

S.No	Question	Option 1	Option 2	Option 3	Option 4	Answer
1	ServiceNow recommends keeping _____ separate to ensure stability and security.	Development and Production Environments	System Logs and User Data	Incident Management and Problem Management	On-premise and Cloud Solutions	Option 1
2	The CMDB in ServiceNow is used to track and manage IT assets and configuration items.	TRUE	FALSE			Option 1
3	Import Sets in ServiceNow can use _____ to transform data as it is imported.	Transform Maps	Workflow Scripts	Business Rules	UI Policies	Option 1
4	ServiceNow themes cannot be applied to individual applications, only to the entire instance.	TRUE	FALSE			Option 2
5	What is the primary purpose of UI Builder in ServiceNow?	To manage server-side logic	To design and customize user interfaces	To configure user roles and permissions	To generate reports and analytics	Option 2
6	UI Builder provides a _____ interface for designing and customizing user interfaces in ServiceNow.	Drag-and-drop	Text-based	Command-line	Script-driven	Option 1
7	What is ServiceNow primarily used for?	Video Editing	Cloud Storage	IT Service Management	Graphic Design	Option 3
8	Which feature in ServiceNow helps automate workflows and processes?	Service Portal	Knowledge Management	Flow Designer	Reporting	Option 3
9	Which of the following are features of REST integration in ServiceNow?	Stateless communication	XML-based messaging	CRUD operations	Strong typing	Option 3
10	What is the first step in creating a custom user interface in UI Builder?	Adding data sources	Selecting a template	Defining user roles	Configuring event handlers	Option 2
11	The structure of ServiceNow instances includes Development, _____, and Production environments.	Test	Training	Sandbox	Demo	Option 1
12	Which of the following are advanced features of UI Builder?	Custom theming	Multi-page navigation	Role-based access control	Scheduled reporting	Option 1
13	Which protocol is commonly used for REST integrations in ServiceNow?	HTTP	FTP	SMTP	SNMP	Option 1
14	In ServiceNow, the _____ environment should be the first place where new customizations and configurations are implemented.	Development	Production	Test	Staging	Option 1
15	_____ integrations in ServiceNow use web services to allow applications to communicate over the internet.	REST	FTP	SMTP	SNMP	Option 1
16	Which of the following is NOT a pre-built component in UI Builder?	Table	Chart	Script Editor	Form	Option 3
17	Portal pages in ServiceNow cannot be modified once they are published.	TRUE	FALSE			Option 2

18	You cannot use custom code or scripting within UI Builder; it only supports pre-built components.	TRUE	FALSE			Option 2
19	The _____ environment is used for day-to-day business operations.	Production	Development	Testing	Staging	Option 1
20	The _____ in ServiceNow is a framework for organizing configuration items (Clis) and their relationships.	Configuration Management Database (CMDB)	Incident Management System (IMS)	Change Management Process (CMP)	Knowledge Base (KB)	Option 1
21	Which components can be used to display data in UI Builder?	Data visualization	Text input	Table	Button	Option 1 & 3
22	The _____ environment is used to build and test new features.	Development	Production	Staging	Training	Option 1
23	Advanced UI Builder features include _____ and _____, which allow for more tailored and complex interfaces.	Conditional rendering and custom components	Basic templates and custom components	Static layouts and custom components	Predefined themes and custom components	Option 1
24	What is the primary purpose of the Configuration Management Database (CMDB) in ServiceNow?	To store user credentials	To manage configuration items (Clis)	To schedule imports	To create UI policies	Option 2
25	To display service catalog items on a portal page, you need to use _____.	Service Catalog Widgets	Data Sources	User Roles	Script Includes	Option 1
26	Which of the following is NOT a standard integration method in ServiceNow?	REST	SOAP	FTP	Email	Option 3
27	Which environments are used for testing changes in ServiceNow? (Choose two)	Production	Development	Test	Sandbox	Option 2 & 3
28	To manage user access and permissions on a portal, you would use the _____ settings.	Portal Configuration	Customization settings	Performance settings	Design settings	Option 1
29	The _____ provides a centralized place for users to request IT services and resources in ServiceNow.	Service Catalog	Incident Management	Change Request	Knowledge Base	Option 1
30	A _____ in ServiceNow is used to run server-side code at specified times or intervals.	Scheduled Job	UI Action	Business Rule	Client Script	Option 1
31	Which environment is used for daily business activities?	Production	Sandbox	Test	Development	Option 1
32	Which of the following are types of tables in ServiceNow? (Select Two)	Task Table	Dictionary Table	Incident Table	System Table	Option 1 & 3
33	What is an Import Set used for in ServiceNow?	To create user interfaces	To import data from external sources	To manage server configurations	To schedule tasks	Option 2
34	What can you manage with the Common Service Data Model (CSDM) in ServiceNow?	Business applications	Service portfolios	User permissions	Technical services	Option 1
35	What are the benefits of using Import Sets in ServiceNow?	Automates data import processes	Supports data transformation	Requires manual data entry	Ensures data consistency	Option 2

36	Which of the following are components of ServiceNow instance architecture? (Select Two)	Application Server	Database Server	Web Browser	Mobile Device	Option 1 & 2
37	The production instance is used for experimenting with new features.	TRUE	FALSE			Option 2
38	The test instance is used to implement final changes directly into production.	TRUE	FALSE			Option 2
39	In UI Builder, a _____ component is used to arrange other components within a layout.	Container	Data	Button	Icon	Option 1
40	SOAP integrations in ServiceNow typically use JSON format for message exchange.	TRUE	FALSE			Option 2
41	Which ServiceNow tool is used for creating custom applications without coding?	App Engine Studio	Flow Designer	Report Designer	Virtual Agent	Option 1
42	Which component is essential for laying out other components in UI Builder?	Button	Data visualization	Text input	Container	Option 4
43	Which of the following are steps to create a new widget in ServiceNow? (Select all that apply)	Navigate to the Widget Editor	Select 'Create New Widget'	Configure the widget properties	Publish the widget to the Service Catalog	Option 1, 2, 3
44	Which of the following are benefits of using UI Builder in ServiceNow?	Drag-and-drop interface	Custom scripting capabilities	Integration with external data sources	Automated incident management	Option 1