

Question 1 of 60

How do you know which release version of Service Now you are working on?

- ☒ Go to System Diagnostics->Stats and check the Build name
- ☐ Go to System Diagnostics->Version and check the Build name

Question 2 of 60

If prefix of Incident needs to be changed, where should I refer?

- ☒ A) System Definition->Number maintenance.
- ☐ B) Right Click on Incident Number->Personalize Dictionary
- ☐ C) Both a and b
- ☐ D) None

Question 3 of 60

Which of the following are the base tables in Service Now?

- ☒ A) task and cmdb_ci
- ☐ B) incident_sla and sys_db_object.
- ☐ C) cmdb_ci and task_sla

Question 4 of 60

What does order in a business rules represent?

- ☒ A) Order in which it will be executed.
- ☐ B) Order in which it will be displayed.
- ☐ C) Both of above.
- ☐ D) None

Question 5 of 60

How will you make service catalog workflow available?

- ☐ A) Define workflow and Publish
- ☐ B) Create workflow activities and Publish
- ☒ C) Define workflow, Create workflow activities and Publish

Question 6 of 60

After the High Security plugin is activated, a security_admin privilege is created. What is an elevated privilege?

- ☐ A) Elevated privilege is used to promote extension tables
- ☐ B) Used to enable the ITIL role to have an Admin type access
- ☒ C) A role that has special permissions for the duration of the log in session.
- ☐ D) Users with the Admin role

Question 7 of 60

Which of the following is true regarding roles?

- ☒ Roles never contain other roles. When user is assigned to a role, he need to be added manually the other roles as well.
- ☐ Roles can contain other roles. When user is assigned to a role, he will inherit the contained roles as well.

Question 8 of 60

What is difference between Save & Insert action on form?

- ☒ Save: saves the record & stays on form & Insert: creates a new record & redirects to list view.
- ☐ Save: saves the record & return to homepage. Insert: creates a new record & redirects to list view.

Question 9 of 60

What is one thing in workflows peculiar for catalog?

Ans: You can define visibility of variables on task form through workflow when it is created

- ☐ True
- ☒ False

Question 10 of 60

Which of the following is possible via an inbound action?

- ☐ A) schedule a job
- ☒ B) sends an email notification
- ☐ C) modifying existing records
- ☐ D) All above

Question 11 of 60

Contextual Security-Question on hierarchy

- ☒ Generic to all
- ☐ Generic to specific

Question 12 of 60

If the requirement is to send an email as soon as new incident record gets created. What needs to be done as per the developer's point of view?

- ☐ A) Write a Business Rule after Insert on 'notification' table
- ☒ B) Write a Business Rule after Insert on 'incident' table
- ☐ C) Write a Business Rule after Update on 'notification' table
- ☐ D) Write a Business Rule after Update on 'incident' table.

Question 13 of 60

Service catalog workflow can be attached in 3 ways:

- manually on the catalog item form
- automatically based on conditions
- automatically if no other workflows attached

- ☐ True
- ☒ False

Question 14 of 60

Jelly Scripting is used in which of the following?

- ☒ A) UI Macros
- ☐ B) Content Management System
- ☐ C) UI Policies

Question 15 of 60

If a split is added in a form, how many columns get created in the database?

- ☐ A) 0
- ☐ B) 1
- ☒ C) 2
- ☐ D) 3

Question 16 of 60

How do you modify the field behavior?

- ☒ Right click> Personalize > Dictionary
- ☐ Right click> Personalize > Field Behavior

Question 17 of 60

How to change Homepage Color?

- ☒ CSS
- ☐ Self Service > My Profile

Question 18 of 60

Which one on homepage will access knowledge?

- ☐ A) News
- ☐ B) Catalog item
- ☐ C) Report
- ☒ D) All

Question 19 of 60

Applications and modules are loaded based on

- ☐ A) Nothing
- ☐ B) User Location
- ☐ C) User's designation
- ☒ D) Roles

Question 20 of 60

How will you approve a catalog request?

- ☒ A) Right click request record in request list and click approve
- ☐ B) Right click task record in task list and click approve
- ☐ C) Send "Approved" email to service-now@wsgc.com
- ☐ D) All above

Question 21 of 60

Which of the following is possible via an inbound action?

- ☐ A) schedule a job
- ☒ B) sends an email notification
- ☐ C) modifying existing records
- ☐ D) All above

Question 22 of 60

Does ESS have a role?

- ☒ A) No
- ☐ B) Yes

Question 23 of 60

_____ receives notification, meeting invites on behalf of another user.

delegate

Question 24 of 60

How can you view the dictionary for a field?

- ☒ Right clicks on the field and click Personalize Dictionary
- ☐ Right clicks on the field and click Synonyms

Question 25 of 60

What does the "coalesce" field do?

- ☐ Coalescing on a field (or set of fields) means the field will be used as a regular key.
- ☒ Coalescing on a field (or set of fields) means the field will be used as a unique key.

Question 26 of 60

What application is available to all users?

- ☐ A) Change
- ☐ B) Incident
- ☐ C) Facilities
- ☒ D) Self--Service

Question 27 of 60

What does "Installation Exits" represents?

- ☒ A) It contains details for how user will be redirected once he is logged out from the instance.
- ☐ B) It contains details regarding the welcome page once instance is moved into production stage.
- ☐ C) It contains details how to kill all the processes running on the instance.
- ☐ D) None of the above.

Question 28 of 60

Can a user open an Incident by email, if so what is utilized?

- ☒ A) Inbound Email Action
- ☐ B) Outbound Email Action

Question 29 of 60

_____ is an Elevated Privileges.

Elevated Roles

Question 30 of 60

What is Data Dictionary?

- ☐ It contains information about a field's data type only.
- ☒ It contains information about a field's data type, character limit, default value, dependency, and other attributes.

Question 31 of 60

Application Navigation Search history is stored somewhere or not?

- ☒ Yes
- ☐ No

Question 32 of 60

What is the purpose of an update set?

- ☒ An update set is a group of customizations that can be moved from one instance to another
- ☐ An update set is a table

Question 33 of 60

An ACL rule only grants a user access to an object if the user meets all of the permissions required by the matching ACL rules. Choose the order of evaluation of ACLs:

- a. The condition must evaluate to true.
- b. The script must evaluate to true or return an answer variable with the value of true.
- c. The user must have one of the roles in the required roles list.
- d. The other matching ACL rules for the object type must evaluate to true.

- ☐ A) b,c,a,d
- ☒ B) a,b,c,d
- ☐ C) d,a,c,b
- ☐ D) a,d,b,c

Question 34 of 60

Consider a Scenario:

A user opened an incident record, At that time the incident state was 'Open', he changed the state to 'New' and saved the record. Later, after sometime he opened the same record and changed the state to 'Closed' and without saving it he changed the state to 'In Progress'.

With the above mentioned scenario above what will be the oldValue and newValue of the Incident State?

- ☒ A) oldValue = 'New' and newValue = 'In Progress'
- ☐ B) oldValue = 'Closed' and newValue = 'In Progress'
- ☐ C) oldValue = 'Open' and newValue = 'New'
- ☐ D) oldValue = 'New' and newValue = 'Closed'

Question 35 of 60

Data Dictionary is used for?

- ☒ Database Structure
- ☐ Database

Question 36 of 60

For an incident form when saved

- ☒ A) Additional comments get copied to work notes
- ☐ B) work notes get copied to activity log
- ☐ C) work notes get overwritten

Question 37 of 60

update_synch attribute identifies that it should be captured in Update Sets.

- ☒ True
- ☐ False

Question 38 of 60

If an admin wants to check the status of task from a service catalog request, the path he's expected to follow is:

REQ (number)>>RITM (number)>>TASK (number)

- ☒ True
- ☐ False

Question 39 of 60

What does `gs.print ("Hello World")` will do?

- ☐ A) It will write to the text log on the file system but not to the sys_log table in the database.
- ☐ B) It will write to the text log on the file system but not to the sys_log table in the database.
- ☒ C) It will print "Hello World" at the form header.
- ☐ D) It will print "Hello World" in the banner part.

Question 40 of 60

If a request is rejected what happens?

- ☒ notification is sent and sets the status to cancelled
- ☐ notification is sent and sets the status to Not Approved

Question 41 of 60

ESS can access My Items, My requests, KB

- ☐ True
- ☒ False

Question 42 of 60

If workflow is not published, only checked out will it be captured in update sets?

- ☐ True
- ☒ False

Question 43 of 60

Which of the following defines a condition?

- ☐ A) Field, Performer, Value
- ☒ B) Field, Operator, Value
- ☐ C) Area, Operator, Value
- ☐ D) Field, Operator, Blank

Question 44 of 60

When user creates a table "abc", how does service now name it?

- ☒ A) u_abc
- ☐ B) abc_sys
- ☐ C) a_abc
- ☐ D) A & B only

Question 45 of 60

Tables and Fields can be viewed and manipulated where?

- ☐ A) Record List
- ☐ B) Form
- ☐ C) Tables and Columns
- ☒ D) All above

Question 46 of 60

Links, buttons, context menu action belongs to:

- ☒ A) UI Action
- ☐ B) Table
- ☐ C) Workflow
- ☐ D) Roles

Question 47 of 60

What are the UI components of a homepage

- ☐ A) Banner
- ☐ B) Content pane
- ☐ C) Application Navigator
- ☒ D) All above

Question 48 of 60

Where will you find option to edit a list?

- ☒ A) List control
- ☐ B) Grid control

Question 49 of 60

We can trigger an email notification using Client Script.

- ☒ True
- ☐ False

Question 50 of 60

How do you confirm an instance upgrade?

- ☒ System Logs->events->system.upgraded, use this event to trigger the System Upgraded notification
- ☐ System Logs->events->system, use this event to trigger the System Upgraded notification

Question 51 of 60

What are the steps in a SLA?

- ☒ A) Start, Pause, Stop
- ☐ B) Start, Hold, Stop
- ☐ C) Start, Pause, Stop, End
- ☐ D) Start, Hold, Stop, End

Question 52 of 60

Cmdb_ci_server inherits which class?

- ☒ cmdb_ci_computer
- ☐ cmdb_ci_pheriperals

Question 53 of 60

Which of the following gets automatically captured in an update set:

- ☐ A) Table, schedules, forms
- ☒ B) Table, forms, data
- ☐ C) Table, forms, homepages
- ☐ D) Tables, forms, views

Question 54 of 60

Roles can contain other roles. When user is assigned to a role, he will inherit the contained roles as well.

- ☒ True
- ☐ False

Question 55 of 60

Workflow versions captured in wf_workflow_version.

- ☒ True
- ☐ False

Question 56 of 60

DB name for custom table?

- ☐ A) u_tbl
- ☐ B) a_table
- ☒ C) u_table
- ☐ D) a_tbl

Question 57 of 60

Gauge is added to:

- ☐ A) User Profile
- ☐ B) Change Request
- ☒ C) Home Page
- ☐ D) Favourite

Question 58 of 60

On the client script which of the following variables cannot be used?

- ☒ A) g_form
- ☒ B) producer.variable
- ☒ C) jslog
- ☐ D) gs.include()

Question 59 of 60

Name the SLA scheduled jobs:

Start, Pause, Stop

Question 60 of 60

What is a Transform Map in ServiceNow?

- ☐ A) A map that is used to store the history of the incident records
- ☐ B) A map used to add data to encrypted fields
- ☐ C) A map used to trigger Business Rules before the data is queued in the outbound Web Service
- ☒ D) A map to determine relationships between fields displaying in an Import Set to fields in an existing table

Points: 45 out of 60

Percentage: 75%

Duration: 01:07:31

Date started: Wed 6 Nov 2019 20:58

Date finished: Wed 6 Nov 2019 22:06

✓ Correctly answered ✗ Incorrectly answered → Missed correct option

Displaying incorrect or partially incorrect questions only.

All Questions | 2 Partially Correct | 13 Incorrect

Question 7 of 60

Which of the following is true regarding roles?

Correct answer: B)

You chose: A)

- ✗ A) Roles never contain other roles. When user is assigned to a role, he need to be added manually the other roles as well.
- B) Roles can contain other roles. When user is assigned to a role, he will inherit the contained roles as well.

Points: 0 out of 1

Question 9 of 60

What is one thing in workflows peculiar for catalog?

Ans: You can define visibility of variables on task form through workflow when it is created

Correct answer: A)

You chose: B)

- A) True
- ✗ B) False

Points: 0 out of 1

Question 11 of 60

Contextual Security-Question on hierarchy

Correct answer: B)

You chose: A)

☒ A) Generic to all

☒ B) Generic to specific

Points: 0 out of 1

Question 13 of 60

Service catalog workflow can be attached in 3 ways:

- manually on the catalog item form
 - automatically based on conditions
 - automatically if no other workflows attached
-

Correct answer: A)

You chose: B)

☒ A) True

☒ B) False

Points: 0 out of 1

Question 14 of 60

Jelly Scripting is used in which of the following?

Correct answer: **A) B)**

You chose: **A)**

- ✓ **A)** UI Macros
- **B)** Content Management System
- C)** UI Policies

You did not select all available correct options.

Points: 0 out of 1

Question 18 of 60

Which one on homepage will access knowledge?

Correct answer: **B)**

You chose: **D)**

- A)** News
- **B)** Catalog item
- C)** Report
- ✗ **D)** All

Points: 0 out of 1

Question 29 of 60

_____ is an Elevated Privileges.

Answer given:

✗ Elevated Roles

Accepted answers:

Session
session

Points: 0 out of 1

Question 31 of 60

Application Navigation Search history is stored somewhere or not?

Correct answer: B)

You chose: A)

✗ A) Yes

→ B) No

Points: 0 out of 1

Question 36 of 60

For an incident form when saved

Correct answer: B)

You chose: A)

- ☐ A) Additional comments get copied to work notes
- ☒ B) work notes get copied to activity log
- ☐ C) work notes get overwritten

Points: 0 out of 1

Question 39 of 60

What does `gs.print ("Hello World")` will do?

Correct answer: A)

You chose: C)

- ☒ A) It will write to the text log on the file system but not to the `sys_log` table in the database.
- ☐ B) It will write to the text log on the file system but not to the `sys_log` table in the database.
- ☐ C) It will print "Hello World" at the form header.
- ☐ D) It will print "Hello World" in the banner part.

Points: 0 out of 1

Question 41 of 60

ESS can access My Items, My requests, KB

Correct answer: A)

You chose: B)

- ☒ A) True
- ☐ B) False

Points: 0 out of 1

Question 49 of 60

We can trigger an email notification using Client Script.

Correct answer: B)

You chose: A)

- ☐ A) True
- ☒ B) False

Points: 0 out of 1

Question 56 of 60

DB name for custom table?

Correct answer: A)

You chose: C)

- A) u_tbl
- B) a_table
- ✗ C) u_table
- D) a_tbl

Points: 0 out of 1

Question 58 of 60

On the client script which of the following variables cannot be used?

Correct answer: B) D)

You chose: A) B) C)

- ✗ A) g_form
- ✓ B) producer.variable
- ✗ C) jslog
- D) gs.include()

You did not select all available correct options.

Points: 0 out of 1

Question 59 of 60

Name the SLA scheduled jobs:

Answer given:

- ✗ Start, Pause, Stop

Accepted answers:

SLA breached.
sla breach
sla breached

Points: 0 out of 1