allows you to automate business logic for a particular application or process such as approvals, task, notifications and record operations?

Answer Flows

Action sequence

1/107

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In the ServiceNow Certified System Administrator (CSA) Web-based Practice Test, you will get the CSA questions that are real and accurate. Furthermore, the CSA practice exam works smoothly on all operating systems including Mac, Linux, IOS, Android, and Windows. It is a browser-based ServiceNow Certified System Administrator (CSA) practice test software, there is no need for any specific software installation or additional plugins to function correctly.

The benefits of becoming a ServiceNow CSA Certified professional are numerous. Firstly, certified professionals have a higher earning potential as compared to non-certified professionals. Additionally, certified professionals have a competitive edge in the job market and are more likely to be considered for job opportunities. Certified professionals are also able to provide better service to their organizations, as they have a deeper understanding of the ServiceNow platform and its capabilities.

ServiceNow Certified System Administrator Sample Questions (Q372-Q377):

NEW QUESTION # 372

Here is an example of the criteria set for a knowledge base:

- * Companies: ACME North America
- * Department: HR
- * Groups: ACME Manager
- * Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Member of the ACME Manager group, and HR department, regardless of geography
- B. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- **C. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America**
- D. Employees of ACME North America, who are members of HR Department or the ACME Manager group

Answer: C

Explanation:

In ServiceNow Knowledge Management, User Criteria is used to control access to knowledge bases (KBs) and articles based on user attributes such as company, department, group, and roles.

Understanding the Given Criteria:

Criteria

Value

Companies

ACME North America

Department

HR

Groups

ACME Manager

Match All

Yes

The Match All: Yes setting means that only users who meet ALL the specified criteria will have access.

Who Gets Access?

☐ Users must be:

A member of the ACME Manager group

Part of the HR department

An employee of ACME North America

Why Other Options Are Incorrect?

B . Employees of ACME North America, who are members of HR Department or the ACME Manager group → ☐ Incorrect The "OR" condition is incorrect because Match All: Yes requires users to meet ALL conditions.

C . Users which are members of either ACME North America, or HR Department, or ACME Manager Group → ☐ Incorrect Again, Match All: Yes means users must meet all criteria, not just one.

D . Member of the ACME Manager group, and HR department, regardless of geography → ☐ Incorrect Company (ACME North America) is part of the criteria, so it cannot be ignored.

Official ServiceNow Documentation Reference:

User Criteria for Knowledge Bases

Managing Knowledge Base Access

NEW QUESTION # 373

What icon do you use to change the label on a Favorite?

- A. Three dots
- B. Hamburger
- C. Clock
- **D. Pencil**
- E. Star
- F. Triangle.

Answer: D

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0781451

NEW QUESTION # 374

Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- **A. A Database**
- **B. The Dependency View**
- C. User Permissions
- **D. Service Processes**
- **E. Tables and Fields**

Answer: A,B,D,E

Explanation:

The Configuration Management Database (CMDB) in ServiceNow is a centralized repository that stores information about Configuration Items (CIs), their attributes, and relationships. It plays a crucial role in IT Service Management (ITSM), helping organizations track assets, dependencies, and service impacts.

The four correct concepts associated with the CMDB are:

1. Tables and Fields (☒ Correct)

The CMDB is structured using tables and fields within the ServiceNow database.

Different tables store different types of Configuration Items (CIs) such as servers, applications, and network devices.

Example CMDB Tables:

cmdb_ci (Base CMDB Table)

cmdb_ci_server (Stores server-specific CIs)

cmdb_ci_database (Stores database-related CIs)

Each table has fields that store attributes (e.g., Serial Number, IP Address, Location).

2. A Database (☒ Correct)

The CMDB is essentially a database that holds detailed information about IT assets and their relationships.

It enables organizations to maintain an accurate inventory of IT infrastructure.

The database helps with incident management, change management, and asset tracking.

3. The Dependency View (☒ Correct)

Dependency View provides a graphical representation of how Configuration Items (CIs) are related.

This visualization helps IT teams understand dependencies, impact analysis, and root cause analysis.

Example:

If a database server goes down, the Dependency View can show which applications and services will be affected.

4. Service Processes (☒ Correct)

The CMDB supports various IT Service Management (ITSM) processes, such as:

Incident Management (linking incidents to affected CIs)

Change Management (analyzing the impact of changes on CIs)

Problem Management (identifying root causes of recurring issues)

The CMDB ensures that these processes operate with accurate and updated asset data.

Why the Incorrect Option is Wrong:

☐ B. User Permissions (Incorrect)

While user permissions (such as roles and access controls) exist in ServiceNow, they are not a fundamental concept of the CMDB itself.

Permissions (like cmdb_read or admin) control who can access and modify the CMDB, but they are not core CMDB components.

Example Use Case:

An IT administrator wants to check which business services depend on a specific database server before performing maintenance.

Using the CMDB Dependency View, they see that the database server is linked to an email service and a customer portal.

This insight helps them plan a change request to notify impacted users before the server is taken offline.

Reference:

ServiceNow Documentation: CMDB Overview

ServiceNow Learning Path: CMDB Fundamentals

ServiceNow Docs: Dependency Views in CMDB

NEW QUESTION # 375

'Your customer has a Human Resources knowledge base, which is only accessible to members of the Human Resources department. A new procedure regarding employee quarterly reviews needs to be published to the quarterly review category of the HR knowledge base, but should only be visible for HR managers. How would you meet this requirement?

- A. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then publish article to any category.
- B. On the Knowledge Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category
- C. Add User Criteria for HR Manager Group on the Can Read list of the article
- **D. Add User Criteria for HR Manager Group on the Category's Can Read list**

Answer: D

NEW QUESTION # 376

Which ServiceNow resource is a framework that ensures the data your ServiceNow application requires maps correctly to the appropriate CMDB tables?

- A. Service Schema Map (SSM)
- B. CMDB Class Manager (CMDBCM)
- C. CI Class Manager (CICM)
- **D. Common Service Data Model (CSDM)**
- E. Service Mapping Utility (SMU)

Answer: D

Explanation:

The Common Service Data Model (CSDM) is a framework provided by ServiceNow that ensures your application's data correctly maps to the Configuration Management Database (CMDB) tables. It standardizes how configuration items (CIs), services, and relationships are structured within the CMDB.

Standardized Data Model: Ensures consistent and correct CMDB data structuring.

Alignment with CMDB Best Practices: Helps businesses align their IT assets, services, and business functions effectively.

Better Service Mapping: Provides structured relationships between business services and their technical components.

Compliance & Governance: Ensures data integrity by enforcing best practices for CMDB population.

Key Functions of CSDM:

Incorrect Answer Choices Explanation: B. Service Mapping Utility (SMU)- Service Mapping is used for discovering and mapping dependencies but is not a data model framework.

C: Service Schema Map (SSM)- No such official term exists in ServiceNow documentation.

D: CMDB Class Manager (CMDBCM)- This is a tool used to manage CI classes but does not define a data model framework like CSDM.

E: CI Class Manager (CICM)- Incorrect term; CMDB Class Manager is used for CI class hierarchy management, not for mapping applications to CMDB tables.

ServiceNow Documentation: Common Service Data Model (CSDM) CSDM Overview ServiceNow CMDB Best Practices CMDB and CSDM Alignment Official CSA Documentation Reference:

NEW QUESTION # 377

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