

Useful CSA Dumps, Free CSA Exam Questions

CSA Practice Questions & Answers

1. A REQ number in the Service Catalog represents`

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Answer A

2. Which would NOT appear in the History section of the Application Navigator?

- A. Records
- B. UI Pages
- C. Lists
- D. Forms

Answer B

3. A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

Answer D

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Everyone wishes to spend their career at one level. Obtaining a ServiceNow Certified System Administrator CSA certificate is the reason that many people join the ServiceNow CSA exam. They can be sure of earning promotions and higher pay at their current job with this credential. While attempting career growth is crucial, you can only do so after clearing the ServiceNow Certified System Administrator CSA Exam.

ServiceNow CSA Exam Syllabus Topics:

Section	Objectives
Topic 1: Device Upgrade Eligibility Assessment	
Topic 2: Log File Utilization for Event & Hardware Troubleshooting	- Log message severity and event interpretation - Key BIG-IP log file identification • 1. LTM, secure, and audit log file usage scenarios
Topic 3: Configuration Synchronization (Config Sync)	- Config sync status verification • 1. Identify and resolve config sync errors

Topic 4: Authentication & System Service Configuration	- Local and remote authentication methods • 1. User and group access control management - System service status interpretation • 1. Analyze netstat port listening status
Topic 5: Management Connectivity & Device Status Identification	- Management IP and self-IP port lockdown configuration • 1. Interpret port lockdown rules for self-IP • 2. Identify configured management IP address - System status monitoring via GUI and TMSH • 1. Parse LCD panel warning indicators • 2. Interpret dashboard and network map status
Topic 6: High Availability Pair State Management	- Device trust verification • 1. Verify HA device trust status - Failover state monitoring and reporting • 1. Force to standby procedure execution • 2. Force to offline procedure execution
Topic 7: UCS Archive Creation, Management & Restoration	

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Our product is revised and updated according to the change of the syllabus and the latest development situation in the theory and the practice. The CSA Exam Torrent is compiled elaborately by the experienced professionals and of high quality. The contents of CSA guide questions are easy to master and simplify the important information. It conveys more important information with less answers and questions, thus the learning is easy and efficient. The language is easy to be understood makes any learners have no obstacles.

ServiceNow Certified System Administrator Sample Questions (Q59-Q64):

NEW QUESTION # 59

On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- A. Insert, Update, Delete, Query
- B. Before, Synchronous, Scheduled Job, View
- C. Prior to, Synchronous, on Update
- **D. Before, After, Async, Display**

Answer: D

Explanation:

In ServiceNow, Business Rules are server-side scripts that execute at specific times relative to database operations. The "When" setting determines when the Business Rule runs in relation to a record action (Insert, Update, Delete, Query).

Why is Option A Correct?

☐ Before

Executes before a record is saved to the database.

Used to validate data, modify values, or prevent an action (e.g., stopping an invalid update).

☐ After

Executes after a record is inserted, updated, or deleted.

Commonly used for triggering notifications or creating related records.

☐ Async (Asynchronous)

Runs after a database operation but executes in the background.

Ideal for long-running or performance-heavy tasks (e.g., integrating with external systems).

☐ Display

Executes before a form loads, allowing modifications to fields before they are displayed to the user.

Typically used for pre-filling form fields based on user roles or conditions.

Why Are the Other Options Incorrect?

☐ B. Prior to, Synchronous, on Update

"Prior to" is not a valid Business Rule execution timing.

"Synchronous" is a general term but is not a specific execution timing option in Business Rules.

"on Update" is a database operation, not an execution timing.

☐ C. Insert, Update, Delete, Query

These are database operations that trigger Business Rules, not execution timings.

Execution timing determines when (before, after, etc.), while these determine what triggers it.

☐ D. Before, Synchronous, Scheduled Job, View

"Synchronous" is not a Business Rule timing option.

"Scheduled Job" refers to Scheduled Jobs (not Business Rules).

"View" is a UI-related concept, not a Business Rule execution timing.

Reference to Official Certified System Administrator (CSA) Documentation:

ServiceNow Business Rules - How They Work

ServiceNow Best Practices - Business Rule Execution Timing

ServiceNow Developer Documentation - Before, After, Async, and Display Business Rules

NEW QUESTION # 60

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

Answer: D

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.

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

Key Characteristics of Related Lists:

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.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Related Lists#Related Lists Overview

ServiceNow Docs - Configuring Related Lists on Forms#How to Configure Related Lists Official ServiceNow Documentation

References:

NEW QUESTION # 61

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Launch a NowChat window
- B. Look up their password, so you can login with their account
- C. Install the Bomgar plug-in
- **D. Impersonate the user**
- E. Initiate a Connect Chat session

Answer: D

Explanation:

If a user reports that they cannot see certain modules in the Application Navigator, the best way to troubleshoot is to impersonate the user. Impersonation allows an administrator to see exactly what the user sees without needing their password.

Steps to Impersonate a User in ServiceNow:

Click on your profile icon (top-right corner).

Select Impersonate User.

Search for and select the user's name.

The instance will reload, and you will see the UI as the user experiences it.

Navigate to the Application Navigator and check for missing modules.

Once done, click Stop Impersonation.

Why is Impersonation Useful?

Ensures security (no need to reset or look up passwords).

Speeds up troubleshooting by allowing admins to replicate user issues.

Helps verify role-based access permissions.

Incorrect Answer Choices

☐ A. Look up their password, so you can login with their account

This is a security violation and not an acceptable practice.

☐ B. Initiate a Connect Chat session

Chatting with the user can help gather information, but it does not allow you to see what they see.

☐ C. Install the Bomgar plug-in

Bomgar is a remote support tool, but impersonation is the built-in and recommended method for troubleshooting in ServiceNow.

☐ E. Launch a NowChat window

NowChat is used for customer support and collaboration, not for verifying module visibility.

Official CSA Documentation Reference:

Impersonate Users in ServiceNow

User Roles and Permissions

NEW QUESTION # 62

An Administrator wants to display a reminder message to any user submitting an incident. Which feature does this?

- A. Business Rule
- B. Data Policy
- **C. Client Script**
- D. Policy

Answer: C

Explanation:

To display reminder messages or alerts to users as they interact with forms in ServiceNow, Client Scripts are used. Specifically, an onSubmit Client Script can be configured to display a message or perform validation just before the form is submitted by the user.

This script runs on the client (browser) and can prevent submission or prompt the user with informational messages.

Business Rules execute on the server and cannot directly interact with the user interface in real-time. Policies and Data Policies enforce data consistency but do not provide user messages or reminders during form submission.

Therefore, the Client Script is the correct mechanism to display a reminder message dynamically as the incident is submitted.

References:

ServiceNow System Administrator Study Guide, Client Scripts section

ServiceNow Docs: Client Scripts - onSubmit

ServiceNow Docs: Data Policy Overview

What is a sys_id?

- Answer: D**

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