[https://quizlet[[1]](#footnote-1).com/255134629/domain-3-data-administration-flash-cards/](https://quizlet.com/255134629/domain-3-data-administration-flash-cards/)

**Everything in ServiceNow is built on a \_\_\_\_\_\_\_\_ database, containing \_\_\_\_\_\_\_\_\_\_\_\_\_, which you access through the \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_-**

MySQL, Tables, ServiceNow Graphical User Interface (GUI)

**What is the structure of database in ServiceNow?**

**Database -> \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ -> \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ -> \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

The Database contains Tables, Tables contain Records, Records contain Fields - A field is an individual piece of data in a record.

Databases -> Tables -> Records -> Fields

**Data in ServiceNow is entered into individual \_\_\_\_\_\_\_\_\_\_\_, which are displayed on a \_\_\_\_\_\_\_\_\_\_\_\_.**

Fields, Form

**ServiceNow uses what term to describe all the data saved within a particular form?**

a. Fields

b. Form

c. Record

d. Lists

C. ServiceNow uses the term record to describe all the data saved within a particular form.

**Tables are made up of which of the following?**

a. records

b. lists

c. forms.

d. fields

A,D: Each record corresponds to a row in a table. Each field corresponds to a column in a table and represents individual pieces of data in a record.

**Every record is identified by a 32-character, globally unique ID called a \_\_\_\_\_\_\_\_\_\_\_\_\_\_.**

sys\_id.

**Which application is used to change the number format per table?**

a. Number Maintenance

b. System Maintenance

c. Table Maintenance

d. Record Maintenance

A. Record numbers are automatically incremented, and the number format per table in the system can be changed by visiting the Number Maintenance application.

**Record numbers have to be manually incremented**

True

False

False: Record numbers are automatically incremented.

**Each field is made up of 3 attributes: \_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_, \_\_\_\_\_\_\_\_\_\_**

Label, Name, and Value.

Field label: is a user-friendly term which allows people to identify the field in the user interface.

Field name: The name is unique term that the system uses to identify the field in scripts and automated business processes.

Value: The values are actual data

**What is the master table that contains a record for each table in the database?**

a. [sys\_master\_db]

b. [sys\_db\_object]

c. [sys\_master\_object]

d. [sys\_object\_db]

[sys\_db\_object] table contains a record for each table in the database.

**What module provides a view-only list of all existing tables, with columns(fields), column (field) attributes, and indexes?**

Tables & Columns. This module can be found in the System Definition Module.

**Where can you find a complete listing of records for all tables and table fields in the database?**

a. System Definiton > Dictionary

b. System Definition > All tables

c. System Definition > Table definitions

d. System Definition > Directory

A: System Definition > Dictionary is where you can view a complete listing of records for all tables and table fields in the database.

**Tables can be related to each other in what four ways?**

One-to-Many, Many-to-Many, Database Views, Extensions.

**Within a table, a field can hold a reference to a record on another table. What are the three "one-to-many" relationship fields?**

Reference Fields: Allows a user to select a record on a table defined by the reference field. Ex: Caller field on the incident table allows the user to select any record on User table.

Glide List: Allows a user to select multiple records on a table defined by the glide list. Ex: The Watchlist field on the incident table allows the user to select any record or records on the User table.

Document ID Fields: Allows a user to select a record in the instance. Ex: Document field on the translated text table.

**What is the path to create database views?**

System Definition > Database Views

**A table that extends another table is a \_\_\_\_\_\_\_\_\_ class. The table it extends is the \_\_\_\_\_\_\_\_\_\_ class.**

Child, Parent

**If a table is extended but itself is not extending another table, it is called a \_\_\_\_\_\_\_\_\_ table**

Base

**What is the difference between core tables and custom tables?**

Core tables are tables that exist in the base system. ex: Task, Incident, User. Custom tables are tables that are created and do not exist in the base system. ex: Team Birthdays, Holiday Party, Team Awards.

**The \_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_ provides a graphical representation of other tables related to a specific table, either through class extensions or reference.**

Schema Map.

**On a schema map, tables with blue bars are tables that \_\_\_\_\_\_\_ the task table. Tables with red bars are tables that are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by the Task table.**

Extend. Referenced.

**What does CMDB and CI stand for?**

Configuration Management Database. Configuration Items.

**The two key CMDB tables are \_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_[\_\_\_\_\_\_\_\_\_] and \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_[\_\_\_\_\_\_\_\_\_\_\_]**

Configuration Item [cmdb\_ci] and CI Relationship [cmdb\_rel\_ci].

**A \_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_ is any component that needs to be managed in order to deliver services.**

Configuration Item (CI).

CIs typically include business services and their underlying components, such as business applications and hardware.

**What is the difference between ServiceNow's CMDB, and a static list?**

ServiceNow's CMDB tracks not only the CIs within your platform, but also the relationships between those items.

**The \_\_ \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ uses a concept of suggested relationships to help users see reasonable relationships between configuration items.**

CI Relationship editor.

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ graphically displays an infrastructure view for a configuration item and the business services that it is part of and that it supports.**

Dependency Views.

Dependency Views are based on D3 and Angular technology, providing a modern interactive graphical interface to visualize configuration items and their relationships.

**What are some benefits for using the CMDB?**

- Locating failed changes and associated incidents

- Facilitating quick analysis of impact, helping reduce or eliminate downtime.

**All service management processes relate to and involve the CMDB.**

True

False

**What are the four questions to ask when considering implementing a CMDB?**

1. How is data entered or imported then managed?

2. Where is data stored?

3. What data is necessary?

4. When should imports or refreshes of CI data happen

**What are some methods for populating the CMDB?**

Import sets, integrating with external CMDBs, and manual input.

**What is the purpose of an import set?**

An Import set is a tool used to import data from various data sources, and map that data into ServiceNow tables.

**What is the purpose of a transform map?**

Provides a guide for moving data from Import Set tables to "Target" Tables; fields mapping provides direct field-to-field data moves.

**What are some best practices for Importing data?**

-Understand what data you are bringing in and where it should be placed.

- Plan time before an import to verify your data.

- Remove obsolete data before your data import.

- Inaccurate data takes time to fix after a data import.

**What is a coalesce field?**

In an import, coalescing on a field (or set of fields) means the field will be used as a unique key. If a match is found using the coalesce field(s), the existing record will be updated with the information being imported.  
If a match is not found, then a new record will be inserted into the database.

**What are the three modules typically used by the system admin for security purposes?**

System properties > Security

System Security > ACL

System Security > High Security Settings

**ServiceNow provides several levels of security before an end user can perform CRUD operations on a table. What are those three levels?**

User Authentication/ Login: Users, Groups, Roles

Application and Modules Access: Controlled by roles configured at the application and module level.

Database Access: Access to tables and their records and fields are controlled via globally defined system properties as well as table and field level access controls.

**If a row level rule and a field level rule are in conflict, both rules must be true before an operation is allowed.**

True

False

**What are the 3 types of Access Control rules to identify the object being secured?**

Table.None: No specific field selected - this rule applies to the whole table including it's records.

Table.field: This rules applies to only one field on a record.

Table.\*: This rule applies to every field on a record without a table.field rule.

1. [↑](#footnote-ref-1)