

# DUMPSQUEEN

## ServiceNow Certified System Administrator

ServiceNow CSA

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## QUESTION NO: 1

What function do you use to add buttons, links, and context menu items on forms and lists?

- A. UI Policies
- B. UI Settings
- C. UI Actions
- D. UI Config

**ANSWER: C**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c\\_UIActions.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/list-administration/concept/c_UIActions.html)

## QUESTION NO: 2

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

- A. cmdb\_d
- B. ucmdb
- C. cmdb\_ret\_Oi
- D. cmdb

**ANSWER: D**

## QUESTION NO: 3

One related list, which buttons are commonly used for managing the records on the list?

Choose 3 answers

- A. Publish
- B. New
- C. Ada
- D. Manage

E. Edit

**ANSWER: B C E**

## QUESTION NO: 4

Which modules can you use to create a new table?

Choose 2 answers

- A. Tables & Columns
- B. Schema Map
- C. Dictionary
- D. Tables

**ANSWER: A D**

## QUESTION NO: 5

User records are stored in which table?

- A. User [sys\_user]
- B. User [sn\_user]
- C. User [u\_sys\_user]
- D. User [s\_user]

**ANSWER: A**

### Explanation:

Reference: [https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c\\_UserPreferences.html](https://docs.servicenow.com/bundle/rome-platform-user-interface/page/administer/navigation-and-ui/concept/c_UserPreferences.html)

## QUESTION NO: 6

What module would you use if you wanted to view a list of all of the fields on the Incident table? (Choose two.)

- A. Tables & Columns
- B. Dictionary
- C. Data Class Manager

- D. Dictionary Dashboard
- E. Database View
- F. Schema

**ANSWER: A F**

**Explanation:**

Reference: [https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c\\_TableAdministration.html](https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/table-administration/concept/c_TableAdministration.html)

**QUESTION NO: 7**

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

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

**ANSWER: B**

**QUESTION NO: 8**

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

**ANSWER: D**

**QUESTION NO: 9**

The ServiceNow platform includes which types of interfaces? (Choose three.)

- A. Now Mobile Apps
- B. Agent Control Center
- C. Back Office Dashboard
- D. Service Portals
- E. Now Platform® User Interfaces
- F. Field Service Taskboard

**ANSWER: B E F**

## QUESTION NO: 10

What is the result of the order in which access controls are evaluated?

- A. Ensures user has access to the fields in a table, before considering their access to the table
- B. Ensures user can get to work as quickly as possible
- C. Ensures user has access to the application, before evaluating access to a module within the application
- D. Ensures user has access to a table, before evaluating access to a field in the table

**ANSWER: D**

## QUESTION NO: 11

What is (are) best practice(s) regarding users/groups/roles? (Choose two.)

- A. You should never assign roles to groups.
- B. You should assign roles to users.
- C. You should add users to groups.
- D. You should assign roles to groups.

**ANSWER: C D**

## QUESTION NO: 12

What section on a task record would you use to see the most recent update made to a record?

- A. Timeline

- B. Journal
- C. Audit Log
- D. Activity

**ANSWER: D**

## QUESTION NO: 13

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

**ANSWER: A C D**

## QUESTION NO: 14

When importing spreadsheet data into ServiceNow, in which step does the data get written to the receiving table?

- A. Run Transform
- B. Run Import
- C. Import Dataset
- D. Execute Transform
- E. Schedule Transform

**ANSWER: D**

### Explanation:

Reference: [https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t\\_CreatingAFieldMap.html](https://docs.servicenow.com/bundle/paris-platform-administration/page/script/server-scripting/task/t_CreatingAFieldMap.html)

Field	Description
Map	Transform map that uses this field mapping (populated automatically).
Source table	Table from which the raw import set data is loaded (the source for the transformation). Populated automatically from the transform map.
Source field	Field on the source table to be transformed. Can be blank if the <b>Source table</b> contains only raw data.

## QUESTION NO: 15

When testing a catalog item, having a manager approval flows, which of these best practices would you follow? (Choose three.)

- A. Make sure the latest flows are activated.
- B. Use the instance Incognito setting to quickly toggle between requester and approver.
- C. Impersonate the requester to ensure the form works.
- D. Make sure the requester's user record has a manager specified.
- E. Create and select your Testing Update Set, before starting the test cases.
- F. Use your Admin account, so you can approve the items quickly.

**ANSWER: D E F**