

T or F - You cannot deactivate a plugin. Once it is on ... It's on

What's the user database?

Sys_user

What are the three ways you can bring users into your SN instance?

SSO, LDAP and manual import

What does the skills management plugin do?

Skills based routing within SN

How many tables are in SN out of the box?

1294

What does the first field in a list do when you click on it, e.g., incident0010016?

Takes you to form for that record. If you click on other fields like user ... Then it will go to a different form like user

T or F LDAP data is brought over via an import set?

False - it's a special data set brought over using a different module

What would happen if you pointed your browser to instance.service-now.com/incident.do

You'll go to a blank incident form

Why shouldn't you use a global rule?

Because it runs on every record and transaction. It's unnecessary overhead for your system.

How can you preview a workflow?

By checking it out. You don't have to publish it to test it

What is SN cloning?

It's a way to copy an entire instance to another instance, use case would be refreshing dev to be like prod

What db are all the customizations that you made kept?

Sys_update_xml

How can you test a business rule that you made?

Check the server response. If it's more than 800ms then it's a problem

What type of users is CA releases recommended for?

Early adopters

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