Section 3 Quiz - User Interface

1. Who is eligible to request a ServiceNow instance?
   a. ServiceNow Employees
   b. ServiceNow Partners
   c. Students
   d. All of the above
2. How can you access another user's profile?
   a. Application Navigator
   b. Connect Chat
   c. Impersonate User
   d. System Properties
3. Which Application will you use to change the color of the banner?
   a. System Properties
   b. Basic Configuration UI16
   c. Elevated Roles
   d. Dashboards

Section 4 Quiz - Configuring and Managing Applications

1. Which application will be used to create a Table?
   a. Self-Service
   b. System Archiving
   c. System Definition
   d. Task
2. What options you can use with Quick filters ?
   a. Filter Matching and Filter Out
   b. Breadcrumbs
   c. Field, Operator, Value
3. Who can view the Work Notes on a Incident Record?
   a. The end user
   b. The members part of the support team/assignment group
   c. Everyone

Section 5 Quiz - Users and Groups

1. What is the best practice that should be followed when it comes to assigning roles?
   a. Roles should be assigned directly to individuals and then added to a group
   b. Roles should be assigned to groups
2. Which application you will use to define an inbound action?
   a. System Policy
   b. System Definition
   c. Events
3. Can a user have multiple roles assigned?
   a. Yes
   b. No

Section 6 Quiz - Form Activity

1. Which of the following client script we will use to restrict certain characters in a field?
   a. **OnChange**
   b. OnLoad
   c. OnSubmit
   d. OnEdit
2. If a client script and a business rule are applied to the same table, which will execute first?
   a. Client Script
   b. **Business Rule**
3. Which of the following a business rule can perform?
   a. Change value within form fields
   b. Create events for email notifications
   c. Prevent saving a record in the database
   d. **All of the above**

Section 7 Quiz – SLA

1. What is SLA short for?
   a. System Level Autonomy
   b. **Service Level Agreement**
   c. System Linux API
2. Which application you will be using to create a SLA definition?
   a. System Definition
   b. **Service Level Management**
   c. Self-Service

Section 8 Quiz – ACL

1. What are the components of ACL?
   a. **Object, Operation, Permission**
   b. Contextual Security, Operator, Condition
   c. Integer, String, Boolean
2. From which application you can create an ACL file?
   a. **Studio**
   b. Workflow Editor
   c. System Definition
3. Which role is needed to create an ACL?
   a. **security_admin**
   b. ITIL
   c. Default role

Section 9 Quiz - Service Catalog

1. Which module you will use to create a Service Catalog Category
   a. Service Catalog

     b.   Maintain Items
     c.   Maintain Categories
2. What are the variables?
     a.   Rules of the order guide
     b.   The variables define the questions that are asked to the user to determine his selection
     c.   Items in the Service Catalog

Section 10 Quiz – Reports and Dashboards

1. Which application you will use to create a Dashboard?
     a.   Performance Analytics
     b.   Dashboards
     c.   Reports
2. Which statement is true about reports?
     a.   Can be exported
     b.   Can be scheduled for sending via email
     c.   Are customizable
     d.   All of the above

Section 11 Quiz – Knowledge Management

1. Once created, a Knowledge Article can be retired?
     a.   True
     b.   False
2. Which application will be used to create a Knowledge Base?
     a.   Knowledge
     b.   System Definition
     c.   Knowledge SLA

Practice Test

1. In the smart filter condition builder, what are the three elements of a filter?
     a.   Application Service Response, network latency and browser rendering
     b.   They are the same
     c.   Field, Operator, Value
     d.   Social IT > Feed Administration > Messages
2. ACL is part of which security?
     a.   Compliance Security
     b.   General Security
     c.   Contextual Security
     d.   Physical Security
3. Which tabs are used to configure email notifications?
     a.   What will it contain?
     b.   Who will receive?
     c.   When to send?

   d. Which Script is included?

4. How do you call an SLA when it is not met?
   a. Expired
   b. Breached
   c. Overdue
   d. Passed Schedule

5. What are the UI components of a homepage?
   a. Banner
   b. Content pane
   c. Application Navigator
   d. Studio

6. Which application contains SLA, OLA and UC (Underpinning Contracts)?
   a. Service Catalog
   b. Service Level Management
   c. Asset Contract
   d. Content Management

7. Where can you see reports which are shared with your group?
   a. Navigate to reports > Shared
   b. Navigate to My Groups > Reports
   c. Navigate to Reports > View/Run > My Reports
   d. Navigate to Reports > View/Run > Group

8. Which wildcard would display all records in a list where short description starts with Comp?
   a. %Comp
   b. Comp%
   c. !*Comp
   d. #Comp

9. What are the components of Form Designer?
   a. Page Header
   b. Field Navigator
   c. Form Fields
   d. Form Layout

10. Which of the following could be a table name in a private scoped application?
   a. x_booking
   b. u_booking
   c. All of these
   d. Booking