

# ServiceNow CSA - Certified System Administrator Practice Test Questions and Answers

## 1. How should Forms and Templates be budgeted?

- A) Based on risk assessment, expected ROI, and organizational priorities
- B) Allocate minimum possible budget always
- C) Allocate maximum available budget always
- D) No budget allocation is needed for this area

## 2. How should Knowledge Management be budgeted?

- A) Based on risk assessment, expected ROI, and organizational priorities
- B) Allocate minimum possible budget always
- C) Allocate maximum available budget always
- D) No budget allocation is needed for this area

## 3. What is the lifecycle of Forms and Templates?

- A) Plan, implement, monitor, review, and improve continuously
- B) Implement once and never revisit the topic
- C) Only plan without ever implementing
- D) Skip directly to monitoring without planning

## 4. How should Lists Filters and Tags be budgeted?

- A) Based on risk assessment, expected ROI, and organizational priorities
- B) Allocate minimum possible budget always
- C) Allocate maximum available budget always
- D) No budget allocation is needed for this area

**Answers: 1-A 2-A 3-A 4-A**

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