



Search over 166 million flash

[Create Flashcards](#)[iPhone](#) | [Android](#)[Sign in](#)

Flashcards » ServiceNow System Administration Certification

ServiceNow System Administration Certification

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

[?]

Flashcards**Memorize****Test****Games****Study your flashcards anywhere!**

Download the official Cram app for free >



How to study your flashcards.

Right/Left arrow keys: Navigate between flashcards.**Up/Down arrow keys:** Flip the card between the front and back.**H key:** Show hint (3rd side).**A key:** Read text to speech.

Click or Press Spacebar to Begin »

Related Flashcards

[ServiceNow System Administration Cert...](#)[ServiceNow System Administration Cert...](#)[servicenow](#)[A+ Certification](#)

CARD RANGE TO STUDY

through

**314 Cards in this Set**[Share](#)[Print](#)[Export](#)[Clone](#)

Front

Back

What are the two ways you can access the application creator?

Either go to system applications > create application; or, click on the create new application icon in the banner next to application

When you create a new app ... What automatically gets created?

Roles, menu and files under related links ... But not a table

Where would you add a table for a new application?

Go to the application. Click on the table tab and click new

Where would you add a module for a new application?

Pick the application from the picker in the banner. Click on the gear so that you bring the application up. Click on the modules tab and add new.

What are the major steps to building an application?

Create it, add a table, add fields, add a module to use a form

What is an import set?

It's a tool used to import data from various data sources, and it maps that data in servicenow tables

T or F: all users can manage and setup import sets

False: only users with the admin role

What happens if the data being imported by an import set is the same as the data in the table?

It skips it

What external sources can you import using an import set?

Jdbc, http, FTP, excel, csv, XML

How would you import data from LDAP?

Through leap server record configuration ... Not an import set

What function does the import set table serve?	It's a staging area for records imported from a fat source
What does the transform map do?	It determines the relationship between fields displaying in an import set table to fields in an existing ServiceNow table
What is the auto matching functionality of the transform map?	It looks at the column names in the import set table and automatically matches to production table columns
What parts of SN are designed to be integrated with?	Cmdb. Incident, problem, change, user administration, and single sign on
What are best practices of importing data into SN?	Know what you're bringing in and where it should be placed; verify the data before you import; remove obsolete data
What are the 4 major steps of importing data into sn?	Load the data into an import set table; create a transform map to match. What's going where; run transform; cleanup the import set table
What does specifying a coalesce mean?	The field or fields you specify will be used as a unique key
Where would you go to start an import set?	System import sets > load data
Where would you do a transform map	After you import using load data ... Under next steps you'll see a link to create transform map
T or F: transform maps can only be used once	false ... You can use them over and over to bring data over

How does automating in an import set work?

It takes the names of import set table headings and matches it against the existing column field names

What does the mapping assist utility do for an import set?

It let's you align what fields are going with what

What happens if a match is found with the field that's been marked coalesce?

The existing record will be updated with the new information

Where would you go to clean up and remove a used import set table?

System import sets > import sets tables > cleanup

T or F: asset and CIs are often the same entity - but information about them are expressed differently

True

Itil says that asset information is used for?

Valuing, depreciating, determining, cost allocation strategy

What is a ci?

A tangible device or intangible dedicated software in the CMDB

Why is it better to manage machines in the cmdb than assets?

Because the data gets stored somewhere that can take advantage of other sn tools, e.g., if a card on a switch goes down the. Who's affected?

What is a business service map?

It's a tool that allows you to see a ci and everything that's needed to support it (upstream) and everything it supports (downstream)

What is a cmdb according to sn?

	It's a series of tables that contain all the assets and business services controlled by your company as well as their configuration
What are the two main cmdb tables?	Cmdb_ci (all basic attributes) and cmdb_rel_ci (CI relationship between CIs)
What are the two base tables in SN?	Task and cmdb_ci
What is a schema map?	It displays the details of the cmdb ... Showing the relationships between ci
What does inheritance do for extended tables?	It allows child tables to share fields from a single source
If a table is extended, but itself is not an extended table, it's called a	Base class
How do you populate the CMDB?	Discovery, import sets, integrate with cmdb, web services, help the Helpdesk, manual
Where would you go app navigator to add a server to the CMDB?	Configuration > servers > all and click add new
Where can you access the knowledge base from?	Any form that has the know icon: ESS self service; ITIL users can get it through self service and Service Desk; admins and knowledge managers have additional ability with other modules
How can you populate the knowledge base?	Manually, from the service catalog record producer, automatically from events, most importantly, from incidents or other tasks

Give an example of an automatically created event driven know article

Server outage triggers a kb news item

What are the notable kb db fields?

Topic, category, valid to, attachment link, workflow, roles, article type

What does the article type field do in the KB form?

Let's you pick between an HTML and wiki editor for writing your article

What happens to kb articles that are flagged?

They end up in the flagged article section; you'll also see any feedback someone left

T or F: the knowledge base can only be viewed by someone logged into to sn

False - a kb can be both public and private. By default it's set to private so only logged users can see it

T or F you can limit SN access by IP ranges

True - you can make your SN instance only available to certain instances

What does the kb search icon look like?

Blue book

What does a service catalog do according to SN?

It's an ordering system for goods and services (i.e., one stop shopping); access to service desk; where you get help and training

What are the major components of the SN service catalog?

Record producers (builds system components associated with the request), items, variables (help the shopper), order guides (to bundle items), and workflows

What is a record producer?

It's an interface used to create service catalog records; an alternative to lists and forms

What can the record producer be used for?	Workflow based things - request emergency change, wizards, etc
What does requesters see when they go to the service catalog?	Self service items
What do Fulfiller ITIL users see when they access the service catalog?	They can see open records: requests, items & tasks
What do admins see when they access service catalog?	Everything: catalog definitions, policy and variables
How do you get to the categories on an incident and other tables?	Go to system definition > choice list
What are the out of box progress stages for a request?	Waiting for approval > approved > pending > completed
What can you do with a service catalog item once it's built?	Publish it to the service catalog; group in an order guide; show users questions and choices
In regards to service catalog ... What are variables?	They define the questions to ask the end user ordering the catalog item
In regards to service catalog ... What are service catalog variable types?	Common web elements: multiple choice, select box, single line text, reference, checkbox
What is a variable set?	It's a container with variables. You can reuse the sets.

Where would you create a variable set?	Service Catalog > Catalog Variables > Variable Sets
What is an order guide?	It allows user to order everything they need for one particular type of user
Where would you add a device catalog item in SN?	Service Catalog > catalog definition > maintain items and click new
Where would you add options (e.g., memory) to a service catalog?	Go to the items and add choices under the variable tab
Where would you go to add an order guide?	Service catalog > catalog definition > order guides and click new
Where would you create the order guide choices/questions (e.g., department)?	Go to the order guide and go to the variables section. Click new
Where would you create the rules for an order guide (e.g., dept = sales)?	Go to the order guide and click on the rule base tab
What is a workflow?	It's a virtual representation of activities consisting of connected steps planned out in a sequential manner
What are workflows primarily used for?	To automate a sequence of activities
What db field does the workflow keep progress?	In the stage field in sc_req_item

What two workflow stages for sc_req_item are available out of the box?

Request Cancelled and Completed

Where do you create a workflow?

In the graphical workflow editor

What are the three basic elements of a workflow?

Approval, notification and task

What table does the service catalog workflow sit on

Sc_request

T or F: all workflows absolutely must have a beginning and end

True

Where would you go to view an existing workflow?

Workflow > workflow editor

What do you have to do to a workflow to edit it?

You need to check it out; this prevents errors

What is a workflow activity?

It's the blocks that organize the individual actions the workflow performs as it runs.

What are the major workflow activities?

Approvals, conditions, notifications, tasks, timers, utilities

Who does service catalog purchase approvals go to?

Whoever is listed as your manager in the user table

What table are SLAs kept?

Contract_sla

What are SLAs according to ServiceNow?	A set amount of time for a task to reach certain conditions. If the SLA task does not reach certain conditions then it's marked as breached
What are the four components that drive the SLA plugin	SLA definition, task SLA, SLA workflow and SLA automation
What are the type of SLAs?	SLA, OLA & UC
Where would you define OLAs and UCs?	In the task SLA form
In what table are the individual tasks stored?	Task_sla
What is the only difference between defining an SLA and OLA/UC?	You fill in a different value for type field
What are some important fields in the SLA form?	Retroactive start (when to start), duration (user specified). Duration type (2 business days), schedule (what's a work day), timezone, conditions (start, stop & pause)
How do you get to a SN report?	Reports app > view/run; right click on the list menu do do bar or pie chart; add then to the homepage gauge
What is a gauge?	It's a mapped graphic image on the home page; when you click on a section of the graph it links to a list; it's a refresh able widget
What tables can you not run reports on?	System tables: sys_audit, syslog, syslog_transaction, sys_attachment and sys_email

Before you make a gauge ... What must you do?	Make the report that will feed the gauge
What are the main tools you can use to tailor servicenow?	UI policy, data policies, UI actions and scripts
What is a UI policy?	It's a rule that applies to a form to dynamically change form information or the form itself
Here do UI policies run?	On the client side (browser)
What is a data policy?	Enables admins to set mandatory and read only states for fields and can enforce data consistency across applications. You can set import data as read only, e.g., user info
T or F UI policy is only enforced on data that phases through the browser and UI	True
What is a UI action?	It's the method to out buttons, links, and context menu items on forms and lists, making the UI more interactive, customizable, and specific to user activities
When creating a UI action in the form there is an order field ... What does that do?	It determines the order of when buttons get displayed
What is a business rule?	It's JavaScript configured to run when a record is displayed, inserted, updated, deleted, or when a table is queried
T or F Like UI policies ... Business rules can monitor fields on a form	false