Examen de Certificación de Administrador de ServiceNow

¿Qué es la Certificación de Administrador de ServiceNow?

La **Certificación de Administrador de ServiceNow** valida las habilidades y conocimientos necesarios para operar y gestionar la plataforma *ServiceNow*. Es crucial para cualquier profesional que desee demostrar su competencia en *gestión de servicios*.

¿Qué temas se cubren en el examen CSA de ServiceNow?

El **examen CSA** cubre varios temas importantes, incluyendo:

- *Interfaz de Usuario de ServiceNow*
- *Gestión de Incidentes*
- *Gestión de Cambios y Problemas*
- *Automatización*
- *Gestión de Solicitudes*

Entender estos temas es vital para el éxito en el examen.

¿Cómo prepararse adecuadamente para el examen de certificación de Administrador de ServiceNow?

Para prepararte adecuadamente, recomendamos:

1. *Inscribirte en un curso de formación de ServiceNow*
2. *Estudiar el Manual del Administrador del Sistema de ServiceNow*
3. *Practicar con simulaciones de examen*

Estas estrategias ayudarán a cubrir todos los temas relevantes y familiarizarte con el formato del examen.

¿Qué recursos son útiles para la preparación de la certificación de ServiceNow?

Hay múltiples recursos disponibles, incluyendo:

- *Guías de estudio*
- *Video tutoriales*
- *Foros de discusión*

Utilizar el **Prep de Certificación de ServiceNow** y la **Guía del Administrador del Sistema**

puede ser particularmente útil para reforzar tus conocimientos antes del examen. Puedes obtener más información en certkillers.net, una excelente fuente para tu preparación.

¿Cuál es la duración y el formato del examen de certificación CSA?

El examen CSA dura **90 minutos** y consta de **60 preguntas de opción múltiple**. Es importante gestionar tu tiempo de manera efectiva y asegurarte de cubrir todos los temas del examen para obtener un buen resultado.



ServiceNow

CSA Exam

ServiceNow Certified System Administrator

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Version: 21.3

Topic 1, Exam Pool A

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

Explanation:

In ServiceNow, the Service Catalog is a structured collection of IT and business services that users can request. It is designed to provide a self-service experience for end-users, streamlining service requests and automating fulfillment processes. The main components of a Service Catalog include:

Record Producers – These are simplified forms that allow users to create records in various tables without requiring direct access to those tables. They enable users to submit requests or incidents through the catalog in a user-friendly manner.

Order Guides – These facilitate the ordering of multiple related catalog items in a single request. For example, when a new employee is onboarded, an order guide can group multiple items such as a laptop, software access, and a phone.

Catalog Items – These are the individual items or services that users can request through the Service Catalog. Examples include hardware (like laptops and monitors), software access, and other business services.

Why the Other Options Are Incorrect:

Option A (Order Guides, Exchange Rates, Calendars) –

Exchange Rates and Calendars are not part of the Service Catalog framework in ServiceNow.

While Exchange Rates may be relevant in financial applications, they do not define the core components of the Service Catalog.

Calendars are used for scheduling, but they do not form part of the Service Catalog structure.

Option B (Order Guides, Catalog Items, and Interceptors) –

Interceptors are used to guide users through form-based submissions, but they are not a fundamental component of the Service Catalog.

Order Guides and Catalog Items are correct, but the presence of Interceptors makes this option incorrect.

Option C (Catalog Items, Asset Contracts, Task Surveys) –

Asset Contracts relate to IT Asset Management (ITAM) and are not core Service Catalog components.

Task Surveys are used for feedback collection but are not part of the core structure of a Service Catalog.

Reference:

ServiceNow CSA Documentation: Service Catalog Overview

ServiceNow CSA Learning Path: Service Catalog Fundamentals

ServiceNow Product Documentation: Order Guides & Record Producers

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

Explanation:

Coalescing is a crucial concept in ServiceNow's data import process. When a set of fields are marked as "coalesce" in a Transform Map, they act as unique identifiers to determine if an existing record should be updated rather than creating a new one.

How Coalescing Works in ServiceNow Imports:

If a match is found based on the coalesce field(s):

The system updates the existing record with the new data from the import.

If no match is found:

A new record is created.

This means that coalescing helps maintain data integrity by preventing duplicate records while ensuring existing records receive updates when necessary.

Why is Option A Correct?

When a record in the target table matches the value(s) in the coalesce field(s), ServiceNow updates that existing record instead of creating a new one.

This ensures that data is synchronized correctly rather than creating duplicate entries.

Why Are the Other Options Incorrect?

Option B (Incorrect): "If a match is not found using the coalesce fields, the system does not create a Transform Map."

✕ The Transform Map is always created before the import process even starts. The presence or absence of a match has no impact on the Transform Map itself.

Option C (Incorrect): "If a match is found using the coalesce fields, the system creates a new record."

✕ If a match is found, the existing record is updated, not replaced or duplicated.

Option D (Incorrect): "If a match is not found using the coalesce fields, the existing record is updated with the information being imported."

✕ If a match is not found, a new record is created, not an update to an existing one.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow CSA Official Documentation on Data Import & Transform Maps:

ServiceNow Docs - Transform Maps

"If a field is coalesced, the system checks for matching records before inserting new ones. If a match is found, the existing record is updated; if no match is found, a new record is created."

Conclusion:

✅ The correct answer is A. If a match is found using the coalesce fields, the existing record is updated with the information being imported.
Understanding coalescing is vital for any ServiceNow administrator to ensure data integrity, avoid duplicates, and maintain system efficiency when handling data imports.

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

Explanation:

In ServiceNow, metrics are essential tools used to track and measure key performance indicators (KPIs) related to IT Service Management (ITSM) processes. They help organizations assess how effectively they are meeting their objectives by collecting data over time.

Understanding ServiceNow Metrics:

Definition of a Metric:

A metric in ServiceNow refers to a method of measuring and evaluating the performance and effectiveness of IT service management processes over time.

It allows organizations to track changes in records and measure how long specific conditions exist within a workflow.

Key Characteristics of a Metric:

It is used to assess process performance and evaluate efficiency within IT services.

It provides quantifiable data to analyze trends and improvements in Service Management.

Common use cases include tracking incident resolution times, change request approvals, and SLA compliance.

Why Answer "C" is Correct:

✔ "A metric is used to measure and evaluate the effectiveness of IT service management processes."

This definition aligns precisely with how ServiceNow defines metrics—they track, measure, and analyze the efficiency of various ITSM processes over time.

Metrics help organizations understand service performance trends and make data-driven decisions.

Why the Other Answers Are Incorrect:

✕ A. "A metric is a report gauge used on homepages to display real-time data."

Incorrect because gauges are UI elements that visualize data from reports or metrics but are not themselves metrics. Metrics collect and measure data, whereas gauges display the information.

✕ B. "A metric is a time measurement used to report the effectiveness of workflows and SLAs."

Incorrect because while time-based metrics exist (e.g., tracking how long an incident stays in a particular state), metrics in ServiceNow are broader and not limited to time measurement alone.

✕ D. "A metric is a comparative measurement used to report the effectiveness of workflows and SLAs."

Incorrect because metrics are not necessarily comparative; they are absolute measures of process effectiveness. Metrics provide raw performance data, which can later be compared or analyzed over time.

Reference from the Certified System Administrator (CSA) Documentation:

ServiceNow CSA Study Guide – Reporting & Performance Analytics

ServiceNow Docs: Metrics Definition & Configuration (ServiceNow Docs - Metrics)

ServiceNow Performance Analytics & Reporting Overview

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

Explanation:

In ServiceNow's Service Catalog, the display sequence of variables within a Catalog Item is controlled by the Order field in the Variable form. The Order field determines the position in which the variables appear when a user fills out a catalog item. Lower values appear first, and higher values appear later.

Explanation of Each Option:

(A) The Default Value field in the Catalog Item form – Incorrect

The Default Value field sets an initial value for a variable but does not control the display sequence. It is used to pre-fill a value when the form loads.

(B) The Sequence field in the Catalog Item form – Incorrect

There is no such field called "Sequence" in the Catalog Item form. The field that determines the sequence of variables is the Order field in the Variable form.

(C) The Order field in the Variable form – Correct

Each variable in a catalog item has an Order field.

Variables with a lower order number are displayed before those with a higher order number.

If multiple variables have the same order value, ServiceNow orders them based on internal system processing order.

(D) The Choice field in the Variable form – Incorrect

The Choice field applies only to Multiple Choice, Select Box, and Radio Button variables, determining the selectable options for users. It does not control the display sequence of variables in a catalog item form.

Additional Notes & Best Practices:

It is a best practice to use incremental numbering (e.g., 100, 200, 300, etc.) for order values instead of consecutive numbers (e.g., 1, 2, 3). This makes it easier to insert new variables later without having to renumber existing ones.

The order values are respected unless a layout configuration (e.g., multi-column form layout) changes the positioning.

Reference from Certified System Administrator (CSA) Documentation:

ServiceNow Docs: Creating and Configuring Service Catalog Variables

https://docs.servicenow.com

ServiceNow Community Best Practices for Service Catalog Variables

https://community.servicenow.com

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

Explanation:

In ServiceNow, reports can be created from multiple locations within the platform. Reports provide insights into data stored within the system and help visualize trends, patterns, and key performance indicators (KPIs). The two correct locations from which reports can be created are:

1. List Column Heading (✅ Correct)

ServiceNow allows users to create a report directly from a list view.

This feature is useful when working with records in a table, as it enables quick reporting based on the visible columns.

To generate a report from a list view:

Navigate to a list view (e.g., Incidents, Requests, etc.).

Click on a column heading to access the context menu.

Select Bar Chart, Pie Chart, or other visualization options to generate an instant report.

If needed, refine the report using the reporting interface.

2. View / Run Module (✅ Correct)

The View / Run module is the primary location for creating and managing reports in ServiceNow.

It allows users to create new reports, modify existing reports, and run pre-built reports.

Users can access the Report Designer from this module, where they can configure:

Data sources (tables)

Report type (bar chart, pie chart, trend, etc.)

Filters and conditions

Visualization settings

To access it:

Navigate to Reports > View / Run in the Application Navigator.

Click Create a Report to start building a new report.

Why the Other Options Are Incorrect:

❌ B. Metrics module (Incorrect)

The Metrics module in ServiceNow is used to track and measure the performance of records over time, but it is not used to create reports.

Metrics focus on data such as time to resolution, SLA compliance, and process efficiency, but reporting is handled separately in the Reports module.

❌ C. Statistics module (Incorrect)

ServiceNow does not have a dedicated Statistics module for report creation.

While reports can generate statistical insights, this is done within the View / Run module and not a standalone "Statistics module."

Reference:

ServiceNow Documentation: Creating and Running Reports

ServiceNow CSA Learning Path: Reporting and Performance Analytics

ServiceNow Docs: Working with Lists and Reports

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