**<https://quizlet.com/255134032/domain-2-users-and-tasks-flash-cards/>**

**A User is stored in which table?**

a. User [sys\_user]

b. User [ sys\_user\_group]

c. User [ syst\_user\_profile]

d. User [user\_profile]

A. User [ sys\_user]: A user is one record stored in the User[sys\_user] table. Users can view their user record in Self Service > My Profile.

**A group is stored in which table?**

a. Group[user group]

b. Group[sys\_user]

c. Group[sys\_user\_group]

d. Group[sys\_user\_group\_profile]

C: Group[sys\_user\_group]: A group is one record stored in the Group[sys\_user\_group] table. A group is a collection of users who share a common purpose: approve change requests, have incidents assigned to them, receive e-mail notifications, etc.

**What are the 6 methods available for user authentication?**

Local Database: The username and password in their user record in the instance database.

Multifactor: The username and password in the database and passcode sent to the user's mobile device that has Google Authenticator installed

LDAP: The username and password are accessed via LDAP in the corporate directory, which has a matching user account in the database.

SAML 2.0: The username and password configured in a SAML identity provider account, which has a matching user account in the database.

OAuth 2.0: The username and password of OAuth identity provider, which has a matching user account in the database.

Digest Token: An encrypted digest of the username and password in the user record.

**A role is recorded in which table?**

a. Role[sys\_user]

b. Role[sys\_user\_profile]

c. Role[sys\_user\_record]

d. Role[sys\_user\_role]

D. A role is one record in the Role [sys\_user\_role] table. A role is a group of permissions.

**What are the 5 provided Roles by ServiceNow?**

System Administrator: The admin role provides access to all platform features, applications, functions and data.

Specialized Administrator: Specialized administrator roles manage specific functions or applications, such as Assignment Rules, Knowledge base, reports, or web services

Fulfiller: Users with the ITIL role may fulfill ITIL activities associated with the ITIL workflow, including Incident and Change management.

Approver: Users with the Approver user role can perform all requester actions and may view or modify approval records directed to the approver

Requester: Also known as Employee Self Service (ESS) users, these users have no roles but can submit and manage their own requests, access public pages, etc.

**What are the three steps to a preferred method of role management?**

1. Create Users

2. Add Users to Group

3. Assign Roles to the Group

**What are the two aspects to LDAP Integration?**

a. Data Population

b. Data formatting

c. Authorization

d. Authentication

A, D: Data Population and Authentication

Data Population: ServiceNow LDAP integration allows one to quickly and easily populate ServiceNow with user records from an existing directory.

Authentication: Users can utilize the same credentials for the ServiceNow platform that they use for other internal resources on a company domain.

**Single Sign-on (SSO) is also referred to as \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_.**

External Authentication is a method of access control that enables a user to log in once and gain access to the resources of multiple software systems without being prompted to log in again.

**A task is any record that can be assigned to a \_\_\_\_ in ServiceNow.**

User

**My Work / My Groups Work can be found under the \_\_\_\_\_\_\_\_\_\_ application menu.**

Service Desk.

**Assignment Rules cannot overwrite existing assignments (Assign\_to or assign\_group). Including assignments set by a default value or a previously run assignment rule.**

True

False

**What are the three criteria required for an assignment rule to run?**

1. The task has been created or updated. Assignment rules do not apply to unsaved changes on a form.

2. The task record must be unassigned. Assignment rules cannot overwrite existing assignments.

3. The assignment rule is the first rule that matches the table and conditions. If more than one assignment rule matches the conditions, only the rule with the lowest order value runs.

**What is the path to creating an assignment rule?**

System Policy -> Rules -> Assignment

**What does the Presence feature do?**

a. Allows collaboration within one record.

b. Allows you to see who is online, view their current status, and what they are viewing or editing

c. Is working in real-time

d. All of the above.

D. The Presence feature facilitates synchronous collaboration within one record. You can see who is online, view their current status, and what they are viewing or editing, all in real-time.

**What is the purpose of following a record?**

To record or receive notifications when the record is updated.

**Where can you go to customize these notifications or start a real-time conversation with record viewers or other stakeholders?**

Open Connect to customize these notifications.

**What does it mean if you do not see the presence icon on a record?**

This means you are the only viewer on the record.

**Use the \_\_\_\_\_\_\_\_\_\_\_\_ tab to document task activities throughout its lifecycle and communicate with the record's requester.**

Notes

**Work notes are only visible to Fulfillers and are not available to external users or customers.**

True

False

True. Work notes are specifically designed to only visible by Fulfillers

**Additional comments are only visible to Fulfillers and are not available to the external users or customers.**

True

False

False. The Additional Comments field is to communicate back and forth with the requester and other stakeholders directly in ServiceNow. When the requester responds to the email, their comments will be documented in the Activity log of the record, along with your Additional comments.