**Question Set 1**

1) How to attach workflow to a catalog item?

// go to record producer of a particular catalog item

//Catalog definite/MAINTAIN item/ AND CHANGE WORKFLOW FIELD

2) What are the steps to create a workflow for Catalog Item?

// For a Catalog item, workflows are created either on Request table or on Requested Item table.

// generally u will create workflow for catalog item for table request item.

//workflow editor -> create new -> select request item table and add activities

3) Where do you create a catalog item?

// catalog definition--> record producer /new.

//Catalog definite/MAINTAIN item / new

4) What objects are part of service catalog?

//need options, previous answer is wrong

5) Incident extends which table?

// Task(task)

6) which information is stored in CMDB?

// Measurable tangible and intangible data of a CI.

7) What is a field?

// column is a field and row is a record

8) What are the things captured in Update sets?

// update sets captures changes made to a form.scheduled jobs and changes in record are not captured.

9) What is the purpose of update sets?

// update sets allow customizations to be developed in a development instance, moved to a test instance, and then applied to a production instance

10) Which statement is true for ACLs?//

//Fields level and Table level access

// also to change relationships

//restrict list edit

11) What can be done using Contextual Security?

// secure fields and tables via ACL rules // restrict user access to list edit, fields, recors, script includes

12) What information is stored in Dictionary?

//Database Structure

13) How to Edit homepages?

// go to homepage admin -> pages.Right click and edit homepage.

14) Granting roles to users..Inheriting a role?

// a group still automatically inherits any role granted to the group.

15) How to approve a request?

Go to My approvals under service desk, open the record and approve or u can right click the record click on approve

16) When it is visible in catalog? // question in complete

17) Which information is available in BSM maps?

// graphically displays the configuration items (CI) that support a business service and indicates the status of those configuration items. The status is refreshed automatically.

18) How to decide which application will be visible on logging?

// application will be visible to that user having appropriate role.same true for modules.same true for catalog items and variables.

19)What information is maintained in Knowledge base?

// articles about incidents problems, and there solutions so that if same incident occurs again user can go through them

20) Which section on homepages gets the information from Knowledge base?

// Content banner(news section,knowledge search,knowledge base)

21)Which person recieves mails,messages, meeting request of other person?

// Delegate

//approvals,Notification,meeting Request,Assigned-Tasks

//to deleget the above operatios user account should be active,can belong to any group.

22)In which part of UI global search appears?

// banner frame.

//Banner frame contains welcome message,logged in user name,global search, logo and tag line of company,update set picker,impersonate Icon,Elevated priviledge ICONS,print,log off,help,debug ICONS.

23)What are the different types of UI actions?

// Form buttons,Form context menu items,Form links,List buttons,List context menu items,List choices,List links

24)How to handle Visibiity of UI actions?

// can control visibility with roles,conditions and views(exclude/include in ui action visibilty related list)

25)UI actions are executed on client or server?

// both.Depending upon whether the client box is checked or not.

26)What is the difference between client scripts and business rules?

// client : runs on browser side,BR : runs on application server and database.

27)Can an onchange client script run onload?

// Yes. // onChange means the Client Script runs when something specific gets changed AND also when the form or page loads

28)Knowlegde articles are maintained on which basis?

// rating or most viewed

//category,

29)Can we access a knoledge article without login in to instance? if yes, How?

// A public knowledge base is accessible to everyone, no login required.

//click on mark public ui action or under roles select role “public”

A private knowledge base requires users to log in before they can access any articles TCS Public

30) What is single sign on?

// Bypass the ServiceNow login authentication by allowing a user of your corporate portal to automatically login to the system with centrally managed roles and authorization.

External Authentication, also referred to as SSO (Single Sign-on), is a method of access control that enables a user to log in once and gain access to the resources of multiple software systems without being prompted to log in again.

31)Can we delete all tables?

// No, we Can only user created tables can be deleted.

// System tables Cannot be deleted, if system tables are deleted or missing, will be created during the next update

32)What is retroactive start in SLA?

// retroactive SLAs can be attached to existing tickets and new tickets

//when retroactive is selected,

If a new task is created and matches retroactive sla start condition, retroactive sla will get attached.

If a exisiting task matches retroactive sla start condition, retroactive sla will get attached but time is calculated from the time task is created not from the time retroactive sla is attached.

Retroactive Start determines the SLA's behavior if it is attached to the task at a point later than the task's creation. If Retroactive Start is true, then the SLA will time from the task's Created On date and time.

If Retroactive Start is false, then the SLA will time from the date and time that it was attached to the SLA.

33)How to define type of SLA?(which field)

// Type field contains : SLA,OLA,UC

// these choices are available when SLA is created under

Service Level Mangement Module 🡪 SLA Definition

34)In which table the SLA for tasks are tracked?

// SLAs are tracked UNDER **task\_SLA** table.

35)How to make a UI Policy global?

// checking the global field on UI policy form.

36)What is RITM?

// RITM is requested item no..It is generated when user requests an item

37)What is the fastest way of approving a request?

// ...confirm (right click on request record & click approve)

38)If a table is created with label "abc" which name will appear in dictionary for it? //u\_abc

For any user created table “u\_” prefix is added

39)Arrange the users in ascending the order as per their count in organisation –

1)ITIL 2)delegated Admin 3)ESS 4) Admin.(not sure about the choices)

Answe: ess>itil>delegated admin>system admin

General user head count ratio (sample) , 1000 end users, 100 itil users, 5 delegated admins , 2 admins

40)Can we have multiple cycles for approvals in catalog item?

// yes

**Question Set 2**

1. Where is workflow versions captured?

Ans: wf\_workflow\_version

2. If workflow is not published, only checked out will it be captured in update sets?

Ans: No, only published workflows are captured in update sets.

3. What does workflow timelines represent?

Ans: Shows timestamps in graphical form for activities of workflow running, or completed.

4. If prefix of Incident needs to be changed, which table should I refer?

Ans: Number Maintenance table.

5. Global Search option can be found in which part of UI?

Ans: On Banner

6. In which part of UI will you find help (link to wiki) option?

//Banner

7. Scenario when a Interceptor can be used?

Interceptor will help you gather information before an agent can create incident / problem or change when he is not sure what the end user is saying , so that after collecting information he can either create, incident change or any other ticket based on the information gathered from end user.

8. What changes are not captured in update sets?

Ans: any New user/group records, schedules, scheduled scripts,system property changes and modification to a CI record.

9. Where will you find option to edit a list?

Ans:List control

10. Cmdb\_ci\_server inherits which class?

Ans: cmdb\_ci\_computer

11. Pause condition in SLA. //question in complete

12. GUI content //question in complete

13. In which sections KBs are placed?

//-self service ( in previous set it is news section) or content frame ui

//Kbs can located in Selfservice, service desk and KB application.

//KBs are shown in content frame and are categorized as known errors, news, disruption etc

14. New release and preview release

New release is available to public, preview release is available to select customer / early adopter

15. What all actions can be performed with inbound email?

Ans: create or update a record

16. Role assignment

//groups and user can be assigned to Role.

17. One to many relationship in table

//this question is tricky one with different answers

Correct answer is like user record and incidents (one user can have many incidents)

Wrong answer incident and user record (one incident can have one caller)

18. Content of service catalog

Catalog Item,Order Guide,Record Producer

19. If workflow checked out, can it be modified by any user?

//wf\_createor //no only by workflow user who checked out workflow

20. UI Action/UI Policy // incomplete questions

UI action script runs on either server or client side

UI policy deals with client side user interface and on form fields as an alternative to client scripts

21. RITM stands for?

//Requested Item

22. Table for SLA task-

//task\_sla

23. How KBs are organized?

//By categories, and topics

// by categories in Service Catalog

// by News, Known error, Disruption in Homepage

24. How applications appear?

//By Roles

// applications will appear to only users whose roles are mapped in application record

25. If homepage is modified, system copy homepage and create?

// when a homepage is modified by user, system copys homepage and adds “my\_” prefix to the homepage

26. What influence system performance?

//gauges & widgets( refresh time is off or longer time /decreasing the number of gauges & widgets/increase refresh time)

// gauges when having very low intervals for refresh rate (like 1 min, 2 mins etc), are burden on system resources so set the interval to high (5 mins, 10 mins etc) to free system resource utlization

27. Content of banner in S-Now.

Banner frame contains welcome message,logged in user name,global search, logo and tag line of company,update set picker,impersonate Icon,Elevated priviledge ICONS,print,log off,help,debug ICONS.

29. Import Sets characteristics

Import sets allow users to import data into servicenow

Import sets for first time excel import follows the following steps

Load Data -> create transform map ->run transform

For second time import

Import data set, import data ->run transform

30. Data Dictionary is used for?

//Database Structure

31. Upgrade of instance, Which is true?

Options: i) As an SN Admin, you will manually do it

ii) It happens once in an year at 8 pm

iii) Customizations are lost?

iv) none of the above

Answer iv

Instance is upgraded by ServiceNow support, customizations are not lost, user can schedule the time for updating by calling servicenow

32. Application Navigation Search history is stored somewhere or not?

//yes, in sys\_log

33. Service Now update set multiple on incident form.

// when multiple updates are made, each will be stored.

// when update sets are merged, only the recent update will be copied to the merged update set

34. Icon of reference?

//magnifying glass

35. If a split is added in a form, how many columns get created?

//yes (2 columns)

36. Data inconsistency correction is done from automated?

I. Plugin

II. Configurations

III. Workflow

IV. None of these

Answer (I)

37. When high security plugin is enabled?

//alerts when user trying to update / save / view record when web session has expired

//stops users from accidently changing acls

//elevated privilages are needed to modify or view acls

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

// (SLM) – Service Level Management

39. Which is parent table for INC, CHG, PRB?

//task

40. How can you view reports on homepage?

// user needs to create gauges for reports and then only can add them to homepage

41. DB name for custom table?

// user created tables will have prefix “u\_”, example “u\_company\_id” “u\_secondr\_home\_email” etc

42. What changes out of below would be applied in case of a merge update set?

//all update xml are merged together and in case of multiple or duplicate updates, only the recent update xml is copied into new update set, next all the update sets used for merging , their update xml entries are deleted.

43. KB articles are referred in which modules below (

Service Catalog, Service Desk and Knowledge mudules contain kb

Kbs are refference in service catalog, change, problem, incident etc

44. Where are customizations stored?

//Sys\_update\_xml

45. What things are tracked in customizations?

//changes to form, dictinarty, all scripts modifications

46. What do you mean by Elevated Privileges? (session)

// [Elevated Privilege](http://wiki.servicenow.com/index.php?title=High_Security_Settings#Elevated_Privilege): Allows users to operate in the context of a normal user and elevate to higher security role when needed.

47. How do you modify the field behavior?

// (Right click> Personalize > Dictionary).

48. Shortcut to approve a Service Request?

// Goto service desk -> My approvals -> right click on record and click approve

49. How do you enhance Homepage performance in case of gauges?

//Remove unwanted Gauge & widets

// increase refersh rate

50. ACL evaluates on below….

//acl checks access for fields,records, table, list edit etc by evaluating (condition, script and roles)

51. Service catalog displays?

//(catalog items, order guides and record producer)

52. Service catalog variable types????

//20 item types

53. SC workflow, When it will execute?

Ans: When conditions match on workflow definition

// or through script manually start workflow

54. What is represented by order in Service catalog?

Ans: in which order the catalog variables will be displayed. (variables with low order will come at top of the request, variable with high order will be at bottom)

55. When Hi Security plugin is activated?

Ans: Penetration testing.

55a) when is user impersonation required ?

Ans: to test / verify/ debug user’s issues

56. How ACL is applied?

Ans: only at table and field level.

57. Delegate Rules? User who is being delegated should be of same department?(need to verify)

//No, correct answer is user should be a active user

// for delegating roles(different from delegate user), user should be part of same department

58. What is a Column and row in a table?

Ans: Column is a field and row is a record.

59. If User customizes the Homepage, what happens?

Ans: A prefix My is added to the homepage.

60. What is true about Service catalog variables?

Ans: They are global.

61. What is there stored in CMDB?

Ans: Measurable tangible and intangible data of a CI.

62. Difference between Business Rules and Client Scripts.

//Client Script 🡪 web browser, Business Rule 🡪 Database /server side

**Question Set 3**

1. how can an admin determine which version of the instance is running

//system diagnostic 🡪 stats

2. steps to import new data from the spreadsheet

//Load Data -> Transform map -> run transform

3. what path should users take to view fulfillment stage task

//indicate progress

4. purpose of workflow

//Automate task works

5. what is true when a table is deleted (is there a undelete command of deleting a table or reports of the table are not deleted)

//Reports of the table are deleted

// there is no way to recover a deleted tables,

// deleted records can be recovered to some extent

6. how to make a field of a table its display field?

//UI Policy Display

7. what are the 3 parts of a condition?

//(Field,operator,value)

8. for an incident, which one is true

// no options remembered

9. when you click on create an incident, reset an password, report an outage, where does it take you?

\\ Incident record producer

10. how to display a catalog item to a user?

// by setting Visibility true in catalog item’s record

11. what is the characteristics of role assignment?

All groups will give all roles to users, user can belong to any number of groups

12. where can you see gauges?

System UI 🡪 Guages (for defining gauges)

Guages are visible in Homepage

13. for an incident form, which below example is the use of a UI policy?

// Making priority field read only)

16. what is the use of coalesce in a transform map

// if coalesce field is selected, stops duplicate record with same unique id / string from getting created, instead updates the existing record

// Update current record.// coalesce field when used stops duplicate records from getting created

//if you have a excel sheet with duplicate user id, only one record is created

// when case sensitive option is selected, Asmin,asmin are treated as two different words and two records are created.

17. what is the purpose of a transform map

// to assign data from IMPORT SET TABLE (table which holds imported data) to PRODUCTION table

18. what are the 2 settings available as part of the contextual security manager?

//Accesing data only through ACL

19. application visibility is determined by?

//Roles

20. what statement is true for users belonging to multiple groups?

//all the group roles are inherited to the users

21. if you personalize form and move fields from selected to available in the slushbucket will they appear on the form?

// no

22. question on home page icon

// shows homepage list

23. Task table contains all record of inherited tables

// true

24.