ServiceNow

CSA Exam

ServiceNow Certified System Administrator Exam

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Version: 7.0

Question: 1

A Service Catalog may include which of the following components?

A. Order Guides, Exchange Rates, Calendars
B. Order Guides, Catalog Items, and Interceptors
C. Catalog Items, Asset Contracts, Task Surveys
D. Record Producers, Order Guides, and Catalog Items

Answer: D

Question: 2

Which one of the following statements applies to a set of fields when they are coalesced during an import?

A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
B. If a match is not found using the coalesce fields, the system does not create a Transform Map
C. If a match is found using the coalesce fields, the system creates a new record
D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer: A

Question: 3

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

A. A metric is a report gauge used on homepages to display real-time data
B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
C. A metric is used to measure and evaluate the effectiveness of IT service management processes
D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Answer: C

Question: 4

The display sequence is controlled in a Service Catalog Item using which of the following?

A. The Default Value field in the Catalog Item form
B. The Sequence field in the Catalog Item form
C. The Order field in the Variable form
D. The Choice field in the Variable form

Answer: C

Question: 5

Reports can be created from which different places in the platform? (Choose two.)

A. List column heading
B. Metrics module
C. Statistics module
D. View / Run module

Answer: A,D

Question: 6

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

A. Most recent update
B. Popularity
C. Relevancy
D. Manager assignment
E. Number of views

Answer: A, C , E

Question: 7

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

A. RITM (Number)>REQ (Number)>PROCUREMENT (Number)

B. REQ (Number)>RITM (Number)>PROCUREMENT (Number)
C. REQ (Number)>RITM (Number)>TASK (Number)
D. FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Answer: C

Question: 8

Which term refers to application menus and modules which you may want to access quickly and often?

A. Breadcrumb
B. Favorite
C. Tag
D. Bookmark

Answer: B

Question: 9

What is generated from the Service Catalog once a user places an order for an item or service?

A. A change request
B. An Order Guide
C. A request
D. An SLA

Answer: C

Question: 10

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

Time Remaining: 1:26:46

7. Which one of the following statements is a recommendation from ServiceNow about Update Sets?

A. ○ Once an Update Set is closed as "Complete," change it back to "In Progress" until it is applied to another instance
B. ○ Use the Baseline Update Set to store the contents of items after they are changed the first time
C. ○ Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
D. ○ Avoid using the Default Update set as an Update Set for moving customizations from instance to instance

☐ Mark this item for later review.

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