



ServiceNow CSA Practice Questions

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Question 1

Question Type: MultipleChoice

How can an administrator modify the layout of a form using Table Builder?

Options:

- A- By configuring form sections
- B- By changing the database schema
- C- By editing system scripts
- D- By altering the page header theme

Answer:

A

Explanation:

Table Builder is a ServiceNow feature that allows administrators to modify table structures, configure forms, and manage relationships within a visual interface.

When modifying form layouts in Table Builder, administrators can:

Add, remove, or rearrange fields on the form.

Create new form sections to organize fields logically.

Configure default values and field properties.

Manage related lists and relationships between tables.

Option B (Changing the database schema) is incorrect because modifying form layouts does not require schema changes (though Table Builder can modify schemas, it's not necessary for layout changes).

Option C (Editing system scripts) is incorrect because form layout changes do not require scripting.

Option D (Altering the page header theme) is incorrect because themes affect the UI appearance, not form structure.

Reference: ServiceNow Platform Fundamentals -- Table Builder & Form Configuration

Question 2

Question Type: MultipleChoice

What component causes a flow to run after a record has been created or updated?

Options:

- A- Date-based trigger
- B- Record-based trigger
- C- On-change trigger
- D- Application-based trigger
- E- Updated-date trigger

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Answer:

B

Explanation:

A record-based trigger is a component that causes a flow to run after a record has been created or updated in a specified table. It allows users to define conditions and actions for the flow based on the record's state and values. For example, a record-based trigger can start a flow when a new incident is created or when an existing incident is updated with a certain priority.

Reference

[Flow trigger types - Product Documentation: San Diego - ServiceNow](#)

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Question 3

Question Type: MultipleChoice

Modules must have a Link type. Which one of the following is a list of Link types?

Options:

- A- Assessment, List of Records, Content Page, Roles
- B- List of Records, Separator, Catalog Type, Roles
- C- Assessment, List of Records, Separator, Timeline Page

D- List of Records, Content Page, Order, URL (from arguments:)

Answer:

C

Question 4

Question Type: MultipleChoice

What resource can you use to view details of the tables and configuration items (CIs) associated with a particular use case?

Options:

- A- Scenario Dashboard
- B- CI Use Case Modeler
- C- CMDB Use Case Modeler
- D- Common Service Data Model (CSDM) product view

Answer:

C

Explanation:

Understanding CMDB and Use Case Modeler:

The CMDB (Configuration Management Database) contains information about Configuration Items (CIs) and their relationships.

CMDB Use Case Modeler is a tool within ServiceNow that helps users visualize and analyze CIs and tables related to a specific business use case.

Why CMDB Use Case Modeler is the Correct Answer:

It maps tables and CIs to specific use cases, providing an organized view of how different components interact.

It helps analyze dependencies and understand the impact of changes on IT services.

It assists with troubleshooting and compliance checks by offering a graphical representation of CIs.

Why Other Answers Are Incorrect:

A . Scenario Dashboard Not a recognized ServiceNow tool for viewing CIs or tables related to a use case.

B . CI Use Case Modeler No such feature exists; it may be confused with the correct answer (CMDB Use Case Modeler).

D . Common Service Data Model (CSDM) product view The CSDM provides a standardized framework for organizing CMDB data but does not specifically offer a tool for viewing tables and CIs related to a use case.

Best Practice Solution:

To access CMDB Use Case Modeler in ServiceNow:

Navigate to CMDB Workspace Use Case Modeler

Select the relevant use case and analyze the related CIs and tables

Ensure that your CMDB is properly populated and maintained to get accurate results.

ServiceNow CMDB Best Practices (CSA Official Documentation)

ServiceNow Docs: CMDB Use Case Modeler

CSDM and CMDB Overview

Question 5

Question Type: MultipleChoice

Which one of the following is true for a table with the "Allow configuration" Application Access option selected?

Options:

- A- Out of scope applications can create Business Rules for the table
- B- Only the in scope applications scripts can create Business Rules for the table
- C- Out of scope applications can add new tables to the scoped application
- D- Any user with the application's user role can modify the application's scripts

Answer:

A

Question 6

Question Type: MultipleChoice

ServiceNow contains a resource which provides the following:

A standard and shared set of service related definitions across ServiceNow products and platform that will enable and support true service level reporting.

A CMDB framework across our products and platform that will enable and support multiple configuration strategies.

What resource do these statements describe?

Options:

- A- Common Services Data Model (CSDM)
- B- Information Technology Service Management (ITSM)
- C- Configuration Management Database (CMDB)
- D- Information Technology Infrastructure Library (ITIL)

Answer:

A

Explanation:

The Common Services Data Model (CSDM) is a standardized framework within ServiceNow that provides a shared set of service-related definitions across ServiceNow products and the platform. It ensures consistency in service reporting, CMDB structure, and configuration strategies, enabling organizations to achieve a well-structured, scalable, and maintainable Configuration Management Database (CMDB).

Why is the Answer A. Common Services Data Model (CSDM)?

The statements in the question directly align with the objectives of CSDM:

'A standard and shared set of service-related definitions across ServiceNow products and platform that will enable and support true service level reporting.'

CSDM provides a structured framework to align services, applications, and infrastructure in a way that supports consistent reporting and governance.

It enables accurate service reporting by defining standardized relationships between services, applications, and technical components in the CMDB.

'A CMDB framework across our products and platform that will enable and support multiple

configuration strategies.'

CSDM provides a structured CMDB framework that defines best practices for data organization and relationships within the CMDB.

It supports multiple configuration strategies, such as application-centric, service-centric, and infrastructure-centric approaches.

Why Not the Other Options?

B . Information Technology Service Management (ITSM):

ITSM refers to processes for managing IT services, such as Incident, Problem, Change, and Service Request Management.

While ITSM benefits from CSDM, it does not define a structured CMDB framework like CSDM does.

C . Configuration Management Database (CMDB):

CMDB is a database that stores configuration items (CIs) and their relationships.

CSDM provides structure and best practices for CMDB but is not the same as CMDB itself.

D . Information Technology Infrastructure Library (ITIL):

ITIL is a set of best practices for IT service management.

It provides general guidance on service management and CMDB usage, but it is not a ServiceNow-specific framework like CSDM.

Reference from the Certified System Administrator (CSA) Official Documentation:

ServiceNow Common Services Data Model (CSDM) Overview: ServiceNow Documentation

CSDM and CMDB Best Practices Guide (ServiceNow Community and Knowledge Base)

CMDB and ServiceNow Data Model Best Practices

CSDM is critical for ensuring a structured and governed CMDB, enabling service visibility, and supporting ITSM and ITOM processes effectively.

Question 7

Question Type: MultipleChoice

Which objects can be used in Inbound Action scripts?

Options:

- A- current and Previous
- B- current and producer
- C- current and event
- D- current and email

Answer:

D

Question 8

Question Type: MultipleChoice

What is a way that you can mark a knowledge article for review?

Options:

- A- Flag article
- B- Review
- C- Bookmark
- D- On Hold

Answer:

A

Explanation:

In ServiceNow, knowledge articles can be marked for review using the 'Flag article' feature. This allows users to indicate issues such as outdated content, incorrect information, or necessary updates.

How the 'Flag Article' Feature Works:

Users can flag an article if they believe it needs review or corrections.

The flagged article appears in the Knowledge Management Dashboard, where knowledge managers can track flagged articles.

Knowledge managers or owners can review flagged articles and make necessary updates or retire them if needed.

Why Other Options Are Incorrect:

B . Review No such option exists in ServiceNow for marking an article for review. However, knowledge managers can schedule article reviews manually.

C . Bookmark Used to save frequently accessed articles for personal reference but does not indicate that the article needs a review.

D . On Hold Applies to workflows or approvals but is not a method for marking an article for review.

Reference from CSA Documentation:

ServiceNow Documentation: Flagging a Knowledge Article

CSA Exam Guide: Covers the Flag Article function as a key feature in Knowledge Management.

Thus, the correct answer is: A. Flag article

Question 9

Question Type: MultipleChoice

What is the master table that contains a record for each table in the database?

Options:

A- [sys_master_db]

B- [sys_db_object]

C- [sys_master_object]

D- [sys_object_db]

Answer:

B

Explanation:

In ServiceNow, all tables in the database are recorded in a master table called [sys_db_object]. This table stores metadata about each table in the system, including its name, label, and other attributes.

Key Functions of [sys_db_object]:

Stores a record for every table in the ServiceNow instance.

Tracks essential table properties, such as the table name, label, and whether it is an extension of another table.

Helps administrators view, modify, or create new tables in ServiceNow.

Used in Table Administration and Custom Table Development.

Why the Other Options Are Incorrect?

A . [sys_master_db] --

This table does not exist in ServiceNow.

C . [sys_master_object] --

There is no such table named 'sys_master_object' in ServiceNow.

D . [sys_object_db] --

This table does not exist in ServiceNow.

The correct name is sys_db_object.

How to View the [sys_db_object] Table in ServiceNow?

Navigate to System Definition Tables.

Search for the table sys_db_object.

Open the table to see records representing all tables in the instance.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Understanding Tables and Fields

https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/metadata/concept/c_TablesAndFields.html

ServiceNow CSA Official Training Guide (System Data and Tables Overview)

This confirms that [sys_db_object] is the master table that contains a record for every table in the ServiceNow database.

Question 10

Question Type: MultipleChoice

When using the Performance Analytics application in the Now Platform, what kind of KPI signals are used to make decisions that statistically support long term workflow stability?

Options:

- A- Long-term signals
- B- Non-signals
- C- Anti-signals
- D- Stability signals

Answer:

A

Explanation:

In Performance Analytics (PA), long-term signals are key performance indicators (KPIs) that help organizations make data-driven decisions for sustained workflow stability. These KPIs provide trends over time, allowing businesses to analyze patterns, predict future performance, and optimize workflows for efficiency.

How Long-Term Signals Help in Workflow Stability:

Track Trends Over Time Identify slow-moving changes and patterns.

Support Predictive Analysis Help in making data-driven strategic decisions.

Reduce Unplanned Changes Avoid reactive decisions by monitoring historical data.

Example KPIs Used in Performance Analytics:

Incident Backlog Over Time Measures incident accumulation to prevent delays.

Change Success Rate Analyzes how well changes are implemented without failures.

Mean Time to Resolution (MTTR) Tracks how long it takes to resolve incidents.

Why 'A. Long-term signals' is Correct:

Long-term signals provide historical trends that help organizations maintain stable workflows.

Why Other Options Are Incorrect:

B . Non-signals No such term exists in Performance Analytics.

C . Anti-signals Not a recognized Performance Analytics term.

D . Stability signals Misleading term; long-term signals are what provide stability insights.

Reference from CSA Documentation:

ServiceNow Documentation: Performance Analytics Overview

CSA Exam Guide: Covers long-term KPI tracking for workflow stability.

Thus, the correct answer is: A. Long-term signals

Question 11

Question Type: MultipleChoice

Which one of the following statements is true?

Options:

- A- When an incident form is saved, all the Work Notes field text is recorded to the Activity Log field
- B- When an incident form is saved, the Work Notes field text is overwritten each time work is logged against the incident
- C- When an incident form is saved, the impact field is calculated by adding the Priority, and Urgency values
- D- When an Incident form is saved, the Additional Comments field text is cleared and recorded to the Work Notes section

Answer:

A

Explanation:

In ServiceNow Incident Management, work notes are used to capture technical and internal updates for an incident. These notes are stored in the Activity Log whenever the incident is saved.

Understanding Work Notes and the Activity Log:

The Work Notes field is used for internal communication among support teams.

When an incident is updated and saved, all work notes are appended to the Activity Log (a complete history of the incident).

The Activity Log provides a chronological record of all changes, including work notes, field updates, and system-generated messages.

Why Option A is Correct?

'All Work Notes field text is recorded in the Activity Log' -- This is correct because every time an incident is saved, the Work Notes are appended to the Activity Log.

Why Other Options Are Incorrect?

B. Work Notes field text is overwritten each time work is logged Incorrect because Work Notes are appended, not overwritten. Previous work notes remain visible in the Activity Log.

C. Impact is calculated by adding Priority and Urgency Incorrect because Impact, Urgency, and Priority are independent fields, though Priority is determined based on Impact + Urgency via business rules.

D. Additional Comments are cleared and recorded in Work Notes Incorrect because Additional Comments (for customer-facing communication) and Work Notes (for internal teams) are separate fields. Additional Comments are not cleared upon save.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs -- Incident Management: Work Notes and Activity Log
<https://docs.servicenow.com>

ServiceNow Learning -- Understanding the Incident Activity Stream

ServiceNow Best Practices -- Internal vs. External Communication in Incidents

Question 12

Question Type: MultipleChoice

ServiceNow contains over 25 different report types. What are some of the types?

Choose 5 answers

Options:

- A- Pie
- B- Speedometer
- C- Odometer
- D- Thermometer
- E- Horizontal Bar
- F- Semi-Donut
- G- Donut

Answer:

A, B, C, E, G

Explanation:

ServiceNow provides over 25 report types to visually represent data for analysis and decision-making. Reports can be charts, tables, or trend graphs, depending on the data set.

Correct Answers

A . Pie

A circular chart that shows proportions within a whole.

Example: Distribution of Incidents by category (Hardware, Software, Network).

B . Speedometer

A gauge-style report that represents values within a range (low to high).

Example: Incident SLA Compliance Percentage.

C . Odometer

A report type similar to a Speedometer, but shows a single metric value.

Example: Number of Open Tickets in a Queue.

E . Horizontal Bar

Displays bars horizontally, ideal for comparing multiple categories.

Example: Number of Incidents per Assignment Group.

G . Donut

Similar to a Pie Chart, but with a hole in the middle.

Example: Percentage of Change Requests by Risk Level (Low, Medium, High).

Incorrect Answer Choices

D . Thermometer

Not a standard ServiceNow report type.

No official thermometer-style reports exist.

F . Semi-Donut

Not a standard report type in ServiceNow.

ServiceNow supports Pie, Donut, and Speedometer, but not 'Semi-Donut'.

ServiceNow Documentation: Report Types Overview

ServiceNow Reporting Best Practices: Creating and Configuring Reports



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