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Service Now 2

Created by [kim\_h\_kirkpatrick](http://quizlet.com/kim_h_kirkpatrick" \o "Visit kim_h_kirkpatrick's profile)

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82 terms

What application is available to all users?

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What features of ITIL are utilized by the ServiceNow platform?

ITIL is Strategy, design, Transition, operations

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What is ServiceNow?

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A horizontal display of filter conditions showing the hierarchy of the conditions used to display the form or list results.

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It's a picture of a key and its in the banner frame next to welcome message

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What are the 3 ways to bring users into the ServiceNow system?

a. Through Single Signon and ldap  
b. Using an import set (importing users)  
c. Manually enter users, manually creating users

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What are the benefits of using groups?

a. Permissions and Access - Simplified ability to assign permissions  
b. Identifies a subset of users for role and skill assignment  
c. Provide a reference for alerts and notifcations  
d. Email notifcations

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What is a role?

a. A role is an orginazational element. Roles are granted access to applications.   
b. Roles are collections of permissions  
c. A role is a record in the Role table; a role is a persona that is assigned to a group or single user. An example is the admin role.

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What are the OOTB Servicenow roles?

a. System Administrator  
b. ITIL (or process) roles ful fill itil activities  
c. ESS - users and end users.Create an

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What is Access Control?

a. Access control is a security role defined and set at the Row-leve (access to the record) and at the column level (access to the field), and is exectured when attempeing to access any Servicenow table

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What is an Access Control Rule in ServiceNow

a. ACLs are a list of all access controls for a table. Access controls are defined by roles, conditional expressions and scripts.  
b. ACL rules are used to control what data users can access and how they can access it.  
c. Each ACL rule specifies the object being secured and the permission required to access the object  
d. ACLS are defined by the security admin  
e. ACLS are defined in System Security | Access Control

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Please provide an example of when you use Access Control Record in ServiceNow

a. You would create an access control rule to make the updated by field on the incident form editable for admins but read only for ITIl users  
i. Login as admin  
ii. Right click on "updated by " field  
iii. Click Personalize Security  
iv. In the Security Mechanic, change the value to Write  
v. Move admin to selected column.

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What is the the high security plugin in ServiceNow?

a. accessed from System Security > High Security Settings:  
b. High security creates a security\_admin elevated privilege role  
c. The elevated privilege role is manually assigned and not inherited from any role  
i. Elevated privilege only exists during current session

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What is contextual security in ServiceNow?

a. Protects a record based on its contents and table location  
b. Data is acted upon based on the position of the information in the table hierarchy  
c. Defines access control rules to any level

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After the High Security Plugin is activated, a security\_admin privledge is created. What is an elevated privilege

An elevated permission is a role that has special permissions for the duration of the log in session.

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The CMDB application in Service now does all of the following.

a. Helps locate failed changes  
b. Facilitae quick impact analysis  
c. Increase cost saving to the business  
d. Contains assests and there relationships

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What are the two major record types in the ucmdb?

a. Core Configuration  
b. CI relationship

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What is a business service map (bsm)?

a. business service map graphically displays the configuration items that compose a business service and indicates the status of those configuration items.   
b. \*\*A good example of a business service map is exchange and all the upstream and down stream CIS that make up the exchange service.

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Multiple Choice, Single Line Text, and Select Box are what type of elements in Servicenow?

Variable types

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What is a metric?

a. A metric is used to measure and evaluate the effictiveness of IT Service Managemnt process  
b. Measures data over time to show past history  
c. An example of a metric is that it could measure the effectiveness of the incident resolution process by calculating how long it takes to resolve an incident.  
d. Metrics are viewed in SN by going to Metrics | Definitions

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What are the types of metrics?

a. Field value duration - measures a time interval from when a value in a field is achieved until it is changed.  
b. Script calculation- creates a metric instance using script. The script does calculations and inserts data into the metric table [metric\_instance]

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What does Custom Charting plugin allow you to do?

Custom Charting allows you to create charts when you have a requirement that can not be satisfied with the Report application

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What does a Servicenow homepage provide?

a. A dashboard of frequently used content which usually includes reports  
b. A personal space that is configured to be the first page seen after login  
c. Access to multiple personal homepages  
d. Access to other global homepages the user has the rights to view

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What is a guage?

a. Is a graphical, refreshable widget viewable as a homepage section  
b. Gauges are created by admins or users with Gauge\_Maker role

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What is a Service Level agreement?

a. Is a record in the SLA[contract\_sla] table which defines a set amount of time for a task to reach a certain condition, the tables to access and what type of sla is being evaluated.  
b. If the SLA task does not reach the condition, the task is marked breach  
c. SLAs contain actions that can be triggered at different times during the life cycle of the SLA

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What is the greatest benefit of utilizing SLAS?

a. SLA's allow an IT Service Desk to track if there representatives are providing a specific level of service, and run reports on the success rates of the SLA actions.  
b. Slas are commonly used to make sure incidents are being resolved within desired amount of time.

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In SLA definition, what are the conditions that will trigger an SLA?

Start Condition, Stop Condition, Pause condition  
i. A pause condition is for example, when a support individual marks a ticket "pending customer feedback"

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What are the 4 aspects of Service Level Agreement?

a. SLA Definition  
i. The record defining the conditions to trigger the sla  
b. Task SLA  
i. Individual instances of the SLA associated with particular tasks  
c. SLA automation  
i. The business rule and scheduled job that automates the SLA  
d. SLA Workflow  
i. The workflow driving events or actions based on the SLA

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What are the types of SLAS in Servicenow?

a. SLA agreement  
b. Operational level agreement (ola) -  
i. Defines how departments work together to meet the service level required  
c. Underpinning contract (UC)  
i. Manages, monitors, and defines agreements with outside supplieers  
1. It's a tool for supplier management.

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What is a Servicenow knowledge base?

a. A repository used for the storage and publication of important information that requires distribution within an organization  
b. Something that stores shared configuration documentation, policy documents, compliance documents  
c. Security policy and procedure doucments

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How is the knowledge base populated?

a. Manually - by creating news articles  
b. Automatically, from events or from an incident or task  
i. You can develop a business rule that generates a news item  
c. Importing existing articles  
d. From the Service Catalog using a record producer  
e. From an existing problem record,  
i. The problem application plugin has a workarounds feature

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What is the hierarchy of the knowledge base?

a. Topic is the highest level  
b. Category is the second level  
i. Example  
1. Topic = Email  
2. Categories =   
a. Calender permissions  
b. Outlook settings  
c. Increase size of mailbox.

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What is the Service Catalog in Servicenow?

a. Service catalog is the central repository of goods and services that an it service desk provides for users  
i. Its an ordering system for goods and services  
ii. Help and training portal

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What is a Record producer and how does it relate to the Service Catalog?

a. A record producer provides a user-friendly alternative to the regular form interface. Record producers populate record data using variables and scripts  
i. They ask users a series of questions to assist users in the request process  
1. This assists them in providing correct and relevant information on forms  
ii. They provide a single point of entry to create an incident or request.

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What is an order guide? (In remedy it's like an active link guide)

a. An order guide provides the ability to order multiple, related items as one request  
b. An order guide prompts user information and uses the rule base to generate options  
i. Depending on what fields are chosen on the form, the system displays relevant catalog items.  
c. When a user orders an item from the catalog, a request is generated. P 248

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True or False- an order generates a request?

True, and request is generated to keep track of the specific order

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What are the 3 types of numbers from orders?

a. Request Number (REQ) - The request is generated and given a REQ number  
b. Request Item (RITM) - Each item in the order is assigned a Requested Item number  
c. Catalog Task number - For each requested item, a set of catalog tasks are created. Each task is assigned a catalog task number

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What do Service Catalog Variables provide? (Variables are like questions in Kinetic Request).

a. Options to tailor a catalog item to the customers' needs  
b. Definitions of available item options using questions choices  
c. Variables define questions for users  
d. Question selections then define the available option

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True or False - The order field establishes the sequence for displaying the variables?

True, variables with an lower three digit integer , appears first in the list

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True or False - A variable Set is a modular unit of variables that can be shared between catalog items?

True - you can define the variable set once and then use it in multiple places

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What role allows users to define catalog items?

Catalog\_admin role

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What is an update set?

a. A group of customizations that can be moved from one instance to another.  
b. Allows administrators to group a series of changes into a named set and then move this set as a unit to the other instance.  
c. Update sets are "point in time" xml snapshots of records.  
d. An update set writes changes from tracked tables to the customer update tables sys\_update+xml

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True or False, an update set is a "point in time" XML snapshot of the record?

True - An update set workfs by writing changes from tracked tables to the customer updates table [sys\_update\_xml)

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Which of the following are you allowed to make customizations to?

a. A table  
b. A form  
c. A field  
d. A business rule  
e. A client script  
f. A view  
g. All of the above (this is the answer)

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What is not a customization

a. New records (data)  
b. New users and groups  
c. Modified cis  
d. Schedules

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By default in ServiceNow, what customizations are added to Update Sets?

a. Changes made to data  
b. Changes made to a form - B this is the answer.  
c. Changes made to a schedule  
d. Changes made to an homepage

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True or False - it is best practice to never make changes to an update set in the Default update set?

True - The baseline and Default update sets are self-maintaining and it is not recommended to change or delete or move them between systems.

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Which of the following are best practices when working with update sets?

a. Have a plan to manage changes, identify a common migration path  
b. Communicate efficiently by knowing whats being develeopmed and make sure administrators are aware of developments  
c. Include many changes in one set  
d. Group like items in a small manageable set  
e. Use preview before moving update sets

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True or false - Do not delete update sets?

True - Deleting update sets is not recommended for three reasons  
i. It does not undo the updates  
ii. It removes any record of who applied customization's to any instance  
iii. Next upgrade, customizations will be over written,

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What is an import set?

a. DATA Load  
b. An import set is a tool used to import data from various data sources and then map that data into servicenow tables.  
1) This is an admin function  
2) Data that already matches or exists is skipped.

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What is the purpose of the import set table?

It acts as a staging area for records imported

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What are the possible import sources?

Files  
1. CSV  
2. EXCEL  
3. XML  
ii. Network  
1. HTTP  
2. FTP  
3. JDBC

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What do transformation maps do?

a. Kinda like Extract, Transform, load except its Import transform load.  
b. Map source data to destination table  
c. Allow you to transform import data into Servicenow format you desire.  
d. Any table in servicenow table is a potential destination for transformation of an import set  
e. Any field within a table can serve as a potential destination for transformation from a field within an import set.  
f. You can reuse existing transform maps for mapping data

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What is the task table?

Task [task] is one of the core tables provided with the base system. It provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables. In addition, any table which extends task can take advantage of task-specific functionality for driving tasks.

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What is UI policy?

a. Ui policy is client side business rules (like active links in Remedy).  
b. Examples of ui policy - by qualification or criterion  
i. Make a Close Notes field mandatory   
ii. Hide the Opened by field   
iii. Make the Priority, Severity, and Urgency fields read-only   
iv. Run a client script that displays an alert message

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What is UI actions?

UI Actions are an easy way to put buttons, links, and context menu items on forms and lists, making the UI more interactive, customizable, and specific to user activities. These buttons, links, and context menu items can be scripted, making them more powerful.  
i. UI Actions include:   
1. Form buttons   
2. Form context menu items (right-click the header)   
3. Form links (Related Links in a form)   
4. List buttons   
5. List context menu items (right-click a record)   
6. List choices (at the bottom of a list)   
7. List links (Related Links at the bottom of a list)   
ii. UI actions are given access via permission

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What is a client script?

Client scripts are created in the cleints scripts form and shipped to the client (the browser), and they run there instead of on the server. You can define JavaScript to run in the client browser. Several types of scripts are supported:   
i. onLoad(): Runs when a form is loaded   
ii. onChange(): Runs when a particular widget changes value   
iii. onSubmit(): Runs when a form is submitted   
iv. onCellEdit(): Runs when a cell on a list changes value

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What is a business rule? These are like filters in Remedy

A business rule is a piece of JavaScript configured to run when a record is displayed, inserted, updated, deleted, or when a table is queried. A business rule can be set to run before or after the database action has occurred. In the case of a query, the business rule runs before the database operation, so that the data returned to the user is appropriate to his system privileges (user roles). A typical business rule might execute a script after a user updates an incident or escalates the priority of a change request. Use a business rules to create new events for email notification and script actions.

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Where they get initiated?

They are created in the business rules form

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What is a workflow?

a. A workflow is a virtual representation of tasks consisting of connected steps planned out in a sequential manner  
b. For each step in the workflow, an activity is processed   
i. The behavior is determined when the activity begins  
ii. Workflows provide a summary of workflow progress by updating any field designated as a stage field.  
iii. Workflows are tracked in the sc\_request table

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What are 3 ways to attach workflows to particular requests?

a. Manually, on the catalog item form  
b. Automatically based on condition  
c. Automatically if there are no other workflows

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Once the Service Catalog Request is submitted, what workflow stages does the request go to?

a. Waiting for approval  
b. Fulfillment  
c. Delivery  
d. Completed  
e. (Request Cancelled)

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The Graphical Workflow Editor is used to drive delivery of a service catalog order; what are the three basic components to generate and assign?

a. Approvals  
b. Notifications  
c. Tasks

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Which of the following are workflow activities?

a. Approvals  
b. Notifications  
c. Timers - Pause the workflow for a set period of time  
d. Tasks  
e. Utilities  
f. All of the above (f is the answer)

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True or False - Workflows need to be checked out before they can be edited?

True

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True or False - To make a new or edited workflow available to all users, it needs to be published.

True

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What are common, OOTB places where workflows are commonly seen in Servicenow?

a. Routine Changes  
b. Emergency Changes  
c. Service Level Agreements (SLA)

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True or False - All Workflows have a beginning and end?

True

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True or False - A workflow can have multiple layers of approval

True

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a. Through Single Signon and ldap  
b. Using an import set (importing users)  
c. Manually enter users, manually creating users

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What are the benefits of using groups?

a. Permissions and Access - Simplified ability to assign permissions  
b. Identifies a subset of users for role and skill assignment  
c. Provide a reference for alerts and notifcations  
d. Email notifcations

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What is a role?

a. A role is an orginazational element. Roles are granted access to applications.   
b. Roles are collections of permissions  
c. A role is a record in the Role table; a role is a persona that is assigned to a group or single user. An example is the admin role.

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What are the OOTB Servicenow roles?

a. System Administrator  
b. ITIL (or process) roles ful fill itil activities  
c. ESS - users and end users.Create an

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What is Access Control?

a. Access control is a security role defined and set at the Row-leve (access to the record) and at the column level (access to the field), and is exectured when attempeing to access any Servicenow table

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What is an Access Control Rule in ServiceNow

a. ACLs are a list of all access controls for a table. Access controls are defined by roles, conditional expressions and scripts.  
b. ACL rules are used to control what data users can access and how they can access it.  
c. Each ACL rule specifies the object being secured and the permission required to access the object  
d. ACLS are defined by the security admin  
e. ACLS are defined in System Security | Access Control

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Please provide an example of when you use Access Control Record in ServiceNow

a. You would create an access control rule to make the updated by field on the incident form editable for admins but read only for ITIl users  
i. Login as admin  
ii. Right click on "updated by " field  
iii. Click Personalize Security  
iv. In the Security Mechanic, change the value to Write  
v. Move admin to selected column.

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What is the the high security plugin in ServiceNow?

a. accessed from System Security > High Security Settings:  
b. High security creates a security\_admin elevated privilege role  
c. The elevated privilege role is manually assigned and not inherited from any role  
i. Elevated privilege only exists during current session

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What is contextual security in ServiceNow?

a. Protects a record based on its contents and table location  
b. Data is acted upon based on the position of the information in the table hierarchy  
c. Defines access control rules to any level

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After the High Security Plugin is activated, a security\_admin privledge is created. What is an elevated privilege

An elevated permission is a role that has special permissions for the duration of the log in session.

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The CMDB application in Service now does all of the following.

a. Helps locate failed changes  
b. Facilitae quick impact analysis  
c. Increase cost saving to the business  
d. Contains assests and there relationships

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What are the two major record types in the ucmdb?

a. Core Configuration  
b. CI relationship

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What is a business service map (bsm)?

a. business service map graphically displays the configuration items that compose a business service and indicates the status of those configuration items.   
b. \*\*A good example of a business service map is exchange and all the upstream and down stream CIS that make up the exchange service.

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Multiple Choice, Single Line Text, and Select Box are what type of elements in Servicenow?

Variable types

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What is a metric?

a. A metric is used to measure and evaluate the effictiveness of IT Service Managemnt process  
b. Measures data over time to show past history  
c. An example of a metric is that it could measure the effectiveness of the incident resolution process by calculating how long it takes to resolve an incident.  
d. Metrics are viewed in SN by going to Metrics | Definitions

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What are the types of metrics?

a. Field value duration - measures a time interval from when a value in a field is achieved until it is changed.  
b. Script calculation- creates a metric instance using script. The script does calculations and inserts data into the metric table [metric\_instance]

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What does Custom Charting plugin allow you to do?

Custom Charting allows you to create charts when you have a requirement that can not be satisfied with the Report application

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What does a Servicenow homepage provide?

a. A dashboard of frequently used content which usually includes reports  
b. A personal space that is configured to be the first page seen after login  
c. Access to multiple personal homepages  
d. Access to other global homepages the user has the rights to view

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What is a guage?

a. Is a graphical, refreshable widget viewable as a homepage section  
b. Gauges are created by admins or users with Gauge\_Maker role

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What is a Service Level agreement?

a. Is a record in the SLA[contract\_sla] table which defines a set amount of time for a task to reach a certain condition, the tables to access and what type of sla is being evaluated.  
b. If the SLA task does not reach the condition, the task is marked breach  
c. SLAs contain actions that can be triggered at different times during the life cycle of the SLA

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What is the greatest benefit of utilizing SLAS?

a. SLA's allow an IT Service Desk to track if there representatives are providing a specific level of service, and run reports on the success rates of the SLA actions.  
b. Slas are commonly used to make sure incidents are being resolved within desired amount of time.

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In SLA definition, what are the conditions that will trigger an SLA?

Start Condition, Stop Condition, Pause condition  
i. A pause condition is for example, when a support individual marks a ticket "pending customer feedback"

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What are the 4 aspects of Service Level Agreement?

a. SLA Definition  
i. The record defining the conditions to trigger the sla  
b. Task SLA  
i. Individual instances of the SLA associated with particular tasks  
c. SLA automation  
i. The business rule and scheduled job that automates the SLA  
d. SLA Workflow  
i. The workflow driving events or actions based on the SLA

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What are the types of SLAS in Servicenow?

a. SLA agreement  
b. Operational level agreement (ola) -  
i. Defines how departments work together to meet the service level required  
c. Underpinning contract (UC)  
i. Manages, monitors, and defines agreements with outside supplieers  
1. It's a tool for supplier management.

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What is a Servicenow knowledge base?

a. A repository used for the storage and publication of important information that requires distribution within an organization  
b. Something that stores shared configuration documentation, policy documents, compliance documents  
c. Security policy and procedure doucments

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How is the knowledge base populated?

a. Manually - by creating news articles  
b. Automatically, from events or from an incident or task  
i. You can develop a business rule that generates a news item  
c. Importing existing articles  
d. From the Service Catalog using a record producer  
e. From an existing problem record,  
i. The problem application plugin has a workarounds feature

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What is the hierarchy of the knowledge base?

a. Topic is the highest level  
b. Category is the second level  
i. Example  
1. Topic = Email  
2. Categories =   
a. Calender permissions  
b. Outlook settings  
c. Increase size of mailbox.

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What is the Service Catalog in Servicenow?

a. Service catalog is the central repository of goods and services that an it service desk provides for users  
i. Its an ordering system for goods and services  
ii. Help and training portal

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What is a Record producer and how does it relate to the Service Catalog?

a. A record producer provides a user-friendly alternative to the regular form interface. Record producers populate record data using variables and scripts  
i. They ask users a series of questions to assist users in the request process  
1. This assists them in providing correct and relevant information on forms  
ii. They provide a single point of entry to create an incident or request.

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What is an order guide? (In remedy it's like an active link guide)

a. An order guide provides the ability to order multiple, related items as one request  
b. An order guide prompts user information and uses the rule base to generate options  
i. Depending on what fields are chosen on the form, the system displays relevant catalog items.  
c. When a user orders an item from the catalog, a request is generated. P 248

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True or False- an order generates a request?

True, and request is generated to keep track of the specific order

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What are the 3 types of numbers from orders?

a. Request Number (REQ) - The request is generated and given a REQ number  
b. Request Item (RITM) - Each item in the order is assigned a Requested Item number  
c. Catalog Task number - For each requested item, a set of catalog tasks are created. Each task is assigned a catalog task number

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What do Service Catalog Variables provide? (Variables are like questions in Kinetic Request).

a. Options to tailor a catalog item to the customers' needs  
b. Definitions of available item options using questions choices  
c. Variables define questions for users  
d. Question selections then define the available option

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True or False - The order field establishes the sequence for displaying the variables?

True, variables with an lower three digit integer , appears first in the list

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True or False - A variable Set is a modular unit of variables that can be shared between catalog items?

True - you can define the variable set once and then use it in multiple places

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What role allows users to define catalog items?

Catalog\_admin role

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What is an update set?

a. A group of customizations that can be moved from one instance to another.  
b. Allows administrators to group a series of changes into a named set and then move this set as a unit to the other instance.  
c. Update sets are "point in time" xml snapshots of records.  
d. An update set writes changes from tracked tables to the customer update tables sys\_update+xml

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True or False, an update set is a "point in time" XML snapshot of the record?

True - An update set workfs by writing changes from tracked tables to the customer updates table [sys\_update\_xml)

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Which of the following are you allowed to make customizations to?

a. A table  
b. A form  
c. A field  
d. A business rule  
e. A client script  
f. A view  
g. All of the above (this is the answer)

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What is not a customization

a. New records (data)  
b. New users and groups  
c. Modified cis  
d. Schedules

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By default in ServiceNow, what customizations are added to Update Sets?

a. Changes made to data  
b. Changes made to a form - B this is the answer.  
c. Changes made to a schedule  
d. Changes made to an homepage

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True or False - it is best practice to never make changes to an update set in the Default update set?

True - The baseline and Default update sets are self-maintaining and it is not recommended to change or delete or move them between systems.

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Which of the following are best practices when working with update sets?

a. Have a plan to manage changes, identify a common migration path  
b. Communicate efficiently by knowing whats being develeopmed and make sure administrators are aware of developments  
c. Include many changes in one set  
d. Group like items in a small manageable set  
e. Use preview before moving update sets

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True or false - Do not delete update sets?

True - Deleting update sets is not recommended for three reasons  
i. It does not undo the updates  
ii. It removes any record of who applied customization's to any instance  
iii. Next upgrade, customizations will be over written,

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What is an import set?

a. DATA Load  
b. An import set is a tool used to import data from various data sources and then map that data into servicenow tables.  
1) This is an admin function  
2) Data that already matches or exists is skipped.

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What is the purpose of the import set table?

It acts as a staging area for records imported

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What are the possible import sources?

Files  
1. CSV  
2. EXCEL  
3. XML  
ii. Network  
1. HTTP  
2. FTP  
3. JDBC

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What do transformation maps do?

a. Kinda like Extract, Transform, load except its Import transform load.  
b. Map source data to destination table  
c. Allow you to transform import data into Servicenow format you desire.  
d. Any table in servicenow table is a potential destination for transformation of an import set  
e. Any field within a table can serve as a potential destination for transformation from a field within an import set.  
f. You can reuse existing transform maps for mapping data

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What is the task table?

Task [task] is one of the core tables provided with the base system. It provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables. In addition, any table which extends task can take advantage of task-specific functionality for driving tasks.

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What is UI policy?

a. Ui policy is client side business rules (like active links in Remedy).  
b. Examples of ui policy - by qualification or criterion  
i. Make a Close Notes field mandatory   
ii. Hide the Opened by field   
iii. Make the Priority, Severity, and Urgency fields read-only   
iv. Run a client script that displays an alert message

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What is UI actions?

UI Actions are an easy way to put buttons, links, and context menu items on forms and lists, making the UI more interactive, customizable, and specific to user activities. These buttons, links, and context menu items can be scripted, making them more powerful.  
i. UI Actions include:   
1. Form buttons   
2. Form context menu items (right-click the header)   
3. Form links (Related Links in a form)   
4. List buttons   
5. List context menu items (right-click a record)   
6. List choices (at the bottom of a list)   
7. List links (Related Links at the bottom of a list)   
ii. UI actions are given access via permission

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What is a client script?

Client scripts are created in the cleints scripts form and shipped to the client (the browser), and they run there instead of on the server. You can define JavaScript to run in the client browser. Several types of scripts are supported:   
i. onLoad(): Runs when a form is loaded   
ii. onChange(): Runs when a particular widget changes value   
iii. onSubmit(): Runs when a form is submitted   
iv. onCellEdit(): Runs when a cell on a list changes value

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What is a business rule? These are like filters in Remedy

A business rule is a piece of JavaScript configured to run when a record is displayed, inserted, updated, deleted, or when a table is queried. A business rule can be set to run before or after the database action has occurred. In the case of a query, the business rule runs before the database operation, so that the data returned to the user is appropriate to his system privileges (user roles). A typical business rule might execute a script after a user updates an incident or escalates the priority of a change request. Use a business rules to create new events for email notification and script actions.

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Where they get initiated?

They are created in the business rules form

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What is a workflow?

a. A workflow is a virtual representation of tasks consisting of connected steps planned out in a sequential manner  
b. For each step in the workflow, an activity is processed   
i. The behavior is determined when the activity begins  
ii. Workflows provide a summary of workflow progress by updating any field designated as a stage field.  
iii. Workflows are tracked in the sc\_request table

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What are 3 ways to attach workflows to particular requests?

a. Manually, on the catalog item form  
b. Automatically based on condition  
c. Automatically if there are no other workflows

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Once the Service Catalog Request is submitted, what workflow stages does the request go to?

a. Waiting for approval  
b. Fulfillment  
c. Delivery  
d. Completed  
e. (Request Cancelled)

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The Graphical Workflow Editor is used to drive delivery of a service catalog order; what are the three basic components to generate and assign?

a. Approvals  
b. Notifications  
c. Tasks

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Which of the following are workflow activities?

a. Approvals  
b. Notifications  
c. Timers - Pause the workflow for a set period of time  
d. Tasks  
e. Utilities  
f. All of the above (f is the answer)

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True or False - Workflows need to be checked out before they can be edited?

True

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True or False - To make a new or edited workflow available to all users, it needs to be published.

True

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What are common, OOTB places where workflows are commonly seen in Servicenow?

a. Routine Changes  
b. Emergency Changes  
c. Service Level Agreements (SLA)

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True or False - All Workflows have a beginning and end?

True

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True or False - A workflow can have multiple layers of approval

True

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1-      For which of the option, changes are captured in Update Set?

* Data Record
* Configuration Items
* **Table     (t)**
* NewUser/Group

2-      ESS (Employee Self Service) Users can see which of the modules?

* My Request , Maintain Items, Open Records
* **My Requests, Requested Items, Incidents            (t)**
* My Request , Order Guides, Requested Items
* My Request , Record Producers, Requested Items

3-      \_\_\_\_\_\_\_\_\_ is used for exchanging structured information in the implementation of Web Services in computer networks.

* PaaS ( Platform as a Service )
* SaaS( Software as a Service )
* **SOAP     (t)**
  + All of the above

4-      Condition in Service Now has \_\_\_\_\_\_\_\_\_ .

* field,data record,group
* **field ,operator, value         (t)**
* field,operator ,script
* field,operator,event

5-      \_\_\_\_\_\_\_ User can see tickets ,messages and mails of other user.

* ESS
* Manager
* Analyst
* **Delegate  (t)**

6-      What does Key Icon on banner indicates in Service Now ?

* On clicking it we can see reports
* **On clicking it we can see the profile of any other user for testing                  (t)**
* On clicking it we can set security rights
* On clicking it we lock the page

7-      What is the Use of Transform Map in update set ?

* Transform Map is used to show relation b/w extended tables in Service Now
* **It determines how data is mapped onto a ServiceNow table by specifying the destination table   (t)**
* It is used to create set of complex activities performed together in Service Now
* It is used in moving all the customization to other instance without specifying any destination source.

8-      Which of the following option is an example of UI Policy ?

* Incresaing width of field
* Creating a new field on form
* **To make priority field mandatory (t)**
* None of these

9-      How to make a Business Rule global?

* Writing a script
* creating a field
* **Checking the Global field of Buisness rule               (t)**
* We can't make Business rule global

10-   What is the use of Script Includes in Service Now?

* It is used as same as client script.
* Script Includes is not there in Service Now
* **the scripts that are used again & again are maintained in Script Includes so that it can be called any time in the required scripts     (t)**

11-   For which tables all SLA's are tracked ?

* cmdb\_ci
* task
* **task\_sla                    (t)**
* none of these

12-   What is the use of BSM (Business Service Management) in Service Now ?

* **A Business Service Management (BSM) map graphically displays the configuration items (CI) that support a business service and indicates the status of those configuration items         (t)**
* A Business Service Management (BSM) map graphically displays the Catalog Items that support a business service and indicates the status of those Catalog items in a request.
* It displays the graphical representation of a project management work task.
* It is used for calculating the expense line in Financial management module of Service Now

13-   What does Contextual secuirity Manager do ?

* **It works on  ACL rules         (t)**
* It works on roles and inheritance of role
* It works only on groups
* Contextual security is used for changing UI properties

14-   Impersonate User means \_\_\_\_?

* Impersonate User has rights to see reports
* Impersonate User provide roles to other users.
* **Impersonate User can shift to any other user for testing.                  (t)**
* None of these

15-   To improve the System Performace which among this is preferred ?

* Increase the number of gauges
* Decrease Refresh time of the page.
* **Either put refresh as off or increase time of refreshing a page        (t)**
* None of these

16-   List can be edit by?

* List Collector
* List Editor
* **List Control              (t)**
* List Edit

17-   What is retroactive start in SLA?

* Through this field we can stop SLA on any condition
* **It is used for attaching SLA from a particular created date & time without attaching SLA on the opened time.  (t)**
* This is used for calculating duration of SLA
* This field is not there on SLA Definition page.

18-   Types of SLA (SLA, OLA & UC) are defined in which field?

* Condition field
* Retroactive Start
* Type field
* **Duration   (t)**

19-   Which of the following thing is true while solving incidents as per ITIL framework ?

* Incident Urgency is based on Impact & Priority
* Incident Impact is calculated on the basis of Urgency & Priority
* Incident Priority is filled by the user
* **Incident Priority is calculated on the basis of Impact & Urgency.   (t)**

20-   Where Pause condition in SLA can be used ?

* **it can be put on any desired field                  (t)**
* When putting Pending State
* When putting Resolved State
* when putting

  - See more at: http://www.knowledgesharepoint.in/tutorial/article.php?id=551#sthash.CPgFzlpG.dpuf

1-      Where Pause condition in SLA can be used ?

* **it can be put on any desired field                  (t)**
* When putting Pending State
* When putting Resolved State
* when putting

2-      What is the use of Coalesce in Transform Map?

* Coalescing on a table (or set of fields) means the field will be used as a unique key. If a match is not found using the coalesce field, then new & all the existing record will be updated.
* **Coalescing on a field (or set of fields) means the field will be used as a unique key. If a match is found using the coalesce field, the existing record will be updated.             (t)**
* Coalesce is used for merging update set.
* Coalesce is used for data inconsistency correction of fields.

3-      For the reference of any table column on any other form which of the activity is performed?

* **Personalize ->Dictionary->check the display box of that table        (t)**
* Can be done through Script
* Making Table columns global

4-      Catalog variables are\_\_\_\_\_\_\_\_ ?

* Not global
* **global        (t)**
* are not stored in any table
* We can't create variables for catalog.

5-      To change the prefix of a Ticket Number which module of Service Now is used ?

* System Properties
* UI Macro
* **Number Maintenance table            (t)**
* through Script

6-      Diff. b/w Buisness Rule & Client Script ?

* Buisness rule works on before insert,update delete in a database & client script works only on On Submit.
* **Buisness rule works on before or after  Insert,update delete in a database & client script works on On Submit,OnchangeOnCellEdit&OnLoad       (t)**
* theres is no difference b/w the two
* Buisness Rule works on Browser side and client scripts works on Server side.

7-      When you click on create an incident, reset an password, report an outage, where does it take you?

* Catalog property
* Service Requests
* Order Guides
* **Record Producers                 (t)**

8-      Incident extends which table?

* cmdb\_ci
* Problem
* Change
* **Task            (t)**

9-      What information is stored in Data Dictionary?

* Data Values
* **Database Structure              (t)**
* Scripts
* Schema

10-   How to decide which application will be visible on logging?

* Defined through Manager Permissions
* Everybody can see all the applications
* UI Policy
* **Defined on the basis of roles assigned to the user.              (t)**

11-   In which part of UI global search appears?

* Content frame
* Application Navigation
* Homepage
* **Banner Frame        (t)**

12-   UI actions are executed on client or server?

* On Client Only
* On Server Side
* **On both Client & server side by checking the Client field  (t)**
* can't be used in both client & server side

13-   Knowledge articles are maintained on which basis?

* roles assigned
* task assigned
* **Categories               (t)**
* KB Workflow

14-   What is single sign on?

* It is related to the enries entered in record producers
* this is used for checking out the workflow
* **Through this by logging in once in a instance you have the rights or the access authentication of all the softwares and web applications                         (t)**
* It is used for sending email to every users

15-   Can we delete all tables?

* Yes we can format them
* No we can't delete any table
* Only fields can be deleted
* **Only user tables can be deleted .System tables can't be deleted                  (t)**

16-   If a table is created with label "ghi" which name will appear in dictionary for it?

* z\_ghi
* ghi\_z
* ghi\_u
* **u\_ghi         (t)**

17-   Can we have multiple cycles for approvals in catalog item?

* NO.
* **Yes              (t)**

18-   Cmdb\_ci\_server inherits which class?

* cmdb\_ci
* cmdb\_variable
* cmdb\_ci\_configure
* **cmdb\_ci\_computer             (t)**

19-   Content of service catalog \_\_\_\_\_\_\_\_\_\_\_?

* **News,Gauges ,Catalog Items          (t)**
* Requested Items,Open records,Global search
* Impersonate User,Gauges
* Workflow,SLA

20-   What is there stored in CMDB?

* Measurable tangible and intangible data of a Buisness Service & CI.
* **Measurable tangible and intangible data of a CI.                   (t)**
* Measurable tangible and intangible data of a table & CI.
* Measurable tangible and intangible data of a Record Producer & CI.

21-   Purpose of workflow ?

* Workflow is a et of complex CI configuration and scripts used for creating a BSM
* **workflow generates a sequence of activities, such as generating records or running scripts, and notifications        (t)**
* Workflow is just used for delievery plan in Service Catalog
* Workflow is used only for approvals & notificatuions

- See more at: http://www.knowledgesharepoint.in/tutorial/article.php?id=552#sthash.uGyHq2di.dpuf