

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

Certified System Administrator

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#### **QUESTION 1**

A User is stored in which table?

A. User [sys\_user]

B. User [ sys\_user\_group]

C. User [ syst\_user\_profile]

D. User [user\_profile]

Correct Answer: A

#### **QUESTION 2**

How would you define an Access Control, to allow a user with iti role to have permission to create incident records?

A. Name: incident"; Permission: write; Role: itil

B. Name: incident Any, Operation: write, Permission: itil

C. Name: incident.\*; Operation: write; Permission: itil

D. Name: incident None, Permission: create: Role: itil

E. Name: incident. None; Operation: create; Role: itil

Correct Answer: D

#### **QUESTION 3**

What are the three key tables in an enterprise CMDO?

Choose 3 angwers

A. sn\_cmdt\_bak

B. Sh\_emdb\_ci

C. cmap\_ret\_ci

D. cmdb\_bak

E. cmdb\_ci

F. sh\_eomdb

G. cmap

Correct Answer: CEG

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#### **QUESTION 4**

What is generated	from the Service	Catalog once a	a user places	an order for ar	າ item or se	ervice?

- A. A change request
- B. An Order Guide
- C. A request
- D. An SLA

Correct Answer: C

#### **QUESTION 5**

When a user reports that they are not able to see modules on the application navigator, what can you do, to see what modules are visible to them?

- A. Look up their password, so you can login with their account
- B. Initiate a Connect Chat session
- C. Install the Bomgar plug-in
- D. Impersonate the user
- E. Launch a NowChat window

Correct Answer: D

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