

ServiceNow CSA

**SERVICENOW SYSTEM ADMINISTRATOR CERTIFICATION QUESTIONS
& ANSWERS**

Exam Summary – Syllabus – Questions

CSA

ServiceNow Certified System Administrator (CSA)

60 Questions Exam – Duration of 90 minutes

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Know Your CSA Certification Well:

The CSA is best suitable for candidates who want to gain knowledge in the ServiceNow System Administrator. Before you start your CSA preparation you may struggle to get all the crucial System Administrator materials like CSA syllabus, sample questions, study guide.

But don't worry the CSA PDF is here to help you prepare in a stress free manner.

The PDF is a combination of all your queries like-

- What is in the CSA syllabus?
- How many questions are there in the CSA exam?
- Which Practice test would help me to pass the CSA exam at the first attempt?

Passing the CSA exam makes you ServiceNow Certified System Administrator (CSA). Having the System Administrator certification opens multiple opportunities for you. You can grab a new job, get a higher salary or simply get recognition within your current organization.

ServiceNow CSA System Administrator Certification Details:

Exam Name	ServiceNow Certified System Administrator
Exam Code	CSA
Exam Fee	USD \$300
Exam Duration	90 Minutes
Number of Questions	60
Passing Score	Pass / Fail
Format	Multiple Choice Questions
Books / Trainings	ServiceNow Fundamentals ServiceNow Fundamentals (on demand)
Schedule Exam	Webassessor
Sample Questions	ServiceNow System Administrator Exam Sample Questions and Answers
Practice Exam	ServiceNow Certified System Administrator (CSA) Practice Test

CSA Syllabus:

Topic	Details	Weights
Platform Overview and Navigation	<ul style="list-style-type: none"> - ServiceNow Platform overview - Platform capabilities and services - The ServiceNow Instance - Next Experience Unified Navigation 	7%
Instance Configuration	<ul style="list-style-type: none"> - Installing applications and plugins - Personalizing/customizing the instance - Common user interfaces in the Platform 	11%
Configuring Applications for Collaboration	<ul style="list-style-type: none"> - Lists, Filters, and Tags - List and Form anatomy - Form Configuration - Form templates and saving options - Advanced Form Configuration - Task Management - Visual Task Boards (VTBs) - Reporting, Dashboards, and Performance Analytics - Notifications 	20%
Self Service & Automation	<ul style="list-style-type: none"> - Knowledge Management - Service Catalog - Flow Designer - Virtual Agent 	20%
Database Management	<ul style="list-style-type: none"> - Data Schema - Application/Access Control - Importing Data - CMDB and CSDM 	27%
Data Migration and Integration	<ul style="list-style-type: none"> - UI Policies - Business Rules - System update sets - Scripting in ServiceNow 	15%

ServiceNow CSA Sample Questions:

Question: 1

Which one of these applications is available to all users?

- a) Change
- b) Incident
- c) Facilities
- d) Self Service

Answer: d

Question: 2

Which one of the following is a definition for transform maps in ServiceNow?

- a) A map that is used to store the history of the incident records
- b) A map used to add data to encrypted fields
- c) A map used to trigger Business Rules before the data is queued in the outbound Web Service
- d) A map to determine relationships between fields displaying in an Import Set to fields in an existing table

Answer: d

Question: 3

How do Data Classification support administrators and auditors?

(Select 2 Answers from the below options.)

- a) Help with privacy laws, security and compliance
- b) Visualise the current sensitivity of data within the instance
- c) Track the creation, update and deletion of all records in tables
- d) Protect sensitive information by scrambling data

Answer: a, b

Question: 4

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

Answer: b, c, d

Question: 5

You can coalesce on a single field to update an existing record. If a target table records exists with the same value in the coalesce field as the staging table record, the target table record is updated using the import set record values.

Which of the below best suits the given scenario?

- a) Single-field coalesce
- b) Show Activity Stream
- c) Application Scoping
- d) Workflow

Answer: a

Question: 6

Your customer would like to create a new template to notify users who are affected by network outages at their site. Which module would you use to create a new notification?

- a) User Preferences > Email > Notifications
- b) System Properties > Email > Settings
- c) Administration > Notification Overview
- d) Click Gear > Notifications > New
- e) System Notification > Email > Notifications

Answer: e

Question: 7

A Script include and a reference record that can be used to customize the transitions between different SLA states?

- a) Task
- b) SLA Conditions and Script Include
- c) Knowledge Instant Publish
- d) Application Scoping

Answer: b

Question: 8

Which module displays a list of tasks assigned to a user's group, but not yet assigned to an individual user?

- a) My Groups Work
- b) My Teams Work
- c) My Groups Tasks
- d) My Teams Tasks

Answer: a

Question: 9

What is the language used for scripting in ServiceNow?

- a) Java
- b) AngularJS
- c) JavaScript
- d) Jelly

Answer: c

Question: 10

Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

- a) Order Guides
- b) Request Types
- c) Variable Types
- d) Related Lists

Answer: c

Study Guide to Crack ServiceNow System Administrator CSA Exam:

- Getting details of the CSA syllabus, is the first step of a study plan. This pdf is going to be of ultimate help. Completion of the syllabus is must to pass the CSA exam.
- Making a schedule is vital. A structured method of preparation leads to success. A candidate must plan his schedule and follow it rigorously to attain success.
- Joining the ServiceNow provided training for CSA exam could be of much help. If there is specific training for the exam, you can discover it from the link above.
- Read from the CSA sample questions to gain your idea about the actual exam questions. In this PDF useful sample questions are provided to make your exam preparation easy.
- Practicing on CSA practice tests is must. Continuous practice will make you an expert in all syllabus areas.

Reliable Online Practice Test for CSA Certification

Make ProcessExam.com your best friend during your ServiceNow Certified System Administrator exam preparation. We provide authentic practice tests for the CSA exam. Experts design these online practice tests, so we can offer you an exclusive experience of taking the actual CSA exam. We guarantee you 100% success in your first exam attempt if you continue practicing regularly. Don't bother if you don't get 100% marks in initial practice exam attempts. Just utilize the result section to know your strengths and weaknesses and prepare according to that until you get 100% with our practice tests. Our evaluation makes you confident, and you can score high in the CSA exam.

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