1. Parent table is **Task**
2. If we delete any column from child table, it also deletes from parent table and vice versa
3. Sys\_dictionary table has two columns. One is columns and second is table\_name. Sys\_dictionary to store all the records of tables
4. If we delete from form view, it wont be deleted from tables
5. List Layout like excel with tabular format
6. Form Layout does not have UI. Simply list data. We can add a new one
7. Form Design is one with UI
8. Adding or deleting form sections does not affect the table structure of the form’s table.
9. The Log section should be the last section on the form
10. Applications created in Studio are scoped applications
11. Scope uniquely identifies applications and application files
12. Use the Form Designer to simultaneously create fields and form layouts
13. Enhance the application UI by using views and sections to organize forms
14. Auto numbers in number maintenance table - with prefixes
15. Xml file uploading == system update sets -> update sources -> retrieve update sets (similar to JAR or WAR in java)
16. GS is implicit object in scripting to hold data
17. In sys\_user, all tables will be stored
18. Sys\_user\_group, all groups will be stored
19. Sys\_user\_role is role definition
20. Sys\_user\_grmember is for members
21. Sys\_trigger\_db is to hold all scheduled jobs
22. Acl table is sys\_security\_acl
23. Sys\_db\_object is the table to store all the tables
24. Wf\_workflow is for workflow table
25. Wf\_context stores all the active and run workflow contexts (also used for debugging)
26. We can rename workflow
27. Ui\_feed\_admin or admin role is required for live\_feed
28. Syslog is system log table
29. Syslog\_transaction is for transactions
30. Using glideajax to have log of clientscripts
31. Sys\_id for every record in table
32. Place to have tables in drop-down is modules/reference
33. Web service used is REST (all tables are APIs)
34. Default option for tables to access is all application scope and web service enabled
35. Query method is for reading in server side APIs
36. Incident table is a global level and for out of box

**Security:**

1. Wildcard acl means all tables and all fields (\*.\*)
2. 3 parts in ACL. one is Role second is Condition and 3rd is Script field. And all these are to be satisfied (Logical AND).
3. \* is row or table level and . is field level
4. Security manager default behaviour in the absence of any ACLs on a table is ‘Deny Access’.
5. Impersonate users is to test security
6. Access Control roles are evaluated first, then conditions, then scripts
7. Roles, conditions, and scripts must all return true for an Access Control to grant access
8. Do not attempt to protect sensitive data with client-side scripted security
9. Scoped applications can be secured at the application, application menu, and module levels
10. Parameters for runMailscript are current, template, email, email\_action, event
11. Including script in mail is mail\_script:<script\_name>
12. Template is service now object to create scripts
13. gs.eventQueue(name, object, string, string) to call events (for triggering mails via events)
14. Inbound is getting mail from somebody and knowing what should we do
15. Outbound is sending mail
16. Schedule job is to create job from which it goes to events and cycle continues
17. UI policy is to have mandatory, hide, read only
18. gs.getUser returns GlideUser object
19. Business rule is intended for background database transaction processing and server side validations
20. Global UI actions will be available for all tables by default like update, submit
21. To see show live feed, we have to enable ‘show insert’ in UI actions
22. Sys\_properties is the centralized table in which all properties of applications will be stored.
23. Admin only can create system properties.
24. GlideForm(g\_form) and GlideUser(g\_user) are the two important classes in clientscripts.
25. Client script → UI Policy (UI policy overrides client scripts if it is executed after client script)
26. Business rule will have access on previous value
27. The person who has checked out the same can publish the workflow
28. Workflow.scratchpad.abc = 20; for each record one scratchpad will be available
29. Subflow is to add another workflow into the current one
30. Email accounts is to enable mail outbounds
31. Reusable business rules can be written using script includes
32. Protected scripts can not be visible
33. Zing search - 4 zing searches and one left navigator search
34. .do is to invoke a page
35. .list opens the table data in list in the current tab.
36. .LIST opens the table data in new tab
37. **Data Imports:**
38. Staging table is a temporary table in servicenow. From staging table the data will be transformed to main(target) table
39. Import\_admin, import\_scheduler, import\_ser
40. Sys\_import\_set is the table to store imported data
41. Transform map (auto map, mapping assist) is to map source fields with target map
42. coalesce=true to maintain index (to maintain unique values)
43. DataSource is also to upload the data
44. Schedule import is to import the data in scheduled time
45. Scheduled data import → Daily,weekly, monthly, periodically, after parent runs
46. My Approval is to approve, reject the request in workflow
47. Activity.result is to take the decisions in workflow
48. Workflow\_admin role is required for workflow role
49. Update set is to pack the data to import into servicenow like JAR file
50. Default update set is ‘Default
51. Sys\_updateset is the table for updateset
52. **Web Services:**
53. Outbound is to send the request from serviceNow to third party
54. Inbound is a request coming to ServiceNow
55. SOAPMessageV2 is the class for SOAP webservice
56. Hoping an instance to hold all the servicenow instances
57. Script APIs are always Inbound web service
58. GlideRecord is an API to call a table
59. S - B is to run any script in the background
60. Script web service for customization
61. Default ACLs are 4 (create, write, read, delete). We can customize by in unchecking