1. **Who is a deligate?**

Ans. A person who can look into other person’s business works and profile and see others approvals.

1. **What does the home icon does?**

Ans. The home icon shows the list of homepages available.

1. **Which of the following influence the performance of the instance?**

Ans. Set refresh to off or either set fresh time to a very long time.

1. **What does the service catalog contains?**

Ans. List of services, record producers, and variables.

1. **How can an end user see his submitted requests>**

Ans. My request> requested item

1. **ACL follow which type of security**

Ans. Contextual security.

1. **What does the retroactive checkbox does?**

Ans. Allows the user to set the a time from which the sla will start.

1. **When does an SA gets paused?**

Ans. On any condition specified in the Pause condition of the SLA.

1. **How to report can be made visible to users without logging into the system/**

Ans. By making the report public.

**10. How can a workflow be available for other to use?**

Ans. By publishing it.

**11. what is the difference between client script and business rule other than client script gets triggered on the client end and the business rule runs on the server side?**

Ans. Clients script gets triggered on load of form, on change of a field or on submit of the form but the business rule gets triggered before or after the insert, update or delete operaton.

**12. How can you make a field visible in the reference field of another table?**

Ans. By right clicking on the field and personalizing the dictionary then checking the display checkbox.

**13. How are articles in the knowledge management managed?**

Ans. They are grouped on the basis of category.

**14.Among the following statement is correct regarding assignment of roles?**

Ans. Create a custom roles make it contain some other roles, and if the user is given this role all the roles it contain are automatically assigned to that user.

**15. Among the following statement is correct regarding assignment of user to a group?**

Ans. Any role assigned to the group is automatically is inherited to the users.

**16. Which of the following is true for deleting of a table?**

Choices: a. Any table whos name starts with ‘u\_’ cannot be deleted.

b. Any out of box table cannot be deleted.

c. Any table deleted cannot be recovered.

d. Any table deleted will not be visible on any instances on the client side.

**17. What are the steps to load the data from the spreadsheets?**

Ans. Define data source > Import data > run transform.

**18. Where is the data get stored?**

Choices: a. table

b. list

c. form

d. field

**19. What is the importance of update sets?**

Ans. Allows the admin to group the changes into a named set for later reviewing and movement onto another instance.

Wiki An *update set* is a group of customizations that can be moved from one instance to another. This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems. In most cases, update sets allow customizations to be developed in a development instance, moved to a test instance, and then applied to a production instance.

**20. What is the technical term given to the technical term given to the technique of providing client the access to the web applications in web environment?**

Choices: a. PaaS

b. SOAP

c. LDAP

**21. The color of the banner is kept different for dev and qa instances, this is done which iof the following steps?**

Ans. Css > Banner and list caption > type in the color code.

**22. which of the following is an example of one to many relationships?**

Ans. incident referred to in related task.

**23. Give the correct sequence for the number of seats in an typical service now instance. 1 given to maximum number of seats and 4 referring to the minimum number of seats.**

Choices: a. 1. Ess users 2. Itil users 3. Delegate Admins 4. Admins

b. 1. Ess users 2. Itil users 3. Admins 4. Delegate Admins

**24. A workflow attached to a SR what are the activities performed by it.**

Ans. Besides triggering the notifications it also drives the approvals and necessary fulfillments.

**25. What is a workflow?**

And. A set of activities placed in a sequenced.

Wiki - The Graphical Workflow engine automates multi-step processes. Each workflow generates a sequence of activities, such as generating records or running scripts, and transitions between them based on conditions.

For each step in the workflow:

1. An activity is processed; the behavior determined by the activity occurs.
2. When the action completes, the workflow checks each of the activity's conditions.
3. For each matching condition, the workflow follows the transition to the next activity.

When the workflow runs out of activities, the workflow is complete.