1. SLA, OLA and UC are configured in which module?

Ans: **Service Level Management (SLM)**

1. If the same object is updated in both sets what will happen? Ans: **(for example, both update sets modify the Incident form), only the most recent change is moved to the merged update set. The other update remains in its original update set to provide a record of the changes that were not moved. You may want to validate that the correct changes were moved to the new set by viewing the update set.**
2. Difference between **Event Log** and **Event Registry?**
3. Where is data stored? Ans: **Tables**
4. What is condition contains? Ans: **a field,an oprerator and a value**
5. How to apply an UI Policy to All View? Ans: **mark the Global field**
6. Button, Related Links and Context Menu these are? Ans: **UI Actions**
7. What is business rule? Ans: **A piece of Javascript** (all other options were incorrect)
8. What is SSO? Ans : **Through this by logging in once in a instance you have the rights or the access authentication of all the softwares and web applications**
9. What is diff between SAVE and Insert buttons?(**Save button saves the changes and remains in same page, Insert button inserts new record and redirects to list**)
10. Give example of a one to many relationships Ans: **sys\_user table referring to the assigned\_to field in Task table**
11. What do you mean by SaaS? Ans. **Software as a Service**
12. What is Sys\_id ? Ans: **A 32 character long unique ID**
13. UI Policy runs on ? Ans : **client side**
14. Which of the following can be performed by Inbound Email Action? Ans: **Create or update task records**
15. What is access control defined? Ans : **specific role or user**
16. Where is data stored? Ans: **Table**
17. What is column in table? Ans: **A cell which hold table data**
18. How to load spreadsheet in service now instance? Ans: **Load Data > Create transform map > Run transform map**
19. 3 type of numbers from orders? Ans : **Request Number (REQ), RITM, catalog Task number**
20. In Live feed which are default groups available?

Optionds: 1) System Administrator

2) ITIL

3) Unlisted