

## SERVICE NOW CERTIFICATION QUESTIONS (FINAL DOCUMENT)

1. Script actions are triggered by events. -> **True**
2. UI Policies and Client Scripts are based on **Views**
3. If we change an inherited field name in form designer, where will it change?
  - a. Parent table
  - b. **Child table**
  - c. Base table
  - d. All
4. Script Include features (**Ans. a, b**)
  - a. Server side reusable javascript
  - b. library of functions in a single location
  - c. Client-side script
  - d. (Other option)
5. Why create custom applications. (**Ans. a, b, c**)
  - a. To replace outdated, inadequate, custom business applications and processes
  - b. To extend service delivery and management to all enterprise departments
  - c. To extend the value of service now
  - d. To give users every option available and any access
6. Service now is good fit for an application if (**Ans. a, b, c**)
  - a. Data can be modelled in a relational database
  - b. Require reporting capabilities
  - c. Can extend existing functionality through javascript
  - d. Requires access to proprietary libraries that don't require an API
7. In delegated development, admin grants non-administrators the ability to develop applications in **global** scope -> **False**
8. **Not a** studio feature (**Ans. d**)
  - a. Code search
  - b. Quick creation of scripts and files
  - c. Push to repository
  - d. Ability to merge branches
9. When to extend a table? (**Ans. a, b, c**)
  - a. A table exists with fields similar to what is needed
  - b. The scripts and workflow for existing table are useful for an application
  - c. You want to use the approval activities
  - d. You want to use the user-approval activity -> (don't need task table for this activity)
10. What are not available if 'can read' is deselected? (**Ans. a**)
  - a. Can create, can update, can delete
  - b. Allow access to a table via web services
  - c. Allow configuration
  - d. All
11. Which option is **not present** when we are linking an application from the source control (git repository) (**Ans. d**)
  - a. URL
  - b. Username

- c. Password
  - d. **Application Name**
12. If one authentication is done, no more authentications needed
- a. True
  - b. **False**
13. **Not a way** to install an application -> **(Ans. Copy from one instance to another)**
14. To see what reports, scripts, artifacts, will be in a published application? **(Ans. b)**
- a. Enter the name of the application in global search field
  - b. Examine the application files related list in the application to be published
  - c. Open the artifact records individually to verify the value in the application field
  - d. Using update sets
15. Not available in form designer -> **(Ans. Schema Map)**
16. Web Services? -> **(Ans. Web based methods allowing applications to connect to other software applications over a network)**
17. Which returns true for a given role (x\_user) and none for else -> **(Ans. g\_form.hasRoleExactly('x\_user'))**
18. Mobile modules are created by default -> **False**
19. Incorrect datatype -> **Date** (Correct one is Date/Time)
20. Organize fields on a form by using **Sections**
21. Modified Client script APIs -> **(GlideAjax, g\_form, GlideDialogWindow)**
22. g\_scratchpad object exists in mobile platform? -> **False**
23. (Question not remembered)
- a. query()
  - b. \_query()
  - c. get()
  - d. **all**
24. In SOAP message, which syntax indicates a variable when the function is called -> **\${variable\_name}**
25. Table.none -> Admin and ITIL  
 Table.\* -> Admin  
 Table.u\_field\_3 -> ITIL  
 What ITIL can see?  
**(Ans. Field 3 only)**
26. ACL searches go from **most specific to most generic**
27. Colour codes for debugging fields
- Red -> Failed
  - Blue -> Cached
  - Grey -> Skipped
  - Green with check mark -> Passed **(This one came)**
28. Method used for sysID -> **gs.getUserID()**
29. Method used for application property -> **gs.getProperty()**
30. If delete option is unchecked, scripts from other application scopes not able to delete records

- a. **True**
  - b. False
31. Business rules use these objects -> **(Ans. glideSystem and glideRecord)**
32. In async business rule, which object is not there? -> **(Ans. Previous)**
33. Workflow's run time environment -> **(Ans. Workflow Context)**
34. Workflows need to be checked out before they can be edited?
- a. **True**
  - b. False
35. gs.eventQueue() is used by -> **(Ans. Email notifications and Script actions)**
36. **Workflows, Business rules and scripts** can generate events
37. Email notifications and Script Actions are triggered by events **(Ans. True)**
38. Who can receive notifications?
- a. Static recipients
  - b. Dynamic recipients
  - c. Non-SNOW users
  - d. **All**
39. Script Actions use the objects -> **(Ans. Current, Event (parm 1, parm2))**
40. Util Functions are the functions that can be called from other scripts
- a. **True**
  - b. False
41. Service Now can import the data of file types?
- a. Excel
  - b. CSV
  - c. REST, SOAP API data
  - d. **All**
42. REST Response can be either **JSON or XML**
43. Access fields from record producer using -> **(Ans. producer.field\_name)**
44. REST API Explorer? -> **(Ans. Creates endpoints, methods and variables used to send REST requests to service now instance)**
45. Category won't appear unless you added it into the mobile layout
- a. **True**
  - b. False
46. If service now gets from user, service now is consumer **(IMP)**
47. If service now provides to user, service now is producer **(IMP)**
48. REST API question
- a. **COPY**
  - b. PUT
  - c. POST
  - d. GET
49. g\_form.showFieldMsg() -> blue, below the field **(IMP)**
50. g\_form.addErrorMessage() -> red, top **(IMP)**
51. g\_form.addInfoMessage() -> blue, top **(IMP)**
52. Server-side scripts are more secure than client side scripts -> **TRUE**
53. To link application property to a module, what is the link type? -> **(Ans. URL)**
54. Message from SNOW -> Outbound **(IMP)**
55. Message to SNOW -> Inbound **(IMP)**

56. Record Producer performs actions when
- Inserted**
  - Deleted
  - Updated
  - Loaded
57. Task table is -> **(Ans. Parent and Base table)**
58. Base tables are -> **(Ans. Task and cmdb)**
59. Not a report -> **(Ans. Chart)**
60. Inbound Script Action objects -> **(Ans. Current and email)**
61. Can field watcher check 2 fields at once? -> **False**
62. Coding question - > **(Ans. Self-Invoked)**
63. Benefit of creating an application properties page for each application you develop? **(Customization becomes easy and you can find all at one place)**
64. Studio's code search option searches for code in current application only?
- True
  - False**
65. How does service now match inbound mail to existing records?
- Record link
  - Subject line
  - Watermark**
  - Sys\_id
66. While creating new application files in scoped application, cross-scope is default to
- Script Include
  - Table**
  - Workflow
  - REST message
67. **Not a feature** of flow designer? **(Ans. a, b, d)**
- Domain separation
  - Automated testing functionality
  - Consolidated design environment (Feature of Flow Designer)
  - Testing with rollback
68. True for application picker and application scope -> **(Ans. Selecting application in the picker sets the application scope)**
69. You are developing the MyApp application that has a table A. When the My App application is installed on an instance you want Table A's records to be installed as part of the application. A's records will be installed when?
- A is active and extend Task
  - A not included System clone & execute
  - A has an automatic number counter for new records
  - All records are added to app record using create application files context menu item
70. Define the stages in an application development in the business process?
- Business problem, outcomes, data input/output, stake holders, process steps**

- b. Business problem, outcomes, data input/output, stake holders, available licenses
  - c. Business problem, outcomes, available licenses, project schedule, database capacity
  - d. Business problem, outcomes, data input/output, available licenses, database capacity
71. One of the uses of Service Now REST API Explorer?
72. True regarding the application scope **(Ans. a)**
- a. Developer can edit any application after selecting the correct scope
  - b. Application downloaded from the 3<sup>rd</sup> party service, application developer cannot have name collisions
  - c. All applications are automatically part of global scope
  - d. Developers can choose the prefix for a scope in the application namespace
73. In ACL, script field returns true by default if there is no script in script field?
- a. **True**
  - b. False
74. Which of the following must a user have to access and use the document feed for a record?
- a. Access the record to see the live-feed group
  - b. Read permissions on the comments fields
  - c. Write permissions on the comments fields
  - d. **All**
75. Application developers specify which service now page a user sees after submitting a new record using record producer UI. How is the page specified?
- a. create application property
  - b. configure the page module
  - c. **producer.redirect="<URL>"**
  - d. window.redirect="<URL>"
76. Purpose of application scoping in creating application file is? **(Ans. a, d)**
- a. provide controls
  - b. provide relationship between the artifacts in application
  - c. way of tracking
  - d. creating the namespace in scope
77. Importing applications from source control requires what roles? **(Ans. c, d)**
- a. git\_admin
  - b. source\_control
  - c. admin
  - d. source\_control\_admin
78. Which report types can be created by right clicking on a column header in a tables list? **(Ans. a, b)**
- a. Barchart
  - b. Pie chart
  - c. Histogram
  - d. Line
79. What are benefits of storing the majority of an application? **(Ans. b, c, d)**

- a. runs fast
  - b. only run when called
  - c. the script logic is hidden
  - d. changes to application logic made at single place
80. Which of the following is not a way for data to be entered into a service now application?
- a. Service now list or form
  - b. Record producer
  - c. Custom UI page
  - d. **Java package call to use created**
81. App development in SNOW provides
- a. Platform services
  - b. Cloud Infrastructure
  - c. **Both a & b**
  - d. Only 2
82. SNOW platform is specialized for building **B2E** applications
83. Is dependency tracking available in scoped apps
- a. **True**
  - b. False
84. To publish apps in an app store, an instance must have a valid subscription as one of its resources -> **True**
85. Using update sets, can we access for modifications in SDLC Artifacts
- a. **True**
  - b. False
86. A scoped UI Script library runs (**Ans. c**)
- a. When called from other script
  - b. Automatically executes by default
  - c. On demand
  - d. All
87. Delegated development allows non-admin developers to create applications and access other applications. -> **True**
88. Developer permissions are
- a. App-specific
  - b. Depends on any user
  - c. **App specific and merely depends on admin**
  - d. Only b & c
89. Each application should have a dedicated repository in GIT. -> **False**
90. Glide.appcreator.company property is a
- a. **String**
  - b. Numeric
  - c. Alpha numeric
  - d. Only a
91. How does the authorized user open the record document feed?
- a. **Context menu**
  - b. Related link
  - c. Module

d. Social module

92. Which of the following is not true about reports? **(Ans. a, b, c, d)**

- a. Reports are graphical representation of data
- b. They are used by authorized users to report auditing records of a table
- c. Can be explicitly run by authorized user
- d. Can be scheduled and distributed via email

93. Can client scripts be used for both lists and forms? -> **True**

94. What is the UI supported by the tablet?

- a. **UI 16**
- b. UI 19
- c. no UI required
- d. Any UI version

95. Mobile UI consists of

- a. App navigator
- b. Favourites
- c. Content frame
- d. **Only 1,2**

96. Are column splits rendered in mobile view on desktop browser?

- a. **YES**
- b. NO
- c. Always when configured
- d. Can't be determined

97. Is testing of applications possible in studio?

- a. YES
- b. **No**

98. During execution of scripts on mobile, which is added to UI policy form

- a. Run scripts in UI type
- b. UI config Field
- c. Enabled UI\_admin\_config\_mobile = true field
- d. **Global scoped -> run scripts in UI type**

99. Is transform maps reusable? **YES**

100. Options in protection policy -> **(Ans. None, Read-only and Protected)**

101. Can more fields be debugged at Access control – Field Level?

- a. **YES (using bug icon)**
- b. No

102. Which of the following report types supports multiple datasets? **(Ans. a, c, d)**

- a. Bar
- b. Pie
- c. Boxline
- d. Area

103. To avoid over-approving, flows that use approvals should only be set to

- a. Run any times required
- b. **Once**
- c. Dynamically determined
- d. None

104. Background color error messages?

- a. RED

- b. BLUE
  - c. RED with white color words
  - d. Depends on artifacts**
105. Object cannot be controlled by access controls?
- a. Create
  - b. Delete
  - c. Update
  - d. Query**
106. Using form designer, we can configure list layouts -> **False**
107. If we set glide.login.home system property to a page, all users who login to the system will be navigate to the same page -> **True**
108. If flash is applied, screen appears same on both desktop and mobile -> **False**
109. In record producer, **(Ans. a, b, d)**
- a. Can create user interface
  - b. Everything will be in question type
  - c. Records will be submitted to sc\_req\_item table after submission
  - d. Use scripts to define behavior
110. Event registry is a table?
- a. True**
  - b. False
111. Not supported by the flow designer
- a. Calling flow from subflow
  - b. Using metric base trigger to start flow
  - c. Delegated development
  - d. Test flow using run as feature**
112. Not a way to install application
- a. Service now share site
  - b. Using service now store
  - c. Import from source control
  - d. Copy form one instance to another**
113. Flow designer – **Spokes** (remember)
114. Display business rules doesn't have access to
- a. Current
  - b. Previous**
  - c. g\_scratchpad
115. Client side and server-side component
- a. GlideUser
  - b. GlideAjax**
  - c. GlideSystem
  - d. GlideForm
116. Script includes can be
- a. Read only
  - b. Protected
  - c. None
  - d. All**
117. Scheduled script exection objects. -> **(Ans. current and glide\_system)**



118. Unauthorized script access stops running scripts -> **False**
119. Apps can be directly published into SNOW store. -> **False**
120. How can web run scheduled script executions at the end of the month  
(Ans. Set day to 31 automatically it executes at last date even month has less than 31 days)
121. Script includes and global business rules that allow applications in a different scope to call them.  
(Ans. To call functions from another scope, you must specify the scope of the function)
122. When create new module is selected while creating a table how does that appear?
- a. An empty home page
  - b. List of table records**
  - c. A link to wiki describing instructions to develop new module
123. What are the objects used by Util Script Includes?
- a. Glide System and Glide Record**
  - b. Glide User and Glide Record
  - c. Glide System and current
  - d. Glide Record and Current
124. Which of the following can be achieved on extending table like TASK? (Ans. a, b, d)
- a. Existing fields are used
  - b. Application logic of parent table is passed on to child table
  - c. All the parent table records are populated to child table
  - d. Repurpose the existing fields by modifying labels
125. Baseline Function of a private scoped table (Ans. a, b, c)
- a. Records can be read by any table
  - b. Business rules can be applied to perform all 4 functions
  - c. Artifacts of table are available only to read
126. glide.login.home system property creates a home page or welcome page common to all the users of application.-> **True**
127. Which of the following can be achieved using Git? (Ans. a, b, c, d)
- a. Pull or commit applications on Git
  - b. Use tags to fix a version of application on Git
  - c. Import application from Git
  - d. Commit local changes on to Git
128. Which of the following can be achieved using REST API Explorer?
- a. SOAP Functions can be changed into REST methods
  - b. Provides sample code to write REST Requests**
129. Field Watcher cannot be used for -> (Ans. Script Includes)
130. Protection policy can be enabled by
- a. Protection\_edit role
  - b. Enabling protection\_policy System property**
131. Most of the Application logic on server side is written in script includes because (Ans. a, c)
- a. Few changes to application logic can be done at one place
  - b. Script includes on server run fast
  - c. Are hidden from user on Installation
132. Which of them is more useful – gs.hasrole() or g\_user.hasrole() -> (Ans. gs.hasRole())

133. How many application menus can be created for given application -> **(Ans. as many)**
134. Creating a table always create mobile module -> **False**
135. What is used to provide instructions to fill description in record producer -> **(Ans. help link)**
136. **Annotations** are added in forms to provide instructions -> **True**
137. How to access event properties in notifications? **(Ans. event.{<property name>})**
138. Except debug, all the others are enabled on server-side debugging **(IMP)**
139. How to redirect from record producer to other page -> **(Ans. producer.url\_redirect)**
140. Order of evaluating ACL's -> **(Ans. Role, Condition, Script)**
141. What all are considered in providing access to data -> **(Ans. fields/record access, role, condition, script)**
142. If list of roles are not defined in list – deny permission
143. ACL returns true if condition is empty -> **True**
144. A view cannot be changed for unsaved records -> **True**
145. Scripts from other application scopes can never delete records from sn\_my\_app scope -> **False**
146. If can create is checked and allowed configurations on table, what are the other operations can be performed -> **(Ans. create, update, delete)**
147. \* and none can never be used together -> **False**
148. Workflows are auto saved -> **True**
149. Enforcing requires authorized access by **admin**
150. Use of override application menu in modules **(IMP)**
151. Filed level ACLS have higher priority than \* -> **True**
152. Service-now can be used to **(Ans. a, b, c, d)**
- a. Generate Reports
  - b. Automate Workflows
  - c. Work with Relational Databases
  - d. Extend value of service-now
153. Whenever an event is triggered, email notification is sent to user everytime -> **False**
154. Custom applications are automatically added to application navigator -> **True**
155. Which of the following is not used to retrieve data from table?
- a. **Table.id**
  - b. Table.field
  - c. Table.\*
  - d. Table.none
156. Glider user (g\_user) is used in **Client scripts and ui policies only**
157. ACL searches order go from **most specific to most generic** match
158. Which option is not available in application access tab -> **(Ans. Query)**
159. Endpoint? -> **(Ans. The url of the data to be retrieved, updated or deleted)**
160. Catalog ui policies and catalog client scripts are to enhance the user experience (record producer service catalog) **(IMP)**
161. Logical grouping of fields is known as **Sections**
162. Green with check mark - **access control passed**
163. What are available in global scope **(Ans. a, b)**

- a. Automated test framework
- b. Source control

164. What prevents users from logging into the service now user interface? **(Ans.**

**Web service access only)**

- 165. Home Page?
- 166. Record Producer?
- 167. Web Services?
- 168. REST API Explorer?
- 169. Module?
- 170. Service Now good fit and bad fit points. **(IMP)**