1. What are the benefits of using groups?
2. Permissions and access
3. Email notifications
4. Provide a reference for alerts and notifications
5. Identifies a subset of users for role and skill assignment
6. All the above.
7. An update set is a point in time XML snapshot of a record?
8. True
9. False
10. What the CMDB application does in servicenow?
11. Facilitate quick impact analysis.
12. Increase cost saving to business.
13. Contains assets and their relationships.
14. Helps locate failed changes.
15. All of the above.
16. What field type in a list is not sortable?
17. Time fields.
18. Price
19. Choice
20. String
21. Which of the following are form feature field status indicators?
22. Light Red: Required field that has saved value.
23. Green: Modified field content.
24. Red: Required field that requires a value.
25. Orange: Read only data that is not editable.
26. All of the above.
27. Which of the following are you allowed to make customizations to?
28. Table
29. A Business rule
30. Client Script
31. All of the above
32. What is contextual security in servicenow?
33. Protects a record based on its contents and table location.
34. Define Access control rules to any level.
35. Data is acted upon based on the position of the information in the table hierarchy.
36. All of the above.
37. Deleting update sets is not recommended for what reasons?
38. Next upgrade, customizations will be over written.
39. It does not undo the updates.
40. It removes any record of who applied customizations to any instance.
41. All of the above.
42. What is metric?
43. Measure data over time to show past history.
44. A metric is used to measure and evaluate the effectiveness of IT service management process.
45. It’s a key performance indicator.
46. All of the above.
47. A variable set is a modular unit of variable that can be shared between catalog items?
48. True
49. False
50. How to attach workflows to a particular request?
51. Manually on a catalog item form.
52. Automatically based on a condition.
53. Automatically if there are no other workflows.
54. All of the above.
55. What is not a customization?
56. A new record
57. New users and groups
58. Modified ci’s.
59. Schedules
60. What features of ITIL are utilized by servicenow platform?
61. Design
62. Strategy
63. Transitions
64. Operations
65. All of the above
66. What are common, OOTB places where wokflows are commonly seen in SN?
67. Service level agreements
68. Emergency changes
69. Routine changes
70. All of the above
71. What are the possible import sources?
72. CSV, EXCEL
73. XML
74. HTTP,FTP
75. JDBC
76. All of the above
77. How is the knowledge base populated?
78. Manually, by creating new articles.
79. From an existing problem record.
80. From the service catalog using record producer.
81. Automatically, from events or from an incident or task.
82. All of the above.
83. What stores a record of all browser activity for an instance?

A. CMDB

B. Transaction log

C. Update set

D. all of the above

1. Where do you configure your instance to send an email at the end of an upgrade?
2. System logs> Events
3. System policy> Notifications.
4. System diagnostics> Email diagnostics
5. All of the above
6. Servicenow instance performing is made up of these components?
7. Application service response
8. Network latency
9. Browser rendering
10. Parsing
11. All of the above
12. What are the servicenow release types?
13. Patch release
14. Hot fix
15. Feature release
16. Notifications
17. All of the above
18. What can live feed/ company feed users do?
19. tag messages
20. receive email notifications of new posts
21. post and reply to messages
22. upload and share images and links
23. All of the above.
24. Where do you confirm a recent upgrade to a feature release has been performed?
25. System diagnostics> stats>stats
26. System policy > Notifications
27. System logs> Events.
28. All of the above
29. What are the live feed groups?
30. Public
31. Private
32. Unlisted
33. All of the above
34. Admins can view definitions by going to?
35. System policy > notifications.
36. System logs> events> registry
37. System definition> dictionary
38. All of the above
39. The import process skips records when data in the instance is same as the data being imported?
40. True
41. False
42. Schema map displays ci relations graphically either through class extension or reference?
43. True
44. False
45. Tables can be viewed and manipulated through which of these interfaces?
46. Record list view
47. Schema map
48. Tables module
49. All of the above
50. What is an assignment?---->assign tasks to groups instead of users?
51. True
52. False
53. What is assignment look up rules?--🡪 assign tasks to users or groups based on conditions or scripts?
54. True
55. False
56. The fields used to determine the assignment, when referring to assignment look up rules can be amended using ?
57. System policy> notifications
58. System logs> events
59. System policy > data look up definitions
60. None of the above.