

ServiceNow 101: Administration

Practice Exam

All questions are multiple choice or true/false. Choose the *best* answer.

1) Where is a customer's ServiceNow data stored?

- a) Customer data center
- b) ServiceNow data center
- c) User's computer
- d) Amazon data center

2) What is the purpose of a transform map?

- a) Map a user's groups and roles
- b) Record changes to an instance
- c) Map data from a source table to a target table
- d) None of the above

3) Which role(s) gives users the ability to make changes to just about any part of the system?

- a) itil & admin
- b) admin_all & security
- c) admin
- d) admin & security_admin

4) A UI action runs on the ____.

- a) Server side
- b) User session
- c) Client & server side
- d) Data center side

5) Administrators can add customizations to the server side by writing Java in business rules.

- a) True
- b) False

6) The ____ role is assigned to users who supervise a group of helpdesk technicians, providing them with access to delete incidents, problems, changes, and other related records.

- a) itil
- b) itil_admin
- c) admin
- d) security_admin

7) Workflows consist of many ____, which can be notifications, approvals, tasks or a number of other processes.

- a) Activities
- b) Processes
- c) Scheduled jobs
- d) Workers

8) If you are experiencing performance issues, a good place to check is the...

- a) Performance analytics application
- b) Slow Queries module
- c) User account sessions
- d) Upgrade monitor

9) If you are given requirements to make a field read-only once the record is marked *closed*, what should you use?

- a) business rule
- b) client script
- c) script include
- d) UI policy

10) What is the ServiceNow HI portal?

- a) A communication application
- b) A portal for maintaining ServiceNow instances and environments
- c) The out-of-the-box employee self-service portal
- d) None of the above

11) Personalizing a form requires the admin role.

- a) True
- b) False

12) The ____ feature allows admins to access ServiceNow as if they were another user.

- a) Security admin
- b) Impersonate
- c) Clone
- d) None of the above

13) An SLA definition has the following conditions: start, pause, stop, and ____.

- a) Reset
- b) Redo
- c) Execute
- d) End

14) A role is a record in the ____ table.

- a) sys_role
- b) roles
- c) sys_user_role
- d) sys_user

15) Roles may contain 1 or more access control rules.

- a) True
- b) False

16) The sys_dictionary table stores information about ____.

- a) Dictionaries for each language in the system
- b) Information about users and groups
- c) System statistics
- d) Table and field properties

17) Which application is available to all users?

- a) Incident
- b) Employee profile
- c) Self-service
- d) None

18) What is the purpose of an order guide?

- a) Provide multiple catalog items into a bundle
- b) Provide logic in the workflow of a catalog item
- c) Provide services in the ServiceNow HI portal
- d) An automated wizard for ordering hardware or software

19) All of the following are added to an update set except for:

- a) New fields
- b) Field properties
- c) Workflows
- d) None of the above

20) Which of the following is not a field type in ServiceNow?

- a) String
- b) Boolean
- c) Selector Bucket
- d) HTML

Answers

- 1) b
- 2) c
- 3) d
- 4) c
- 5) b
- 6) b
- 7) a
- 8) b
- 9) d
- 10) b
- 11) b
- 12) b
- 13) a
- 14) c
- 15) a
- 16) d
- 17) c
- 18) a
- 19) d
- 20) c