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29/02/2024, 13:07 ServiceNow Certified System Administrator - CSA Free Exam Questions [2024]
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ServiceNow Certified System Administrator - CSA Free Exam Questions

QUESTION NO: 1
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 Base, add User Criteria with a Manager Can Read script to the Can Read list, publish article to any category.

☐ B. On the Knowledge Article, add an Access Control for HR Manager Group on the Can Read list, then 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.

Show answers/explanation Discussion 0

QUESTION NO: 2
A colleague wants to rearrange the columns on their My Work list. Once the user has navigated to the list where should they navigate to select and arrange the columns?

☐ A. Click List Context Menu > Personalize List

☐ B. Click List Context Menu > Configure > List Layout

☐ C. Click Personalize List

☐ D. Right click on any column header. Context Menu > Configure > List Layout

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QUESTION NO: 3
Which one of the following is an accurate list of changes that are captured in an Update Set?

☐ A. Changes made to: tables, forms, Business Rules, and data records

☐ B. Changes made to: tables, forms groups, and configuration items (CIs)

☐ C. Changes made to: tables, forms, views, and fields

☐ D. Changes made to: tables, forms, schedules, and client scripts

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QUESTION NO: 4
What capability allows users to create dashboards with widgets to visualize data over time in order to identify areas of improvement?

☐ A. Analytics Reports

☐ B. Scheduled Reports

☐ C. Reporting

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ServiceNow Certified System Administrator Sample Questions (Q391-Q396):

NEW QUESTION # 391

An IT manager is responsible for the Network and Hardware assignment groups, each group contains 5 team members. These team members are working on many tasks, but the manager cannot see any tasks on the Service Desk > My Groups Work list. What could explain this?

- A. The manager is not a member of the Network and Hardware groups.
- B. The manager does not have the itil role.
- C. The manager is not a member of the Service Desk group.
- D. The Assignment Group manager field is empty.
- E. The Service Desk > My Groups Work list shows active work tasks that are not yet assigned.

Answer: C

NEW QUESTION # 392

After finishing your work on High Security Settings, what do you do to return to normal admin security levels?

- A. Use System Administration > Normal Security module
- B. End Impersonation
- C. Select Normal role
- D. Select Global Update Set
- E. Log out and back in

Answer: E

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/concept/c_HighSecuritySettings.html

NEW QUESTION # 393

What type of query allows you to filter list data using normal words, instead of the condition builder?

- A. Machine Learning Query
- B. Auto-suggest Query
- C. Natural Language Query
- D. Alexa Query
- E. Predictive Intelligence Query

Answer: C

Explanation:

A Natural Language Query (NLQ) allows users to filter list data using plain English instead of using the traditional condition builder. NLQ interprets human-readable search terms and translates them into system queries, making it easier for non-technical users to retrieve information without having to understand the underlying database structure.

User-friendly: Users can type a question in normal language (e.g., "Show me all open incidents assigned to me").

Automatic Query Conversion: The system translates the NLQ into a structured query that ServiceNow understands.

Faster Search & Filtering: It helps in quickly filtering and finding records without manually setting conditions.

Works on Lists: NLQ is used primarily in list views where users need to filter or search records.

Key Features of NLQ in ServiceNow: Example Usage: If a user enters "Show me all open incidents for John Doe", the NLQ engine

will convert it into a structured query like:

[State = Open] AND [Assigned To = John Doe]

ServiceNow Product Documentation# "Natural Language Query Overview"

ServiceNow List Filters and Condition Builder# "Using Natural Language Queries for Filtering" References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 394

Which ServiceNow utility gives a Service Desk agent the ability to trace from a Service having an issue, to see which CIs supporting that service have active issues?

- A. AL Service Dashboard
- B. Event Management Homepage
- C. Dependency View
- **D. CI Health Dashboard**

Answer: D

Explanation:

https://docs.servicenow.com/bundle/vancouver-servicenow-platform/page/product/configuration-management/task/t_ViewCIHealth.html

NEW QUESTION # 395

Security rules are defined to restrict the permission of users from viewing and interacting with data. What are these security rules called?

- A. Role Assignment Rules
- B. User Authentication Rules
- **C. Access Control Rules**
- D. CRUD Rules
- E. Scripted User Rules

Answer: C

Explanation:

Access Control Rules (ACLs) in ServiceNow define security rules that control user permissions for viewing, creating, updating, and deleting records in the system. These rules ensure that users can only see and interact with the data they are authorized to access.

Correct Answer

D . Access Control Rules ☐

ACLs define security restrictions at the field, table, and record level.

These rules use conditions, scripts, and role-based permissions to enforce security.

Example: A user with the `itil` role may view incidents, but only users with the `admin` role can delete them.

Incorrect Answer Choices

A . Role Assignment Rules ☐

ServiceNow assigns roles to users, but roles alone do not define security rules.

ACLs control what users can do, while roles only grant potential access.

B . CRUD Rules ☐

CRUD (Create, Read, Update, Delete) defines permission types, but not security rules.

ACLs enforce CRUD operations based on roles and conditions.

C . Scripted User Rules ☐

No such term as "Scripted User Rules" in ServiceNow security.

Possibly confused with Scripted ACLs, which are part of Access Control Rules.

E . User Authentication Rules ☐

Authentication rules control user login mechanisms (LDAP, SSO, OAuth) but do not define access to data.

ACLs manage data security, while authentication ensures users are who they claim to be.

Reference:

ServiceNow Documentation: Access Control Rules Overview

ServiceNow Developer Guide: Creating and Managing ACLs

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