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ServiceNow CSA (ServiceNow Certified System Administrator) certification exam is designed to validate the skills and knowledge of IT professionals who are responsible for configuring, managing, and maintaining ServiceNow systems. ServiceNow Certified System Administrator certification is highly sought after by individuals who want to demonstrate their expertise in ServiceNow and advance their careers in the IT industry. ServiceNow Certified System Administrator certification exam is designed to assess the individual's proficiency in ServiceNow's core functionality, including ITSM, ITOM, and ITBM modules.

ServiceNow Certified System Administrator Sample Questions (Q227-Q232):

NEW QUESTION # 227

Group records are stored in which table?

- A. Group [sn_user_group]
- B. Group [u_sys_group]
- C. Group [s_sys_group]
- **D. Group [sys_user_group]**

Answer: D

Explanation:

Reference: https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0832548

NEW QUESTION # 228

An Administrator wants to review all the users having privileged access to identify users that no longer need this level of access. Which Security Center feature can help fulfill this requirement?

- A. Security posture console
- **B. Customer actions**
- C. Security hardening
- D. Security scanner

Answer: B

Explanation:

The Customer Actions feature in the Security Center allows administrators to take targeted actions such as reviewing privileged user access and managing accounts that might pose a risk. It is specifically designed to enable organizations to identify and remediate risks associated with user privileges, such as excessive access rights or orphaned privileged accounts. This feature aggregates risk data and prompts action items, allowing administrators to review, approve, or revoke privileged access based on current organizational policies.

While Security Hardening focuses on platform configurations and the Security Posture Console provides an overview of security metrics and trends, Customer Actions is the practical tool for directly managing and reviewing privileged access to ensure least privilege principles are enforced.

References:

ServiceNow Security Operations Product Documentation, Security Center > Customer Actions ServiceNow System Administrator Study Guide, Security Operations Chapter ServiceNow Docs: Customer Actions

NEW QUESTION # 229

When crafting a scoped application that contains flow actions, what is the application called?

- A. Flow
- **B. spoke**
- C. Bundle
- D. Action

Answer: B

NEW QUESTION # 230

On a form, which type of field has this icon which can be clicked, to see a preview of the associated record?

- **A. Reference**
- B. Quickview
- C. Lookup
- D. Drilldown
- E. Snapshot
- F. Preview

Answer: A

NEW QUESTION # 231

What does Natural Language Query allow you to do on a list?

- A. Predict the filter desired by the user
- B. Set list filter, using audible commands
- C. Automatically select a filter, based on keywords
- **D. Filter list by typing in a phrase**
- E. Speak to the condition builder

Answer: D

Explanation:

Natural Language Query (NLQ) in ServiceNow allows users to filter a list by typing a natural language phrase, making it easier to search and retrieve data without manually building filters.

For example, users can type:

##"Show me all open incidents assigned to John Doe"

##"Incidents created this week"

The platform interprets the phrase and automatically applies the correct filter to the list.

A: Automatically select a filter, based on keywords-NLQ does not automatically select filters based on keywords; instead, it processes full phrases into a filter.

C: Predict the filter desired by the user-NLQ does not predict filters but rather converts typed queries into list filters.

D: Speak to the condition builder-NLQ does not interact with the condition builder directly; it translates text queries into filters.

E: Set list filter, using audible commands-NLQ does not support voice commands, only typed queries.

Reference: ServiceNow CSA Documentation - Natural Language Query (NLQ)

ServiceNow Official Documentation - List Filters & Search (<https://docs.servicenow.com>) Final answer: B. Filter list by typing in a phrase

NEW QUESTION # 232

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