

- 1) Select the ServiceNow functionality that may be used to Access the phase of Change management to evaluate the potential impact of the change.
Ans: Risk Assessment.
- 2) What is the name of the view that is used to control the fields displayed when a user hovers over the reference icon? Answer: sys_popup.
- 3) If change approver rejects a normal change, what will the state of the be change set to? Answer: New
- 4) In incident management, to impose a limit for moving from one state to another, where should the new logic be added? Answer : script include - Incorporate new logic in the Incident State script include
- 5) The 'actual start' and 'actual end' fields are populated when the change _____? Answer : Moves to Implement state- (Actual Start) and When change move to Review State(Actual End).
- 6) True or False: Users with the itil role can delete incident .Answer: False - Itil user can archive incident and Itil_admin can delete incident.
- 7) Which function is used to create an incident via chat? Answer: Support Connect - You must enable Support Chat in order to be able to create an incident using chat.
- 8) Which of the following is not included in the 'incident management' life cycle? Answer : Approval and fulfilment.
- 9) Who is responsible for the smooth operation of the 'change management' process?
Answer : Change Manager
- 10) From the choices below, which is not a correct way you can propose a standard change? Answer : Open Incident --> click on context menu-->select propose standard change.
- 11) **True** or False: In the baseline incident management, a request can be created from the incident context menu.
- 12) True or **False**: In the baseline instance, does a caller's VIP status drive the incident priority or any other process logic?
- 13) What is the base class in the CMDB? Answer : CMDB_CI
- 14) What is the default number of days after which incident is resolved? Answer : One day - Default number of days to close Resolved incidents is 24 Hours.
- 15) Change tasks extended from which table? Answer :Task
- 16) True or False: A Request Item may be associated with one or more requests.
Answer : False-Request is associated with one or more RITMs.
- 17) In baseline incident, Which field shows 'first time to resolve'? Answer : Re-Assignment Count - This is based on the reassignment count on the incident table and is triggered on the business rule (reassignment counter) that is on the task table.
- 18) Multiple Selection: In Baseline Change Management, what are all parameters shown in conflict section? Select all that matches. Answer :
- 19) Type of Conflict
Maintenance Window
Affected Ci
Schedule
The Conflicts section provides information such as affected CIs, type of conflict, schedule, conflicting changes, and time and date details regarding when the conflict

detection was last run. Conflict detection identifies when changes are scheduled at the same time or impact the same configuration items (CIs) and related CIs. You can run conflict detection automatically or manually. Conflict detection also highlights when a change occurs outside of the maintenance schedule or during a blackout schedule so that you can reschedule the change.

20) What is the best practice for developing the service catalog categories? Answer : Should be Categorize to easily understand by all users

21) When should a problem be put in state of 'known error'? Answer : Cause has been determined by there is no permanent fix.

22) From _____ table, all technical CI's gets extended ? Answer : CMDB_CI

23) True of **False**: In the baseline knowledge management, knowledge bases are limited.

24) True or **False**: 'User criteria' is not applicable on Knowledge bases.

25) In baseline servicenow, what functionalities will handle Hardware and software assets, and Price of assets? Answer :IT Service Management & Finance Management

26) Which field is used in a configuration item record that may be used help with routing and resolution? Answer : Support Group -Support group is for incident process and Assignment group is for change process.

27) In a baseline incident, when does the knowledge article get created if knowledge checkbox is selected? Answer: Upon Close Incident - Select the Knowledge check box in the Closure Information section. Resolve and close the incident. Closing the incident triggers the business rule Incident Create Knowledge. By default, the business rule creates a knowledge article in the Draft workflow state. The incident Short description becomes the article Short description. The incident Additional comments become the article Text. If the knowledge submission workflow is enabled, the incident Short description and Additional comments become a knowledge submission instead of an article.

28) Multiple Selection: Which steps are part of ordering process used via the 'order guide'? Select all that match. Answer : **Describe Needs**
Choose options
Check out

29) True or **False**: Implementation and post-implementation tasks will allow you to create normal, standard and emergency changes.

30) A knowledge base article versioning is available from which release of the platform? Answer : Jarkarta.

31) In the baseline install of the CMDB, select all the CI relationship types are available? Select all that suit. Answer : **Contains::Contained**
Runs on::Runs
Depends on::Used By
Connected by::Connects to

32) Guided setup provides a step by step instruction for loading functional data which includes? Select all that suit. Answer : **Department**
Location
Users
Groups

TSM guided setup helps you configure common platform settings with these activity categories: Company In the Company category, configure the company name, logo, and color theme to reflect your corporate brand. Also configure default system settings such as the time zone and the date and time formats. Connectivity In the Connectivity

category, configure your instance to support inbound and outbound email notification. Also integrate the instance with your existing LDAP and single sign-on (SSO) solutions. Foundation Data If you do not use Lightweight Directory Access Protocol (LDAP) to import data into your instance, complete the activities in the Foundation Data category. Use the Foundation Data category to import users, groups, group members, companies, departments, and locations. Also assign roles to groups.

- 33) Multiple Selection: CAB workbench functionalities include _____?
Select all that match. Answer : It allows CAB managers to easily create one time or recurring CAB meetings.
- 34) True or False: In baseline incident management, Request can be created from Incident context menu?
- 35) True or False: A problem can be created from incident. ?
- 36) Catalog UI policies can be applied to _____? Answer : Both Catalog item and variable set - Catalog UI policies control the behavior of catalog item forms when presented to your users. Catalog UI policies can be applied to a catalog item or a variable set.
- 37) Which of the following ITIL terms refers to the cause of one or more incidents that are typically unknown issues at the time of detection? Answer : Problem.
- 38) The Incident table is extended from which table? ...
- 39) What is the default 'valid to' date for a knowledge article? Answer : 01/01/2020
- 40) True or False :Users with the itil role can delete a problem. Answer : False - itil_admin can delete problem.
- 41) True or False: Creation and classification are steps in incident life cycle process.
- 42) Where are CI relationships stored? Answer : cmdb_rel_ci
- 43) In incident, which of the following options are used to calculate the value of the business duration? Answer : SLA Calendar.
- 44) In baseline CMDB, what is the minimum role required to delete records in CI class manager? Answer : itil_admin.
- 45) A record is added to which table each time a knowledge article is viewed? Answer: kb_use -
OOTB report on "Knowledge Use", which seems to list anytime someone looks at a knowledge article. There is a column called "Used" which shows true/false values.
- 46) True or false: By default, Request items are visible in a maximum of two columns from service portal.
- 47) What is the use of Process Flow formatter? Answer : To highlight current stage and stage history.
- 48) What will happen to all child incidents if the parent incident is resolved?
Answer : State Changes to Resolved and Resolution notes Copied from parent incident to activity log.
- 49) Mobile devices using the service catalog do not support which of the following variable types. Select all that match. Answer : Container Variables
Email
HTML
Lookup Multiple Choice
- The service catalog on mobile devices does not support the following variable types:
• Break • Container variables • Duration • Email • HTML • Label • List Collector •

Lookup Multiple Choice • Macro • Macro With Label • Masked • Multiple Choice • UI Page • URL

- 50) What is the default state of an article if you click 'post news' from a problem?
Answer : Draft
- 51) How are additional comments and work notes used in notifications? Answer : Additional comments are used for end users and worknotes are for itil users
- 52) True or False: Similar to Incidents, Requests will be resolved first, and then closed later automatically by auto-close.
- 53) True or False: Similar to Incidents, Requests will be resolved first, and then closed later automatically by auto-close.
- 54) What would need to be changed if you wish to map to additional fields to the 'post news' ui action? Ui Action Script
- 55) Which field on the incident table tracks the total elapsed time between the incident being created and resolved? Answer : calendar_duration
- 56) In baseline install of the change management module, what will happen to the state of an associated problem whose state was in 'pending change'? Answer : Problem will be closed automatically.
- 57) In a baseline incident, when does the knowledge article get created if knowledge checkbox is selected? Answer : Upon Close Incident.
- 58) True or False: The goal of incident management is to restore service as quickly as possible.
- 59) What kind of end user would be able to close an incident even though they have no roles? Answer : Caller if the incident.
- 60) _____ results are displayed in the related search when an incident short description is entered? Answer : Contextual Search.
- 61) What ServiceNow tool can be used to explore CMDB classes? Answer : CI Class Manager
- 62) What is the state of the Knowledge Article created by using the Post Knowledge UI Action on a problem record? Answer : Draft
- 63) If no sys_popup view is defined for a table then what will be used when hovering over the Reference Icon? Answer : The default view if the form will be used.
- 64) What states are not used with a Standard Change? Answer : Assess and Authorize
- 65) Knowledge Workflow is defined at what level? Answer : Knowledge Base.
- 66) What is the best practice to use Incident State value in scripting? Answer : Use a global constant incident.state_value.
- 67) What is the intent of the watch list when it comes to notifications? Answer : the intent of the watch list is to copy people on notifications sent to the caller.
- 68) Where do you set (Can Read)/(Can Contribute) on a knowledge base?
Answer : On the knowledge Base Record.
- 69) What role can delete Configuration Items? Answer : ecmdb_admin, or cmdb_admin.
- 70) Is the Post Implementation Review mandatory upon closure of a change by default OOTB? Answer : No
- 71) Are surveys enabled for all ITSM Modules by default? Answer : No or False
- 72) What's the best practice when setting Valid to Dates for Knowledge Articles. Answer : The valid to date should be dynamic depending on the validity of the content.
- 73) In the baseline instance does a caller's VIP status drive incident priority or any other process logic? Answer : No or False.

- 74) What is used to change the Change Create options on "Create New" in the change module. Answer : Change Interceptors.
- 75) Where are choices stored in the database? Answer : The Choice Table (sys_choice)
- 76) What is the intent of the work notes list when it comes to notifications. Answer : The Intent of the work notes list is to copy people on notifications sent to the assignee or other internal recipients.
- 77) How many classes extend the Base Configuration Item(cmdb) ? Answer : Over 500+.
- 78) What columns of the Caller field are displayed in the Baseline Servicenow instance Answer : Users Full Name and Email Address.
- 79) Incident states that are considered active? Answer : New, In Progress, On hold, Resolved.
- 80) What field on the configuration item can be used for identifying Approval group for the CI Answer : Change_Control.
- 81) What is the purpose of the formatter on the change request form?
Answer : What is the purpose of the formatter on the change request form?
- 82) Can g_scratchpad be used in Catalog Items ? Answer : No
- 83) How to create knowledge categories? Answer : From the knowledge base related list.
- 84) What method is used to identify first call resolutions for incidents? Answer : Use the reassignment count field.
- 85) Workflow stages available for Change Request in the baseline? Answer : Workflow stages available for Change Request in the baseline
- 86) How do you communicate workaround for a problem? Answer :
Use the UI Action communicate workaround.
- 87) Best way to add new fields to be copied when using the "Copy Change" UI Action?
Answer : Modify the system properties.
- 88) How do you reference producer variables in producer script? Answer :
producer.variablename
- 89) We see user's email in the caller field on an incident form. Which attributes do we use to set this? Answer : ref_ac_column=email.
- 90) In the baseline version, Are Knowledge management approvals enabled by default? Answer : false.