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

Certified System Administrator

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#### **QUESTION 1**

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?	

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

Correct Answer: C

#### **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

#### **QUESTION 3**

When would you use the following steps? 1, Homepage Admin > Pages

2.

Right click on Homepage record

3.

Select Unioad Portal Page

- A. To publish a Homepage to the Portal
- B. To retire a Homepage
- C. To delete a Homepage
- D. o To add a Homepage to an update set

Correct Answer: D

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#### **QUESTION 4**

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

- A. CSS, SOAP, and Excel
- B. XML. CSV, and Excel
- C. SOAP, REST, and XML
- D. XML, SOAP, and CSS

Correct Answer: B

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

#### **QUESTION 5**

Which statement is true about business rules?

- A. A business rule must run before a database action occurs
- B. A business rule can be a piece of Javascript
- C. A business rule must not run before a database action occurs
- D. A business rule monitors fields on a form

Correct Answer: B

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