

S.No	Question	Option 1	Option 2	Option 3	Option 4	Answer
1	JavaScript variables must be declared with the keyword 'var'.	TRUE	FALSE			Option 2
2	What is ServiceNow primarily used for?	Graphic design	Social media management	IT service management	E-commerce	Option 3
3	In ServiceNow, a record is stored in a _____.	Folder	Spreadsheet	Table	Document	Option 3
4	In what phase of application development is App Engine Studio most useful?	Design and development	Deployment	Maintenance	Testing	Option 1
5	What are benefits of using application scopes in ServiceNow? (Select Two)	Enhancing security	Isolating application data	Sharing data across all applications	Reducing server load	Option 1 & 2
6	Workflows in ServiceNow automate processes and can be designed using the Workflow Editor.	TRUE	FALSE			Option 1
7	Which table in ServiceNow is used to store incident records?	incident_record	incident	incident_table	incident_log	Option 2
8	Which statements are true about UI policies and data policies?	Used for scripting server-side interactions	Execute on the client-side	Enforce data consistency rules and standards	Control form field behavior based on field values	Option 2 & 4
9	The Incident Management module in ServiceNow is used to handle _____.	Incidents	Employee payroll	Financial transactions	Product inventory management	Option 1
10	What are typical stages in the lifecycle of an application? (Select all that apply)	Testing	Customer support	Planning	Deployment	Option 1, 3, 4
11	_____ in ServiceNow allow administrators to control access to tables, fields, and other application elements based on user roles.	Workflow Activities	Data Transformation Rules	UI Policies	Access Control Rules	Option 4
12	What are the main scripting languages used in ServiceNow?	JavaScript & Jelly	Ruby & Perl	Java and Python	C# & PHP	Option 1
13	Why is scripting important in ServiceNow development?	It simplifies user authentication	It allows customization beyond out-of-the-box features	It integrates with external databases	It improves system performance	Option 2 & 3
14	ServiceNow ITSM includes modules for managing incidents and changes.	TRUE	FALSE			Option 1
15	What can you use 'Page Structures' for in ServiceNow?	To set user permissions	To design server hardware	To organize the layout of portal pages	To create data tables	Option 3
16	Which of the following can be created in the Incident Management module	Financial reports	Service requests	User accounts	Incident tickets	Option 2 & 4
17	Which of the following are features of the Change Management module in ServiceNow?	Knowledge Base	Change Request	Change Calendar	Risk Assessment	Option 2 & 3
18	Debugging server-side scripts in ServiceNow often involves reviewing _____ output for errors.	Client Scripts	System Logs	UI Policies	Data Import Sets	Option 2
19	Which components can you customize in a ServiceNow widget?	Widget layout	Widget data source	Widget color scheme	Widget title	Option 1, 3, 4
20	Client scripts in ServiceNow improve _____ by enabling _____ interactions.	Reporting accuracy, Delayed	Data security, Static	System performance, Manual	User experience, Dynamic	Option 4
21	What is the primary purpose of the Incident Management module in ServiceNow?	To manage software licenses	To manage service requests	To manage and resolve incidents	To manage employee performance	Option 3
22	ServiceNow ITSM can only be used for IT-related services.	TRUE	FALSE			Option 2
23	Which environment is App Engine Studio typically used in ServiceNow?	Production	Development	Test	Sandbox	Option 2
24	What can you use the 'Preview' feature for in the Widget Editor? (Select all that apply)	To view changes made to the widget in real-time	To test the widget functionality	To access widget settings	To publish the widget directly	Option 1, Option 2
25	UI policies in ServiceNow are used to control the behavior of form fields	TRUE	FALSE			Option 1
26	When you create a new flow in Flow Designer, you must first define the _____ that will start the flow	Action	Script	Condition	Trigger	Option 4

27	The ____ in ServiceNow allows developers to customize the platform to meet specific business needs	Service Portal	Workflow Designer	Incident Management	Application Designer or Studio	Option 4
28	A _____ in Flow Designer represents a set of related actions that can be executed together.	Subflow	Trigger	Condition	Task	Option 1
29	_____ are used in ServiceNow to enforce data consistency and integrity by defining rules that run when records are inserted, updated, or deleted.	Client Scripts	UI Policies	Data Dictionaries	Business Rules	Option 4
30	What is Scripting in ServiceNow primarily used for?	Generating reports	All of the above	Automating processes and workflows	Managing user interfaces	Option 2
31	What is App Engine Studio used for in ServiceNow?	Generating reports	Managing user accounts	Creating virtual machines	Designing applications visually	Option 4
32	What is a 'Widget' in ServiceNow?	A database schema	A component used to display content or functionality on a portal page	A type of user role	A tool for managing user accounts	Option 2
33	The _____ module in ServiceNow helps in managing changes to IT services.	Problem Management	Knowledge Management	Incident Management	Change Management	Option 4
34	Which of the following modules is NOT a part of ServiceNow ITSM?	Incident Management	Problem Management	Change Management	Customer Relationship Management	Option 4
35	What is GlideSystem in ServiceNow?	A user interface framework	An API for server-side operations	A reporting tool	A scripting language	Option 2
36	What is a client script in ServiceNow?	A script that modifies database records	A script that creates new tables	A script that runs on the client machine	A script that runs on the server machine	Option 3
37	What is the primary purpose of creating an application in ServiceNow?	To update server software	To manage incidents and requests	To customize user profiles	To schedule meetings	Option 2
38	What is a 'Page Layout' in ServiceNow?	A template for workflow processes	The arrangement of content on a page	A method for defining data access levels	A way to configure system notifications	Option 2
39	What is the purpose of a 'Theme' in ServiceNow?	To manage workflow processes	To customize the appearance of portal pages	To create user roles	To define how data is stored	Option 2
40	To create a flow that runs on a schedule, you use the _____ trigger.	Manual trigger	Event-based trigger	Approval trigger	Scheduled trigger	Option 4
41	How do scripts interact with ServiceNow data?	Via direct database connections	By accessing Glide APIs	Through SQL queries	Using RESTful APIs	Option 2
42	What are the primary benefits of using ServiceNow ITSM? (Select all that apply)	Improved service availability	Enhanced customer satisfaction	Better compliance	Increased operational costs	Option 1, 2, 3
43	Business Rules in ServiceNow are used to define automated actions based on conditions and can only be executed on server-side events.	TRUE	FALSE			Option 2
44	Which tasks are involved in creating an application in ServiceNow? (Select Two)	Configuring business rules	Writing server code	Designing user interface	Sending emails to users	Option 2 & 3
45	Scripting enhances ServiceNow functionalities by enabling _____ and _____.	Automation, Hardware improvements	Automation, Data storage	Automation, Aesthetic designs	Automation, Customisation	Option 4