

[Dec 09, 2024 Get New CSA Practice Test Questions Answers [Q52-Q75]



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Q52. What is an Event in ServiceNow?

- * An Event is a trigger that has a direct response in the platform
- * An Event is an indication to the ServiceNow processes that something has occurred
- * An Event is an indicator that a Priority 1 (P1) Incident has been logged
- * An Event is a recognized, scheduled occurrence of a process

Q53. Which module is used as the first step for importing data?

- * Coalesce Data
- * Transform Data
- * Import Data
- * Load Data

Q54. 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?

- * System Notification > Email > Notifications

- * Administration > Notification Overview
- * System Properties > Email > Settings
- * User Preferences > Email > Notifications
- * Click Gear > Notifications > New

Reference:

https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/notification/task/t_CreateANotif

Q55. What information does the System Dictionary contain?

- * The human-readable labels and language settings
- * The definition for each table and column
- * The information on how tables relate to each other
- * The language dictionary used for spell checking

Q56. A customer wants to use a client script to validate things on a form in order to make sure the submission makes sense. What type of client script would you recommend to meet this requirement?

- * onSubmission()
- * onSubmit()
- * onLoad
- * onUpdate()

Q57. Which feature allows you to automate business logic for a particular application or process such as approvals, tasks notifications, and record operations?

- * Flows
- * Action Sequences
- * Action Sets
- * Task Flows
- * Flow Diagrams

Reference:

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/administer/flow-designer/concept/flow-des>

Q58. Which role(s) are required to impersonate a user?

Choose 2 answers

- * admin
- * sys_admin
- * security_admin
- * sys_user
- * impersonator

The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation access to the impersonator. The other roles are not related to the impersonation functionality.

References: 1: Impersonate a user – Product Documentation: San Diego – ServiceNow; 2: Non-admin users with the “impersonator” role cannot impersonate any user if there are orphaned ‘sys_user_has_role’ records like “

[user: null; role: admin]”. – Support and Troubleshooting – ServiceNow

Q59. Which three Variable Types can be added to a Service Catalog Item?

- * True/False, Multiple Choice, and Ordered
- * True/False, Checkbox, and Number List
- * Number List, Single Line Text, and Reference
- * Multiple Choice, Select Box, and Checkbox

Q60. Which action enables personalization in a form for the admin role, only?

- * Navigate to `sys_form_properties.list` and set the property `glide.ui.enable_personalize_form.admin` to true.
- * Navigate to Context Menu > Configure > Form Layout and select `Enable Personalization`; and Enter the `admin` role.
- * Navigate to Context Menu > Configure > Table and add the role `Admin` in the `Available User` list box.
- * Navigate to `sys_properties.list` find the property `glide.ui.personalize_form.role` and set the Value to admin.

This action allows only users with the admin role to personalize forms by using the Personalize Form button. The other options are either invalid or do not restrict personalization to the admin role only.

Reference Personalize a form UI settings and personalization Personalization

Q61. What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

- * User conditions
- * User info
- * User Criteria
- * User permissions

Q62. What is the result of the order in which access controls are evaluated?

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

Q63. What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- * RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- * REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- * REQ (Number)>RITM (Number)>TASK (Number)
- * FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Explanation/Reference:

Q64. What field contains a record's 32-character, unique identifier?

- * `sn_rec_id`
- * `rec_id`
- * `u_id`
- * `sys_id`
- * `sn_gu_id`
- * `sn_sys_id`
- * `id`

Q65. What feature can track the amount of time that a task has been open, to ensure that tasks are completed within an allotted time?

- * Task Escalation Clock
- * Service Level Agreements
- * Inactivity Monitor

- * Response Time Clock
- * Business Time Remaining

Q66. What feature allows, you to limit who is able to contribute or read knowledge within a knowledge base?

- * Categories
- * Roles
- * User Criteria
- * Groups

Q67. Knowledge Base Search results can be sorted by which of the following? (Choose three.)

- * Most recent update
- * Popularity
- * Relevancy
- * Manager assignment
- * Number of views

Q68. What do you call any component that needs to be managed in order to deliver services?

- * CSDM Items
- * CMDB
- * Configuration item
- * Service Offerings
- * Asset

Q69. What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- * Notifications
- * Alerts
- * Texts
- * Events
- * Emails

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/even>

Q70. _____ is a computer program running as a service; a physical computer dedicated to running one

or more services, or a system running a database.

Server

Q71. What kind of data can Import Sets use to populate tables in ServiceNow?

- * CSS, SOAP, and Excel
- * XML, CSV, and Excel
- * SOAP, REST, and XML
- * XML, SOAP, and CSS

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_Imp

Q72. On a Business Rule, the When setting determines at what point the rule executes. What are the options for specifying that timing?

- * Before, After, Async, Display
- * Prior to, Synchronous, on Update
- * Insert, Update, Delete, Query

* Before, Synchronous, Scheduled Job, View

Reference:

https://docs.servicenow.com/bundle/rome-application-development/page/script/business-rules/reference/r_HowB

Q73. On a list, what does each row show?

- * A filter
- * A record
- * A table
- * A field

A list is a collection of records from a table. Each row in a list represents a record in that table.

References
Identifying the view used on a list or form
ServiceNow: List Views for Beginners
How Do I See A List Of Users And Their Roles In ServiceNow

Q74. The wait time for end users is based on the round-trip between the client and the server. What activities are included in the round-trips?

- * Request + Response
- * Save + Update
- * Write + Read
- * Submit + Query
- * Insert + Verify

Reference:

<https://docs.servicenow.com/bundle/rome-application-development/page/script/client-scripts/concept/client-scrip>

Q75. When you set a policy that is applied to all data entered into the platform (UI, Import Sets, or Web Services), where does this policy run by default?

- * Client
- * Server
- * Browser
- * Network

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