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Number: CSA
Passing Score: 800
Time Limit: 120 min
File Version: 1.0



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CSA

ServiceNow Certified System Administrator



Exam A

QUESTION 1

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2 Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 3 As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAsC. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of flows and SLAs.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4 The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5 Reports can be created from which different places in the platform?

(Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6 Knowledge Base Search results can be sorted by which of the following?

(Choose three.)

- A. Most recent update
- B. Popularity
- C. Relevancy
- D. Manager assignment
- E. Number of views

Correct Answer: ACE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7 What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- C. REQ (Number)>RITM (Number)>TASK (Number)
- D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8 Which term refers to application menus and modules which you may want to access quickly and often?

- A. Breadcrumb
- B. Favorite
- C. Tag
- D. Bookmark



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9 What is generated from the Service Catalog once a user places an order for an item or service?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10 From the User menu, which actions can a user select?
(Choose three.)

- A. Send Notifications
- B. Log Out ServiceNow
- C. Elevate Roles
- D. Impersonate Users
- E. Order from Service Catalog
- F. Approve Records



Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11 Buttons, form links, and context menu items are all examples of what type of functionality?

- A. Business Rule
- B. UI Action
- C. Client Script
- D. UI Policy

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12 Which of the following is true of Service Catalog Items in relation to the Service Catalog? A. They run behind the scenes.

B. They are the building blocks.

- C. They are optional.
- D. They provide options.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13 Table Access Control rules are processed in the following order:

- A. any table name (wildcard), parent table name, table name
- B. table name, parent table name, any table name (wildcard)
- C. parent table name, table name, any table name (wildcard)
- D. any table name (wildcard), table name, parent table name

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14 What is the platform name for the User table?

- A. u_users
- B. sys_users
- C. x_users
- D. sys_user



Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15 A REQ number in the Service Catalog represents...

- A. the order number.
- B. the stage.
- C. the task to complete.
- D. the individual item in the order.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Which would NOT appear in the History section of the Application Navigator?

- A. Records

- B. UI Pages
- C. Lists
- D. Forms

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17 Which one of the following statements is a recommendation from ServiceNow about Update Sets?

- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
- B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
- C. Use the Baseline Update Set to store the contents of items after they are changed the first time
- D. Once an Update Set is closed as “Complete”, change it back to “In Progress” until it is applied to another instance

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18 Which of the following is used to initiate a flow?

- A. A Trigger
- B. Core Action
- C. A spoke
- D. An Event



Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19 For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- A. Service Catalog variables can only be used in Record Producers
- B. Service Catalog variables can only be used in Order Guides
- C. Service Catalog variables cannot affect the order price
- D. Service Catalog variables are global by default

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20 Which one of the following statements is true about Column Context Menus?

- A. It displays actions such as creating quick reports, configuring the list, and exporting data
- B. It displays actions related to filtering options, assigning tags, and search
- C. It displays actions related to viewing and filtering the entire list
- D. It displays actions such as view form, view related task, and add relationship

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21 Which one statement correctly describes Access Control rule evaluation?

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22 When using the Load Data and Transform Map process, what is the Mapping Assist used for?

- A. Mapping fields using the Import Log
- B. Mapping fields using Transform History
- C. Mapping fields using an SLA
- D. Mapping fields using a Field Map

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23 Which one of the following statements describes the contents of the Configuration Management Database (CMDB)?

- A. The CMDB contains data about tangible and intangible business assets
- B. The CMDB contains the Business Rules that direct the intangible, configurable assets used by a company
- C. The CMDB archives all Service Management PaaS equipment metadata and usage statistics
- D. The CMDB contains ITIL process data pertaining to configuration items

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24 In what order should filter elements be specified?



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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25 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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26 Which of the following are a type of client scripts supported in ServiceNow?
(Choose four.)

- A. onSubmit
- B. onUpdate
- C. onCellEdit
- D. onLoad
- E. onEdit
- F. onChange
- G. onSave

Correct Answer: ACDF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27 Which type of tables may be extended by other tables, but do not extend another table?

- A. Base Tables
- B. Core Tables
- C. Extended Tables
- D. Custom Tables

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28 Which of the following statement describes the purpose of an Order Guide?

- A. Order Guides restrict the number of items in an order to only one item per request
- B. Order Guide provide a list of guidelines for Administrators on how to set up item variables
- C. Order Guide provide the ability to order multiple, related items as one request
- D. Order Guides take the user directly to the checkout without prompting for information

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29 Which tool is used to have conversations with logged-in users in real-time?

- A. Connect Chat
- B. Now Messenger
- C. User Presence
- D. Comments

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 30 Which of the following concepts are associated with the ServiceNow CMDB? (Choose four.)

- A. Service Processes
- B. User Permissions
- C. Tables and Fields
- D. A Database
- E. The Dependency View

Correct Answer: ACDE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31 What is a formatter? Select one of the following.

- A. A formatter allows you to configure applications on your instance
- B. A formatter is a form element used to display information that is not a field in the record
- C. A formatter allows you to populate fields automatically
- D. A formatter is a set of conditions applied to a table to help find and work with data

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32 When searching using the App Navigator search field, what can be returned?
(Choose four.)

- A. Names of Applications and Modules
- B. Names of Modules
- C. Names of Applications
- D. Favorites
- E. History Records
- F. Titles of Dashboard Gauges

Correct Answer: ABCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33 Which technique is used to get information from a series of referenced fields from different tables?

- A. Table-Walking
- B. Sys_ID Pulling
- C. Dot-Walking
- D. Record-Hopping

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 Which one of the following statements best describes the purpose of an Update Set?

- A. An Update Set allows administrators to group a series of changes into a named set and then move this set as a unit to other systems
- B. By default, an Update Set includes customizations, Business Rules, and homepages
- C. An Update Set is a group of customizations that is moved from Production to Development
- D. By default, the changes included in an Update Set are visible only in the instance to which they are applied

Correct Answer: A



Section: (none)

Explanation

Explanation/Reference:

QUESTION 36 Which of the following can be customized through the Basic Configuration UI 16 module?
(Choose three.)

- A. Banner Image
- B. Record Number Format
- C. Browser Tab Title
- D. System Date Format
- E. Form Header Size

Correct Answer: ACD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37 What is the function of user impersonation?

- A. Testing and visibility
- B. Activate verbose logging
- C. View custom perspectives
- D. Unlock Application master list

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38 What information does the System Dictionary contain?

- A. The human-readable labels and language settings
- B. The definition for each table and column
- C. The information on how tables relate to each other
- D. The language dictionary used for spell checking

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39 When working on a form, what is the difference between Insert and Update operations?

- A. Insert creates a new record and Update saves changes, both remain on the form
- B. Insert creates a new record and Update saves changes, both exit the form



C. Insert saves changes and exits the form, Update saves changes and remains on the formD. Insert saves changes and remains on the form, Update saves changes and exits the form

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40 How is the Event Log different from the Event Registry?

- A. Event Log contains generated Events, the Event Registry is a table of Event definitions
- B. Event Log is formatted in the Log style, the Event Registry displays different fields
- C. Event Log lists Events that were triggered by integrations, the Event Registry lists the Events that were triggered during the day (24-hour period)D. Event Log is the same as the Event Registry

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41 What is a Dictionary Override?

- A. A Dictionary Override is an incoming customer update in an Update Set which applies to the same objects as a newer local customer update
- B. A Dictionary Override is the addition, modification, or removal of anything that could have an effect on IT services
- C. A Dictionary Override is a task within a flow that requests an action before the flow can continue
- D. A Dictionary Override sets field properties in extended tables

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42 Which group of permissions is used to control Application and Module access?

- A. Access Control Rules
- B. UI Policies
- C. Roles
- D. Assignment Rules

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43 What is a Record Producer?

- A. A Record Producer is a type of Catalog Item that is used for Requests, not Services
- B. A Record Producer creates user records
- C. A Record Producer is a type of Catalog Item that provides easy ordering by bundling requests
- D. A Record Producer is a type of a Catalog Item that allows users to create task-based records from the Service Catalog

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44 Create Incident, Password Reset, and Report outage: what do these services in the Service Catalog have in common?

- A. They direct the user to a record producer
- B. They direct the user to a catalog property
- C. They direct the user to a catalog UI policy
- D. They direct the user to a catalog client script

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45 What is the Import Set Table?

- A. A table where data will be placed, post-transformation
- B. A table that determines relationships
- C. A staging area for imported records
- D. A repository for Update Set information

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 What is a characteristic of importing data into ServiceNow?

- A. An existing Transform Map can be used one time on the same import set
- B. Coalesce fields are used only after running Transform
- C. Any user can manage and set up import sets
- D. An existing Transform Map can be used multiple times on the same import set

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:



QUESTION 47 What module in the Service Catalog application does an Administrator access to begin creating a new item?

- A. Maintain Categories
- B. Maintain Items
- C. Content Items
- D. Items

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48 Which of the following allows a user to edit field values in a list without opening the form?

- A. Data Editor
- B. Edit Menu
- C. List Editor
- D. Form Designer

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 49 Which three Variable Types can be added to a Service Catalog Item?

- A. True/False, Multiple Choice, and Ordered
- B. True/False, Checkbox, and Number List
- C. Number List, Single Line Text, and Reference
- D. Multiple Choice, Select Box, and Checkbox

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

How are Workflows moved between instances?

- A. Workflows are moved using Update Sets
- B. Workflows are moved using Transform Maps
- C. Workflows are moved using Application Sets
- D. Workflows cannot be moved between instances

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51 The baseline Service Catalog homepage contains links to which of the following components?

- A. Record Producers, Order Guides, and Catalog Items
- B. Order Guides, Item Variables, and flows
- C. Order Guides, Catalog Items, and flows
- D. Record Producers, Order Guides, and Item Variables

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52 Which of the following statements is true when a new table is created by extending another table?

- A. The new table archives the parent table and assumed its roles in the database
- B. The new table inherits all of the Business Rules, Client Scripts, and UI Policies of the parent table, but none of the existing fields
- C. The new table inherits all of the fields of the parent table and can also contain new fields unique to itself
- D. The new table inherits all of the fields, but does not inherit Access Control rules, Client Scripts, and UI Policies of the parent table

Correct Answer: C

Section: (none)

Explanation



Explanation/Reference:

QUESTION 53 Where can Admins check which release is running on an ServiceNow instance?

- A. Memory Stats module
- B. Stats module
- C. System.upgraded table
- D. Transactions log

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54 A knowledge article must be which of the following states to display to a user?

- A. Published
- B. Drafted
- C. Retired
- D. Reviewed

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

What is the name of the conversational bot platform that provides assistance to help users obtain information, make decisions, and perform common tasks?

- A. Answer Agent
- B. live Feed
- C. Virtual Agent
- D. Connect Chat

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56 What is the purpose of a Related List?

- A. To create a one-to-many relationship
- B. To dot-walk to a core table
- C. To present related fields
- D. To present related records

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57 Which one of the following statements describes the purpose of a Service Catalog flow?

- A. A Service Catalog flow generates three basic components: item variable types, tasks, and approvals
- B. Although a Service Catalog flow cannot send notifications, the flow drives complex fulfillment processes
- C. A Service Catalog flow is used to drive complex fulfillment processes and sends notifications to defined users or groups
- D. A Service Catalog flow generates three basic components: item variable types, tasks, and notifications

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- D. task

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59 Which are valid Service Now User Authentication Methods?

(Choose three.)

- A. XML feed
- B. Local database
- C. LDAP
- D. SSO
- E. FTP authentication

Correct Answer: BCD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60 Access Control rules may be defined with which of the following permission requirements?

(Choose three.)

- A. Roles
- B. Conditional Expressions
- C. Assignment Rules
- D. Scripts
- E. User Criteria
- F. Groups

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

