



# CSA<sup>Q&As</sup>

Certified System Administrator

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#### QUESTION 1

What are the three components of a filter condition?

- A. Field. Operator and Value
- B. Condition. Operator, and Value
- C. Field, Condition, and Value
- D. Variable, Field, and Value

Correct Answer: A

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#### QUESTION 2

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

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

Correct Answer: A

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#### QUESTION 3

If a knowledge base has no access details specified, what users are able to read articles in that knowledge base?

- A. itil users
- B. Any user with an article's permalink
- C. Any active user
- D. No users
- E. Users with kb\_user role

Correct Answer: C

Reference: [https://support.servicenow.com/kb?id=kb\\_article\\_view&sysparm\\_article=KB0623654](https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0623654)

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#### QUESTION 4

Which one of the following statements is a recommendation from ServiceNow about Update Sets?



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- A. Avoid using the Default Update set as an Update Set for moving customizations from instance to instance
  - B. Before moving customizations from instance to instance with Update Sets, ensure that both instances are different versions
  - C. Use the Baseline Update Set to store the contents of items after they are changed the first time
  - D. Once an Update Set is closed as "Complete", change it back to "In Progress" until it is applied to another instance

Correct Answer: A

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#### QUESTION 5

When importing spreadsheet data into ServiceNow, what is the first step in the process?

- A. Create Import Set
- B. Run Data Scrubber
- C. Set Coalesce
- D. Define Data Source
- E. Select Import Set

Correct Answer: A

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