**1.Which of the following can be performed by inbound email actions?**

1. Create or update task records
2. Send an email when a task record changes
3. Create a new table
4. Send scheduled reports

**2.What process does the Knowledge Base manage?**

1. Ordering and billing cycle initiated when items are purchased using the service catalog
2. Weekly and monitoring operations reports done on archived and current data
3. Document review cycle, which includes submission, feedback from SME, and publishing
4. System asset reassignment accomplished as the real-time tracking of hardware and software assets

**3.Which one of the following statements is true for system Administrators who are deleting tables?**

1. Only tables beginning with “u\_” can be permanently deleted.
2. Deleting a table does not delete other associated elements like views and gauges. these elements must be deleted separately.
3. Deleting an out of box system table permanently deletes it from use by all instances at a customer site.
4. An ESS user can delete any configuration item that is referenced by the problem table, saving you time.

**4.Which one of the following is a true characteristic for workflows in service catalog?**

1. The start and end activities in workflows can be changed.
2. Workflows can have multiple rounds of approval actions.
3. Workflows can have a maximum of five rounds of approval actions.
4. Only one rollback activity is allowed in a workflow.

**5.How do you know which release version of Service now you are working on?**

Go to System Diagnostics🡪Stats and check the build name

Go to system Diagnostics🡪 Version and check the build name

Go to system Diagnostics🡪Expression cache stats

Go to system Diagnostica🡪version and Memory stats

**6.Consider a scenario:**

**A user opened an incident record, at that time the incident state was ‘Open’, he changed the state to ‘New’ and saved the record. Later, after sometime he opened the same record and changed the state to ‘Closed’ and without saving it he changed the state ‘In progress’**

**With the above mentioned scenario above what will be the oldvalue and newvalue of the incident state?**

Old value=’New’ and new value=’In Progress’

Old value=’Closed’ and new value=’In Progress’

Old value=’Open’ and new value=’New’

Old value=’New’ and new value=’Closed’

**7.When user creates a table “abc”, how does service now name it?**

A). U\_abc

B).abc\_sys

C).a\_abc

D).A&B only

**8.What are the Workflow stages? (More than one)**

A). Waiting for Approval

B). fulfilment

C). delivery

d). Completed

**9.What does the Out-of-Box ‘Insert and stay’ Context menu represents?**

A). It Insert a new record and stays on the old form.

B). It Insert a new record and stays on the new form.

C). It Insert a new record and Copies all the field values.

D). It Insert a new record with blank fields.

E). Both ‘B’ and ‘C’

**10.How will you make service catalog workflow catalog?**

A). Define workflow and Publish

B). Create workflow activate and Publish

C). Define workflow, create workflow activities and Publish.

**11.Which** of **the following gets automatically captured in an update set?**

A). Table, Schedules, forms

B). Table, forms, data

C). Table, forms, homepages

D). Table, forms, views

**12.Which among the following is true regarding ACLs?**

A.) If there rows and field ACLs, user has to satisfy either to have access to the field

B.) If there rows and field ACLs, user has to satisfy both to have access to the field

**13.What are the fields that cannot be edited from “List Editor”?**

A). glide \_time

B).html

C). Array fields

D). All of the above

**14.What does order in business rules represent?**

A). Order in which it will be executed.

B). Order in which it will be displayed.

C). Both of the above.

D). None

**15.What do you mean by SaaS?**

A). Software as a Solution

B). Software as a Service.

C). Software as a Security.  
D). None

**16.On the client script which of the variables cannot be used?**

A). g\_form

B). Producer.Variable

C). jslog

D). gs.include()

**17.ACL applied on:**

A).user

B). groups

C).application/modules

D). tables and field in table

**18.Service Catalog displays.**

1. Catalog items.

2.Order guides

3.Record producer.

A). 1 only

B). 1&2

C).1&3

D).1,2&3

**19.Coalescing on a field (or set f fields) means the field will be used as a regular/general key?**

A). True

B). false

**20.Which of the following is possible via an inbound action?**

A). Schedule a job.

B). Send an email notification.

C). Modifying existing records.

D). All above.

**21). Script include is**

A). Server Side Script.

B). Reusable code.

C). Client’s end script

D). None of above

**22). Which of the following defines a condition?**

A). Field, Performer, Value

B). Field, Operator, Value

C). Area, Operator, Value

D). Field, Operator, Blank

**23). Jelly Scripting is used in which of the following?**

A). UI Macros

B). Content Management system

C). UI Policies

**24). Which one on home page will access knowledge?**

A). News

B). Catalog Item

C). Report

D). All

**25). How do you edit/create a workflow?**

A). Vi-Editor

B). Graphical Workflow editor

C). XML Editor

D). Paintshop

**26). What does g\_form.showErrorBox ( “field\_name” , ”Hello world”)will do?**

A). It will put “Hello World” in error message below specified field.

B). It will pop up a window with “Hello World” on the for, when a field has got erroneous values.

C). It will pop up a window with “Hello World” and an ‘OK’ button, when a field has got erroneous values.

D). None of the above.

**27). ACL is part of which security?**

A). Physical Security.

B). Compliance Security

C). Contextual Security

D). None of the above

**28). What controls enable admins to set mandatory and read only states for fields and can be used to enforce data consistence across application?**

A).data policy

B).UI policy

C). UI Action

**29). Consider a Scenario:**

**Ramesh: Suresh, We won a deal from CISCO**

**Suresh: Sure, CTS will provide CISCO with best deals to carry out their IT operations.**

**Ramesh: Now, they want that their Priority 1 network issue should be resolved with inn 4 hours.**

**Suresh: Our internal network team has its defined resolution time of 2 hrs.**

**Ramesh: Also,you have to keep in mind, CISCO has choosen Netgear as his vendor to support his network equipment and the time for resolution with Netgear is 5 hrs.**

**Suresh: What ITSM tool CISCO is planning to deploy?**

**Ramesh: The tool is Service Now, Please confirm whether the requirement can be achieved or not?**

**So, in order to fulfil the above requirement what all should be done in servicenow?**

1. Configure 4hrs SLA,1 hrs OLA and 2hrs UC
2. Configure 4hrs SLA,3 hrs OLA and 5hrs UC
3. Configure 4hrs SLA,7 hrs OLA and 2hrs UC
4. Configure 4hrs SLA,2 hrs OLA and 5hrs UC

**30).Select one of the following which contains text search options**

a)Knowledge

b)Lists

c)Application Navigator/Left Navigation

d)Homepage

e)All the above

**31. Which is the search engine for serviceNow?**

a)AnswerNow

b)GoogleNow

c)Zing

d)Search

**32).Reports can be made from the following.**

Select any two:

a)Matrix Module

b)Statistics Module

c)Context menu

d)View/Run Module

**33). Data inconsistency correction is done from automated?**

1. Plugin
2. Configurations
3. Workflow
4. None of these

**34). What are the of the settings that can be made in the contextual Security Manager?**

A). Ability to change release dates and manage group personnel

B). Ability to change release dates and restrict automatic notifications

C). Ability to set the Maximum attachment size and specify the attachment file types.

D). Ability to disable applications and to set the maximum notification size

**35). Because a homepage is dynamically generated, which of the following is a way to influence performance?**

A). set refresh to off or to longer tome increment

B). Rearrange the homepage to place all gauges at the top of the page.

C). Add more gauges to the homepage so that the data is reused between the gauges.

D). rearrange the homepage to place all gauges at the bottom of the page.

**36). Which one of the following is an accurate list of changes that are captured in an update set?**

A). Change made to: tables, forms, Business Rules, and data records.

B).Change made to: tables, forms, views, and fields.

C). Change made to: tables, forms, Schedules, and client scripts.

D). Change made to: tables, forms, groups, and CI’s.

**37). What is a workflow primarily used for?**

A). To send email notifications.

B). To automate a sequence of activities.

C). To order catalog items

D). To schedule reports

**38). How is coalesce used in Import sets?**

A). coalesce is method to merge multiple transforms before the load data step in the import process.

B). using Coalesce, the Import set application does match source values to currently existing targets values, a new record is inserted.

C). using Coalesce import set may update existing records in a destination production table.

D). If multiple fields are set to coalesce, then only the first coalesce value is used to match an existing record.

**39). on homepage, which one of the following page elements accesses Knowledge Base articles?**

A). System Information

B). News

C). My requests

D). Service catalog

**40). What are the list interface elements?**

A). Title bar, Breadcrumbs, Column heading, Response Time Indicator.

B). Title bar, Breadcrumbs, Column heading, fields, Response Time Indicator

C). Title bar, Breadcrumbs, Response Time Indicator, fields

D). Title bar, Breadcrumbs, Column heading, fields