1.Which of the following is correct regarding new groups, new CIs , new user

Ans : They are not captured in update sets

2. In service now setup how would administrator will send notification after the instance has been upgraded.

a. by updating the notification “system upgraded” in notification module with the required user you want to send notification.

b. by writing a business rule

c. by writing a client script

d. .in email logs by updating the notification “system upgraded” in email logs module with the required user you want to send notification.

3.what are the two settings that wecan perform with context to contextual security manager

a. can change the release dates and restrict auto generated notifications

b. can change the release dates and manage group personnel

c. can restrict the application and increase the notification size

d. can restrict attachment list and increase attachment size

4.which among the following module can be used to access fields

a.tables and columns

b.list

c.tables and fields

d.list control

5. what does the available list composed of in the slush bucket

Ans: fields which are existing on the current form

6.which among the following is correct regarding access control list

Ans:

1. the row level and field level rule both should be active before required operation should takes place
2. for more than one rule, older one runs first
3. rule which have more roles will get the precedence
4. rules run from general to specific

7.what does SAAS stands for

-> software as a service

8.In import sets which among the following is true with respect to coalesce

a. colaesce is used to merge the transform maps

b. if the souce import sets data does match with the destination production data then a new record is created.

c.colesce may be used to update the destination production data

d. if more than one coalesce is there than the first one will be considered

9.what does RITM stands for

-> requested item

10.on submitting the incident form , which among the following is correct

a. work notes get captured in the activity logs.

b. work notes gets overwritten in the work notes field

c. work notes value persists as such on the form while it also gets captured in the activity logs

d. on submitting the form the value of impact is calculated by adding priority and urgency

11.which among the following is true regarding coalesce

a. when a match is found between the data of source import set and destination production table, the existing record gets updated.

12.how an administrator will access the fulfillment group in service catalog

Ans: request(REQ)-> requested item(RITM)-> Task

13.For ui policy to be apply on all views which among the following should be check

a. on load

b. condition

c. global

d. run script

## 14. . What is the use of BSM in Service Now?

1. A Business Service Management (BSM) map graphically displays the configuration items (CI) that support a business service and indicates the status of those configurations.

15. what data is stored in CMDB

ans. All the itil process data pertaining to configuration items

16. How can you make a field visible in the reference field of another table?

Ans. By right clicking on the field and personalizing the dictionary then checking the display checkbox.

## 17. Difference between Business Rule & Client Script?

1. Business rule works on before insert, update delete in a database & client script works only on Submit.
2. Business rule works on before or after Insert, update delete in a database & client script works on Submit, on change, on Cell Edit & on Load.
3. There is no difference b/w the two.
4. Business Rule works on Browser side and client scripts works on Server side.

18.what is the purpose of knowledge management?

Ans: to collect the articles, store them and republish them

19. how will u make knowledge articles accessible before logging into the sytem

Ans : make them public

20.what is a workflow

Ans: . A set of activities placed in a sequenced.

21.which among the following is true regarding workflow

Ans : The changes made to the workflow are reflected to other users with roles only after the workflow gets published.

22.which among the following is true for ui actions

a. they run only on server side

b.based on the condition, it can be decided when to make it visible

c. all the ui actions of task table are not extended by the incident table

23.where is the data get stored.

Ans: Table

24.before creating the service catalog ,administrator should know which of the following thing

🡪catalog variables are global

25.what activities can be performed by workflows

Ans: sending approvals, notifications,complex fulfillment processes

26.what does home icon consists of?

Ans-> list of homepages

27.what is an upate set?

28.what changes are stored in update sets?

Ans-> business rules, forms,fields,table,views

## 29. system admin wants to change the prefix of incident number to INT , how it can be achieved

1. It is inbuilt, cannot be changed
2. Through Number Maintenance module
3. Through BR
4. Changing the system properties

30.in service catalog application,which module is responsible for creating items

a.maintain dyanamic categories

b. maintain category

c. maintain items

d. items

31.which among the following is correct regarding global business rule

a.they are condition based

b.they can be operated on update,insert while not on delete,query

c. they are not client callable

d. they are executed before user and platform interaction

## 32.What is retroactive start in SLA?

Ans :It is used for attaching SLA from a particular created date & time

## 33.Types of SLA (SLA, OLA & UC) are defined in which field?

1. Condition field
2. Retroactive Start
3. Type field
4. Duration

## 34. What does Key Icon on banner indicates in Service Now?

1. On clicking it we can see reports
2. On clicking it we can see the profile of any other user
3. On clicking it we can set security rights
4. On clicking it we lock the page

35 \_\_\_\_\_\_\_ User can see tickets, messages and mails of other user.

Ans: delegate

36 on homepage which among the following shows that the current homepage is the one on which changes would be done.

a.add content

b.switch to page

c.change layout

d. pages

37.where does the global text search appear?

Ans: on Banner

38. For which of the option , changes are captured in Update Set ?

Table

39. ESS Users can see which of the modules ?

My Requests, Requested Items, Incidents

40. \_\_\_\_\_\_\_\_\_ is used for exchanging structured information in the implementation of Web Services in computer networks.

SOAP

41. Condition in Service Now has \_\_\_\_\_\_\_\_\_ .

field ,operator,value

42. Change in New User /Group /Configuration Item are \_\_\_\_\_\_\_\_\_\_\_\_ ?

not captured by update set .

43. \_\_\_\_\_\_\_ user can see tickets ,messages and mails of other user.

Delegate

44. What does Key Icon on banner indicates in Service Now ?

On clicking it we can see the profile of any other user for testing

45. What is the Use of Transform Map in update set ?

It determines how data is mapped onto a ServiceNow table by specifying the destination table

46. Which of the following option is an example of UI Policy ?

To make priorty field mandatory

47. How to make a Business Rule global ?

Checking the Global field of Buisness rule

48. What is the use of Script Includes in Service Now ?

the scripts that are used again & again are maintained in Script Includes so that it can be called any time in the required scripts

49. For which tables all SLA's are tracked ?

task\_sla

50. What is the use of BSM in Service Now ?

A Business Service Management (BSM) map graphically displays the configuration items (CI) that support a business service and indicates the status of those configuration items

51. What does Contextual secuirity Manager do ?

It works on ACL rules

52. Impersonate User means \_\_\_\_?

Impersonate User can shift to any other user for testing.

53. To improve the System Performace which among this is preferred ?

Either put refresh as off or increase time of refreshing a page

54. List can be edit by ?

List Control

55. What is retroactive start in SLA ?

It is used for attaching SLA from a particular created date & time without attaching SLA on the opened time.

56. type of SLA ( SLA,OLA & UC ) are defined in which field ?

Type field

57. Which of the following thing is true while solving incidents as per ITIL framework ?

Incident Priority is calculated on the basis of Impact & Urgency.

58. Where Pause condition in SLA can be used ?

it can be put on any desired field

59. What is the use of Coalesce in Transform Map ?

coalescing on a field (or set of fields) means the field will be used as a unique key. If a match is found using the coalesce field, the existing record will be updated

60. For the reference of any table column on any other form which of the activity is performed ?

Personalize ->Dictionary->check the display box of that table

61. Catalog variables are\_\_\_\_\_\_\_\_ ?

Global

62. To change the prefix of a Ticket Number which module of Service Now is used ?

Number Maintainance table

63. Diff. b/w Buisness Rule & Client Script ?

Buisness rule works on before or after Insert,update delete in a database & client script works on On Submit,OnchangeOnCellEdit&OnLoad

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

Record Producers

65. Incident extends which table?

Task

66. What information is stored in Data Dictionary ?

Database Structure

67. How to decide which application will be visible on logging?

Defined on the basis of roles assigned to the user.

68. UI actions are executed on client or server?

On both Client & server side by checking the Client field

69. What is single sign on?

It is used for sending email to every users

70. Can we delete all tables?

Only user tables can be deleted .System tables can't be deleted

71. If a table is created with label "ghi" which name will appear in dictionary for it?

u\_ghi

72. Can we have multiple cycles for approvals in catalog item?v

Yes

73. Cmdb\_ci\_server inherits which class?

cmdb\_ci\_computer

74. Content of service catalog \_\_\_\_\_\_\_\_\_\_\_?

News,Gauges ,Catalog Items

75. What is there stored in CMDB?

Measurable tangible and intangible data of a CI.

76. Purpose of workflow ?

workflow generates a sequence of activities, such as generating records or running scripts, and notifications