1. Where are the logs from gs.log in business rules stored?

A. **System Logs** B. Transactions Logs

2. What is the maximum response time for ping tests?

**250 milliseconds**

3. Which of the following are executed in an order determined by SNC rather than a user defined order?

A. Business Rules

B. **Client Scripts**

C. UI Policies

D. Script Actions

4. What will happen if you create a field called "Short Description" on the change table?

A. The field will override the "Short Description" field on the task table.

B. **Both the Short Description fields from the change and task tables are available on the form layout for selection and can be displayed to users.**

C. The "Short Description" field on the task table is replaced with the new field.

5. How can you set the default value of the "Short Description" field on the Problem Task table to "PROBLEM TASK - XXX"?

A. Create a new field on the problem task table and set the default value.

B. Set the default value on the "Short Description" field on the task table.

C. **Create a Dictionary Override for the "Short Description" field for the Problem Task table, and set the default value here.**

D. Set the default value using a client script.

6. The client is complaining that incidents numbers are not in sequence. How can you prevent numbering gaps?

A. This is not possible in ServiceNow.

B. Create a business rule to assign the latest number to the incident.

C. Create a new field and assign numbers to that field.

D. **Set the "Assign a task number only upon insert" system property.**

7. What is dot-walking?

This references a field by building a chain of field names separated by dots. (Options were given in different ways. Below were the options. They were a little confusing)

1. To access fields from related tables
2. Describes a field and fields from related table separated by dot for each field from different table
3. Describes a field and reference fields from related table separated by dot for each field from different table

8. How to disable auditing on a field?

A. Audit field checkbox

B. **Set the attribute to "no\_audit=true"**

C. Set the attribute to "no\_audit=false"

D. It is not possible to exempt individual fields from auditing.

9. What is a sys\_id?

**A unique 32-character GUID, that will identify every record created in every table in every instance of ServiceNow.**

10. How can you bypass the SSO provider and allow users who can't login via SSO? (Question was given in a different way. How do users without internal login crediantials login without LDAP account)

a. **side\_door.do**

b. front\_door.do

c. side\_entrance.do

d. override\_sso.do

11. Responsibilities of the Engagement Manager?

12. 3 factors responsible for performance

**Application server response, network latency & throughput, browser rendering and parsing.**

13. Where does ServiceNow store user's passwords from LDAP?

A. User table

B. Any table defined as per the import source

C. **Doesn't store the password anywhere**

D. Import set table.

14. How can you use the elevated privilege?(Question was asked differently)

A. **security\_admin role**

B. High Security plugin

C. Default Deny property

D. Administrator

15. Which protocol is used for incoming mail to ServiceNow? (question can be asked differently ,like creating or updating incidents)

**POP3**

16. How can you raise a VPN request?

A. **By submitting a request on HI.service-now.com**

B. System Settings > VPN module

C. System Upgrades > VPN

D. VPN property

17. Which of the following is a server side script?

A. Client Scripts

B. UI Policy

C. UI Script

D. **Business Rules**

18. ServiceNow recommends using the getReference method with a callback function, when

a. Calling an "alert"

b. Calling a business rule

c. **Always use getReference with a callback function**

d. Never use getReference with a callback function

19. ServiceNow provides customers with a dedicated database, application and data isolation using which one of the following models?

A. **Single-tenant**

B. Multi-tenant

C. Hybrid Cloud

D. Domain Separation

20. Which of the following can be used to invoke an outbound SOAP message within the SNC application?

A. UI Policy

B. **Business Rule**

C. UI Property

D. Import Set

21. Which one of the following would improve the performance of loading forms within ServiceNow?

A. **Reduce the number of related lists configured for a form.**

B. Increase the number of client scripts for a table.

C. Reduce the number of read-only fields defined for a form.

D. Reduce the number of mandatory fields defined for a form.

22. Which of the following is the proper syntax for accessing values of variables from the record producer script field?

A. g\_form.getReference('variable\_name')

B. g\_form.getVariable('variable\_name')

C. **producer.variable\_name**

D. current.variable\_name

23. Which of the following is the proper syntax for accessing values of Catalog variables from a client script?

A. g\_form.getElement('variable\_name')

B. **g\_form.getValue('variable\_name')**

C. current.variables.variable\_name

D. current.variable\_name

24. How can you check for null fields using the gs object?

A. **nil()**

B. null()

C. isEmpty()

D. isNull()

25. What other variable is accessible in business rules along with current, and previous??

**g\_scratchpad**

26. Which of the following is a valid gs method?

A. dateDifference (string, string, boolean)

B. **log (message, method)**

C. addInformationMessage (message)

D. alert (message)

27. What can be captured in update sets?

A. Customer task/ process data

B. Banner information **(This option was not given. Don’t remember the other options. But, if you read carefully, it was easy)**

C. Customer homepages

28. Which of the following is true regarding the sys\_dictionary table?

A. **The sys\_dictionary tables defines all the tables and fields within the instance, and provides customization options for tables and fields.**

B. This table defines only out-of-box tables and fields in an instance.

C. The table provides customization options only for custom tables and fields.

29. How can you safe-guard data that is not required in integrations?

A. Business Rules

B. Update Sets

C. **Import Sets**

D. Access Controls

30. If duplicate records are inserted into a table populated from a data source, what could be the problem?

**Incorrect coalesce field definition.**

31. Which of the following is a use of the Client Transaction Timings plugin? (Question was given in a different way)

A. Enhanced performance.

B. Enhanced user experience.

C. **Enhanced logging.**

D. Decreased load times.

32. What will degrade performance severely if used in a before business rule?

A. **current.update()**

B. gs.setAbortAction ()

C. gs.eventQueue ()

D. current.setRedirect ()

33. How to consume external web services from within ServiceNow?

**Outbound Web Service -> SOAP**

34. Which layer is responsible for extending tables?

**Database Layer**

35. Which of the following is true?

A. The task table cannot be extended, and cannot extend from any other table

B. **The task can be extended but cannot extend any other table in SNC.**

C. The task table can be an extension of some other table in ServiceNow, but it cannot be extended

36. How to execute Server-side code from the client?

**GlideAjax (Option was given as Asynchronous GlideAjax,** other options were Script Include, etc)

37. Deployment best practice example (Question was given as update set best practice)

**Do not migrate to production during business hours**

38. Which protocol is used for sending email to users from ServiceNow?

**SMTP**

39. How do you clear cache from an Instance

**Cache.do**

40. Question on StartNow Prepare Stage

A. Data Load, Integration, Core System set-up and Requirement Workshop

B. Data Load, Integration, Core System set-up and Sprint Backlog

Don’t remember other options. Data Load, Integration, Core System set-up was correct. But, was not sure of the last thing in the options

41. Question based on StartNow process - based on creating release sprints and etc.

42. Question based on StartNow on some pending requirement in a Release. I guess the answer is total requirement in Release minus requirement marked as complete in a sprint

43. LDAP User Password is stored in HTTPS and not in Service Now (Don’t remember the exact question)

44. Which protocol is used for data population over distributed databases over internet?

1. HTTP
2. FTP
3. SMTP
4. LDAP
5. What defines a directories that are source for imported data
6. **OU Definitions**
7. DN
8. RDN
9. If SLA is defined for 9 – 5 weekdays (excluding weekends) and starts on Thursday noon and is defined for 2 days. SLA is breached on **Monday noon**
10. ACL access roles – **Read, Write, Create, Delete**
11. User wants to track a firewall in separate table
    1. Create a new firewall table extending task table
    2. Create a new firewall table extending CMDB\_CA table
    3. Create a Firewall Business Service
    4. Do not track firewall as it is sensitive
12. How do you secure Table contents and Its location
    1. Custom jump start(ACL)
    2. High security
13. Table level ACL - **Table.\***
14. How do you increase import set performance?
    1. Check run business rule
    2. Using non indexed field as coalesce
    3. Don’t run unnecessary scripts

1. Client Transaction Timings – Enhanced logging
2. Client Transaction module use
   1. Granular level of client transactions
   2. Improved UI
   3. Improved performance from client side
3. key component during Integration
   1. **Transform map**
   2. Catalogue items
4. If a new table (Child Class) is created extending another table. What is the extended table(Not sure what the exact question was) - **Parent class**
5. Which of the following is NOT best practice of client scripts(Not sure what exactly was the question)
   1. Calling scripts includes
   2. Calling multiple short server calls instead of long server call