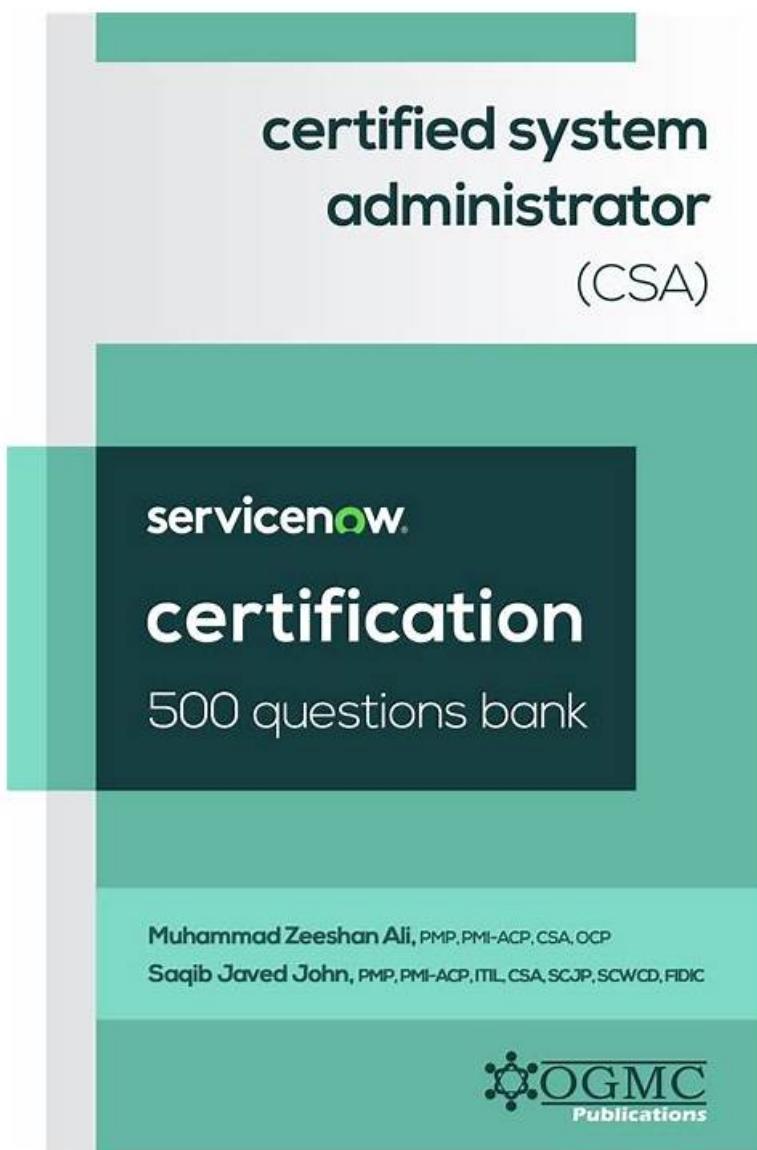


# CSA Exam Questions - ServiceNow Certified System Administrator Exam Tests & CSA Test Guide



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ServiceNow CSA (ServiceNow Certified System Administrator) certification exam is a highly sought-after credential for professionals in the IT industry. ServiceNow Certified System Administrator certification demonstrates a candidate's expertise in managing and configuring the ServiceNow platform, which is a popular enterprise-level IT service management tool used by organizations worldwide. ServiceNow Certified System Administrator certification exam is designed to test the candidate's knowledge of ServiceNow's core functionalities, best practices, and real-world scenarios.

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 (Q337-Q342):**

### **NEW QUESTION # 337**

In addition to the admin role, which one of the following roles allows a user to add or remove fields from a list?

- A. ui\_page\_admin
- B. personal\_list
- **C. personal\_ize.control**
- D. ui\_action\_admin

**Answer: C**

### **NEW QUESTION # 338**

What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Content Items
- B. Maintain Categories
- **C. Maintain Items**
- D. Items

**Answer: C**

Explanation:

In ServiceNow, the Service Catalog application allows administrators to create, configure, and manage catalog items that users can request. To create a new catalog item, administrators must access the correct module within the Service Catalog application.

Explanation of the Available Options:

Maintain Categories (Option A)

This module is used to create and manage categories within the Service Catalog.

Categories are used to organize catalog items into logical groups but do not allow the creation of actual catalog items.

Maintain Items (Option B)  (Correct Answer)

This module is used to create, edit, and manage catalog items in the Service Catalog.

It provides options to define the item name, description, fields, workflows, and pricing details.

Administrators use this module when they want to begin creating a new catalog item.

Content Items (Option C)

This module is related to Content Management System (CMS) and Knowledge Base but is not used for creating standard Service Catalog items.

It allows administrators to create links to external content rather than actual requestable catalog items.

Items (Option D)

The Items module displays catalog items but does not allow an administrator to create new ones.

It is primarily for viewing items rather than maintaining them.

Why is "B. Maintain Items" the Correct Answer?

The "Maintain Items" module is the only module where administrators can create, edit, and manage catalog items in ServiceNow. Other options either relate to categories, content management, or viewing existing items, making them incorrect choices.

Reference from Official CSA Documentation:

ServiceNow Product Documentation - Service Catalog Administration

□ <https://docs.servicenow.com/bundle/tokyo-it-service-management/page/product/service-catalog-management/concept/service-catalog-management.html> ServiceNow CSA Exam Guide - Service Catalog & Request Fulfillment ServiceNow Fundamentals Training - Creating and Managing Catalog Items

### NEW QUESTION # 339

On what part of the ServiceNow instance, would you find the option to Impersonate User?

- A. Module
- B. **User Menu**
- C. Application Navigator
- D. Content Frame

**Answer: B**

Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c\\_ImpersonateAUser.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/users-and-groups/concept/c_ImpersonateAUser.html)

### NEW QUESTION # 340

When would you use the following steps?

1. Homepage Admin > Pages
2. Right click on Homepage record
3. Select Unload Portal Page

- A. To publish a Homepage to the Portal
- B. To retire a Homepage
- C. To delete a Homepage
- D. **o To add a Homepage to an update set**

**Answer: D**

Explanation:

In ServiceNow, homepages (classic dashboards) are part of the user experience, and administrators may need to move them between instances using update sets.

Homepage Admin > Pages - This is where homepages are managed.

Right-click on a Homepage record - This brings up additional options.

Select "Unload Portal Page" - This action ensures that the homepage is captured in an update set, making it available for export to another instance.

Homepages do not automatically get added to an update set when modified.

The "Unload Portal Page" option forces the homepage to be included in the update set.

This is necessary when moving homepages from development to production environments.

A: To publish a Homepage to the Portal - This step does not publish a homepage; it just makes it available for update sets.

B: To retire a Homepage - Retiring a homepage involves disabling or removing it, not adding it to an update set.

C: To delete a Homepage - Deleting a homepage is done via the UI but does not require these specific steps.

ServiceNow Update Sets and Homepages

ServiceNow CSA Training Module: "Moving Configuration Changes Between Instances" Explanation of the Given Steps: Why This Process is Used for Update Sets: Why Other Answers Are Incorrect:

References from Certified System Administrator (CSA) Official Documentation:

### NEW QUESTION # 341

What section on the notes tab, shows the history of the work documented on the record?

- A. Diary

- B. Timeline
- C. Journal
- D. Audit Log
- E. Activity

**Answer: E**

### Explanation:

InServiceNow, the **Activity** section on the **Notes** tab provides a detailed history of all work documented on a record. It logs:

### #Updates & Field Changes(who changed what and when)

## #Comments & Work Notes

## #Approval History

## #Assignment Changes

The Activity Stream is essential for tracking progress, ensuring transparency, and auditing record updates.

## A: Journal

ServiceNow does not have a specific "Journal" tab for history tracking. However, journal fields (like work notes and comments) are logged in the Activity section.

## C: Diary

No such section called "Diary" exists in ServiceNow for tracking record history.

## D: Audit Log

The Audit Log tracks field-level changes in a separate system log but is not displayed in the Notes tab. It requires admin-level access to view detailed changes.

## E: Timeline

"Timeline" is not a default section under the Notes tab. It is sometimes used in custom applications, but the correct answer is "Activity." Reference: ServiceNow CSA Documentation - Activity Stream & Record History ServiceNow Product Documentation - Tracking Record Updates via Activity (<https://docs.servicenow.com>)

## NEW QUESTION # 342

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