

# The Complete ServiceNow System Administrator Course

*Section 10 - Exercises*



# Contents



This workbook will provide practice problems for you to work through. Each section will have a number of problems and some sections will have advanced problems. The *advanced* problems may require additional research and/or scripting. If you cannot complete these problems, do not be frustrated. We did not cover these topics and are meant as a challenge, rather than a test of your knowledge.

# 1

## Section

Exercises

1. Create a ServiceNow community account

[community.servicenow.com](https://community.servicenow.com)

2. Checkout the ServiceNow product documentation

[docs.servicenow.com](https://docs.servicenow.com)

3. Watch some video tutorials

[youtube.com/user/servicenowdemo/featured](https://youtube.com/user/servicenowdemo/featured)



# Section

Exercises

1. Obtain a personal instance or demo instance

[community.servicenow.com](https://community.servicenow.com)

2. Login to your personal instance

3. Navigate into, and play around with the Incident and Problem applications



# Section

Exercises

1. Configure the Incident list view layout to include the following fields

Number, Caller, Category, Priority

2. Create a filter for all incidents that were opened today and are unassigned

3. Save the filter as *Today's* unassigned incidents

4. Add the *reassignment count* field to the default incident form view

# 4

## Section

### Exercises

1. Create a business rule which sets a problem's *assignment group* to the *Administrators* group, if a group is not selected on *insert*
2. Create a UI policy which will *hide* the *priority* field if *impact* and *urgency* are set to 3 - *Low*
3. Activate the *Save* UI action only for the *Incident* form view



# Section

**Advanced** Exercises

## Advanced

1. Create a problem task record if a problem record is saved with a priority of 1 - Critical, and relate it to the problem record
2. Create a client script which informs the user that a problem with a priority of 1 - Critical will create a problem task



# 5

## Section

### Exercises

1. Create a car table with the following fields:

make (choice)

model (string)

release\_date (date)

cost (currency)

2. Create 5 choices for the make field

3. Create 2 car records

4. Configure the *form* to your liking and add the *created* field to the form





# Section

Exercises

1. Create users, groups, roles and access controls for the following use case

3 users belong to the *Incident Team* group. This group has the *incident\_team* role which gives them the ability to add and modify the caller and contact type fields on an incident

2. Create a new *access control* rule which gives permissions to change the *last name* of any *user record*



# Section

Exercises

1. Create an incident record, *incident A*
2. Create another incident record, *incident B*, and link incident A to incident B
3. Create a new *emergency change request*
4. From incident A, create a new *problem*
5. Link the *emergency change request* to the problem record
6. Create a new *iPhone X* catalog item
7. Create a new *knowledge article* and publish it



# Section

Exercises

1. Create a new *workflow* for the *catalog item* you created in section 7
2. Add the *sc\_req\_item* table to the workflow
3. Add a *condition* so that this workflow is only ran when this item is *selected*
4. Add an *approval* and *notification* to the workflow
5. Request the item and view the notification in the *emails* log



# Section

Exercises

1. Create the Rotten Potatoes application in your personal instance
2. Add a *Owned* true/false field to the *video game* table
3. If a review is given 1 or 2 stars, *require* the *comments* field
4. Add an *Image* field to the *video game* table



# Section

**Advanced** Exercises

## Advanced

1. Create a *workflow* for the video game table which will execute only for video games that have *not yet been released*, and send a *notification* to a *review group* once the video game *release date* is *1 week after today's date*