My ServiceNow Interview Study Guide

1. What is ServiceNow?	• ServiceNow is a cloud based IT Service Management tool. It provides a single system of record for IT services, operations, and business management.
2. What is an 'application' in ServiceNow?	• Applications in ServiceNow are packaged solutions for delivering services and managing business processes. • A group of modules that provide information related to those modules.
3. What is the full form of CMDB and what is it?	• CMDB stands for Configuration Management Database. • Is a series of tables containing all the assets and business services controlled by a company and their configurations
4. What is LDAP Integration and its use?	• LDAP is Light Weight Directory Access Protocol • It can be used for user data population and user authentication • ServiceNow integrates with LDAP directory to streamline the user log in process and to automate the creation of users/assigning them roles
5. What do you mean by data lookup and record matching?	• Data lookup and record matching feature helps to set a field value based on some condition instead of writing scripts
6. What is CMDB Baseline?	• CMBD Baseline helps you understand and control the changes made to a configuration item by acting as a snapshot a configuration item
7. How do you enable or disable an application in ServiceNow?	• Navigate to "application menus" module → open the respective application → set value for active as 'true' to enable or 'false' to disable it
8. What is a view?	• A view defines the arrangement of fields on a form or a list • One single form can have multiple views relative to the user preferences or requirement
9. What is an ACL?	• ACL stands for access control list • It defines what data users can access and how in ServiceNow

10. What do you mean by impersonating a user? How is it useful?	• Impersonating a user means giving the administrator access to view what the user would have access to • Impersonating another user is useful for testing so that you do not have to constantly log in and out with the other user's credentials
11. What are dictionary overrides?	• Dictionary overrides provide the ability to define a field on an extended table differently from the field on the parent table • The inherited field can be defined differently on the child table
12. What do you mean by coalesce? What happens if a match is found? What happens if a match is not found?	• Coalesce is a property of field found in the transform map field mapping • Coalescing on a field means that you are using that field as a unique key • If a match is found, then the record will be updated with the imported information • If a match is not found, then the new record will be inserted into the database
13. What are UI policies?	• UI policies are used to dynamically change information on a form and control custom process flows for tasks • They are an alternative to client scripts • Can be used to set mandatory fields or read only • Can be used to dynamically change a field on a form
14. What is a data policy?	• Data policies are used to enforce data consistency by setting mandatory and read-only states for fields • Data policies can apply rules to all data entered into the system, which includes data brought in via email, import sets, or web services
15. What is a client script? What are the four types of client scripts?	• A client script is a script that sits on the client side (browser) and runs on the client side only • OnLoad(), OnSubmit(), OnChange(), OnCellEdit()
16. How can you cancel a form submission through a client script?	• By having the function return false • Function onSubmit()

	{
	    Return false;
	}

17. What is a business rule?	• A business rule is server side script that executes each time a record is inserted, updated, deleted, displayed or queried
18. Can you call a business rule through a client script?	• Yes, but it must be client callable • You can use glideAjax too
19. What is the Parent table for incident, change, and problem? What does it do?	• The Task table is the parent table • The parent table makes sure any fields or configurations defined on it automatically apply to the child tables
20. What is a record producer?	• A record producer is a catalog item that allows users to create task-based records from the service catalog • Record producers provide an alternative way to create records through the service catalog
21. What is glide record?	• Glide record is a java class that is used for performing database operations instead of writing SQL queries
22. What is an import set?	• An import set is a tool that imports data from various data sources, then maps that data into ServiceNow tables utilizing a transform map
23. What is a transform map?	• A transform map transforms the record imported into ServiceNow import set table to the target table • It defines the relationships between fields displaying in an import set table to fields in the target table
24. What do you mean by foreign record insert?	• A foreign record insert is when an import makes a change to a table that is not the target table for the import • This typically occurs when updating a reference field on a table
25. Which searching technique is used to search a text or record in ServiceNow?	• Zing
26. What does the Client Transaction Timings plugin do?	• The Client Transaction Timings plugin is used to enhance the system logs by providing additional information on the duration of transactions between the client and the server

27. What is the inactivity monitor?	• The inactivity monitor triggers an event for a task record if the task is inactive for a certain period of time
28. What is domain separation?	• Domain separation is a way to separate data into logically-defined domains • Ex: if a client has two businesses that use a single ServiceNow instance, then you would use a domain separation to isolate the records from both businesses from each other
29. How can you remove 'Remember me' check box from the login page?	• Glide.ui.forgetme to true
30. What is HTML Sanitizer?	• The HTMl sanitizer is used to automatically clean up HTML markup in HTML fields and removes unwanted code • HTMl sanitizer also protects against security concerns such as cross-site scripting attacks
31. What is the significance of cascade variable checkbox in order guide?	• The cascade variable checkbox determines whether or not to pass the variables values on to the ordered items • If it is not checked, then the information entered into the order guide is not passed on to the ordered items
32. What are gauges?	• A gauge is a mapped graphic image on the homepage • When you click on a section of the graph, it links to a list • It is a refreshable widget on the homepage
33. What do you mean by metrics in ServiceNow?	• Metrics record and measure the workflow of individual records • Ex: can use a metric to track how long it takes before a ticket is reassigned
34. What types of searches are available in ServiceNow?	• Lists (Finds records in a list) • Global Text Search (Finds records in multiple tables from a single search field) • Knowledge Base (Finds knowledge articles)

	- Navigation Filter (Filters the items in the application navigator) - Search Screens (Use a form like interface to search for records in a table)
35. What is a BSM Map?	- A BSM Map is a business service management map - It graphically displays the configuration items that support a business service and their status
36. Which table stores update sets and customizations?	- Update Set: sys_update_set - Customizations: sys_update_xml
37. What happens when you mark a default update set as complete?	- When the default update set is marked as complete, the system creates another update set and uses it as the default update set
38. Can you add homepages and content pages to 'update sets' in ServiceNow?	- Yes, you can manually add them - However, they do not get added by default
39. What is a reference qualifier?	- A reference qualifier restricts the data that can be selected for a reference field
40. What is performance analytics in ServiceNow?	- Performance analytics are an additional application in ServiceNow - It allows customers to take a snapshot of data at regular intervals and create time series for and key performance indicators in the organization
41. What is the latest ServiceNow release?	- Madrid
42. What is a sys_id?	- A unique 32-character Global Unique ID that identifies each record created in each ServiceNow table
43. What is a scorecard?	- A scorecard measures the performance of an employee or a business process - It is a graphical representation of progress over time
44. Can you update a record without updating its system fields?	- Yes - By using autoSysFields() in your server side scripting and setting it to false - var gr = new GlideRecord('incident'); gr.query(); if(gr.next()) { gr.autoSysFields(false);

	short_description = "Test from X";
	gr.update();
	}

45. How do you create a new role in ServiceNow?	• User Administration → role →new
46. Can I have more than one function listening to the same thing?	• Yes, but there will be no way to predict what order your event handlers run in
47. What method do you use to get all the active/inactive records from a table?	• addActiveQuery() to get all the active records • addInactiveQuery() to get all the inactive records
48. What is the difference between next() and _next() methods?	• Next() is responsible to move to the next record in GlideRecord • _next() provides the same functionality as next, but it is intended to be used in cases where the query table has a column name with the same name next
49. How do you find out the value associated to a specific label in a drop down list on a form?	• Right click on the drop down list on a form → choose personalize dictionary
50. How do you set a field as unique on a table?	• Go to the respective field dictionary, then check the unique checkbox
51. What happens when a user makes some changes to the homepage?	• The changes are saved as his personalized homepage
52. What role are you required to have in order to create/update an ACL?	• Security_admin
53. How do you check which ServiceNow instance you are working on?	• System Diagnostic → Stats
54. How do you enable or disable the pie chart labels?	• Glide.ui.chart.pie.labels to true or false
55. What is installation exit?	• Installation exits are customizations that exit from Java to call a script before returning back to Java • It contains details for how a user will be redirected once he is logged out from the instance
56. What table in ServiceNow is used to audit changes to records?	• Sys Audit: sys_audit
57. What is a Schema Map?	• A schema map displays the details of tables and their relationships visually
58. What is a dashboard?	• A dashboard is a visual collection of reports and paralytics presented as

	KPI scorecards and the indicator summary tab
59. What do you mean by indicators in performance analytics in ServiceNow?	• Indicators aka metrics, business metrics, or KPI's • Are statistics that businesses use to track and measure current conditions and forecast business trends
60. How would you set the default value of a date field to current datetime value?	• Go to default value and put: javascript:gs.nowDateTime();
61. What does the setWorkflow(e) function do?	• Enables or disables the running of business rules that might normally be triggered by subsequent actions • If e is true, then business rules are enabled • If e is false, then business rules are disabled
62. What does the setForceUpdate() function do?	• The setForceUpdate() function updates the record even if there are no changes on the record
63. What does the setLimit(n) function do?	• The setLimit(n) function limits the number of records to query by GlideRecord()
64. How do you get the row count in a GlideRecord?	• By using getRowCount()
65. What is the difference between deleteMultiple() and deleteRecord()?	• deleteRecord() deletes a single record • deleteMultiple() deletes multiple records
66. How would you restrict users from uploading an attachment in ServiceNow?	• 1. System Properties → Security • 2. In the attachment limits section locate the list of roles that can create attachments • 3. Enter one or more roles separated by commas • 4. Then save
67. How to disable users from adding attachments on a specific ServiceNow table?	• Go to dictionary of the table and put "Add no_attachment" to the attributes field
68. Can we create existing groups as a subgroup while creating a new group?	• Yes, by adding related links
69. Why do we create subgroups?	• Creating subgroups allows you to customize your contact list to send messages to a targeted group of members within your system

70. What are elevated privileges?	• Elevated privileges are accessed when the elevated_privilege field is set to true • Elevated privileges include modifying ACL's, directly importing XML files, and accessing the scripts-background module
71. What is web services access only?	• Web services access enforces web service security using a combination of basic authentication challenge/response over the HTTP protocol and system access by using contextual security
72. What is a role delegator?	• A role delegator can assign roles to users who are in a particular group
73. What is the difference between roles and groups?	• A group can be a member of another group • A role cannot be a member of another role • A group's permissions are not displayed as part of a group definition • A role's capabilities are displayed as part of a role definition • You can deny permission to a group • You cannot deny a capability to a role

74. How do you insert data into a table using GlideRecord? Explain the syntax?	• var gr = new GlideRecord('table');
	gr.initialize();
	gr.short_description = 'Hey';
	gr.insert();

75. What is ITSM?	• ITSM stands for IT Service Management • Refers to the entirety of activities performed by an organization or part of an organization
76. What is ITIL?	• ITIL stands for IT Infrastructure Library • ITIL is a best practice framework for managing IT services that provides guidance for creating and operating a Service Desk
77. What does knowledge management do?	• Knowledge management allows users to create, edit, and view knowledge articles to share information across an organization

78. What is a knowledge article and where are they stored?	• Knowledge articles are pieces of knowledge • Each knowledge article exists within a knowledge base
79. How do you check the upgrades that are made to the system?	• System Diagnostics → Upgrade History
80. What is Saas and what is Paas? Which is ServiceNow?	• Saas is software as a service: is a software licensing and delivery model that is centrally hosted • Paas is platform a s a service: is a category of could computing services that provides a platform to allow customers to develop applications • ServiceNow is a Paas service
81. My manager is going to be out of town and needs to have the supervisor approve, while he is out of town. What would he use in ServiceNow to accomplish this?	• A Delegate • Delegation is the ability to designate other users to receive and interact with approvals and tasks assigned to you
82. What are the credentials required for Discovery tool? What kind do you need?	• Credentials are a user pass word to authorize the use of a system • Unix/Linus: needs a user/password or preshared key • WMI for Windows: needs domain authorization • SNMP needs community strings
83. What is a MID server and how are the MID servers administered?	• A MID server is a small java process that runs the probes for the discovery • MID servers are handled centrally from your instance
84. Do integrations need to be done before ServiceNow implementation goes live?	• No, but it is best practice to do so before the ServiceNow implementation goes live
85. How are integrations kept secure?	• A ServiceNow implementation connects from a single machine using a fixed IP address and through a specific port on your firewall (This allows firewalls to limit traffic and communications) • Many integrations communicate over the HTTPS protocol to ensure that all communications are encrypted • Mutual authentication/Single-Sign on allow for user verification and role assignment

	- ACL's protect assets that do not need to be exposed in the integration processing - High Security Plugin provides additional security controls
86. What is Orchestration?	- Orchestration is the extension of workflow engines to manage processes and to automate things outside of a ServiceNow instance
87. Why use Orchestration?	- Orchestration enables an IT organization to automate complex tasks on remote computers
88. How does Orchestration work?	- An orchestration activity starts within a workflow - Then, orchestration launches a probe and writes a probe record to the ECC Queue - Then, the workflow pauses as the MID server picks up the request and executes the probe - When the probe comes back, the workflow resumes
89. What are SLA, OLA, and UP?	- SLA: Service Level Agreement- agreement with the customer - OLA: Operations Level Agreement- agreement with the internal delivery processes - UP: Underpinning Contract-the contract with the supplier
90. What is the best practice for assigning roles?	- Assign the role to a group
91. What does API stand for? What are the ServiceNow API categories?	- API-Application Program Interface - Client-Side - Server-Side - REST
92. What are client scripts used for?	- Manage form fields - Validate form fields - Manage form field values

93. What are the similarities and differences of Client Scripts and UI Policies?	- Similar:
	  - Both execute client-side logic
	  - Both use same API
	  - Both used to make fields read-only/mandatory/hidden
	  - Both can be used to write scripts
	- Client scripts:

	- Execute when the form is submitted
	- Slower
	- Execute before UI scripts
	- Scripting necessary to set conditions
	- No order of execution
	• UI Policy:
	  - Run faster
	  - Can set conditions and set field attributes without scripting
	  - Requires control over execution
	  - Has the option for reverse if false

94. What are the execute options for a business rule?	• Insert: executes when new records are inserted into the database • Update: executes when records are modified • Delete: executes when records are deleted • Query: executes when database table is queried
95. What are the when options for a business rule?	• Before: executes before the database operation occurs • After: executes immediately after a database operation occurs • Async: stages before the database operation, then waits to execute after the database operation • Display: executes when a form loads and a record is loaded from the database
96. What is dot walking?	• Dot walking allows access to fields and field values on related records • It's a way of specifying what database and field you are referencing
97. What is a WSDL?	• Web Service Description Language • Is an XML document describing functions, arguments, data schema, and endpoint • Only necessary when generating SOAP envelope programmatically
98. What does HTTP stand for? What HTTP methods are used?	• Hyper Text Transfer Protocol • Get, Post, Put, Delete
99. What is REST?	• Representational State Transfer

	- Each unique URL is a representation of some object - Uses XML or JSON to send and receive data - Transfer is over HTTP only - Faster - Less secure
100.　　　What is SOAP?	- Simple Object Access Protocol - Uses ONLY XML - Slower - Uses WSDL for communication - More secure
101.　　　What are breadcrumbs in ServiceNow?	The filter view
102.　　　What are the ServiceNow provided roles?	System Administrator, Specialized Administrator, Fulfiller, Requester, and Approver
103.　　　What do the ESS Requesters have access to?	ESS requesters have access to submit requests and manager their own requests, access public pages, take surveys, and use the live feed and chat
104.　　　What type of database is ServiceNow built on?	MySQL
105.　　　What are the two most commonly used core tables?	Task and Configuration Item
106.　　　What are the 5 most common extended tables off of Task?	- Incident - Problem - Change_request - Sc_request - Sc_req_item
107.　　　What are the three most common tables extended off of CMDB?	- Sys_user - Sys_user_group - Kb_knowledge
108.　　　Where can you get a list of existing tables, with column, column attributes and indexes?	Tables and Columns (sys_db_objects)
109.　　　What is the primary use of the tables and columns module?	To view the schema map
110.　　　What can you do in the tables and columns module?	- Create a new table - Edit an existing table - Create a new application - Browse existing applications - Delete all records from a table

111. Who has access to schema maps and tables and column module?	• Only system administrators
112. What are the ways that tables can be related to one another?	• One to many • Many to many • Extensions • Database views
113. What is an extended table?	• It's a table that includes all the entries from the parent table and unique values
114. What related tables does the schema map show?	• Class extension or reference
115. What is the data dictionary table?	• It's a table that defines every table and field in the system • It includes information about a field's data type, character limit, default value, dependency and other attributes
116. How does field type collection behave?	• It's the control record of the table and determines whether the table will be audited, default sorting, attributes of the table, and how it will behave when it is a reference field
117. What does dictionary override do?	• Dictionary override provides the ability to override several aspects of a field in extended tables
118. What are the default values for numbering?	• Starts at 1000 • Has 7 characters
119. Which tables does ServiceNow automatically provide numbering for?	• Incident • Problem • Change • Request • Knowledge
120. What database field stores the record number?	• Sys_number
121. What tables cannot be deleted?	• Base tables
122. When you delete a table, what else gets deleted?	• Records • Choice List Items • Forms • Form Sections • Lists • Related Lists • Reports • Gauges • Reference Fields

123. What happens when you make an application inactive?	• All associated menus, modules, and ALCs are also inactive
124. What happens if the data being imported by an import set is the same as the data in the table?	• It skips it
125. What external sources can you import using an import set?	• JDBC • HTTP • FTP • Excel • Cab • XML
126. What parts of ServiceNow are designed to be integrated with?	• CMDB • Incident • Problem • Change • User Administration • Single Sign On
127. How does automating in an import set work?	• Automating in an import set takes the table headings of the import set table and matches them against the existing column field names
128. What happens to kb articles that are flagged?	• They end up in the flagged article section • You will be able to view any feedback that someone left
129. What does a service catalog do?	• A service catalog is an ordering system for goods and services
130. What are the major components of the ServiceNow service catalog?	• Record Producers • Items • Variables • Order Guides • Workflows
131. What is a record producer?	• A record producer is an interface used to create service catalog records
132. What are variables in a service catalog?	• Variables in a service catalog are questions that help the end user order the catalog item
133. What are service catalog variable types?	• Multiple choice • Select box • Single line text • Reference • checkbox

134.	What is an order guide?	• An order guide allows users to order multiple service catalog items in one request
135.	What is a workflow?	• A workflow is a virtual representation of activities • it consists of connected steps planned out in a sequential manner
136.	What are workflows primarily used for?	• Workflows are primarily used to automate a sequence of activities
137.	What table does the service catalog workflow sit on?	• Sc_request
138.	What do you have to do to a workflow to edit it?	• You must check it out
139.	What is a workflow activity?	• It's the blocks that organize the individual actions the workflow performs as it runs
140.	What table are SLA's kept in?	• Contract_sla
141.	What table are individual tasks stored in?	• Task_sla
142.	What tables can you not run reports on?	• System Tables - Sys_audit - Syslog - Syslog_transaction - Sys_attachment - Sys_email
143.	What is a UI Action?	• A UI action is the method to put buttons, links, and context menu items on forms and lists
144.	What is contextual security?	• Contextual security is every level of ServiceNow having access controls
145.	Access to tables and fields are governed by?	• System property • Access control
146.	What is an access control?	• An access control is a security rule defined and set at the row level and the column level • Access controls execute anytime access is attempted on a ServiceNow table
147.	What is a ServiceNow event?	• A ServiceNow event is an indication to the processes that something significant has occurred
148.	What are events caused by?	• User action • Scripts
149.	What is an event queue?	• An event queue is a table containing records of every generated event

150.	What are the most commons ways to generate an event?	• Business Rules • Workflow Activities
151.	What is not captured in an update set?	• Entered data
152.	What is captured in an update set?	• Business rules • Client scripts • Fields • Forms • Form sections • Reports • Tables • Views • workflows
153.	What do hot fixes fix?	• Problems with the feature release
154.	What does a patch release fix?	• Hot fixes from the last feature release • Other fixes
155.	What does a feature release fix?	• All hot fixes and patch fixes since the last feature release
156.	What 4 things make up perceived performance on your ServiceNow instance?	• Application server response • Network latency • Browser rendering and parading • Instance cache
157.	What is application server response in regards to performer issues?	• It is the time it takes for the application server to process a request and render the resultant page
158.	What is browser rendering and parsing in regards to performer issues?	• It is the time it takes for your browser to render the HTML and parse/execute the JavaScript
159.	What is instance cache in regards to performer issues?	• It is the amount of system resources available for processing
160.	What is the response time indicator?	• The response time indicator displays the processing time (including total time, network latency, and browser rendering and parsing)
161.	What is a healthy total response time for network, browser, and server?	• On average 3 seconds
162.	What is a healthy server response time?	• 800ms on average
163.	What is a semaphore?	• Semaphores control the number of user transactions that can be run in parallel
164.	Why shouldn't you use a global rule?	• You should not use a global rule because it runs on every record and

	transaction, which creates unnecessary overhead for your system
165. What does RITM stand for?	• Request Item
166. Which table stores user to group mapping?	• Sys_user_grmember
167. What are the 3 steps in the knowledge process?	• Document creation • Approval and Review • Publishing
168. What are the 4 workflow stages?	• Waiting for approval • Fulfillment • Delivery • Completed
169. What does retroactive start do?	• It sets the start time to when the ticket was created
170. What type of instance tenant architecture is ServiceNow?	• Multi-instance • Single tenant architecture
171. What are the main UI component(s) of the ServiceNow Platform? a. Banner Navigator b. Banner Frame c. Application Frame d. Application Navigator e. Content Menu f. Content Frame	• B, Banner Frame • D, Application Navigator • F, Content Frame
172. What type of interface enables you to display multiple performance analytics, reporting and other widgets on a single screen?	• Dashboards
173. What are the three components of a filter condition?	• Value • Field • Operator
174. Configuration vs. Personalization?	• Configuration affects what users will see • Personalization does not affect what others will see on their forms
175. What displays a set of records from a table?	• A list
176. What are the 5 parts of a list?	• Title Bar • List Filters/Breadcrumbs • Column Headings • Column Header Search • Fields
177. What are the three types of control menus?	• List

	• Column • Record
178. What is the difference between filters and breadcrumbs?	• Filters are applied to the table • Breadcrumbs are a form of filter navigation that are ordered from left to right
179. What are the five common field types?	• String • Choice • True/False • Date/Time • Reference
180. What element type do you use to refer to records on any table in the platform?	• Document ID
181. Which table are users stored in?	• Sys_user
182. Which table are groups stored in?	• Sys_user_group
183. What are the six methods available for user authentication?	• Local database • Multifactor • LDAP • SAML 2.0 • OAuth 2.0 • Digest Token
184. What are the two aspects of LDAP integration?	• Data Population • Authentication
185. What does the Presence feature do?	• Facilitates synchronous collaboration within one record • You can see who is online, view their current status, and what they are viewing or editing
186. What is the purpose of following a record?	• To record or receive notifications when the record is updated
187. What two things are tables composed of?	• Records • Fields
188. What are the three attributes of a field?	• Label • Name • Value
189. What are the three "one-to-many" relationship fields?	• Reference fields • Glide list • Document ID fields
190. What is the difference between ServiceNow's CMBD and a static list?	• ServiceNow's CMDB tracks not only the CI's within your platform, but also the relationships between those items

191. What does a CI relationship editor do?	• The CI relationship editor uses a concept of suggested relationships to help users see reasonable relationships between configuration items
192. What does a dependency view show?	• Displays an infrastructure view for a configuration item and the business services that it is part of and that it supports
193. 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
194. What are the three levels of security befor a user can perform CRUD operations on a table?	• User Authentication • Application and Module Access • Database Access
195. What are the three types of access control rules to identify the object being secured?	• Table.none: no specific field is selected, so this rule applies to the whole table • Table.field: this rule only applies to one field on a record • Table*: this rule applies to every field on a record without a table.field rule
196. How is the attach condition evaluated?	• If the start condition matches and both the stop and cancel conditions don't match
197. How is the resume condition evaluated?	• If the pause condition doesn't match or the resume condition matches
198. How is the reattach condition evaluated?	• If both the reset and the start conditions match
199. What is true for workflows that is the same for SLA workflows?	• When they are built, the requested item table be manually associated with a service catalog item