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ServiceNow CSA

ServiceNow Certified System Administrator

1



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To obtain the ServiceNow CSA certification, candidates must pass a comprehensive exam that evaluates their practical and theoretical knowledge. CSA exam consists of 60 multiple-choice questions, and candidates are given 90 minutes to complete the test. CSA exam is available online and can be taken from anywhere in the world. Once the candidates pass the exam, they are awarded the ServiceNow CSA certification, which is valid for two years. ServiceNow Certified System Administrator certification can be renewed by taking the recertification exam or by completing continuing education credits.

ServiceNow is a cloud-based platform that helps businesses of all sizes to streamline their operations and improve productivity. The ServiceNow Certified System Administrator (CSA) Exam is a certification program that validates the knowledge and skills required to configure, administer and maintain the ServiceNow platform. The ServiceNow CSA Certification is an entry-level certification for ServiceNow administrators and is a key step towards becoming a ServiceNow expert.

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ServiceNow CSA (ServiceNow Certified System Administrator) Exam is a certification exam that focuses on measuring an individual's knowledge and skills in using ServiceNow. ServiceNow is a cloud-based software platform that provides IT Service Management (ITSM) and IT Operations Management (ITOM) solutions. The CSA Exam is designed to validate an individual's ability to configure, administer, and maintain ServiceNow instances.

### ServiceNow Certified System Administrator Sample Questions (Q186-Q191):

#### NEW QUESTION # 186

When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Create Import Set
- B. Select Import Set
- C. Set Coalesce
- D. Run Data Scrubber
- E. Define Data Source

**Answer: E**

Explanation:

When importing spreadsheet data into ServiceNow, the first step is to Define a Data Source.

Why Defining a Data Source is the First Step?

A Data Source defines where the data is coming from (e.g., Excel, CSV, JDBC connection).

It establishes the format and structure of the incoming data before it can be processed by an Import Set.

Without defining the Data Source, the system does not know how to handle the incoming data.

Steps in the Data Import Process:

Define Data Source - Identify where the data is coming from.

Create Import Set - Temporarily store the imported data.

Set Coalesce - Define unique identifiers to prevent duplicate records.

Transform Data - Map fields to the target table.

Run the Import - Move data into the actual ServiceNow tables.

Why Other Answers Are Incorrect:

A. Create Import Set - Import Sets store the data, but they are created after defining the data source.

B. Run Data Scrubber - No such step exists in ServiceNow's import process.

C. Set Coalesce - Coalescing ensures no duplicate records, but it happens after data is loaded into the import set.

E. Select Import Set - The Import Set is selected after defining the data source and loading the data.

Reference from Certified System Administrator (CSA) Official Documentation:

ServiceNow Data Import Process

ServiceNow CSA Training Module: "Importing Data into ServiceNow"

#### NEW QUESTION # 187

When managing tags, you can adjust who is able to see it. What are the visibility options?

Choose 3 answers

- A. Everyone
- B. Admins
- C. Groups and Users
- D. Me
- E. Roles and Permissions

**Answer: A,C,D**

Explanation:

In ServiceNow, tags are used to categorize and organize records for quick access. When managing tags, users can control

their visibility by setting who can see them.

B: Everyone

The tag is public and visible to all users in the instance.

Example: A Service Desk team creates a "High Priority" tag that everyone can use.

C: Groups and Users

Tags can be restricted to specific groups or individual users.

Example: A Security Team creates a tag only visible to IT Security staff.

E: Me

Tags can be private, meaning only the creator (you) can see them.

Example: A user creates a "Follow-up" tag for their own personal tracking.

A: Admins

Incorrect- Admins can manage tags, but "Admins" is not a visibility setting.

Instead, visibility is set to Everyone, Groups, or Me.

D: Roles and Permissions

Incorrect terminology- ServiceNow does not provide a tag visibility setting based on "Roles and Permissions." Tags are assigned based on specific users or groups, not roles.

References: ServiceNow Documentation: Managing Tags and Visibility

ServiceNow User Guide: Configuring and Sharing Tags

### NEW QUESTION # 188

In Flow Designer, where is the data from an action stored so it can be used in subsequent actions in the flow?

- A. Data Pill
- B. Field Value
- C. Data Trigger
- D. Field Icon
- E. Data Element

**Answer: A**

Explanation:

In Flow Designer, when an action is executed, its output (data) is stored as a Data Pill. These Data Pills can be used in subsequent actions within the same flow.

Data Pills represent pieces of data produced by previous steps in the flow.

They are visually represented as draggable tokens in Flow Designer.

Users can drag and drop Data Pills into fields of subsequent actions to dynamically use the stored data.

A "Create Record" action generates a new incident.

The Incident Number is stored as a Data Pill.

A subsequent "Send Email" action can use this Incident Number Data Pill in the email subject/body.

A: Field Icon- No such term exists in Flow Designer.

B: Field Value- Field values exist on forms but are not used for storing action data in Flow Designer.

D: Data Element- This is a general term but does not specifically refer to Flow Designer storage.

E: Data Trigger- A trigger initiates a flow but does not store action data.

ServiceNow Flow Designer - Data Pills

ServiceNow CSA Training Module: "Using Data in Flow Designer Actions"

What is a Data Pill? Example Scenario: Why Other Answers Are Incorrect: References from Certified System Administrator (CSA) Official Documentation:

### NEW QUESTION # 189

When importing data, what happens to imported rows, if no coalesce field is specified?

- A. Duplicate rows are rejected from the import.
- B. All rows are rejected from the import, as coalesce field is required.
- C. All rows are treated as new records, but errors will be flagged in the import log.
- D. All rows are treated as new records. No existing records are updated.

**Answer: D**

Explanation:

When importing data into ServiceNow via an Import Set, the system determines whether to update existing records or create new ones based on the Coalesce field setting.

If no Coalesce field is defined, ServiceNow treats every imported row as a new record.

The import process does not check for existing records, meaning no records in the target table are updated.

This can result in duplicate entries if the imported data includes records that already exist in the target table.

A Coalesce field is used to match incoming data to existing records.

If a matching record is found, it is updated instead of inserting a new one.

If no matching record is found, a new record is created.

Behavior When No Coalesce Field is Specified: How Coalescing Works: Incorrect Answers Explanation: A. All rows are rejected from the import, as coalesce field is required. This is incorrect because the import does not require a coalesce field to proceed. The system will still import all rows. C. Duplicate rows are rejected from the import. Without a coalesce field, duplicates are not rejected. Instead, every row is inserted as a new record, even if it already exists in the target table. D. All rows are treated as new records, but errors will be flagged in the import log. Errors are only flagged in cases of data mismatches, validation failures, or incorrect mappings, not just because coalescing is missing.

ServiceNow Documentation# "Importing Data - Coalescing Best Practices"

ServiceNow Import Set Documentation# "Understanding Import Set Behavior Without Coalescing" References from Certified System Administrator (CSA) Documentation:

### NEW QUESTION # 190

What are different types of Data Sources, which may be imported into ServiceNow? (Choose four.)

- A. LDAP Connection
- B. Network Server
- C. Local Sources (i.e. XML, CSV, Excel)
- D. DataHub
- E. Implementation Spoke
- F. JDBC Connection

**Answer: A,C,D,F**

Explanation:

In ServiceNow, Data Sources define external data that can be imported into the platform. These sources feed data into Import Sets, which are then transformed into ServiceNow tables.

Why These Options Are Correct? A. Local Sources (i.e. XML, CSV, Excel)

Allows importing structured data files stored locally or uploaded manually.

Commonly used for one-time data migrations or periodic imports.

D: JDBC Connection

JDBC (Java Database Connectivity) allows ServiceNow to connect directly to external databases (e.g., MySQL, Oracle, SQL Server).

Useful for real-time integrations with legacy systems.

E: Network Server

Allows importing data from a file stored on a remote server via SFTP/FTP.

Common for automated batch data imports.

F: LDAP Connection

LDAP (Lightweight Directory Access Protocol) allows ServiceNow to sync user and group data from enterprise directories (e.g., Active Directory).

Used for HR, ITSM, and Identity Management.

Why Are the Other Options Incorrect? B. Implementation Spoke

Incorrect because "Implementation Spoke" is not a data source but a ServiceNow IntegrationHub component used for automating ITSM tasks.

C: DataHub

Incorrect because "DataHub" is not a ServiceNow data source.

ServiceNow uses IntegrationHub, JDBC, REST, and SOAP APIs for data ingestion.

ServiceNow Data Sources - Importing External Data

ServiceNow LDAP Integration - Best Practices

ServiceNow JDBC and File-Based Data Import Methods

References to Official Certified System Administrator (CSA) Documentation:

## NEW QUESTION # 191

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