

csa exam servicenow questions

csa exam servicenow questions are a crucial component for anyone preparing to become a Certified System Administrator in ServiceNow. Understanding the types of questions that appear on the CSA exam helps candidates to focus their study efforts effectively and improve their chances of passing. This article provides a detailed overview of the CSA exam structure, common question formats, and key topics frequently covered in the exam. Additionally, it offers tips on how to approach the questions and the best practices for exam preparation. Whether you are a beginner or looking to refresh your knowledge, this guide aims to equip you with the necessary insights to tackle csa exam servicenow questions confidently. The following sections will cover the exam overview, question types, important topics, study strategies, and resources to enhance your readiness.

- Overview of the CSA Exam
- Types of CSA Exam ServiceNow Questions
- Key Topics Covered in the CSA Exam
- Effective Strategies for Answering CSA Exam Questions
- Recommended Resources for CSA Exam Preparation

Overview of the CSA Exam

The Certified System Administrator (CSA) exam in ServiceNow is designed to validate fundamental knowledge and skills in managing and configuring the ServiceNow platform. The exam assesses a candidate's ability to perform essential administrative tasks and ensure the smooth operation of the platform. It typically consists of multiple-choice questions that test understanding of core concepts, platform functionality, and best practices. The exam duration is approximately 90 minutes, and candidates must achieve a passing score to earn the certification. The CSA certification is widely recognized in the IT industry, serving as a foundation for advanced ServiceNow certifications and career growth.

Exam Format and Duration

The CSA exam consists of 60 multiple-choice questions that must be completed within 90 minutes. The questions vary in difficulty and cover a broad range of topics related to ServiceNow administration. The multiple-choice format includes single-answer and multiple-answer questions, requiring careful

reading and understanding. Candidates receive their scores immediately after completing the exam, with detailed feedback on performance areas.

Eligibility and Prerequisites

There are no formal prerequisites for taking the CSA exam; however, it is recommended that candidates have hands-on experience with the ServiceNow platform or complete official training courses. Understanding basic IT service management concepts and familiarity with the platform's user interface will significantly improve the chances of success.

Types of CSA Exam ServiceNow Questions

The csa exam servicenow questions typically come in various formats designed to test different levels of understanding. Knowing these question types can help candidates prepare more efficiently and develop strategies for answering them effectively during the exam.

Multiple-Choice Questions

Most questions on the CSA exam are multiple-choice, where candidates select the best answer from four or five options. Some questions may have more than one correct answer, requiring candidates to select all that apply. These questions assess knowledge of specific features, configurations, and best practices within the ServiceNow platform.

Scenario-Based Questions

Scenario-based questions present a real-world problem or situation that a ServiceNow administrator might face. Candidates must analyze the scenario and select the correct solution or next step. These questions test practical understanding and the ability to apply theoretical knowledge to typical administrative tasks.

Drag-and-Drop and Matching Questions

Although less common, some exams may include drag-and-drop or matching questions where candidates pair terms with definitions or arrange steps in a process. These types of questions assess a candidate's grasp of key processes and terminology related to ServiceNow administration.

Key Topics Covered in the CSA Exam

The csa exam servicenow questions cover a wide range of topics essential for effective ServiceNow administration. Familiarity with these topics ensures comprehensive preparation and confidence during the exam.

ServiceNow Platform Fundamentals

This topic includes understanding the ServiceNow interface, navigation, and key modules such as Incident, Problem, Change, and Service Catalog. Candidates should know how to use the application navigator, filters, and lists.

User Administration and Security

Questions in this area focus on user roles, groups, and access control rules. Candidates must understand how to create and manage users, assign roles, and configure security settings to control data access.

ServiceNow Configuration

This section covers configuring tables, fields, forms, and lists. Topics include creating custom fields, modifying forms, and using form designer tools. Candidates should also be familiar with UI policies and client scripts.

Workflows and Automation

Candidates are tested on their knowledge of workflows, flow designer, and automation tools within ServiceNow. Understanding how to create and manage workflows to automate business processes is critical.

Reporting and Performance Analytics

This topic involves building reports, dashboards, and analyzing data to support decision-making. Candidates should know how to create different types of reports and use performance analytics features.

ServiceNow Best Practices

Understanding industry best practices and ServiceNow recommended approaches for platform management, customization, and upgrades is important. This includes knowledge of update sets and instance management.

Effective Strategies for Answering CSA Exam Questions

Approaching csa exam servicenow questions with effective strategies can significantly improve exam performance. Time management, question analysis, and elimination techniques are key components of a successful approach.

Time Management

With 60 questions in 90 minutes, candidates have about 1.5 minutes per question. It is vital to pace oneself and avoid spending too much time on difficult questions. Marking challenging questions for review and returning after answering easier ones helps optimize time use.

Careful Reading and Understanding

Reading questions carefully to understand what is being asked is essential. Pay attention to keywords such as “best,” “most appropriate,” or “not” to avoid misunderstandings. Consider all answer choices before selecting the best option.

Elimination Method

If unsure about an answer, eliminate clearly incorrect choices to narrow down the options. This increases the probability of selecting the correct answer even when guessing is necessary.

Practice with Sample Questions

Regular practice with sample csa exam servicenow questions familiarizes candidates with the exam style and common topics. This builds confidence and identifies areas needing further study.

Recommended Resources for CSA Exam Preparation

Utilizing the right study materials and resources is fundamental for mastering csa exam servicenow questions. Several official and third-party resources are available to support exam readiness.

Official ServiceNow Training

ServiceNow offers official training courses specifically designed for CSA

exam preparation. These courses cover all exam topics comprehensively and include hands-on labs for practical experience.

Practice Exams and Question Banks

Access to practice exams and question banks allows candidates to simulate the exam environment and assess their knowledge. Many platforms provide detailed explanations for answers, enhancing understanding.

Study Guides and Documentation

ServiceNow's product documentation and study guides provide in-depth information on platform features and administration. Reviewing these materials helps reinforce key concepts and clarifies complex topics.

Online Forums and Communities

Participating in online forums and communities focused on ServiceNow certification offers opportunities to discuss questions, share tips, and learn from other candidates' experiences.

Hands-On Practice

Gaining practical experience by working on a ServiceNow instance is invaluable. Hands-on practice solidifies theoretical knowledge and improves problem-solving skills relevant to the exam.

- Official ServiceNow CSA training courses
- Sample exams and practice questions
- ServiceNow product documentation and study guides
- Online ServiceNow certification forums
- Hands-on experience with the ServiceNow platform

Frequently Asked Questions

What topics are commonly covered in the CSA ServiceNow exam?

The CSA ServiceNow exam typically covers topics such as ServiceNow basics, user interface & navigation, self-service and knowledge management, collaboration, service catalog, and basic administration tasks.

How can I best prepare for the CSA ServiceNow exam?

To prepare for the CSA exam, review the official ServiceNow documentation, complete relevant ServiceNow training courses, practice with hands-on labs, and use practice exams to assess your knowledge.

Are there any recommended resources for CSA ServiceNow exam questions?

Recommended resources include the official ServiceNow training portal, ServiceNow Community forums, study guides, and practice tests available through authorized training partners.

What is the passing score for the CSA ServiceNow exam?

The passing score for the CSA ServiceNow exam is generally around 70%, but candidates should check the latest exam guide as scoring criteria may change.

How many questions are on the CSA ServiceNow exam and what is the format?

The CSA exam typically consists of around 60 multiple-choice questions with a time limit of 90 minutes.

Can I retake the CSA ServiceNow exam if I fail?

Yes, candidates can retake the CSA exam after a waiting period, usually 14 days, but it is advisable to review and improve your knowledge before retaking.

What types of questions should I expect in the CSA ServiceNow exam?

Expect multiple-choice questions focusing on practical scenarios, basic ServiceNow administration, platform navigation, and configuration tasks.

Is hands-on experience necessary for passing the CSA

ServiceNow exam?

While not mandatory, hands-on experience with the ServiceNow platform greatly enhances understanding and improves the chances of passing the exam.

Are there any official practice exams available for the CSA ServiceNow certification?

ServiceNow provides official practice questions and sample tests through their training portal to help candidates prepare for the CSA exam.

How often is the CSA ServiceNow exam updated with new questions?

The CSA exam is periodically updated to reflect platform changes and new features, so candidates should rely on the latest study materials and official announcements.

Additional Resources

1. *ServiceNow Certified System Administrator Exam Guide*

This comprehensive guide covers all the essential topics needed to pass the CSA exam. It includes detailed explanations of ServiceNow features, configuration options, and best practices. The book also provides numerous practice questions and real-world scenarios to help reinforce learning.

2. *Mastering ServiceNow: CSA Exam Preparation*

Designed specifically for CSA candidates, this book breaks down complex concepts into easy-to-understand chapters. It offers a systematic approach to studying, including practice tests and tips for exam day. Readers will gain practical knowledge on workflows, user administration, and platform navigation.

3. *ServiceNow System Administration: Practice Questions and Answers*

This book focuses on providing a wide variety of practice questions similar to those found on the CSA exam. Each question is accompanied by detailed explanations to help readers understand the rationale behind the answers. It's an excellent resource for self-assessment and identifying knowledge gaps.

4. *The Official ServiceNow CSA Study Guide*

Authored by ServiceNow experts, this official study guide aligns closely with the CSA exam blueprint. It covers fundamental topics like incident management, service catalog setup, and reporting. The guide also includes hands-on exercises to build practical skills alongside theoretical knowledge.

5. *ServiceNow Fundamentals and CSA Exam Review*

This book offers a balanced mixture of foundational ServiceNow concepts and

focused exam review material. It provides summaries of key topics, glossary terms, and sample exam questions. Ideal for beginners and intermediate users preparing to take the CSA certification.

6. *ServiceNow Administration Made Easy: CSA Exam Focus*

A user-friendly resource that simplifies the learning curve for ServiceNow administration. It highlights the core areas tested on the CSA exam, including user roles, groups, and data management. The book contains real-life examples and tips to help candidates apply their knowledge effectively.

7. *ServiceNow CSA Exam Prep: Complete Question Bank*

This question bank offers an extensive collection of practice questions designed to mimic the format and difficulty of the CSA exam. Each question is explained in detail to improve understanding and retention. It's a valuable tool for anyone looking to boost their confidence before the test.

8. *Hands-On ServiceNow Administration: CSA Certification Guide*

With an emphasis on practical learning, this guide encourages readers to engage with the ServiceNow platform through step-by-step exercises. It covers all exam objectives, from configuring applications to managing users and security. The hands-on approach helps solidify theoretical knowledge.

9. *ServiceNow CSA Exam Strategies and Tips*

This book focuses on exam-taking strategies tailored for the ServiceNow CSA test. It offers advice on time management, question analysis, and avoiding common pitfalls. Alongside strategic guidance, it includes quick reference notes and key concept summaries to maximize exam performance.

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(Customer Services Management), HRSD (HR Service Delivery) and much more. ServiceNow has very interactive, scalable, revolutionary and dynamic approach for managing IT infrastructure, operations, process flows and overall Information management.

csa exam servicenow questions: ServiceNow Certified System Administrator (CSA) 10 Practice Exams Saqib Javed John, Muhammad Zeeshan Ali, 2022-12-23 This book contains 10 practice exams with thought provoking questions to challenge your thinking and understanding, with great clarity, and each exam is designed to practice, manage and adjust the pace and time before going into of the real ServiceNow CSA exam. Answers are given at the end of each test to evaluate exam score and capability. . It is very effective for students and professionals looking to appear in Certified System Administrator (CSA) exam in near future or later. This Book is the right choice which gives you the opportunity to prepare for exam in a simplest way that ensures your success in first try. The authors of this book have provided all the information based on their personal knowledge and experience with good intentions. However, we strongly recommend consulting other books and information material to maximize your chances of success in the CSA or any other ServiceNow exam. This book contains 10 practice exams with thought provoking questions to challenge your thinking and understanding, with great clarity, and each exam is designed to practice, manage and adjust the pace and time before going into of the real ServiceNow CSA exam. Answers are given at the end of each test to evaluate exam score and capability. . It is very effective for students and professionals looking to appear in Certified System Administrator (CSA) exam in near future or later. This Book is the right choice which gives you the opportunity to prepare for exam in a simplest way that ensures your success in first try. The authors of this book have provided all the information based on their personal knowledge and experience with good intentions. However, we strongly recommend consulting other books and information material to maximize your chances of success in the CSA or any other ServiceNow exam. ServiceNow is one of the dominant and globally known applications for managing IT Services Management, IT Operations Management, IT Business Management, IT Assets Management, GRC (Governance Risk and Compliance), SecOps (IT Security Operations), CSM (Customer Services Management), HRSD (HR Service Delivery) and much more. ServiceNow has very interactive, scalable, revolutionary and dynamic approach for managing IT infrastructure, operations, process flows and overall Information management.

csa exam servicenow questions: CSA: ServiceNow Certified System Administrator Exam Preparation Guide: Anand Vemula, This book covers essential ServiceNow topics, including instance configuration, UI customization, data management, workflows, reporting, integration, security, and access control. It provides a detailed breakdown of key exam topics, such as tables, forms, lists, user roles, service automation, scripting fundamentals, business rules, UI policies, ACLs, and integrations. The book also delves into performance optimization, troubleshooting strategies, upgrade management, and best practices for maintaining a ServiceNow instance. A significant portion of the book is dedicated to hands-on practice, featuring real-world scenarios, case studies, and step-by-step tutorials. Additionally, it includes 250+ multiple-choice questions (MCQs) with detailed answers and explanations, helping readers test their knowledge and improve their exam readiness. Candidates will benefit from expert exam strategies, study tips, and weightage analysis, ensuring they focus on the most critical topics. Whether you are a beginner or an experienced ServiceNow professional, this book serves as a structured learning guide that enhances practical understanding and confidence for the CSA exam. With clear explanations, hands-on exercises, and real-world use cases, this book is an indispensable resource for anyone looking to earn their ServiceNow CSA certification and advance their career in IT service management (ITSM).

csa exam servicenow questions: ServiceNow CERT System Administrator Exam Training Guide A. B. Y. ABY PRINTS, 2021-08-04 ABY PRINTS offers you a shortcuts to pass exam by introducing you to ServiceNow Certified System Administrator Exam Training Guide with Real and latest Exam Questions Bank from Actual Exams in order to help you memorize and pass your exam at very first attempt. ABY PRINTS provide the latest ServiceNow CSA Exam Dumps. ServiceNow Certified System Administrator Exam Study Guide which covers all the questions that you will face

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csa exam servicenow questions: *ServiceNow Certified System Administrator (CSA) Handbook* Saqib Javed John, Muhammad Zeeshan Ali, 2024-05 ServiceNow Certified System Administrator (CSA) Handbook is your roadmap to mastering the essential skills and knowledge required to excel as a ServiceNow Certified System Administrator. In today's fast-paced digital environment, ServiceNow has emerged as a cornerstone platform for organizations seeking to streamline their operations, enhance efficiency, and deliver exceptional service experiences. As a ServiceNow CSA, you play a vital role in harnessing the full potential of this platform to drive innovation and deliver value to your organization. This book is carefully curated to provide you with a structured framework for navigating the diverse facets of ServiceNow administration. Each section of the outline is meticulously crafted to cover key topics, from foundational concepts to advanced techniques, ensuring comprehensive coverage of the CSA exam blueprint. Whether you are preparing for the CSA exam or seeking to enhance your expertise in ServiceNow administration, this outline serves as your guidebook, offering clarity, direction, and insight into the core competencies required for success in this role.

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csa exam servicenow questions: *ServiceNow(R) Certified System Administrator (CSA)(R)* Ingénieur Itsm, 2024-05-15 À PROPOS DU LIVRE Vous préparez-vous pour l'examen ServiceNow Certified System Administrator (CSA)(R) Ce livre a été publié pour aider les lecteurs dans la préparation à la certification ServiceNow CSA. Il se concentre sur une approche pratique et didactique basée sur le dernier programme de 2024. Il est idéal pour ceux qui apprennent mieux de manière pratique à travers des tests pratiques qui sont expliqués à 100% en français. Certaines des caractéristiques du livre incluent: Programme Complet: Couvre les cinq domaines de l'examen (Interface Utilisateur & Navigation, Collaboration, Administration de la Base de Données, Automatisation du Service et du Processus, Introduction au Développement). Explications Détaillées: Toutes les questions sont accompagnées de solutions justifiées à 100%, pour les réponses correctes comme incorrectes. Cela facilite l'étude tout en pratiquant pour l'examen, permettant de comprendre non seulement le quoi, mais le pourquoi. Cas Exemples dans Chaque Question: Pour mieux comprendre la théorie et savoir comment l'appliquer en pratique, chaque question comprend un cas exemple. Ce sont des situations réalistes qui existent dans des environnements

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csa exam servicenow questions: ServiceNow Risk and Compliance (CIS-RC)

Certification Questions Bank Saqib Javed John, Muhammad Zeeshan Ali, 2025-02-26 The increasing need for robust risk management and compliance frameworks has made Governance, Risk, and Compliance (GRC) an essential function for organizations worldwide. ServiceNow's Risk and Compliance module helps businesses automate risk assessment, ensure regulatory compliance, and strengthen overall governance. With the ServiceNow Certified Implementation Specialist - Risk and Compliance (CIS-RC) certification, professionals can validate their expertise in implementing and managing these critical functions within the ServiceNow platform. This book, ServiceNow Risk and Compliance (CIS-RC) Certification Questions Bank, is designed as a comprehensive resource to help professionals prepare for the certification exam. It offers a curated collection of practice questions covering key exam topics, including risk management, policy and compliance, audit management, and continuous monitoring. Each question is crafted to reflect real-world scenarios and test practical knowledge required for a successful implementation of ServiceNow GRC solutions. The primary goal of this book is to provide a structured learning approach to enhance your understanding of ServiceNow Risk and Compliance concepts. Whether you are an aspiring ServiceNow professional, an experienced consultant, or a risk management specialist looking to validate your skills, this question bank will serve as a valuable tool in your certification journey.

csa exam servicenow questions: ServiceNow Service Mapping (CIS-SM) Certification

Questions Bank Saqib Javed John, Muhammad Zeeshan Ali, 2025-03-07 This book, ServiceNow Service Mapping (CIS-SM) Certification Questions Bank, is designed to be a comprehensive resource for candidates preparing for the CIS-SM exam. It provides a curated collection of practice questions that closely align with the official certification objectives, covering key topics such as discovery techniques, pattern design, troubleshooting, and best practices in Service Mapping. Whether you are a ServiceNow consultant, administrator, or developer, this question bank will help reinforce your understanding of Service Mapping concepts, identify knowledge gaps, and boost your confidence before the exam. Each question has been carefully crafted to reflect real-world scenarios, ensuring that you not only prepare for the exam but also develop practical expertise in implementing and managing ServiceNow Service Mapping solutions.

csa exam servicenow questions: ServiceNow Hardware Asset Management (CIS-HAM)

Certification Questions Bank Saqib Javed John, Muhammad Zeeshan Ali, 2025-02-15 This book,

ServiceNow Hardware Asset Management (CIS-HAM) Certification Questions Bank, is designed to help professionals prepare for the certification exam by providing a comprehensive set of practice questions that cover key concepts, best practices, and real-world scenarios. The questions in this book are structured to reflect the official CIS-HAM exam objectives, ensuring that readers gain a deep understanding of topics such as asset lifecycle management, data normalization, audit and compliance, procurement, disposal, and integration with other ServiceNow modules. Each question is crafted to test both theoretical knowledge and practical application, helping candidates build confidence before taking the exam.

csa exam servicenow questions: *CSA Exam Secrets Study Guide* CSA Exam Secrets Test Prep, 2018-04-12 CSA Exam Secrets helps you ace the Certified Senior Advisor Exam, without weeks and months of endless studying. Our comprehensive CSA Exam Secrets study guide is written by our exam experts, who painstakingly researched every topic and concept that you need to know to ace your test. Our original research reveals specific weaknesses that you can exploit to increase your exam score more than you've ever imagined. CSA Exam Secrets includes: The 5 Secret Keys to CSA Exam Success: Time is Your Greatest Enemy, Guessing is Not Guesswork, Practice Smarter, Not Harder, Prepare, Don't Procrastinate, Test Yourself; A comprehensive General Strategy review including: Make Predictions, Answer the Question, Benchmark, Valid Information, Avoid Fact Traps, Milk the Question, The Trap of Familiarity, Eliminate Answers, Tough Questions, Brainstorm, Read Carefully, Face Value, Prefixes, Hedge Phrases, Switchback Words, New Information, Time Management, Contextual Clues, Don't Panic, Pace Yourself, Answer Selection, Check Your Work, Beware of Directly Quoted Answers, Slang, Extreme Statements, Answer Choice Families; A comprehensive Content review including: Life Expectancy, Society Of Certified Senior Advisors, Birth Death, Senior Demographic Issues, Suicide In Seniors, Gerontology, 'Telomere' Theory Of Aging, Hayflick's Limitation, Sarcopenia, Ocular Cataracts, Age-Related Macular Degeneration, Glaucoma, Diabetic Retinopathy, Sensorineural Hearing Loss, Tinnitus, Vertigo, Gustation, Olfactory Senses, Stages Of Aging, Disengagement Theory, Intergenerational Programming, Angina, Ischemic Strokes, Hemorrhagic Stroke, Post-Stroke Rehabilitation Therapies, Aspirin Therapy, Type 2 Diabetes, Osteoarthritis, Alzheimer's Disease, Lewy Body Dementia, Huntington's Disease, Creutzfeldt-Jakob Disease, 70+ Food Pyramid, Food Stamp Program, Biomarkers For Health Assessment, Aerobic Capacity, Signs Of Caregiver Burnout, Toxic Older Adults, Medicare, PACE Program, and much more...

csa exam servicenow questions: ServiceNow Field Service Management (CIS-FSM) +120 Certification Questions/Answers ABEL DONALD. SMITH, 2025-03-02 Preparing for CIS-FSM ? Make the grade with this +120 certification Questions/Answers guide! Moving from the aspects related to internals to that of external partners, you will find the necessary information to have a flawless in our certification. It also contains a set of questions / answers on the Xanadu version, for those who already have the certification or want to know the new features of this version. As a bonus, you will have a note-taking space, to identify the important data for you, during our review. Test your knowledge with in-depth practice questions and answers for each major topic, and gain insight into how questions may be worded on test day.

csa exam servicenow questions: *CSA book: MRCGP CSA Symptom Solver* Muhammed Akunjee, Nazmul Akunjee, 2014-09-01 CSA Book Description This CSA book has been written to include over 120 common symptoms that patients can present with and may come up in your RCGP CSA exams. For each symptom a comprehensive consultation framework has been included to guide you through the best approach in dealing with the complaint. This CSA Book This CSA book guides the GP registrar to ask relevant questions within the consultations such as eliciting relevant past medical history, social history etc. The CSA framework then guides you to which examinations would be relevant and what investigations should be requested in your CSA exam. The final part of the chapter then advises about possible differential diagnoses and evidence based ways of management these. We have also written in this CSA book clear explanation briefs that you can use to explain the pertinent diagnoses to the patient in a jargon free manner. This CSA book has been specifically

written to save you hours of time researching before your examinations and hopefully will become your core companion to ease you through the CSA exams and into your future as a fully fledged General Practitioner.

csa exam servicenow questions: ServiceNow Cloud Provisioning and Governance (CIS-CPG) Certification Questions Bank SAQIB JAVED. JOHN, Muhammad Zeeshan Ali, 2025-02 This book, ServiceNow Cloud Provisioning and Governance (CIS-CPG) Certification Questions Bank, is designed as a comprehensive resource for candidates preparing for the CIS-CPG certification exam. It provides a collection of practice questions covering key areas such as cloud resource provisioning, governance policies, compliance enforcement, workflow automation, and integration with cloud service providers like AWS, Azure, and Google Cloud. Each question in this book is structured to reflect real-world scenarios, ensuring that your preparation is not just theoretical but also practical and application-oriented. By working through these questions, you will strengthen your understanding of ServiceNow's CPG module, improve problem-solving skills, and gain the confidence needed to pass the exam.

csa exam servicenow questions: CTA Exam Unofficial Practice Questions for the Certified Travel Associate Certification Exam Mike Yu, Examreview, 2021-10-29 The Travel Institute's CTA Certified Travel Associate certification program identifies travel professionals who demonstrate expertise and an ongoing commitment to their career, consumers and the travel industry. It verifies that one is an experienced and professional travel agent in the retail travel industry. 60 questions are included in this book. We create these self-practice test questions module referencing the concepts and principles currently valid in the exam. Each question comes with an answer and a short explanation which aids you in seeking further study information. For purpose of exam readiness drilling, this product includes questions that have varying numbers of choices. Some have 2 while some have 5 or 6. We want to make sure these questions are tough enough to really test your readiness and draw your focus to the weak areas. Think of these as challenges presented to you so to assess your comprehension of the subject matters. The goal is to reinforce learning, to validate successful transference of knowledge and to identify areas of weakness that require remediation.

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