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QUESTION & ANSWER



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Exam : **CSA**

Title : ServiceNow Certified
System Administrator

Version : DEMO

1.What is a schema map?

- A. A schema map enables administrators to define records from specific tables as trouble sources for Configuration Items
- B. A schema map graphically organizes the visual task boards for the CMDB
- C. A schema map graphically displays the Configuration Items that support a business service
- D. A schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema

Answer: D

2.What are the four knowledge workflows available in the ServiceNow base instance?

- A. Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state
- B. Instant Publish: Immediately publishes a draft article without requiring an approval
- C. Instant Retire: Immediately retires a published article without requiring an approval
- D. Retire Knowledge: Moves a knowledge article to the retired state.

Answer: A

3.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

4.What is (are) best practice(s) regarding users/groups/roles? Choose 2 answers

- A. You should never assign roles to groups.
- B. You should assign roles to users.
- C. You should assign roles to groups
- D. You should add users to groups

Answer: C,D

5.Which type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?

- A. Form
- B. List
- C. Dashboard
- D. Timeline

Answer: C