LATEST ADMIN DUMPS SEP-2015

1.what does client transaction log contain?

2.In service catalog, either a request or a request item can have workflow, but not both ? false

3.Match the following with appropriate user:

1)Perform catalog item assigned task and closure process (options in dropdown : a,b,c,d)

2)Manage ,views and modify requests (options in dropdown : a,b,c,d)

3)Can request for item,View own request items (options in dropdown : a,b,c,d)

4)Assign Role,Manage incidents,Problems and change (options in dropdown : a,b,c,d)

a)ITIL/fulfiller

b)System administrator

c)Approver

d)ESS user/End User

4. What is the recommendation from service now for update set:

Ans:Do not use Default update set

5. Mapping assist is used for

Ans: Automatically mapping using filed map

6. Give example of a one to many relationships

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

7. who is a user in serviceNow?

Ans: It is a record in sys\_user table

8. Difference between Event Log and Event Registry?

9. What is condition contains?a field,an oprerator and a value

Ans: a field,an oprerator and a value

10.What is diff between SAVE and Insert buttons?

Ans: Save button saves the changes and remains in same page, Insert button inserts new record and redirects to list.

11.What are the two ways in which events can be created?

Ans:business rule,workflow

12.If an upgrade to an instance is being done, how the administrator will trigger a notification to other users that an upgrade is made?

13.What is Sys\_id?

14.Which module is used for creating a new Catalog item?

Ans: Maintain items

15.How ACL is evaluvated?

Ans: Given a row level rule on incident, and a field level rule on incident.number, access to the number field would be allowed only if both rules evaluated to true. Both rules must be met before an operation is allowed.

16.When Submit button Appears in the form?

Ans: only for New Record

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

Ans:The most recent change for each object is moved from the original sets to the new set.

18.what is data dictionary?

Ans: Defines the database structure

19.Service catalog displays?

Ans: catalog items, order guides and record producer

20.what are the main security modules?

21.where will the gauges be present?

Ans: homepage

22.In what form reports will be visible in homepage?

Ans: gauges

23.ACL is a part of which security?

Ans: contextual security

24.why use groups?(select four options)

25.which will not be available in mobile view?

Ans: workflows

26.Difference between client script and business rule.

27.main base tables in service now?

28.base table for incident,problem,change.

29.use of bsm map

30.where acl is defined?

31.purspose of workflow?

32.what are all the target tables regarding import sets?

Ans:all the service now tables

33.Matching: on incident form,additional comments and worknotes fields are visible and accessed by whom?

(1)Additional comments

(2)work notes

(3)Additional comments

(4)work notes

(a)visible to all the users

(b)emailed to itil watch list

(c)emailed to watch list

(d)visible to itil role

34.what an administrator will do when editing a workflow?

Ans: To prevent access by many users, admin should check out before editing.

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

Ans: Service Level Management (SLM)

36.SLA,OLA,UC differs by which field?

Ans:type field

37.SLA retroactive start

38.How to load spreadsheet in service now instance?

Ans: Load Data > Create transform map > Run transform map

39.3 type of numbers from orders?

Ans : Request Number (REQ), RITM, catalog Task number

40.If prefix of Incident needs to be changed, which module should I refer?

Ans: Number Maintenance

41.Changes made to gear will be applied to all the users.

Ans:false

42.Which among the following can a UI policy accomplish?

Ans: Making a field read-only

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

Ans:Tables, forms, views,fields

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

Ans : On Banner

45.Why impersonation is used?

46.why update sets?

47.What is gauge?

48.what is a role?

ans:It is a record in sys\_user\_role table.

48.which is true about role assignment?

Ans:A role can contain another roles. It can inherit those roles.

49.What is true about OnChange() client script?

Ans:Runs when field value canges

50.What is the important factor to remember when a user is creating catalog variable?

Ans: Catalog Variables are global by default.

51.What is the purpose of a service catalog workflow?

Ans:to create workflows to drive request fulfillment. Workflows can generate and assign approvals, generate and assign tasks, or run scripts and sub flows.

52.Which setting allows the user to view knowledge articles without logging in?

Ans:ESS role.

53.How will you make an application visible to particular users?

54. Which setting allows the user to view knowledge articles without logging in?

a. ESS Role b. Public Setting c. View All Setting d. View all Role

55. which feild is present in task sla to represent sla,ola,uc ?

ans: type field

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

Ans: Record Producer, Catalog Variables, catalog item

57. Which of the following defines a condition? (same 2 questions came)

Ans: Field, Operator, Value

58. Which of the following is true regarding roles?

Ans: Roles can contain other roles. When user is assigned to a role, he will inherit the contained roles as well.

59. What does CMDB consists of?

ans. Measurable tangible and intangible data of a CI.

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

ans - load data, create transform map, transform.

61. When user modifies HomePage,What will happen?(Creates new with "MY " prefix)

62. Which is true about UI Policy?(Used to make pirority field readonly)

63. What is business rule? Ans: A piece of Javascript

64. 21. In Live feed which are default groups available?

Options: 1) System Administrator

2) ITIL

3) Unlisted

65. What is true about roles

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

66. Major difference between Eureka and Fuji? (choose 2 options)

67. Links, buttons, context menu action belongs to

Ans: UI action

Note: Few Questions asked based on the fields in incident table, creating new table(role specific), workflow.