

Quiz 2025 CSA: ServiceNow Certified System Administrator–Valid Online Tests

SERVICENOW CERTIFIED SYSTEM ADMINISTRATOR (CSA) EXAM || QUIZ QUESTIONS 2023 UPDATE

TEST QUESTIONS: CORRECT ANSWERS

1. What section on a task record would you use to see the most recent update made to a record?
- i) Journal
 - ii) Timeline

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ServiceNow Certified System Administrator Sample Questions (Q217-Q222):

NEW QUESTION # 217

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. Select Normal role
- **C. Log out and back in**
- D. End Impersonation
- E. Select Global Update Set

Answer: C

Explanation:

When using High Security Settings in ServiceNow, administrators often gain temporary elevated privileges. To revert to normal security levels, they must log out and back into refresh their session.

High Security Settings provide elevated security configurations and may override standard role-based access controls.

Logging out clears any temporary security settings and restores normal administrator privileges.

This is the recommended practice after making security changes.

Why is Option B Correct?

Why Are the Other Options Incorrect? A. Select Normal role

Incorrect because there is no "Normal" role in ServiceNow.

C: Use System Administration > Normal Security module

Incorrect because there is no "Normal Security" module in ServiceNow.

D: Select Global Update Set

Incorrect because Update Sets control customizations and configurations, not security settings.

E: End Impersonation

Incorrect because ending impersonation only switches back to the admin account if you were impersonating a user.

It does not reset security settings from High Security Mode.

ServiceNow CSA Guide - High Security Settings

ServiceNow Best Practices - Managing Security Configurations

References to Official Certified System Administrator (CSA) Documentation:

NEW QUESTION # 218

What controls the publishing and retiring process for knowledge articles?

- A. State Lifecycle
- B. Approval Policies
- **C. Workflows**
- D. Approval Definitions
- E. Workflow Designer

Answer: C

Explanation:

In ServiceNow Knowledge Management, the publishing and retiring process for knowledge articles is managed through Workflows. These workflows define the steps an article must go through before it is published, updated, or retired.

Submission:

A user creates a knowledge article and submits it for approval.

Approval Process:

Based on the workflow, an article may require manager or SME (Subject Matter Expert) approval.

Publishing:

Once approved, the article is published and made available in the Knowledge Base.

Updating & Versioning:

If edits are needed, the article enters a draft or review state.

Retirement:

When an article is no longer needed, it follows the workflow to retire or archive it.

Knowledge Approval Publish (requires approval before publishing)

Knowledge Instant Publish (automatically publishes the article)

Knowledge Retire (handles retiring or archiving articles)

A: Approval Policies (Incorrect)

ServiceNow does not use a separate "Approval Policy" for knowledge articles; approvals are managed within the workflow.

B: Approval Definitions (Incorrect)

There is no such specific feature in ServiceNow. Approvals are configured within workflows, not separate definitions.

C: Workflow Designer (Incorrect)

The Workflow Designer is a tool used to create workflows, but it does not control the publishing process directly. The workflows themselves do.

E: State Lifecycle (Incorrect)

While knowledge articles have a lifecycle (Draft # Review # Published # Retired), this is controlled by workflows, not by an independent "State Lifecycle" feature.

Knowledge Workflows Overview: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/reference/r_KnowledgeWorkflows.html

ServiceNow Knowledge Management Process: <https://docs.servicenow.com/en-US/bundle/utah-it-service-management/page/product/knowledge-management/concept/knowledge-management-overview.html> How Workflows Control Knowledge Article Publishing & Retiring

Common Knowledge Workflows in ServiceNow: Explanation of Incorrect Options: Official References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 219

What is used frequently to move customizations from one instance to another?

- A. Remote Sets
- B. Local Sets
- C. Configuration Logs
- D. Code Packs
- E. Code Sets
- F. Update Packs
- **G. Update Sets**

Answer: G

Explanation:

Reference:

<https://docs.servicenow.com/bundle/rome-it-operations-management/page/product/service-mapping/task/export->

NEW QUESTION # 220

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- **B. A business rule can be a piece of Javascript**
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

Answer: B

Explanation:

A business rule in ServiceNow is a server-side script written in JavaScript that executes when a record is inserted, updated, deleted, or queried. Business rules allow for automation and enforcement of business logic without requiring manual intervention.

Business rules are not tied to forms but instead run on the server-side when a database operation occurs. They can be configured to execute:

Before a record is saved (Before Business Rule)

After a record is saved (After Business Rule)

Asynchronously (Async Business Rule)

Before a query is run on the database (Query Business Rule)

Explanation of the Correct answer: B. A business rule can be a piece of JavaScript (Correct) Business rules are written in JavaScript, allowing administrators to define custom logic that executes on the server.

These scripts can modify data, enforce rules, validate fields, or trigger other workflows.

Example JavaScript snippet for a business rule:

```
if(current.state==='3' && current.priority!='1') {  
  current.priority='1';  
  gs.addInfoMessage("Priority set to High because state is Resolved.");  
}
```

This rule ensures that if an incident's state is changed to Resolved, its priority is automatically set to High.

Why the Other Options Are Incorrect: A. A business rule must run before a database action occurs (Incorrect) Business rules can run before a database action occurs, but they can also execute after or asynchronously.

Business rules have four execution types:

Before- Runs before the record is inserted/updated in the database.

After- Runs after the record is committed to the database.

Async- Runs in the background after the transaction completes.

Query- Runs before data is returned to a user (modifies query results).

C: A business rule must not run before a database action occurs (Incorrect) This is false because some business rules do run before a database action (e.g., a Before Business Rule can validate data before saving).

D: A business rule monitors fields on a form (Incorrect)

Business rules do not monitor form fields directly. Instead, they execute based on database operations.

If real-time monitoring of form fields is needed, Client Scripts (not Business Rules) are used for this purpose.

Automatically assigning priority based on ticket severity.

Preventing updates to certain records if a condition is not met.

Sending email notifications when a record changes.

Modifying data before it is saved to enforce business policies.

Example Use Cases for Business Rules:

References: ServiceNow Documentation: Business Rules Overview

ServiceNow CSA Learning Path: Business Rule Fundamentals

ServiceNow Docs: Server-Side Scripting in Business Rules

NEW QUESTION # 221

What encryption feature is included in ServiceNow by default?

- A. Data at rest
- **B. Data in transit**
- C. Data in use

Answer: B

Explanation:

By default, ServiceNow encrypts data in transit using industry-standard Transport Layer Security (TLS) protocols. This ensures that any data transmitted between the client and the ServiceNow platform, or between ServiceNow and integrated systems, is encrypted and protected from interception or tampering.

While ServiceNow also offers options for data at rest encryption and customer-managed encryption keys, these features often require additional configuration or subscription services. Encryption of data in use (while data is being processed in memory) is a more advanced concept and not provided by default.

Thus, encryption of data in transit is the baseline encryption feature included automatically in all ServiceNow instances.

References:

ServiceNow Security Operations Documentation, Encryption section

ServiceNow Trust and Compliance Documentation

ServiceNow System Administrator Study Guide, Security Chapter

ServiceNow Docs: Security and Encryption

NEW QUESTION # 222

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