

ServiceNow

CSA

ServiceNow Certified System Administrator

Questions And Answers PDF Format:

For More Information – Visit link below:

<https://www.certsgrade.com/>

Version = Product



Latest Version: 17.3

Question: 1

A Service Catalog may include which of the following components?

- A. Order Guides, Exchange Rates, Calendars
- B. Order Guides, Catalog Items, and Interceptors
- C. Catalog Items, Asset Contracts, Task Surveys
- D. Record Producers, Order Guides, and Catalog Items

Answer: D

Question: 2

Which one of the following statements applies to a set of fields when they are coalesced during an import?

- A. If a match is found using the coalesce fields, the existing record is updated with the information being imported
- B. If a match is not found using the coalesce fields, the system does not create a Transform Map
- C. If a match is found using the coalesce fields, the system creates a new record
- D. If a match is not found using the coalesce fields, the existing record is updated with the information being imported

Answer: A

Question: 3

As it relates to ServiceNow reporting, which of the following statements describes what a metric can do?

- A. A metric is a report gauge used on homepages to display real-time data
- B. A metric is a time measurement used to report the effectiveness of workflows and SLAs
- C. A metric is used to measure and evaluate the effectiveness of IT service management processes
- D. A metric is a comparative measurement used to report the effectiveness of workflows and SLAs.

Answer: C

Question: 4

The display sequence is controlled in a Service Catalog Item using which of the following?

- A. The Default Value field in the Catalog Item form
- B. The Sequence field in the Catalog Item form
- C. The Order field in the Variable form
- D. The Choice field in the Variable form

Answer: C

Question: 5









Reports can be created from which different places in the platform? (Choose two.)

- A. List column heading
- B. Metrics module
- C. Statistics module
- D. View / Run module

Answer: A,D

For More Information – **Visit link below:**
<https://www.certsgrade.com/>

PRODUCT FEATURES

-  **100% Money Back Guarantee**
-  **90 Days Free updates**
-  **Special Discounts on Bulk Orders**
-  **Guaranteed Success**
-  **50,000 Satisfied Customers**
-  **100% Secure Shopping**
-  **Privacy Policy**
-  **Refund Policy**

16 USD Discount Coupon Code: **NB4XKTMZ**



Visit us at <https://www.certsgrade.com/pdf/csa/>