

## CSA<sup>Q&As</sup>

Certified System Administrator

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## QUESTION 1

What are the two pathways to view feedback left on a published article?

- A. Knowledge > articles > My Flagged
- B. Knowledge base > my knowledge > flagged articles
- C. Knowledge > My articles > Flagged
- D. Knowledge > articles > published

Correct Answer: AD

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## QUESTION 2

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

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## QUESTION 3

What is the name of the table relationship, where two or more tables are related in a bi-directional relationship, so that the related records are visible from both tables in a related list?

- A. Database View
- B. Many to Many
- C. One to Many
- D. Extended

Correct Answer: B

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c\\_DataManagement.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_DataManagement.html)

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## QUESTION 4

Which features allow you to update multiple records at one time? (Choose two.)

- A. List Editor
- B. Field Update Action
- C. Bulk Record Update
- D. Data Remediation Dashboard
- E. Update Selected Action

Correct Answer: AE

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## QUESTION 5

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

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## QUESTION 6

Which one of the following statements describes the purpose of a Service Catalog workflow?

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

Correct Answer: C

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## QUESTION 7

Here is an example of the criteria set for a knowledge base:

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Companies: ACME North America

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\*

Department: HR

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Groups: ACME Manager

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Match All: Yes

In this example, what users would have access to this knowledge base?

- A. Members of the ACME manager group, who are also members of HR Department and part of the ACME North America
- B. Employees of ACME North America, who are members of HR Department or the ACME Manager group
- C. Users which are members of either ACME North America, or HR Department, or ACME Manager Group
- D. Member of the ACME Manager group, and HR department, regardless of geography

Correct Answer: A

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## QUESTION 8

Which module would you use to create a new automation of business logic such as approvals, tasks, and notifications?

- A. Process Automation > Flow Designer
- B. Process Automation > Flow Administration
- C. Process Automation > Workflow Editor
- D. Process Automation > Process Flow
- E. Process Automation > Active Flows

Correct Answer: A

Reference: <https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/process-automation-designer/concept/getting-started-process-automation.html>

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## QUESTION 9

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 Workflows

C. Order Guides, Catalog Items, and Workflows

D. Record Producers, Order Guides, and Item Variables

Correct Answer: A

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**QUESTION 10**

Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

A. Sourcing fields

B. Function fields

C. Computational fields

D. Calculation fields

Correct Answer: B

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**QUESTION 11**

On Access Control Definitions, what are ways you can set the permissions on a Table?

Choose 3 answers

A. Groups

B. CRUD

C. Roles

D. Script that sets the answer variable to true or false

E. Conditional Expressions

Correct Answer: CDE

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**QUESTION 12**

On the knowledge base record, which tab would you use to define which users are able to write articles to the knowledge base?

A. Can Read

B. Can Write

C. Can Contribute

D. Can Author

E. Cannot Author

Correct Answer: C

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### QUESTION 13

A customer wants to be able to identify and track components of their infrastructure that support their eCommerce service. What ServiceNow products could support this requirement? (Choose three.)

A. Asset Management

B. Discovery

C. Configuration Management (CMDB)

D. Service Mapping

E. Performance Analytics

Correct Answer: BCD

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### QUESTION 14

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

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### QUESTION 15

Which of the following protects applications by identifying and restricting access to available files and data?

A. Application Configuration

B. Verbose Log

C. Access Control Rules

D. Application Scope

Correct Answer: D

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