1. What is true about workflow?

Ans: Workflow can be edited only after checkout **.**

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

Ans: Number Maintenance table [sys\_number].

1. What is client transaction log?

Ans. The Client Transaction Timings feature enhances the system logs by providing more information on the durations of transactions between the client and the server.

**4.** Out of the below listed applications which will not run natively on smartphones?

a)Workflow

b)User Administration

c)self-service

d)Service catalog

**5**.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

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

a)AnswerNow

b)GoogleNow

c)Zing

d)Search

**7.** In service catalog, either a request or a request item can have workflow, but not both

a)true

b)false

**8.** What is event registry ?

Ans:It contains all event definitions

**9**.What path the administrator should follow to check the fulfillment task of a request

Ans:Request Number> Requested item number> Catalog task number

**10.**What is the difference between event log and event registry?

Ans:Event log contains all the event records and event registry contains all the definitions of an event.

**11**.Can a user delete live feed post?

Ans:No he cannot.He can delete only his post not others.

**12**.Reports can be made from the following.

Select any two:

Ans: a)Matrix Module

b)Statistics Module

c)Context menu

d)View/Run Module

**13**.Match the following with appropriate user:

1)Perform catalog item assigned task and closure process

2)Manage ,views and modify requests

3)Can request for item,View own request items

**14)**Assign Role,Manage incidents,Problems and change

a)ITIL/fulfiller

b)System administrator

c)Approver

d)ESS user/End User

Ans:1 – c

2 – a

3 – d

4 – b

**15**)What is the recommendation from service now for update set:

Ans:Do not use Default update set

**16**) All the applications of service which runs in browser will run in mobile.

Ans:a)True

b)Flase

**17.** Changes made to gear will be applied to all the users.

Ans:a)True

b)False

**18**.Mapping assist is used for

Ans: Automatically mapping using filed map

**19**.What is true about roles

Ans: It is one of the record in sys\_user\_role table

**20.** Which among the following can a UI policy accomplish?

Ans: Making a field read-only

**21**. What steps will u take to load data from spreadsheet?

Ans - load data, create transform map, transform

**22.** What does CMDB consists of?

Ans: Tangible and intangible business assets.

**23**. ACL is applied on -

a. user

b. groups

c. applications/modules

d. table and field in table

**24**. Which of the following are available in Service Catalog:-

Ans: Record Producer, Catalog Variables, Order Guides

**25**. What does a transform map do?

Ans: A transform map is a set of field maps that determine the relationships between fields in an import set and fields in an existing Service Now table (such as Incidents or Users).

**26**. Which of the following gets automatically captured in an update set:-

a. Table, schedules, forms

b. Table, forms, data

d. Tables, forms, views

**27.** Give example of a one to many relationships

Ans: sys\_user table referring to the assigned\_to field in Task table

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

Ans : On Banner

**29**. What all are there in UI14 instance?

Ans:Banner,Edge, Content pane and Application Navigator

**30.** What is true about SLA-Retroactive start?

Ans: If you select the **Retroactive start** check box, the **Set start to** field appears, offering options for starting the SLA from various events on the table selected.

**31**. Shortcut to approve a Service Request?

Ans: Go to service request list and Right click on the request number and approve.

**32**.what is record producer?

Ans: A record producer is a specific type of catalog item that allows end users to create task-based records.

**33**.How can you define a user in serviceNow

Ans: It is a record in sys\_user table

**34**.How many working SLAs can be attached to an Incident?

Ans: a)More than 3

b)1

c)Infinite

d)Less than 10

**35.** ACL evaluates on below….

Ans: condition/script and roles

**36**. What does Order guide refer to in Service Catalog?

Ans: Bundled Request (An order guide gives customers an easy way to order multiple related items as a single request)