

DUMPS ARENA

ServiceNow Certified System Administrator

ServiceNow CSA

Version Demo

Total Demo Questions: 15

Total Premium Questions: 374

Buy Premium PDF

<https://dumpsarena.co>

sales@dumpsarena.co

sales@dumpsarena.co
dumpsarena.co

QUESTION NO: 1

When you need to orchestrate business processes across services with little technical user knowledge, which utility would you use?

- A. Flow Manager
- B. Flow Designer
- C. Flow Editor
- D. Workflow Editor
- E. Workflow Designer

ANSWER: C**QUESTION NO: 2**

Which best describes a field in a SeniceNow table?

- A. A field is a table cell that stores data
- B. A field is a table row
- C. A field is an item that appears in a menu list
- D. A field is a record in a table

ANSWER: C**QUESTION NO: 3**

From a form, what would you click to add additional fields to the form? (Choose two.)

- A. Context Menu > Form > Layout
- B. Context Menu > Configure > Form Layout
- C. Context Menu > Configure > Form Design
- D. Right click on header > Add > Field
- E. Context Menu > Form > Designer
- F. Right click on header > Configure > UX Dashboard

ANSWER: B D

QUESTION NO: 4

What is specified in an Access Control rule?

- A. Groups, Conditional Expressions and Workflows
- B. Table Schema, CRUD, and User Authentication
- C. Object and Operation being secured; Permissions required to access the object
- D. security_admin

ANSWER: C

Explanation:

Reference: <https://www.servicenowelite.com/blog/2019/10/2/access-controls#:~:text=An%20instance%20uses%20access%20control,object%20and%20operation%20being%20secured>

An ACL can effect data security:

- A field visible/not visible
- A field is readonly/not readonly
- A record can be deleted/not deleted
- A user can/can't create a record
- Etc

QUESTION NO: 5

What would you do, on a list, if you wanted to show the records in groups, based on the column category? (Choose two.)

- A. On list Context Menu, select Group By > Category
- B. On the Filter Menu, select Group By > Category

- C. Click Group On icon, select Category
- D. On Navigator Filter, type tablename.group.category and press enter
- E. On the Category column title, click Context menu > Group By Category

ANSWER: A E

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-platform-user-interface/page/use/using-lists/concept/c_GroupedLists.html

Option	Description
To expand or collapse a group	Click the arrow (▸) next to the group name.
To expand or collapse all groups	Click the arrow at the top of the list.
To open the full list for a group	Click the group name.
To see all records for a given group	Open the full list.

QUESTION NO: 6

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: 7

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

ANSWER: A

Explanation:

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

ServiceNow Process Automation applications help you digitize, visualize, and manage the cross-enterprise workflows for your business. Digitizing your business processes with Process Automation applications gives you these benefits:

- Management of process compliance
- Ownership of continual process improvement
- Collaboration across divisions and departments
- Visibility into process outcomes

QUESTION NO: 8

When selecting the Target table for an import, which tables can you select?

Choose 3 answers

- A. Tables within the global scope
- B. Tables within the existing application scope
- C. Tables outside of ServiceNow
- D. Tables which allow write access to other applications
- E. Related tables, using Dot Walk

ANSWER: A B D

QUESTION NO: 9

On a filter condition, which component is always a choice list?

- A. Operator
- B. Filter Criteria

- C. Operation
- D. Match Criteria

ANSWER: C

QUESTION NO: 10

What information does the System Dictionary contain?

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

ANSWER: B

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

Which term best describes something that is created, has worked performed upon it, and is eventually moved to a state of closed?

- A. report
- B. flow
- C. event
- D. task

ANSWER: D

QUESTION NO: 13

On the knowledge base record, which tab would you use to define which users are not able to write articles to the knowledge base?

- A. Can Contribute
- B. Cannot Author
- C. Cannot Contribute
- D. Cannot Write
- E. Read Only

ANSWER: C

Explanation:

Reference: https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/knowledge-management/task/t_SelectUserCriteria.html

QUESTION NO: 14

What types of entities can receive task assignments, in ServiceNow?

Choose 2 answers

- A. Groups
- B. Users
- C. Departments
- D. Teams.

ANSWER: A B

QUESTION NO: 15

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