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## ServiceNow System Administration Certification

by mas2011, Aug 2014 | Subjects: ServiceNow, Admin, Administration, Cert, Certification

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The main ui is divided into what three sections	Banner frame, application navigator and content frame
What does the banner frame contain	Logo and global navigation control
What does the application navigator contain	Provides links to all application menus and modules
What does the content frame contain	Displays info like lists, forms, home pages and wizards
What's the name of the application navigator search box	Type filter text
What's a module and application in the example ... Incident > create new	Incident is an application and create new is the module
What is the edge	It's new gray toolbar on the left hand side of the screen
What are the 5 ways you can search in servicenow	Lists, global text search, knowledge base, navigation filter, live feed
Where is the list search option	Above lists view; let's you narrow down search
Where is the global text search	In the banner
T or F searches are case sensitive	False

What's the name of text indexing search engine	Zing
Where would you change the banner icon and text	System properties > my company's
Where would you change banner color and other colors?	System properties > CSS
What two ways can something in the edge bar be opened?	In a window flyout or in the window pane
What does a list display?	It displays information in a table, organized in sortable columns
What does a form display?	Display information from a record
Lists can display how many tables?	One table; however not that it can reference other tables
What is a record?	It is one set of table fields
What does the list editor do?	It allows you to update the record without having to into a form
What is a sys_id?	It is a unique 32 character globally unique id used to identify a record; so, when you send someone an incident link ... The sysid is within the link
Where are bread crumbs in SN?	It's the filter views (i.e., when you run a report); the more you add the longer it gets.

What options do you have for saved filters	You can save to yourself or a group. Admins can save it to everyone
Where do saved filters end up?	Click on the arrow next to the application and right click select filters
What does the search term !=search do	Means does not contain
What does !=search do	Does not equal
What happens to the gear icon once you've made changes?	It means you've customized the columns in your list
What does the gear in list view allow you to do.	It's a slush bucket that allows you to add or remove columns just from your view
How does a sys admin set list layout view globally?	Go to the list and right click; select personalize and list layout
T or false: resetting the list layout globally will override personal preferences?	False; not out of the box. You can probably blow away a database record to do that
How do you edit a form?	Go to a form, right click and select personalize form
What does the light red form field indicator mean?	A requires field that has a saved value

What does the light green form field indicator mean?	Means the field has been modified; to retain you have to click save
What does the red form field indicator mean?	Its a required field that requires a value
What does the orange form field indicator mean?	Read only data that is not editable on this form
What does a red dashed line indicate in a form field?	That there is invalid data or a mistyped word
What iOS versions are supported for sn?	iOS 6
What version of droid is supported?	Android 4.0
How do you get to the mobile and tablet version of sn?	Go to your instance and add the following to the end \$m.do ... \$tablet.do ... e.g., name.service-now.com/\$m.do
What functionality do you get from the mobile version of sn?	Application navigator, labels and favorites, list and forms
What do plugins do?	They provide additional optional functionality
How do you get to plugins?	Search the navigator for plugins and activate them
What is a user	It's one record stored in the user [sys_user] table

What form can a user see their user record	My profile
How are users brought into sn? Both account and authentication	Manually in sn, ldap or sso
What type of connection does sn make to LDAP?	A read only connection
Sn can integrate with any solution that uses one of the following 5 techniques	Unencrypted http browser, digest token authentication, SAML 1.1 browser POST file, SAML 2.0 web browser SSO profile stateless Open ID with signature verification
What is a group?	One record stored in the sys_user_group table; and, it's a collection of users who share a common purpose
What's one way to create a group?	In a user record form, create the group. That user will automatically be added
Why would you create a group?	To assign permissions, identify a subset of skills for skills assignment, provide a reference for alerts
What is a role?	It is one record in the sys_user_role table; and, it's a persona that is assigned to a group or person, i.e., grant access and assign security controls
What are the SN provided roles?	System administrator, fulfiller, requester, approvers
What does the system administrator role have access to?	All system features, applications, functions, and data

What did the ess requester have access to?	Users can submit requests and manage their own requests, access public pages, take surveys, and use live feed and chat
T or F: a role does not inherit all the permissions of any other roles it includes?	False
What is the personalize_form role do?	Can manage all form and list changes
What's the best practice for assigning roles?	Assign roles to groups
What does the ITIL fulfiller role have access to?	ITIL activities associated with the itil workflow
What is a delegate?	Another user designated to receive and interact with approvals and tasks assigned
T or F: the role delegation comes turned on and ready to go out of the box	F: it's a plugin you have to make sure is turned on
What does the skills plugin allow you to do?	You can assign competences to groups or individuals
What tabs will you find in the bottom of a user record by default	Role, groups ... If skills and delegate are turned then you'll see those tabs too
How do you toggle tabs in a form?	By clicking on the toggle tabs icon
What's considered best practice when it comes to assigning roles?	Give it to the group

What type of db is sn built on?	MySQL
What does a db table contain?	Records
What does a db record contain?	Fields
What is a db field?	It's a column in the record. It's where you store individual pieces of data
How does a table organize data?	By rows, records and fields
How could you modify a field?	With a form or list editor
What are the two most commonly used core tables?	Task [task] and Configuration item [cmdb_ci]
What are the 5 most common extended tables off of task?	Incident, problem, change_request, sc_request, sc_req_item
What are the 3 most common extended tables off of cmdb	Sys_user, sys_user_group, kb_knowledge
Where can you get a list of existing tables, with column, column attributes and indexes?	Tables & Columns
What is the primary use of the tables & columns module?	To view the schema map



Aside from viewing the schema map ... What else can you do in tables & columns module?

Create a new table or edit an existing table, create a new application or browse existing applications, delete all records from a table

Who has access to schema maps and tables and column module?

Only administrators

How are tables related to each other?

One to many, many to many, extensions, db views

What are three examples of one to many db?

Reference fields (caller id can be pulled from many in user table); glide list (multiple records from a table like watch list can have multiple users); document field id

What is an extended table?

It's a table that includes all the entries from the parent table and unique values

What are the mechanics of making extended tables

Create a new table and fill out the extend table field. You can only do this when creating the table

What related tables does the schema map show?

Class extension or reference

On the schema map, boxes that have green or blue bars are what?

Have been extended

Tables that have red bars in the schema map are what?

Referenced tables

How are referenced fields identified in sn?

With a reference lookup icon ... Think of the caller field. You can look them up.

What's in the data dictionary table?

It defines every table and field in the system. It contains information about a field's data type, character limit, default value, dependency and other attributes

How does the field type collection behave?

It's the control record of the table and determines whether the table will be audited, default sorting, attributes of table and how it will behave when it is a reference field

What does a dictionary override do

It provides the ability to override several aspects of a field in extended tables

What's a good use case of extend tables?

You want the default value of incident to be different from task. Because the task field state controls default value. On task it's set to one. We'll you would use a dictionary override to change the default value for incident ... Great video in sn wiki

What are the default values for the numbering?

Starts at 1000 and has 7 characters

Sn automatically provides numbers for which tables?

Incident, problem, change, request and knowledge

Where do you manage record numbering?

System definition > number maintenance

What db field stores the record number?

Sys\_number

What tables can't be deleted?

Base tables, e.g., task, cmdb\_ci

How would you delete a custom table?

Go to system definition > table and click on delete all records in table. You'll get a few "are you sure prompts"

When you delete a table what else gets deleted?

Records, choice list items, forms, form sections. Lists. And related lists, reports, gauges and reference fields

What is the app creator?

It allows citizen developers to create apps

How do you work on your app

After creating it ... Select it as your current application and begin developing

How do you deactivate an application?

System applications > applications ... Open the app record and uncheck the active check box

What else happens When you make an application inactive?

All associated menus, modules, and ACLs are set inactive



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