



Free Questions for CSA by dumpshq

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Question 1

Question Type: MultipleChoice

Which set of steps is used to import spreadsheet data into a ServiceNow table?

Options:

- A- Load Data, Create Transform Map, Run Transform
- B- Select Import Set, Select Transform Map, Run Transform
- C- Select Data Source, Schedule Transform
- D- Define Data Source, Select Transform Map, Run Transform

Answer:

A

Explanation:

These are the steps to import spreadsheet data into a ServiceNow table, as explained in the official documentation¹ and the video tutorial². The other options are either incomplete or incorrect.

Reference: 1: Import a spreadsheet - Product Documentation: Utah - Now Support Portal 2: How To Import Data Into ServiceNow - YouTube

Question 2

Question Type: MultipleChoice

What contains the configuration changes made in an instance (i.e. changes in a form) and helps to implement the changes from the Dev environment to another environment?

Options:

- A- Update sets
- B- Transform maps
- C- System dictionaries
- D- Import sets

Answer:

A

Explanation:

Update sets are the configuration changes made in an instance, such as changes in a form, that can be exported from one instance and imported into another. This helps to implement the changes from the Dev environment to another environment, such as Test or Prod. Update sets capture the changes made to system properties, UI actions, business rules, workflows, and other customizations.

Reference: [1: Get started with update sets - ServiceNow - Now Support](#) [2: Product Documentation | ServiceNow](#) [3: Update Set in ServiceNow, Captured, Non-Captured, Commit, Import ...](#) [4: In depth Concepts Update Set in ServiceNow - Basico ServiceNow Learning](#) [5: Retrieving and committing update sets between different ... - ServiceNow](#)

Question 3

Question Type: MultipleChoice

An administrator creates "customer_table_admin" and "customer_table_user" roles for the newly created "Customer Table". Which ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles?

Options:

- A- customer.all
- B- customer .*
- C- customer.field
- D- customer.none

Answer:

B

Explanation:

The customer .* ACL rule would grant access to all rows and all fields to both the customer_table_admin and customer_table_user roles because it uses a wildcard (*) to match any operation on the customer table. The other options are either too restrictive or too broad.

[Reference: 1: Access control list rules - Product Documentation: Utah - ServiceNow 4: Access Controls --- ServiceNow Elite](#)

Question 4

Question Type: MultipleChoice

Which tables are available by default in a ServiceNow instance?

Choose 3 answers

Options:

- A- User
- B- Incident
- C- Item
- D- Issue
- E- Project
- F- Task

Answer:

A, B, F

Explanation:

These tables are available by default in a ServiceNow instance because they are part of the core platform and are used to store essential data for users, incidents, and tasks. The other tables are not available by default, but can be created or activated by installing plugins or applications.

Reference: 1: [Tables & Dictionary - Frequently asked Questions \(FAQ\) - ServiceNow](#) 2: [ServiceNow -- The List of All Tables \(sys_db_object\)](#) 3: [How To Set A Default Field Value in ServiceNow? - The Snowball](#)

Question 5

Question Type: MultipleChoice

The testing team needs to be able to perform activities in the test instance, as though they are a member of the Service Desk group. What role would they need to be able to switch between user accounts, without logging out and back in?

Options:

- A- service_desk
- B- impersonator
- C- admin
- D- incognito

Answer:

B

Explanation:

The impersonator role allows a user to switch to another user account and act as that user without logging out and back in¹. This can be useful for testing purposes or for providing support to other users².

Reference: Impersonate a user Roles and permissions

Question 6

Question Type: MultipleChoice

Which feature can be used to categorize a set of records from a list and make them visible to other users?

Options:

A- Tags

B- History

C- Favorites

D- Activity Formatter

Answer:

A

Explanation:

Tags are labels that you can apply to any task record in ServiceNow. You can use tags to categorize, filter, and search records. You can also share tags with other users to make them visible to others¹.

Reference: [Using tags](#)

Question 7

Question Type: MultipleChoice

If a user is on an Incident form and is alerted when they change the value of the Priority field, which type of script executes in the Platform?

Options:

A- A server script

B- A client script

C- A fix script

D- A business rule

Answer:

B

Explanation:

A client script is a script that runs on the client side, meaning in the user's browser, and can manipulate the user interface or validate user input¹. A client script can be configured to run when a form is loaded, when a field value changes, or when a form is submitted². In this case, the script runs when the Priority field value changes and alerts the user.

Reference: [Client scripts](#) [Client script types](#)

Question 8

Question Type: MultipleChoice

When an administrator sets a policy that is applied to all data entered into the Platform (UI, Import Sets, or Web Services), where does this policy run by default?

Options:

- A- Network
- B- Server
- C- Client
- D- Browser

Answer:

B

Explanation:

A policy that is applied to all data entered into the Platform is called a Data Policy. Data policies run on the server side and enforce data consistency by setting mandatory and read-only states for fields1.

Reference: [Data policies](#)

Question 9

Question Type: MultipleChoice

What does ServiceNow recommend as a best practice regarding data imports?

Options:

- A- Adjust your Transform maps, after the data is loaded into the target table.
- B- Use extremely large Import Sets, instead of multiple large Import Sets.
- C- Create a new Import set table for each new data load.
- D- Plan time before your import to remove obsolete or inaccurate data.
- E- Monitor data quality and clean imported data, using the Data Scrub Workspace.

Answer:

D

Explanation:

This is a best practice because it reduces the amount of data that needs to be imported, transformed, and stored in ServiceNow, and improves the data quality and performance of the system¹.

Reference: [Import and export resources page](#)

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