

Web-Based ServiceNow CSA Practice Exam



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ServiceNow CSA certification is an industry-recognized qualification that validates an individual's skills and knowledge in the ServiceNow platform. It is a valuable asset for professionals who work with ServiceNow and can lead to increased job opportunities and higher salaries. By passing the exam, individuals can demonstrate their ability to effectively configure and manage the ServiceNow platform, while employers can benefit from having certified employees who can improve productivity and efficiency in their organization.

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>> **CSA Detailed Answers** <<

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ServiceNow CSA exam is a comprehensive assessment that covers a broad range of topics related to the ServiceNow platform. CSA exam includes multiple-choice questions that test an individual's knowledge of ServiceNow features, functionalities, and best practices. CSA Exam also evaluates an individual's ability to configure and administer ServiceNow instances, manage users and

groups, apply security controls, and troubleshoot issues.

ServiceNow Certified System Administrator Sample Questions (Q193-Q198):

NEW QUESTION # 193

In what order are Access Controls evaluated?

- A. Field-level - most specific to most general; then Table-level - most specific to most general
- B. Field-level - most general to most specific; then Row-level - most specific to most general
- C. Table-level - most specific to most general; then Field-level - most specific to most general
- D. Table-level - most specific to most general; then Row-level - most specific to most general

Answer: C

Explanation:

Access Control Rules (ACLs) in ServiceNow determine who can access a record, table, or field. They are evaluated in a specific order to ensure security.

Table-Level ACLs are evaluated first

ServiceNow first checks if the user has permission to access the table itself.

If the user does not have access at the table level, no further checks are performed.

Field-Level ACLs are evaluated next

Once table access is granted, ServiceNow checks if the user has permission to access individual fields.

More specific ACLs override broader ones (e.g., incident.short_description takes priority over incident.*).

Order of Specificity (Most Specific to Least Specific)

Field-Specific ACL (incident.short_description.read)

Wildcard Field ACL (incident.*.read)

Table-Level ACL (incident.read)

Wildcard Table ACL (*.read)

ACL Evaluation Order in ServiceNow: This ensures that specific rules take precedence over general rules for enhanced security.

Example of ACL Evaluation in Incident Table: ACL Rule Type

Example ACL

Evaluation Order

Field-Specific

incident.short_description.read

First (Most Specific)

Wildcard Field

incident.*.read

Second

Table-Level

incident.read

Third

Wildcard Table

*.read

Last (Most General)

A: Field-level - most general to most specific; then Row-level - most specific to most general. Incorrect - Field-level ACLs are not evaluated first; table-level ACLs are checked before field-level.

B: Table-level - most specific to most general; then Row-level - most specific to most general. Incorrect - "Row-level" is not a correct term in ServiceNow ACL processing.

D: Field-level - most specific to most general; then Table-level - most specific to most general. Incorrect - Table-level ACLs are always evaluated before field-level ACLs.

Incorrect Answer Choices Analysis:

ServiceNow Docs - Access Control Evaluation Order#How ACLs Are Processed ServiceNow Docs - Managing ACLs in ServiceNow#Best Practices for ACLs Official ServiceNow Documentation References:

Conclusion: The correct answer is:

C: Table-level - most specific to most general; then Field-level - most specific to most general. This ensures that general table permissions are granted before checking field-level access, following a structured and secure approach to access control in ServiceNow.

NEW QUESTION # 194

What is the most common role that has access to almost all platform features, functions, and data?

- A. System Administrator [admin]
- **B. Admin [sn_admin]**
- C. Security Admin [security_admin]
- D. Base Admin [base_admin]
- E. Sys Admin [sys_admin]

Answer: B

NEW QUESTION # 195

What do you activate when you want to add applications or functionality within your development instance?

- A. App Package
- B. Updated Pack
- C. App Updated Set
- **D. Plugin**
- E. Patch

Answer: D

Explanation:

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/plugins/concept/c_ServiceNo

NEW QUESTION # 196

Which one statement correctly describes Access Control rule evaluation?

- **A. If a row level rule and a field level rule exist, both rules must be true before an operation is allowed**
- B. If more than one rule applies to a record, the older rule is evaluated first
- C. The role with the most permissions evaluates the rules first.
- D. Table access rules are evaluated from the general to the specific

Answer: A

Explanation:

Explanation/Reference:

NEW QUESTION # 197

On a Form header, what is the three bar icon called?

- A. Additional Actions or Context Menu
- **B. Hamburger icon**
- C. Pancake icon
- D. Cake icon

Answer: B

NEW QUESTION # 198

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