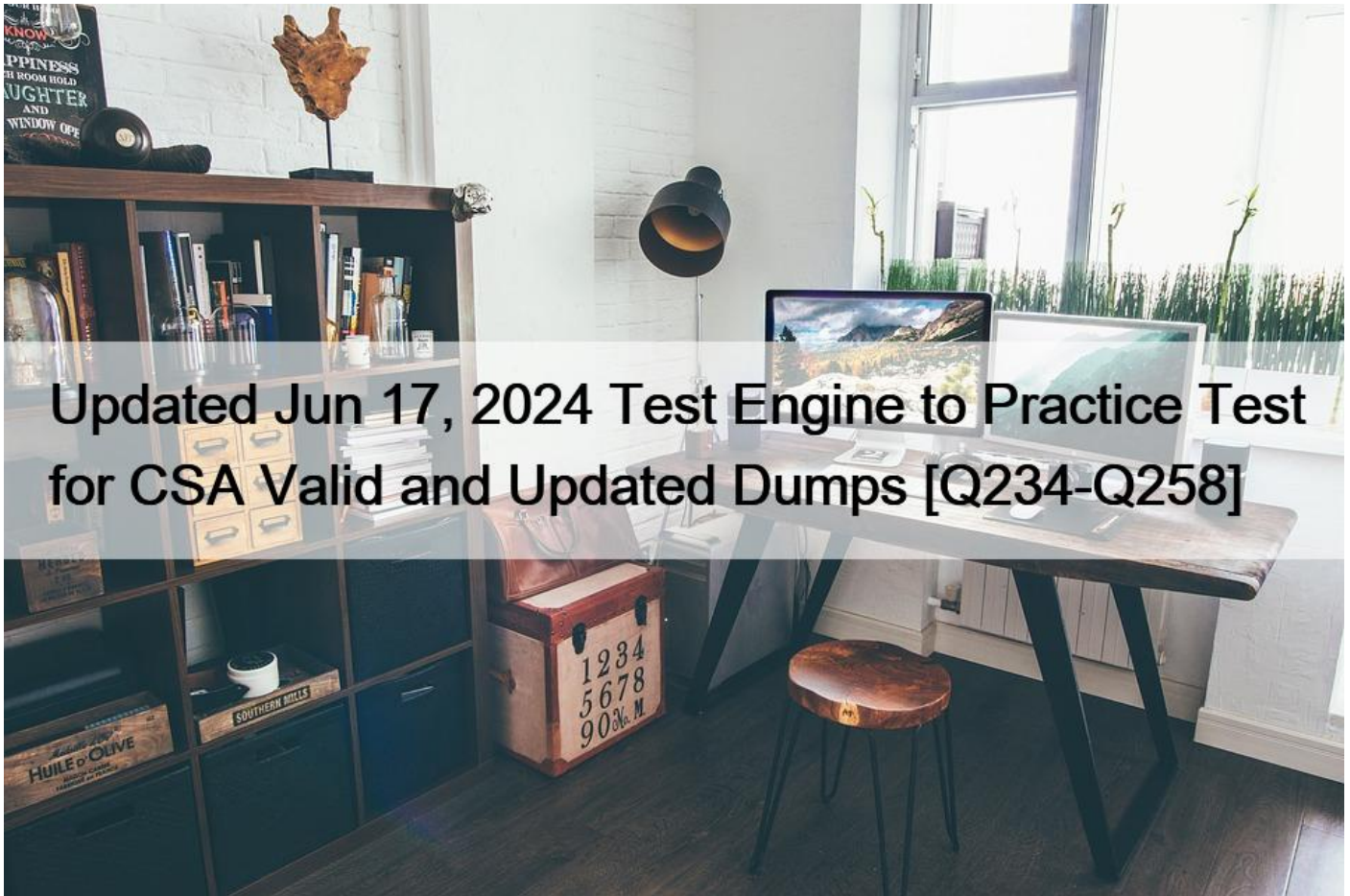


Updated Jun 17, 2024 Test Engine to Practice Test for CSA Valid and Updated Dumps [Q234-Q258]



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Exam Questions for CSA Updated Versions With Test Engine

Q234. Which role(s) are required to impersonate a user?

Choose 2 answers

- * admin
- * sys_admin
- * security_admin
- * sys_user
- * impersonator

The admin role is required to impersonate any user in ServiceNow, while the impersonator role is required to impersonate a user who has granted impersonation access to the impersonator. The other roles are not related to the impersonation functionality.

References1: Impersonate a user – Product Documentation: San Diego – ServiceNow2: Non-admin users with the “impersonator” role cannot impersonate any user if there are orphaned ‘sys_user_has_role’ records like “

[user: null; role: admin]–. – Support and Troubleshooting – ServiceNow

Q235. Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- * Add the role Log Write [sn_log_write] to the Impersonator Group
- * Create user update set for impersonation tracking
- * Activate the glide.sys.log_impersonation prop
- * From User icon, select Elevate Roles
- * On the Impersonator role record, right click and select Create Log

Reference https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB0717055

Q236. What are the three components of a filter condition?

- * Field. Operator and Value
- * Condition. Operator, and Value
- * Field, Condition, and Value
- * Variable, Field, and Value

Q237. After finishing your work on High Security Settings, what is a possible way to return to normal admin security levels?

- * Use System Administration > Normal Security module
- * Select Normal role
- * Log out and back in
- * Select Global Update Set
- * End impersonation

Explanation

The System Administration > Normal Security module is the recommended way to return to normal admin security levels after finishing your work on High Security Settings. This module will automatically disable all high security settings and restore your permissions to their original state.

References:

ServiceNow Product Documentation: High Security Settings

– <https://docs.servicenow.com/bundle/vancouver-platform-security/page/administer/security/reference/high> ServiceNow Community: How to disable High Security Settings

– <https://www.servicenow.com/community/nw-platform-forum/platform-security-everything-you-need-to>

Q238. What is the difference between UI Policy and UI Action?

- * UI Action can make fields read-only, mandatory, or hidden. while UI Policy can make a save button visible for appropriate users.
- * UI Policy can make fields read-only, mandatory, or hidden. while UI Action can make a save button visible for appropriate users.

Q239. What kind of data can Import Sets use to populate tables in ServiceNow?

- * CSS, SOAP, and Excel
- * XML. CSV, and Excel
- * SOAP, REST, and XML
- * XML, SOAP, and CSS

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/import-sets/concept/c_ImportDataUsingImportSets.html

Q240. What module do you use to access the reports that are available to you?

- * Report > View /Run
- * Reports > Homepage
- * Self-Service>My Reports
- * Report > Overview

Q241. What is the purpose of flagging an article in a knowledge base?

- * To mark an article to read later.
- * Allow a user to submit feedback about an article
- * Reporting an error

Q242. What is the difference between a UI Policy and Data Policy?

- * Data Policies run only after UI Policies run successfully
- * Data Policies run regardless of how data is entered Into ServiceNow, while UI Policies are used for form interactions
- * Data Policies can be converted into UI Policies, but UI Policies can not be converted into Data Policies
- * Data Policies run when data is entered through the form, by an Import Set or by web services, while UI Policies are set only by web services

Q243. The customer has asked that your change the default layout of the task list.

- * Number
- * Task Type
- * Parent
- * Short Description
- * Assignment Group
- * Assignment
- * Updated

After navigation to the list, where would you click, to meet this requirement?

- * Right click on any column header, Context menu > Configure > List Layout
- * Right click List Gear icon > Configure > Columns
- * Click List Context Menu >Personalize List
- * Click List Context Menu > Configure Columns

Q244. A Role is defined as what?

- * A collection of permissions
- * A set of user access policies
- * A Persona in a workflow
- * A set of access control rules

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/roles/concept/c_Roles.html

Q245. Which tables are available by default in a ServiceNow instance?

Choose 3 answers

- * User
- * Incident
- * Item
- * Issue
- * Project
- * Task

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.

References1: [Tables & Dictionary](#); [Frequently asked Questions \(FAQ\)](#); [ServiceNow2: ServiceNow](#); [The List of All Tables \(sys_db_object\)](#)3: [How To Set A Default Field Value in ServiceNow?](#); [The Snowball](#)

Q246. What ServiceNow feature can be triggered by events, and is used to inform users about activities or updates in ServiceNow?

- * Notifications
- * Alerts
- * Texts
- * Events
- * Emails

Reference:

<https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/platform-events/concept/event>

Q247. For Administrators creating new Service Catalog items, what is a characteristic they should know about Service Catalog variables?

- * Service Catalog variables can only be used in Record Producers
- * Service Catalog variables can only be used in Order Guides
- * Service Catalog variables cannot affect the order price
- * Service Catalog variables are global by default

Q248. Which fields can be configured in reporting to perform arithmetic, coalesce, concatenation, and length?

- * Sourcing fields
- * Function fields
- * Computational fields
- * Calculation fields

Q249. What do you click when you have made modification to your report, and you want to see the results without saving?

- * Execute
- * Try it
- * Run
- * Test
- * Preview

Q250. Which action enables personalization in a form for the admin role, only?

- * Navigate to `sys_form_properties.list` and set the property `glide.ui.enable_personalize_form.admin` to true.
- * Navigate to Context Menu > Configure > Form Layout and select `Enable Personalization`; and Enter the

Admin role.

* Navigate to Context Menu > Configure > Table and add the role Admin; in the Available User list box.

* Navigate to sys_properties.list find the property glide.ui.personalize_form.role and set the Value to admin.

Explanation

This action allows only users with the admin role to personalize forms by using the Personalize Form button.

The other options are either invalid or do not restrict personalization to the admin role only.

References Personalize a form UI settings and personalization Personalization

Q251. Which component of a table contains a piece of data for one record?

- * Factor
- * Field
- * Datapoint
- * Element
- * Item

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/administer/managing-data/concept/c_Da

Q252. The Report Designer contains different sections for configuring your report. Which section is used to adjust the look of your report, including colors, files, and legend layout?

- * Format
- * Layout
- * Style
- * Configure

Q253. What setting allows users to view a Knowledge Base article even if they are not logged in?

- * The View All setting
- * The Allow role
- * The ESS role
- * The Public setting

Q254. Two departments (HR Onboarding and Facilities) have come to you, asking for a way for employees to request event room set up services. The requirements are the same for the form and the task routing to the Facilities assignment group.

For HR, the item will be used primarily for the Onboarding coordinators, for employee orientation sessions.

For Facilities, the item will be used for anyone in the company who needs room set up services.

However, both departments have their own service catalogs. What do you do, to support these requirements?

- * Create one Catalog Item for HR Event Room Set Up and one for Facilities Event Room Set Up; then publish each to the appropriate Catalog.
- * Create one Catalog Item for Event Room Set Up; then publish to both Catalogs.
- * Create one Catalog Item for Event Room Set Up; then publish to the Parent Catalog, which is accessible to both HR and Facilities.
- * Create one Catalog Item for Event Room Set Up; then use ACLs to control access.

Q255. Which feature can be used to categorize a set of records from a list and make them visible to other users?

- * Tags
- * History
- * Favorites
- * Activity Formatter

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 others.

Reference Using tags

Q256. What import utility do you use when the field names on the import set match the name of the fields on the Target table?

- * Schema Mapping
- * Automatic Mapping
- * Mapping Assist
- * Mapping Dashboard

Reference:

https://docs.servicenow.com/bundle/rome-platform-administration/page/script/server-scripting/concept/c_Mappi

Q257. An order for new office equipment has been placed through the Service Catalog. How would you view the lists of requests after the orders have been placed?

- * All > Service Catalog > Open Records > Items
- * In the Navigation Filter, type 'requests.' and press the Enter key.
- * All > Tables and Columns > Requests
- * All > Service Catalog > Requests

Q258. Which application is used primarily to load data into ServiceNow?

- * Import Hub
- * System Import Sets
- * Data Import Configuration
- * Import Management

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