

Updated CSA Questions—Three Best Formats

ServiceNow CSA Questions and Answers Latest updated 2024

Both instances should be of the same version for customizations to work correctly. - answer Yes

What four components can be used to locate applications and modules: - answer 1. Filter Navigator.
2. All Applications Tab.
3. Favorites Tab.
4. Your History Tab.

What do you use to search for information across applications and records? - answer Global Search

What is included in your history? - answer 1. Forms and lists accessed.
2. Catalog items.
3. Homepages visited.

Roles are represented by? - answer [sys_user_role]

Impersonations are logged in the - answer SYSTEM LOG

Three components that make up a Filter condition include: - answer 1. Field.
2. Operator.
3. Value.

What are the three different types of context menus in a list view? - answer 1. List.
2. Column.
3. Record.

Related Lists show records in table that have a relationship to the - answer current record.

Mandatory Fields cannot be - answer Hidden.

Common Field Types: - answer String,
Choice,
True/False.

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ServiceNow Certified System Administrator Sample Questions (Q442-Q447):

NEW QUESTION # 442

What actions are taken to filter a long list of records to show only those which have "email" Short Description?

- A. On Search box. select text, type email, click enter
- **B. Click List Magnifier to expand column search, on Short Description type 'email, click enter**
- C. Click List Magnifier to expand column search, on Short Description, type email, click enter
- D. Click List Magnifier to expand column search. on Short Description type %email. click enter

Answer: B

NEW QUESTION # 443

Which one of the following is true for a table with the "Allow configuration" Application Access option selected?

- A. Only the in scope applications scripts can create Business Rules for the table
- **B. Out of scope applications can create Business Rules for the table**
- C. Out of scope applications can add new tables to the scoped application
- D. Any user with the application's user role can modify the application's scripts

Answer: B

NEW QUESTION # 444

Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

- A. List
- B. Form
- C. Timeline
- **D. Dashboard**

Answer: D

Explanation:

A Dashboard in ServiceNow is an interface that allows users to display multiple Performance Analytics (PA) widgets, reports, and other visual elements in a single, consolidated view.

Provides a single-screen view of critical data, improving visibility into key metrics.

Can include reports, Performance Analytics indicators, lists, and interactive filters.

Allows users to customize layouts and adjust widgets based on roles and permissions.

Useful for executive summaries, ITSM performance tracking, and real-time operational monitoring.

A: Form-

A Form is used to display and input data for a single record in a table (e.g., an incident, change request, or user record).

It does not provide a multi-widget interface.

B: List-

A List displays multiple records from a table in a tabular format but does not support widgets or Performance Analytics.

D: Timeline-

The Timeline visualization is used for showing time-based data, such as Change Requests over time, but does not provide multiple reporting widgets in a single interface.

ServiceNow Docs: Dashboards Overview <https://docs.servicenow.com/en-US/bundle/utah-performance-analytics-and-reporting/page/use/dashboards/concept/dashboard-overview.html>

ServiceNow CSA Official Training Guide (Reporting & Dashboards) Key Features of a ServiceNow Dashboard: Why the Other Options Are Incorrect? References from Certified System

Administrator (CSA) Documentation:

NEW QUESTION # 445

What type of table has a name starting with u_ or x_?

- A. Parent table
- B. Core table
- C. Base table
- D. Custom table

Answer: D

Explanation:

Detailed Explanation: In ServiceNow, tables with names that start with u_ or x_ are Custom Tables. The prefix u_ is automatically assigned to custom tables created within a ServiceNow instance to distinguish them from core (standard) tables. Tables with the x_ prefix indicate they are custom tables associated with a scoped application, created within a ServiceNow application scope. Custom tables are crucial for extending ServiceNow's functionality and tailoring applications to meet specific business requirements.

(Reference:

ServiceNow Documentation - Custom Tables and Table Naming Conventions)

NEW QUESTION # 446

In what order should filter elements be specified?

- A. Operator, Condition, then Value
- B. Value, Operator, then Field
- C. Field, Operator, then Condition
- D. Field, Operator, then Value

Answer: D

Explanation:

When creating filters in ServiceNow, the elements should be specified in the following order:

Field- The database field (column) that is being filtered.

Operator- The comparison method, such as "is", "contains", "greater than", etc.

Value- The specific data that the filter should match.

Example of a Properly Structured Filter: Imagine filtering a list of incidents where the priority is high. The filter would be structured as:

Field: Priority

Operator: is

Value: High

is- Matches an exact value

is not- Excludes a specific value

contains- Looks for a partial match

greater than- Finds records with a value greater than the specified one less than- Finds records with a value less than the specified one

B: Field, Operator, then Condition- Incorrect.

"Condition" is not an individual filter element in ServiceNow; the operator already defines the condition (e.g., "is", "contains").

C: Operator, Condition, then Value- Incorrect.

The field must come first to define what data is being filtered. The operator follows next.

D: Value, Operator, then Field- Incorrect.

This is completely reversed; you must specify what field you are filtering first before applying conditions.

ServiceNow Product Documentation # Filters and Condition Builder

ServiceNow CSA Study Guide # Data Management and List Filters

ServiceNow List Views # Using Filters and Operators

Common Operators in ServiceNow Filters: Explanation of Incorrect Answers: References from Certified System Administrator (CSA) Documentation:

NEW QUESTION # 447

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