Vendor: ServiceNow

Exam Code:CSA

Exam Name: Certified System Administrator

Version: Demo

QUESTION 1

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

*

 Companies: ACME North America

*

 Department: HR

*

 Groups: ACME Manager

*

 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

QUESTION 2

When impersonating a user for testing purposes, what is the best way to return the instance, logged in with your user account?

A. Turn your computer off and on again

B. Clear browser cache

C. End Impersonation

D. Log out and back in

Correct Answer: C

QUESTION 3

The customer has asked that your change the default layout of the task list.

*

 Number

*

 Task Type

*

 Parent

*

 Short Description

*

 Assignment Group

*

 Assignment

*

 Updated

After navigation to the list, where would you click, to meet this requirement?

A.

Right click on any column header, Context menu > Configure > List Layout

B.

Right click List Gear icon > Configure > Columns

C.

Click List Context Menu >Personalize List

D.

Click List Context Menu > Configure Columns

Correct Answer: B

QUESTION 4

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

A. Security Admin [security_admin]

B. Sys Admin [sys_admin]

C. Admin [sn_admin]

D. System Administrator [admin]

E. Base Admin [base_admin]

Correct Answer: C

Reference: https://developer.servicenow.com/dev.do#!/guides/quebec/now-platform/glossary/developer-glossary

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QUESTION 5

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

QUESTION 6

What are three security modules often used by the System Administrator? (Choose three.)

A. System Properties > Security

B. Utilities > Migrate Security

C. System Security > Security

D. Self-Service > My Access

E. System Security > Access Control (ACL)

F. Password Management > Security Questions

G. System Security > High Security Settings

Correct Answer: AEG

Reference: https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/security/reference/r_GeneralSecuritySettings.html

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QUESTION 7

The ServiceNow Virtual Agent provides assistance within a messaging interface. Which capability allows end users to configure virtual Agent to intercept and help resolve submitted incidents?

A. Incident Auto-Resolution

B. Ticket Resolver

C. Virtual Agent Helper

D. Web Intelligence

Correct Answer: A

QUESTION 8

Which allows the creation of a task-based record from Service Catalog?

A. Record Producers

B. UI Builder

C. Assignment Rule

D. Flow Designer

E. UI Actions=

Correct Answer: A

QUESTION 9

Which of the following statements describes how data is organized in a table?

A. A column is a field in the database and a record is one user

B. A column is one field and a record is one row

C. A column is one field and a record is one column

D. A column contains data from one user and a record is one set of fields

Correct Answer: B

QUESTION 10

Which is the base table of the configuration management database hierarchy?

A. cmdb_d

B. ucmdb

C. cmdb_ret_Oi

D. cmdb

Correct Answer: D

QUESTION 11

Which one of the following modules can be used to view field settings for a table?

A. Tables and Columns

B. Access Control

C. Columns and Fields

D. Tables and Fields

Correct Answer: A

QUESTION 12

User records are stored in which table?

A. User [sys_user]

B. User [sn_user]

C. User [u_sys_user]

D. User [s_user]

Correct Answer: A

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html