



Free Questions for CSA by dumpsheet

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Question 1

Question Type: MultipleChoice

You have heard about a new application released by ServiceNow, You want to try it out, to-see if it might be useful for your company's ServiceNow implementation. What would be the best way to get hands-on experience with the new application?

Options:

- A- Check the latest release notes at docs.servicenow.com.
- B- Activate the application plug in, on your personal dev instance.
- C- Search the wiki for the sales demo request form,
- D- Activate the application plug in, on your company's production instance.

Answer:

B

Question 2

Question Type: MultipleChoice

To apply a UI Policy to all views, which field should be set to true in its definition record?

Options:

- A- Inherit
- B- Reverse if false
- C- On lowed
- D- Global

Answer:

A

Question 3

Question Type: MultipleChoice

What are the steps for importing data using an import set?

Options:

- A- Select source file; Run automap; Transform data; Clean up target table
- B- Set up LDAP; Test map: Create update set; Run import: Apply update set
- C- Identify source; Import transform map: Run transformer; Verity import
- D- Load the data; Create transform map; Transform data; Clean up import table

Answer:

D

Question 4

Question Type: MultipleChoice

A Service Catalog project will involve building 80 catalog items. For each of the catalog items, the following fields will be mandatory on the forms:

- * Requested for
- * Requested by
- * Approving manager

* Delivery instructions

All of the other variables will be specific to the individual catalog item. What features would you use when designing the catalog item form?

Options:

- A-** Create one Variable Set for the four variables; then add that variable set to each of the 80 catalog items.
- B-** Create a Record Producer that contains the four fields: then add to the record producer related list on the Catalog files.
- C-** Create a Flow Designer Action, with Variable Set Data Pill; then apply flow to all of the 80 catalog items.
- D-** Create an Order Guide, which includes all variables: then copy and hide variables as needed.
- E-** Create a Variable Set Template: then apply to all of the catalog items.

Answer:

A

Question 5

Question Type: MultipleChoice

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the

ServiceNow instance. What issue could explain this?

Choose 2 answers

Options:

- A- Their user account failed LDAP authentication
- B- Their user account is not logged in properly
- C- Their user account was not approved by their manager
- D- Their user account does not have itil role
- E- Their user account does not belong to any groups, which contain the itil role

Answer:

A, C

Question 6

Question Type: MultipleChoice

Groups are stored in what table?

Options:

- A- Group [sys_user_group]
- B- Group [sn_sys_user_group]}
- C- User Group [user_groups]
- D- User Groups [sn_user_groups]
- E- Groups [sys_user_groups]

Answer:

A

Question 7

Question Type: MultipleChoice

What access does a user need to be able to import articles to a knowledge base?

Options:

- A- sn_knowledge_import
- B- sn_knowledge contribute
- C- Can contribute
- D- Can import

Answer:

C

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