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**ServiceNow**

# ServiceNow-CSA

ServiceNow Certified System Administrator

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### Question: 1467

GlideRecord gr.get('temp\_sys\_id\_from\_clone') returns null because cloneRecord() generates new sys\_id. What script preserves sys\_id during record duplication?

- A. gr.update(null, {sys\_id:original\_sys\_id})
- B. gr.get(original\_sys\_id); var dup=gr.cloneRecord(); dup.autoSysId(false); dup.sys\_id=original\_sys\_id; dup.insert()
- C. gr.setSysId(original\_sys\_id); gr.query()
- D. var dup=new GlideRecord(table); dup.sys\_id=original\_sys\_id; dup.copy(gr)

**Answer:** B

Explanation: Script gr.get(original\_sys\_id); var dup=gr.cloneRecord(); dup.autoSysId(false); dup.sys\_id=original\_sys\_id; dup.insert() disables auto sys\_id generation preserving original identifier during exact record duplication for testing.

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### Question: 1468

A junior administrator is tasked with creating a specialized view for the Incident list. They need to filter the list to show only incidents that were created between 08:00 and 17:00 on any given day, regardless of the date. Which filtering operator or technique is required to achieve this specific time-of-day condition in the condition builder?

- A. Use the "On" operator and manually type the time range into the text box

- B. Use the "Between" operator with a Trend filter on the "Created" field
- C. Use the "Date is" operator and select the "Business Hours" schedule
- D. Use the "Greater than" operator with a fixed timestamp value of 08:00:00

**Answer:** B

Explanation: The Trend filter in the ServiceNow condition builder allows administrators to filter records based on specific time components like day of the week, month of the year, or hour of the day, independent of the specific calendar date. By selecting the "Created" field and applying a trend filter for hours between 08 and 17, the system correctly isolates records based on the time of day they were generated.

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**Question: 1469**

Knowledge Management ratings show inconsistent averages because draft articles receive portal ratings before lifecycle approval. What KB configuration restricts ratings to published articles?

- A. Article rating condition `workflow_state=published`
- B. Configure KB 'Rating lifecycle gate' `published_only`
- C. Portal configuration 'Approved content rating'
- D. KB property 'Post-approval rating' `true`

**Answer:** A

Explanation: KB article rating condition "`workflow_state=published`" restricts rating capability to published articles only, excluding draft and review content from average calculations maintaining accurate published content quality metrics.

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**Question: 1470**

A user wants to change their individual display density to "Compact" to see more rows in a list

without scrolling. They click the gear icon in the banner frame to make this change. Which table in the ServiceNow database stores these individual "Personalization" choices?

- A. User Configuration [sys\_user\_config]
- B. User Settings [sys\_user\_setting]
- C. User UI Preference [sys\_ui\_preference]
- D. User Preference [sys\_user\_preference]

**Answer:** D

Explanation: User choices made through personalization (like list columns, theme selection, or display density) are stored in the User Preference [sys\_user\_preference] table. These records link a specific setting and value to a specific user ID, ensuring their interface remains tailored to their needs every time they log in.

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**Question: 1471**

A CMDB administrator needs to ensure that only authorized integrations can update critical CI attributes such as ownership and location. What should be configured?

- A. Business rules validating ownership
- B. UI policies restricting field visibility
- C. Field-level ACLs on CI table attributes
- D. Import set transform scripts only

**Answer:** C

Explanation: Field-level ACLs provide strict control over who can read or write specific CI attributes. This ensures that only authorized roles or integrations can modify sensitive CMDB data such as ownership and location.

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**Question: 1472**

A developer is using the Filter Navigator and types "incident.config". What will be the result of this command?

- A. It opens the Business Rules, Client Scripts, and Dictionary entries for the Incident table
- B. It opens the Incident form in a configuration-only mode for admins
- C. It triggers a script to validate the Incident table's health
- D. It opens the properties page for the Incident management application

**Answer:** A

Explanation: The ".config" suffix is a useful shortcut for administrators. Typing [table\_name].config in the Filter Navigator opens a view containing all the technical configuration records related to that table, such as Business Rules, Client Scripts, Dictionary entries, and UI Actions, all in one place.

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### Question: 1473

DevOps team creates sys\_app records but cannot update sys\_scope because \* update ACL grants access before scoped ACL evaluation. What ACL order secures scoped apps?

- A. sys\_scope table ACL operation=update order=50 role=app\_admin
- B. Configure \* table script 'table!="sys\_scope" OR gs.hasRole("app\_admin")'
- C. Global ACL 'Scoped app protection' order=100
- D. Field ACL sys\_scope.\* update requires=app\_admin

**Answer:** A

Explanation: sys\_scope table ACL operation=update order=50 evaluates before global \* update ACL (order=100), denying non-app\_admin updates to scoped application metadata securing application isolation boundaries.

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### Question: 1474

An IT support analyst with only the itil role opens an Incident form and attempts to delete the record using the form header menu, but the option is unavailable. When the same user views the Incident list and tries list editing to change the State field on multiple records, the change succeeds for some fields but not others controlled by client-side logic. What best explains this behavior difference between form and list interactions?

- A. Lists inherit admin overrides that forms do not apply to itil users
- B. Forms enforce full client scripts and UI policies while lists bypass most client-side execution for performance
- C. Form views load UI policies first while lists prioritize business rules on bulk updates
- D. The itil role grants list edit rights but forms require explicit delete ACLs evaluated differently

**Answer:** B

Explanation: Forms fully load and execute client scripts and UI policies on load and field changes, enforcing visibility, mandatory, and read-only states along with custom logic. Lists support inline editing but skip most client-side scripts and UI policies for performance, allowing certain field updates that would be blocked or altered on the form view.

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**Question: 1475**

Notifications sent to customers show internal additional comments because template includes comments field generically. What template configuration shows only work notes to customers?

- A. Configure template 'Customer work notes only'
- B. Template condition `current.isInternalUser() ? comments : work_notes`
- C. Notification condition `work_notes` for external users
- D. Template variable `${work_notes.getDisplayValue()}`

**Answer:** D

Explanation: Template variable `${work_notes.getDisplayValue()}` specifically renders

task.work\_notes field content formatted for customer consumption, excluding internal additional comments automatically through field-level selection in notification template.

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### Question: 1476

User preference 'glide.ui.escape\_text' set false globally causes XSS risks in forms. Instance config needs per-role override. What server script in login rule sets true for non-admins?

- A. Client script check roles, setPreference
- B. Dictionary attribute override
- C. UI16 property toggle
- D. `if (!gs.getUser().hasRole('admin')) gs.getUser().setPreference('glide.ui.escape_text', true);`

**Answer:** D

Explanation: Login business rule uses `gs.getUser().setPreference` to enforce security prefs like 'glide.ui.escape\_text'=true for non-admins. Server-side ensures persistence before UI load, mitigating client bypass risks.

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### Question: 1477

Data Preservation policy deletes inactive `cmdb_ci` records after 90 days breaking CMDB historical reporting. What policy configuration preserves critical CIs?

- A. Configure policy 'CMDB preservation override' `class=cmdb_ci_server`
- B. Preservation rule 'Critical CI classes' exclude deletion
- C. Table policy `cmdb_ci` 'Historical retention' 5 years
- D. Data policy condition `cmdb_ci^class!=retired^inactive<90days`

**Answer:** B

Explanation: Data Preservation rule 'Critical CI classes' excludes `cmdb_ci_server`,

cmdb\_ci\_network\_gear classes from deletion policy, preserving essential CMDB records for historical reporting and compliance requirements.

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### Question: 1478

You are tasked with creating a custom report in ServiceNow to track incident resolution times. Which feature should you utilize to build this report?

- A. Report Designer
- B. Performance Analytics
- C. Data Visualization
- D. Dashboard Builder

**Answer:** A

Explanation: The Report Designer feature in ServiceNow allows users to create custom reports, including those that track specific metrics like incident resolution times, providing valuable insights into service performance.

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### Question: 1479

Custom field u\_contract\_id on sc\_request missing from sc\_req\_item because inheritance blocked mid-chain. What multi-level inheritance restores field?

- A. sys\_dictionary sc\_req\_item.u\_contract\_id parent=sc\_request inherits=true
- B. Configure 'Propagate field chain' contract\_id req→req\_item
- C. Dictionary override 'Multi-level inherit' sc\_req\_item
- D. Schema 'Field propagation' request→item

**Answer:** A

Explanation: Dictionary sys\_dictionary table=sc\_req\_item element=u\_contract\_id parent=sc\_request inherits=true bypasses intermediate table blocks propagating custom field through complete extension chain.

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### Question: 1480

An administrator wants to add a 'Related List' to the 'Account' form that shows all 'Contacts' associated with that account. In the 'Configure Related Lists' slushbucket, what determines which tables appear as available options?

- A. Tables that share the same 'Application Scope' as the Account table and its fields
- B. Tables that store data in the same 'Table Set' as the primary Account record
- C. Tables that have a 'Reference' field or a 'List' field pointing to the Account table
- D. Tables that have been explicitly added to the 'sys\_relationship' table by the admin

**Answer:** C

Explanation: The 'Available' list in the Related List configuration is primarily populated by tables that contain a reference field pointing to the current table. For example, if the Contact table has an 'Account' reference field, the system automatically recognizes this relationship and allows 'Contacts' to be displayed as a Related List on the Account form.

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### Question: 1481

A schema design requires separating transactional data from reference data while maintaining relational integrity. What ServiceNow concept supports this?

- A. UI policy-based data separation
- B. Table relationships through reference fields
- C. Workflow-based schema segmentation
- D. Client script data partitioning

**Answer: B**

Explanation: Reference fields allow relational integrity between tables, enabling separation of transactional and reference data while maintaining logical relationships.

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**Question: 1482**

A developer needs to create a new database table that inherits all the fields and logic from the "Task" table. Which platform capability, supported by the instance architecture, allows for this structural relationship?

- A. Table Flattening
- B. Table Concatenation**
- C. Table Joining
- D. Table Extension

**Answer: D**

Explanation: Table Extension is a fundamental platform service. Many core tables, like Incident, Problem, and Change, "extend" the Task table. This means they inherit all fields and logic from the parent table, allowing for a consistent data model across the instance while permitting specialized fields for each sub-table.

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**Question: 1483**

A table called 'u\_marketing\_events' contains 50 rows of data. What is the correct technical term for this collection of 50 rows?

- A. A Record Set**
- B. A Schema Map
- C. A Field Set
- D. A Table

**Answer: D**

Explanation: A table is defined as a collection of records in the database. In this case, the table 'u\_marketing\_events' holds the 50 individual records.

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**Question: 1484**

A user submits a catalog request for a new laptop. After submission, the system generates a Request record, a Requested Item record, and multiple Catalog Task records. The fulfillment team is confused about where to track the actual work assigned to them. Which record type should they primarily work from?

- A. Service Catalog item definition record
- B. Workflow execution context record
- C. Requested Item record representing the individual request
- D. Request record representing the overall submission

**Answer: C**

Explanation: The Requested Item (RITM) record represents the specific item requested by the user and acts as the parent for all fulfillment tasks. While the Request (REQ) represents the overall submission, actual fulfillment tracking is typically managed at the RITM level, which aggregates related Catalog Tasks (SCTASKs). This structure ensures clear separation between request intake and fulfillment execution.

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**Question: 1485**

A CMDB administrator wants to ensure that only approved data sources can update CI records. What should be configured?

- A. Client script filtering

- B. Workflow approval process
- C. Data source authentication and validation rules
- D. UI policy access control

**Answer:** C

Explanation: Data source controls ensure only trusted systems can update CMDB data.

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### Question: 1486

A lead administrator is preparing a production instance for the implementation of the "Predictive Intelligence" feature set. They find that the feature is not currently visible in the navigation menu. Which platform-level entity must be activated to bundle the necessary tables, scripts, and properties required to enable this specific machine-learning functionality?

- A. Plugin Package
- B. Application Scope Interface
- C. System Update Set
- D. Feature Set Configuration

**Answer:** A

Explanation: A plugin is a feature package that provides specific functionality within a ServiceNow instance. Many ServiceNow features, such as Predictive Intelligence or specialized industry modules, are not enabled by default to save resources. Activating the plugin installs all the necessary components, including tables, business rules, and UI elements, required for that feature to operate.

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### Question: 1487

A system integration is inserting records into a ServiceNow table, but the sys\_id values are being generated automatically and cannot be controlled by the external system. What is the correct behavior of sys\_id?

- A. sys\_id must always be manually assigned by users
- B. sys\_id is automatically generated and immutable
- C. sys\_id can be duplicated across tables
- D. sys\_id is derived from record field values

**Answer:** B

Explanation: The sys\_id is automatically generated by ServiceNow and is immutable. It ensures global uniqueness across all records and cannot be manually modified or duplicated.

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### Question: 1488

After enabling a new interface in ServiceNow, users report that the system now displays a unified navigation menu, contextual panels, and workspace based layouts that adjust dynamically based on user roles. Which user interface framework is most likely being used?

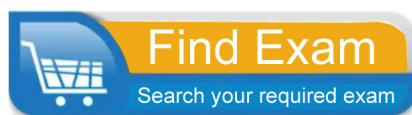
- A. Legacy frameset based interface with static navigation elements
- B. Service Portal interface that relies on widget based page construction
- C. Classic user interface with incremental enhancements for navigation
- D. Next Experience user interface with modern and adaptive navigation features

**Answer:** D

Explanation: The Next Experience user interface introduces a modern and dynamic user experience with features such as unified navigation, contextual panels, and role based workspace customization. These features distinguish it from older interfaces.

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