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ServiceNow CSA (ServiceNow Certified System Administrator) exam is designed to validate the skills and knowledge of professionals who work with the ServiceNow platform. CSA exam covers a wide range of topics related to the ServiceNow platform, including configuration, administration, and maintenance. Individuals who pass the exam are recognized as ServiceNow Certified System Administrators, indicating that they have the skills and expertise needed to effectively administer ServiceNow instances and configure the platform to meet the needs of their organization.

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ServiceNow CSA Exam is a globally recognized certification that is highly valued in the IT industry. Obtaining this certification can open up various career opportunities for professionals in the ServiceNow administration field. It also demonstrates a candidate's commitment to their profession and their willingness to stay up-to-date with the latest trends and best practices in ServiceNow administration.

## ServiceNow Certified System Administrator Sample Questions (Q80-Q85):

### NEW QUESTION # 80

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

- A. Action Sequences
- B. Flows
- **C. Flow Diagrams**
- D. Action Sets
- E. Task Flows

**Answer: C**

Explanation:

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-designer.html#:~:text=the%20following%20components%3A-,Flows,a%20particular%20application%20or%20process>

### NEW QUESTION # 81

What import utility do you use when the field names on the import set match the name of the fields on the Target table?

- A. Mapping Dashboard
- B. Mapping Assist
- **C. Automatic Mapping**
- D. Schema Mapping

**Answer: C**

### NEW QUESTION # 82

When would you use the following steps?

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

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

**Answer: D**

### NEW QUESTION # 83

The ServiceNow platform supports a wide variety of plus-and-play application. You can choose from the included workflow or build your own workflow. Which of following these workflows are included in the platform?

- A. Manufacturing Workflows

- B. Infrastructure Workflows
- C. Federal Workflows
- D. IT Workflows
- E. Employee Workflows
- F. Customer Workflows

**Answer: D,E,F**

Explanation:

The ServiceNow platform provides pre-built workflows that help organizations automate processes across different domains. These workflows are designed to streamline operations, improve efficiency, and enhance user experience. The three primary types of workflows included in the platform are:

Employee Workflows- Designed to improve employee experiences, covering HR services, onboarding, workplace services, and more.

Customer Workflows- Focused on customer service management (CSM), case management, field service management, and proactive customer engagement.

IT Workflows- These workflows enable IT Service Management (ITSM), IT Operations Management (ITOM), and IT Business Management (ITBM) for efficient IT operations.

B: Infrastructure Workflows- No specific "Infrastructure Workflows" exist as a built-in category in ServiceNow. Infrastructure processes are generally managed under IT Workflows (ITOM/ITSM).

C: Federal Workflows- Not an official workflow category. Federal agencies use ServiceNow's Government, Risk, and Compliance (GRC) solutions, but this is not classified as a workflow.

D: Manufacturing Workflows- ServiceNow does not have a dedicated "Manufacturing Workflows" category.

However, manufacturers often use Customer and IT Workflows for managing operations.

Reference: ServiceNow CSA Documentation - Workflows Overview

ServiceNow Official Website - Workflow Automation (<https://www.servicenow.com>) Final answer: A, E, F (Employee Workflows, Customer Workflows, IT Workflows)

## NEW QUESTION # 84

A User is stored in which table?

- A. User [sys\_user]
- B. User [sys\_user\_group]
- C. User [syst\_user\_profile]
- D. User [user\_profile]

**Answer: A**

## NEW QUESTION # 85

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