

T or F most customizations of system behavior is done using UI policies	false it's business rules
Where do business rules run?	On the server, but can be client-callable. If that setting is checked then you can use Ajax on the client side
T or F - business rules are real time	false - they are not real time. They do not monitor fields on a form; they monitor records as they are inserted or updated
What should you consider before marking a business rule global?	Business rules marked as running on table global are loaded and initialized at the beginning of each interaction between user and platform. This is a bad practice and will slow system response
What is a client script?	Client scripts are shipped to the client (the browser), and they run there instead of on the server. You can use JavaScript
What client script is supported?	OnLoad, onChange, onSubmit, onCellEdit
What do client request + server response =	Round trip
T or F SN recommends to not use client script if you can use UI policies or access controls	True - security concern
How do client script execute?	OnCellEdit, onChange, OnLoad, onSubmit
Where would you create a UI policy?	Go to the form, right click on the form header and select personalize > UI policies

Where would you create a business rule?	Go to a form (e.g., incident form) and right click on the banner. Select personalize > business rules. There you'd set the name and a few other variables ... Add a script
What does CRUD stand for? CRUD operations on a table	Create, Read, Update, Delete
SN provides service levels of security for end users for what?	Application and module access; table and field access
What are applications and modules secured by?	Roles, e.g. Only a user that has the ITIL role can access the change management application
What happens if the role field in an application is left blank?	All SN users of that instance will see it.
What would happen if a user didn't have role access to an application and a module role field was left blank?	They wouldn't see it because it's nested under application
What is contextual security?	Through access controls ... Controls every level in the SN object hierarchy. You can control specific tables and fields.
T or F - users can not read, write, create, or delete data unless access controls are in place to explicitly allow those actions	True
Access to tables and fields are governed by	System property and access control
What is an access control?	

	It is a security rule defined and set at the row level and the column level, and it is executed when attempting to access any SN table
What is an Access Control List (ACL)?	It's a bunch of access controls for a table, i.e., show me all access controls for table
What are the two core components of an access control?	What is being secured (row or table) and the rights to it
ACLs are set a what level?	Row.level (access to then record) and column level (access to the field)
When you give access to a database row via ACL ... It is said that you're giving _____ access	Record
When you give access to a database column ... It is said that you're giving _____ access	Field
ACLs can be defined I. What three ways?	Conditional expressions (if this then), scripts and roles
T or F - when evaluating ACLs ... If the system finds two rules for incident.number (field) ... If either is true then access is allowed	True
T or F if a row level and a field level rule are in conflict, both rules must be met before an operation is allowed	True
What 3 security modules does an admin use?	System properties > security; system security > access control; system security > high security settings

What type of security access does an admin need?	Security_admin ... It consolidates security settings to one streamlined interfaces and adds concept of elevated privilege
Where would you go to limit access to an application?	Pull it up in the application navigator, right click and click on edit application menu
T or F - make sure you're logged in as admin when creating an access control	False - in order to create access control rules, you need to activate security_admin elevated privileges
What is a SN event?	It is an indication to the ServiceNow processes that something notable has occurred, e.g., approving a request, workflow, etc.
What are events caused by?	User action and scripts
How many events are in a baseline implementation?	235
What table are event definitions kept in?	Sysevent_register
What is the event queue?	It's a table containing a record of every generated event
Where would you go to see if an admin impersonated another user?	To the event queue and look for impersonation in the name field
What's the most common way for generating an event?	Using business rules or workflow activities

What is a notification?	It's a tool for alerting user that events that concern them have occurred
T or F - like business rules ... Notifications can be created when a record is inserted or updated	True
Notifications can use which methods to send notices?	Email, SMS, meeting invitation
What are the 5 things that have to be done for notifications to work?	Configure email, create events and business rules, create the email notification, configure subscription based notifications plugin, use inbound email actions to perform various actions
Where would you update a email notification?	System policy > email > notifications
What is dot walking?	It's a way a saying what db and field are you referencing, e.g., assigned_to.manager
What does a registry entry do?	A registry event is required in order to generate a notification for an event
Where you go to see if an email went out?	System logs > emails
What is an update set?	It's a group of customizations that can be packaged and moved from one instance to another; it's really a point I time XML snapshot of the record
How does an update set work?	It writes every change (to tracked tables) to the customer update (sys_update_xml). Use an update set to migrate your code

What is not captured in an update set?

Entered data is not captured; examples: modified Cls, data records, new data records, users and groups ... Schedules and scheduled jobs

What is captured in an update set?

Business rules, client scripts, fields, forms and form sections, reports, tables, views and workflows

What one area do you manually have to add to an update set?

Homepage

T or F - you cannot revert update set versions

False - you absolutely can roll back changes

What are best practices for rolling out update sets?

Have a plan, know what's being developed and make sure admins are aware; include many changes into one update

T or F - update sets cannot be merged

False - they can be combined between users

What happens if two merged update sets are modifying the same object?

The newest one takes precedence

How does an admin get elevated privilege?

By clicking on the key in the top left corner

What can you do with a UI policy?

Set fields on a form from to visible or hidden; editable or read only; optional or mandatory

What does the attachment functionality in a kb article do?

It displays the contents of the attachment instead of the text in the form

How would you kick off a new update set?	Go to system update sets > local update sets and click new ... Make your changes ... Then go to local update sets and mark it complete
How would you import an update set?	Go to system update sets > update sources and point it to your instance ... Bring it over then go to retrieved update sets and commit update set
What are the three SN release types?	Feature release, patch release and hotfix
ServiceNow runs on what type of web server?	Apache Tomcat
T or F you cannot prevent upgrades to your instance	False - you can block an update by emailing SN ... You need to give them 5 business days
What two states are current releases available in?	General availability (GA) and controlled availability (CA)
What do hot fixes fix?	Problems with feature release
What does a patch release fix?	Combines hot fixes from last feature release and does other fixes.
What does a feature release fix?	It takes all hot fixes and patch fixes since the last feature release
How many days notice does SN send out for major upgrades, e.g., Dublin to Eureka?	30 days
What gets skipped during a major upgrade?	

	Any record that has been altered from the base state. The upgrade app looks at the customer update table (e.g., sys_update_xml)
Where are your SN customizations tracked?	Any record that has been updated is kept in the customer update table (e.g., sys_update_xml)
Where can an admin go to look at every upgrade ever made to SN?	System diagnostics > upgrade history
T or F - the upgrade history module helps an admin locate and resolve upgrade conflicts by reverting customizations to the base version if necessary	True
Where can an admin go to see what release is running on an instance?	System diagnostics > stats > stats
Where would you look to confirm that your instance was upgraded?	System logs > events and find system.upgraded event
Where would you to add a notification that your system was upgraded?	Go to system policy > notifications and find the system upgraded event. Set it up to email whoever
What 4 things make up perceived performance of your SN instance?	Application server response, network latency, browser rendering and parsing, and instance cache
In re: to performer issues ... What is application server response?	The time for the application server to process a request and render the resultant page
In re: to performer issues ... What is browser rendering and parsing?	The time for your browser to render the HTML and parse/execute JavaScript

In re: to performer issues ... What is instance cache?

The amount of system resources available for processing

Where would you look to see system performance?

Instance log vital statistics on every transaction @ system logs > transactions

How would find the max and average response for SQL, network and browser performance?

In the system log > transaction list ... Right click on the header and go to personalize > list calculations ... Select maximum and average value

What is the response time indicator?

It displays the processing time, including the total time, network latency and browser rendering and parsing

Where can you find the response time indicator?

In the right hand corner of forms and lists

What is a healthy total response time for Network, browser & server?

3 seconds, on average

What is a healthy server response time?

800ms on average

Where would you go to monitor your server?

You can type stats.do in your browser or go to system diagnostics > stats > stats

What key metrics should use to baseline and monitor your server?

Memory, response time & available semaphores

T or F - stats.do is showing you average memory use

False - it's a snapshot in time of what's happening

What's a good range to be in for server memory?	10-60% ... You shouldn't be under 10% for an extended period
What is a semaphore?	Semaphores control the number of user transactions that can be run in parallel. It makes sure there aren't too many things running at once.
When is semaphore setup and what's that number based on?	Set at implementation and based on size and load
What are the social IT components?	Chat, service desk chat, live feed/company feed
How would you remove a message from the social IT feed?	Go to social IT > feed administration > messages ... Select the message and mark it deleted in the state field
What is the application navigator search field called?	Navigator filter
T or F Every unique record in SN has a 16 character unique identifier	False - it's 32 character
What is the list mechanic?	It's a gear icon located in top left hand side every list. It allows you to add columns (via slush bucket) to the current list you are on
What does clicking on the submit button on a form for the first time do?	It updates the db fields and brings you back to a list
How do you get to the mobile version of your instance?	Go to <code>yourinstance.service-now.com/\$m.do</code>

How do you get to the tablet version of your instance?

Go to `yourinstance.service-now.com/$tablet.do`



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