<https://quizlet.com/255134912/domain-4-service-automation-flash-cards/>

**Knowledge articles within a knowledge base are grouped by category.**

True

False

**Each knowledge bases can have unique lifecycle workflows, user criteria, category structures, and management assignments.**

True

False

**What are the four knowledge workflows available in the ServiceNow base instance?**

Approval publish: Request approval from a manager of the knowledge base before moving the article it the publish state

Instant Publish: Immediately publishes a draft article without requiring an approval

Instant Retire: Immediately retires a published article without requiring an approval

Retire Knowledge: Moves a knowledge article to the retired state.

**What is a way that you can mark a knowledge article for review?**

a. Flag article

b. Review

c. Bookmark

d. On Hold

A: Flag Article. Articles can be flagged for review by using the flag article button to enter feedback.

**What are the two pathways to view feedback left on a published article?**

a. Knowledge > articles > My Flagged

b. Knowledge base > my knowledge > flagged articles

c. Knowledge > My articles > Flagged

d. Knowledge > articles > published

A, D: You can navigate to view feedback left on a published article by going to Knowledge > Articles > My Flagged or Knowledge > Articles > Published.

**What is the purpose of flagging an article in a knowledge base?**

a. To mark an article to read later.

b. Allow a user to submit feedback about an article

c. Reporting an error

B: Flagging an article allows a user to submit feedback about the article to knowledge managers. It is meant to provide feedback in an escalated manner, as opposed to adding a comment to the article, to help improve overall quality of knowledge content.

**What defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.**

a. User conditions

b. User info

c. User Criteria

d. User permissions

C: User Criteria defines conditions that are evaluated against users to determine which users can create, read, write, and retire knowledge articles.

**What are the four User Criteria definitions: \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

canRead: Users who can read all knowledge base articles

cantread: users who cannot read, create, or modify articles in the knowledge base.

canContribute: Users who can read, create, and modify articles in the knowledge base

cantcontribute: Users who cannot create or modify articles in the knowledge base.

**Where would you go in ServiceNow to order services and products offered by various departments?**

a. Service Catalog

b. Self Service

c. Service Department

d. Customer Service

A. Service catalog is a robust ordering system for services and products offered by various departments for users.

**What are the major components of the Service Catalog?**

**\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Items: The building blocks of the Service Catalog

Record Producers: A form that produce a task record.

Variables: Provide questions to help the requestor specify what item, option, or service to order.

Variable Sets: Are a modular unit of variables that can be shared between catalog items.

Workflows: run behind the scenes and communicate the stages of the approval process to the requestor, as well as drive the request fulfillment.

**What is the difference between a record producer and a normal catalog item?**

Record producer service catalog items result in records being added or modified in the database, while service catalog items result in request items.

**What are the 5 progress states of an item in the delivery process?**

Waiting for approval, Approved, Pending, Fulfillment, Completed

**What are the three catalog items that are created once an order is placed?**

REQ# Request[sc\_request]: A request number is generated to keep track of an order.

RITM# Requested Item [sc\_req\_item]:

Within a request generated from a catalog order, each discrete item orderd is given a specific "Requested Item Number" known as an RITM.

SCTASK# Catalog Task[sc\_task]: In the Catalog Task section for an ordered item, the different tasks display for what has to be done to get the item ready for delivery to the user.

**What are the two things you can do to maintain an item (Complete with variables and a delivery workflow)?**

Publish the item to the Service Catalog, allowing users to order that item.

Group with other items into an order guide.

**What is the purpose of using an Order guide?**

The purpose of an Order guide is to assist users in determining what items they need.

**What is the difference between Variables and Question Choices?**

Variables define the questions to ask the end user ordering the catalog items, and Question Choices define the available options.

**What are the common variable types?**

Multiple Choice, Select Box, Single Line Text, Reference, and Checkbox.

**What is a variable set?**

A Variable Set is a modular unit of variables that can be shared between catalog items.

**What is the purpose of the Order Field on a Service Catalog?**

The Order Field establishes the sequence for displaying lists.

- An item with 100 in the order field displays first in the list.

- An item with 200 in the Order field, displays second.

**When dealing with User Criteria on a Service Catalog, the Non Available For settings override the Available For settings. A user on the Not Available For list cannot access an item or category, even if that user is also on the Available For list.**

True

False

**What is a SLA?**

A Service Level Agreement is a record in the SLA[contract\_sla] table which defines a set amount of time for a Task to reach a certain condition, the table(s) to access, and what type of SLA is being evaluated.

**What are the key SLA Components?**

SLA Definition: The record which defines the conditions that trigger the SLA.

Task SLA: The individual instances of the SLAs associated with particular tasks.

SLA workflow: Workflow powers events or actions based on the SLA definition.

SLA Automation: The Business Rule and Scheduled Job that automate the SLA.

SLA Conditions and Script Include: A script include and reference record that can be used to customize the transitions between different SLA states.

**What is the difference between the types of SLAs?**

SLAs, OLAs, UCs.

The only difference between these types is the Type field on the Task SLA Form.

SLA: Allow an IT service desk to track if their representatives are providing a specific level of service, and run reports on the success rates of the SLA actions.

OLA: defines how departments work together to meet the service level requirements documented in an SLA.

UC: defines and monitors the guarantees established with an outside supplier; it is a tool for the supplier management.

**What is the purpose of the Retroactive Start?**

When activated, works with the 'Set start to' field and calculates the SLA Start time.

**When discussing SLAs, what is the difference between duration type and the duration?**

Duration type: The SLA performs the calculations and set a day and time as the deadline for the SLA.

Duration: When 'User Specified duration' is selected from the 'Duration type list', an administrator can define the number of days and hours of the timer for the SLA.

**What are the 6 conditions for SLAs?**

Start, Pause, Stop, Cancel, Resume, Reset.

**What is the order that SLA conditions are evaluated?**

1. Process new SLAs to determine if a new SLA record must be attached to a task.

2. Process existing SLA records attached to a task.

**How is the Attach condition evaluated?**

If start condition matches and both the stop and cancel conditions don't match.

**How is the Complete condition evaluated?**

If the stop condition matches.

**How is the Pause condition evaluated?**

If the pause condition matches.

**How is the Resume condition evaluated?**

If the pause condition doesn't match or resume condition matches.

**How is the reattach condition evaluated?**

If both the reset and the start conditions match.

**How is the Cancel condition evaluated?**

If the start condition doesn't match or cancel conditions matches.

**What is the purpose of the Default SLA workflow?**

It is designed to be used with multiple service level agreements of any types.

**What is a workflow?**

A virtual representation of activities consisting of connected steps planned out in a sequential manner.

**Where do you edit a workflow?**

The graphical workflow editor represents Workflows visually as a type of flowchart. It shows activities as boxes labeled with information about that activity and transitions from one activity to the next as lines connecting the boxes.

**What roles must your account have to be able to use the workflow editor?**

workflow\_admin or workflow\_creator.

**Workflows are needed when doing a simple discrete record change.**

True

False

False. A workflow is appropriate when you need to automate a repeatable process. When a standard response is needed for every record insert, update, and delete.

**What is true for workflows that is the same for SLA workflows?**

When they are built for the Requested Item [sc\_req\_item] table can be manually associate with a Service Catalog Item.

**What is a workflow called that is called from other Workflows?**

Subflows.

**All workflows have to have a begin and an end.**

True

False

**What are the four areas that divide the Workflow Editor?**

Canvas Tabs: Contains tabs for accessing workflows being edited or created.

Title Bar: Displays the workflow name and status. Provides a menu and controls for configuring, testing, and validating workflows.

Canvas: Provides the working surface for creating new workflows or editing existing ones.

Palette Tabs: Contains all available workflow activities and existing workflows you can use as subflows displayed in the palette.

**Workflows have automation blocks called \_\_\_\_\_\_\_\_\_\_\_ that are connected by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(lines) that establish possible processing paths.**

Activities, Transitions.

**Workflow \_\_\_\_\_\_\_\_\_ is the currently published \_\_\_\_\_\_\_\_\_\_\_\_ that is available to the instance.**

Version, Model.

**Workflow \_\_\_\_\_\_\_ is the instantiation of the version that is executing for a given record, showing the processing path executed.**

Context.

**What are the properties that a workflow version maintains?**

-The Workflow table association.

-The conditions, published status, and permissions of the workflow. There can only be one active version at any given time.

- The workflow model, which is the workflow in its entirety as the set of workflow activities and their transitions.

**What are conditions used for in Workflows?**

Conditions are used to transition - to move from activity to activity, you can add conditions.

**What is the purpose of stages in workflows?**

Workflows can provide a summary of workflow progress by updating any field designated as a stage field.

**Only published workflows are captured in Update Sets.**

True

False

True. When a workflow version record is update and the state changes to published, a table insert action occurs and adds the version record to the platform's current Update Set. only published Workflows are captured in Update Sets.

**What are the three states for Workflows?**

Checked out: The workflow is available to run only for the user who has it checked out.

Unpublished: Workflow version that is no longer available for new contexts, but may be required for already running contexts (Published = false).

Published: Workflow version that is available to all users and the platform that meet the conditions of the Workflow.