

# ServiceNow CSA

## SERVICENOW SYSTEM ADMINISTRATOR CERTIFICATION QUESTIONS & ANSWERS

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**CSA**

[ServiceNow Certified System Administrator \(CSA\)](#)

60 Questions Exam – Duration of 90 minutes

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## Discover More about the CSA Certification

Are you interested in passing the ServiceNow CSA exam? First discover, who benefits from the CSA certification. The CSA is suitable for a candidate if he wants to learn about System Administrator. Passing the CSA exam earns you the ServiceNow Certified System Administrator (CSA) title.

While preparing for the CSA exam, many candidates struggle to get the necessary materials. But do not worry; your struggling days are over. The CSA PDF contains some of the most valuable preparation tips and the details and instant access to useful CSA study materials [just at one click](#).

## ServiceNow CSA System Administrator Certification Details:

<b>Exam Name</b>	ServiceNow Certified System Administrator
<b>Exam Code</b>	CSA
<b>Exam Fee</b>	USD \$300
<b>Exam Duration</b>	90 Minutes
<b>Number of Questions</b>	60
<b>Passing Score</b>	Pass / Fail
<b>Format</b>	Multiple Choice Questions
<b>Books / Trainings</b>	<a href="#">Welcome to ServiceNow</a> <a href="#">ServiceNow Administration Fundamentals</a>
<b>Schedule Exam</b>	<a href="#">Webassessor</a>
<b>Sample Questions</b>	<a href="#">ServiceNow System Administrator Exam Sample Questions and Answers</a>
<b>Practice Exam</b>	<a href="#">ServiceNow Certified System Administrator (CSA) Practice Test</a>

# CSA Syllabus:

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

# Broaden Your Knowledge with ServiceNow CSA

## Sample Questions:

### Question: 1

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: 2

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: 3

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: 4**

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: 5**

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: 6**

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: 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**

What is the language used for scripting in ServiceNow?

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

**Answer: c**

**Question: 9**

Which one of these applications is available to all users?

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

**Answer: d**

**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**

## Avail the Study Guide to Pass ServiceNow CSA System Administrator Exam:

- Find out about the CSA syllabus topics. Visiting the official site offers an idea about the exam structure and other important study resources. Going through the syllabus topics help to plan the exam in an organized manner.
- Once you are done exploring the [CSA syllabus](#), it is time to plan for studying and covering the syllabus topics from the core. Chalk out the best plan for yourself to cover each part of the syllabus in a hassle-free manner.
- A study schedule helps you to stay calm throughout your exam preparation. It should contain your materials and thoughts like study

hours, number of topics for daily studying mentioned on it. The best bet to clear the exam is to follow your schedule rigorously.

- The candidate should not miss out on the scope to learn from the CSA training. Joining the ServiceNow provided training for CSA exam helps a candidate to strengthen his practical knowledge base from the certification.
- Learning about the probable questions and gaining knowledge regarding the exam structure helps a lot. Go through the [CSA sample questions](#) and boost your knowledge
- Make yourself a pro through online practicing the syllabus topics. CSA practice tests would guide you on your strengths and weaknesses regarding the syllabus topics. Through rigorous practicing, you can improve the weaker sections too. Learn well about time management during exam and become confident gradually with practice tests.

## Career Benefits:

Passing the CSA exam, helps a candidate to prosper highly in his career. Having the certification on the resume adds to the candidate's benefit and helps to get the best opportunities.

### Here Is the Trusted Practice Test for the CSA Certification

ProcessExam.Com is here with all the necessary details regarding the CSA exam. We provide authentic practice tests for the CSA exam. What do you gain from these practice tests? You get to experience the real exam-like questions made by industry experts and get a scope to improve your performance in the actual exam. Rely on ProcessExam.Com for rigorous, unlimited two-month attempts on the [CSA practice tests](#), and gradually build your confidence. Rigorous practice made many aspirants successful and made their journey easy towards grabbing the ServiceNow Certified System Administrator (CSA).

#### Start Online Practice of CSA Exam by Visiting URL

<https://www.processexam.com/service-now/service-now-certified-system-administrator-csa>