1. Which one of these applications is available to all users?

    A. Change B. Incident C. Facilities D. Self-Service

2. User records are found in the User [sys_user] table.   True B. False
3. Which one of the following is a definition for transform maps 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
4. Multiple Choice, Single Line Text, and Select Box are what type of elements in ServiceNow?

    A. Order Guides B. Request Types C. Variable Types D. Related Lists

5. Only production instances of ServiceNow can be cloned. A. True B. False
6. Workflow context can be attached based on different workflow version and they can be running simultaneously? (True/False)
7. Select the authentication methods supported by Servicenow
    a. SSO   b.Local database   c.LDAP   d.XML feed
8. What is the trigger condition for assignment rules?
    a. When a record is assigned
    b. When a record is created or updated
    c. When a record is unassigned
9. What is Event log and event registry?
    d. Event log stores all the events triggered and event registry contains event definition.
10. Workflows are attached at the Knowledge base level? (True/False)
11. Which of the following can be monitored when Client Transaction log is enabled for list calculation
    SQL Time, Browser response time, client Network time, client response time, business rule time, Response time, IP Address, URL
12. Business rule is : a piece of javascript
13. Which field determines a SLA, OLA, or UC in contract_sla definition : Type
14. If a new table is created extending which of the following task specific functionalities inherites the extended table.
    a. Notification
    b. SLA
    c. Approvals
    d. Inactivity Monitor
    e. ACL
    f. Workflow
15. If administrator creates a new ci table (cmdb_ci_hardware) extending cmdb_ci does he also needs to create a relationship in cmdb_rel_ci? (True/False)
16. Which of the following can be configured in Branding Editor.
    a. List cell color
    b. System Date/Time

c. Form header
   d. Browser tab title
   e. Browser tab font
   f. Banner image
   g. Banner color
17. How the access to Application/Modules in navigator is restricted.
   a. ACL
   b. Roles
   c. Application Scope
18. Which of the following is not Workflow editor component?
   a. Title Bar
   b. Activity tab
   c. Palette
   d. Canvas
19. Favorites and Shortcuts can be managed from Mobile UI? (True/False)
20. What is true with respect to roles?
   Roles can contain multiple child roles, once a role is assigned to a user the user inherits all the contained roles.
21. Changing the List layout by clicking on gear icon will impact all the users? (True/False)
22. Which of the following is correct regarding data stored in a table? Row represents a record and column represents a field
23. Which of the following is true "Data policy"
       a. Enable data consistency
       b. Enforce security
24. What are core tables out of the below?
       a. sys_user and cmn_location
       b. task and cmdb_ci
       c. incident and problem
25. Workflows can be configured only for tables extending task. True or False
26. Where does global search appear? Banner
27. What is Servicenow's default search engine ?
   a. AnswerNow
   b. Search
   c. GoogleNow
   d. Zing
28. Is it Servicenow best practice to capture multiple changes in multiple update sets ? true or false
29. How is data loaded into CMDB ? Select 3
   a. Transform Maps
   b. Import Sets
   c. 3rd Party tool Integration
   d. Manual Entry
   e. Update Sets
30. What all operations can be done via user menu ? select 3
   a. Impersonate

       b. **Elevate privileges**

       c. Send notifications

       d. **Logout**

31. What are the 3 drivers of ACL execution ?

       a. **Script**

       b. Groups

       c. **Roles**

       d. User Criteria

       e. **Conditional Expression**

32. The _____ protects applications, application files and data from being edited

       a. ACL

       b. **Application scope**

33. How does ACL execution happen ?

       a. Generic to specific

       b. **If both field and row level ACL's return true**

34. Connect Presence is used to get real time updates on what is being updated ? True or **False**

35. What is not a state in a workflow?

       a. Checked out

       b. Published

       c. **Unpublished**

       d. **Checked in**

36. Knowledge articles will be visible to end users in which state ? **Published**

37. Knowledge articles can be ?

       a. **Created, viewed and edited by a user**

       b. Created, viewed and deleted by a user.

       c. Created and viewed by the user

38. The _____is a user friendly reference to a field and the _____ is the backend reference to a field

       a. **Label, name**

       b. Name, value,

       c. Name, label,

       d. Label, Value

39. Which one of these is not a visual task board ?

       a. Flexible

       b. Freeform

       c. Guided

       d. **Owner board**

40. When you are trying to set up an application, what helps you do it ?

       a. **Guided setup**

       b. Instance application setup

41. What are the steps to retrieve and commit an update set ?

       a. **Retrieve, preview and commit**

       b. Check, retrieve and apply

42. If a table is extended from another table what is true ?

     a.   It gets in all the fields, BR, Client scripts, UI policies

     b.   ==Gets in only the fields and new fields can be created==

43. Notification content is static – true or ==false== ?

44. Where can events be triggered from ? ==Server side scripts==

45. What is a workflow primarily used for ?

==Service request fulfillment==

46. Connect _____ is used to chat with users within instance : ==Connect Chat==

47. When an admin checks a workflow out , other users will not have access to edit the workflow – ==true== or false ?

48. What is the string on the filter called ? – ==breadcrumbs==

49. What are the 3 components of a filter condition ?

     a.   ==Field, operator and value==

     b.   Field, Condition, Value

50. What is the backend name of the SLA table in ServiceNow ? ==contract_sla== stores the SLA records.

51. You can coalesce on multiple fields on a transform map – ==true== or false

52. What is visible on the service catalog homepage ?

     a.   ==Order guides, record producers and catalog items==

     b.   Workflows, variables, record producers

53. Best method for hiding a filed on the incident form/making a filed mandatory

     a. ==UI Policy==   b. BR   c. Script   d. UI Action

54. Difference between Personalize form Vs Configure Form

55. Things that are captured in update set

     a.   Groups, Users

     b.   Scheduled Jobs

     c.   CI data

     d.   ==Workflow==

56. Where can you create a workflow graphically in ServiceNow

     a.   ==Canvas==

     b.   Editor

57. 3 basic components of workflow

     a.   Begin, Activity, End

     b.   Begin, Process, End

     c.   ==Notification, Approval, Task==

58. Can you configure a SLA on table that is not extended from core tables (True/==False==)

59. Where is data stored?

     a. ==Table==   b. Form   c. Record   d. List

60. What is an order guide?

     a.   ==Allows user to submit all appropriate requests in single request==

     b.   Can create individual requests for each item

61. Which of the following are variables

     a.   Number list, Check box, Single line

     b.   ==Select box, Check box, Multi line==

     c.   Reference, Number list, Multi line

62. What is Data Policy?
63. What is a group table?
    a. Sys_group
    b. Sys_groups
    c. Groups
    d. Sys_user_group
64. What is correct on transform map?
    a. One transform map can run on a single import set for one time
    b. Coalesce runs after transformation
    c. One transform map can run multiple time on single import set
65. Actions on Update and Insert?
    a. Update moves away from the page, Insert creates a record
66. Administrator creates a new table named abc, what is the table name
    a. u_abc
    b. Task_abc
    c. X_abc
67. Identify the terms from application navigator?
    a. Applications
    b. Modules
    c. Favorites
68. It is a good practice to open a 'Complete' Update Set to 'In Progress' recapture another update before moving to another instance? (True/False)
69. In order to view the conflicts and validate the updates while moving the update set, you click on 'Complete'. (True/False)
70. Can an admin user disable email notification for other users? –True /false
71. What is not a best practice regarding update sets?
    - Use default update set to move customizations to next instance
    - Do not reopen a completed update set again
72. Which table user data get store ? sys_user
73. What is correct for workflow?
    - Workflow can be checked out for a one user to make sure the same time two user doesn't change same workflow.
    - Workflow cannot get captured in update set.
74. How do you move workflows?
    - Update set
    - Transform map
    - Xmls

75. If incident form is saved what is the correct answer.
    - Based on impact and urgency priority gets calculated
    - Worknotes gets captured in activity logs
    - Worknotes gets overridden
76. What is an event with respect to servicenow?

- Event is scheduled
- ==Event is an action which triggers response from ServiceNow==
- Event is a trigger which lets us know that process of ServiceNow has changed

77. What is the base tables in ServiceNow?

   Base tables are those tables which are extended, but itself is not an extended table.
   https://community.servicenow.com/community?id=community_question&sys_id=1150d329dbdcdbc0
   1dcaf3231f96196a&view_source=searchResult

- ==sys_user, task==
- Attachment and notification
- Attachment and request

78. What are the types of files can be used in import set?
- CSS, XML, Excel
- SOAP, REST
- ==Excel, XML, CSV==

79. What are the ways through which you can auto populate fields in ServiceNow
- Activity formatter
- Ref qual
- ==Template==
- ==Assignment rule==

80. What can be the pause condition for incident? ==Incident State on-hold==

81. How will you set the user pref for upgrade?
- ==Go to notifications table and select the *System upgradeD* name, and select the users who should receive the notifications==
- Go to system log table and select the system upgrade name, and select the users who should receive the notifications
- write a client script
- write a business rule

82. What is correct for client script?
- On load only
- On submit only
- ==Works on browser==
- On cell edit only

83. Which are the following not related to workflow.
- ==Activity definition==
- Palette

84. What are two ways you can search report.- ==View/Run== and ==All==

85. What is the correct for service catalog variables? : ==Catalog variable are global==

86. What is the correct for workflow with respect to service catalog?
- Workflow is responsible for variables, task, notification
- Workflow is responsible for variable, task, approvals,
- Workflow is responsible for notifications
- ==Workflow is responsible for automation of complex process and send notifications==

87. What does mapping assist do? : ==helps auto map fields between source and target table with matching labels==

88. What is correct w.r.t roles?
   - A role can inherit child roles and whenever assigned to user, user inherits all the roles
   - Always system admin should assign role manually
89. What is the best way to make filed make read only.
   - UI policy
   - Client script
   - BR
90. What is the difference between ui policy and data policy?
91. What is the difference between save and insert?
92. What are the ways from which users can be authenticated ?
   - SSO, LDAP
   - FTP
93. Task and extended tables store all the related records and can have multiple ref to cmdb?True/false
94. What gets visible on start section of app navigator?
   - History
   - Bookmark
   - Favorite
95. What is the event registry hold?
   - Definition of events
   - Logs
96. What REQ number represent?
   - Task
   - Request
   - Requested item
   - Over all order number
97. UI action?
   - Runs on client
   - Runs on server
   - Condition field is responsible for visibility
98. Which view shows upstream and downstream relationship ci ?
   - BSM map
   - Workflow
99. When there are multiple updates made on multiple update sets and those update sets are merged which of the following happens?
   a) All the updates will be merged to one update set.
   b) Only the latest update set will be present in merged update set.
   c) Only the old updates will be present in merged update set.
   d) We cannot merge the update sets.
100.   To make ui action work for all views which check box needs to be checked?
   - Global
   - Revers if false
   - On load
101.   What is sys_id?
   - 32 digit GUID

- 64 digit
102. Which of the following is not a type of UI action?
    - ==Search==   b. Form button   c. List button
103. Where will be search available (multiple choice)?
    - ==List view==
    - ==Knowledge==
    - News
    - ==Header==
104. From where field value can be changed in list?
    - List view
    - Form
    - ==List editor==
105. Personalize filter will be applicable?
    - ==For me==   b. For group   c. For company
106. What is the base module to load data in ServiceNow
    - ==Import set==   b.Incident   c. Change
107. From where you can change pre fix for incident form?
    - ==Sys_number : Number Maintenance table==
    - Raise a change request
    - Hi ticket
    - You cannot do it
108. Which of the following is correct with respect to update sets?
    a) ==Avoid moving Default update set from one instance to another instance.==
    b) You can make the completed update set back to in progress and work on the same.
    c) Update sets can be moved to Production and Development instance.
109. Which of the following are present in the workflow editor page?(multiselect)
    a) ==Canvas==
    b) ==Activity tab==
    c) Script input activity
    d) ==Palette==
    e) Header bar
110. In what order the ACL execution happen?
    a) The parent table ACL, child table and any other table (wildcard).
    b) ==The child table, parent table and any other table (wildcard).==
    c) Any other table (wildcard), parent table and child table.
    d) Any other table (wildcard), child table and parent table.
111. Apart from admin role which other role can have access to personalize the list
    a) ==personalize_list==
    b) personalize_view
    c) u_user_personalize
    d) u_sys_admin
112. Which of the following is not stored in navigation history?
    a) Records
    b) UI Macro

    c) <mark>UI page</mark>
    d) Applications

113.   Where can the applications, modules or tables be saved which is used frequently?
    a) Bookmarks
    b) <mark>Favorites</mark>
    c) Header bar
    d) Applications

114.   We should click on 'Validate' before moving the update set to other instance in order to avoid conflicts. : True / <mark>False</mark>

115.   When should the system be upgraded?(multiselect)
    a) Before the final testing happens in the instance
    b) After a long term development in the instance
    c) After the final testing happens in the instance
    d) <mark>After the completion of production clone</mark>

116.   Where can we find the ServiceNow version of the instance?
    a) System.updagraded
    b) <mark>System Diagnostics > Stats</mark>
    c) Memory Stats
    d) System logs

117.   In cmdb which view shows the representation of tables and business services associated to it?
    a) Business service view
    b) <mark>Dependency view</mark>
    c) Schema map
    d) Table view

118.   What are roles?

119.   What are groups?
    a) Group is a record in sys_group table
    b) Group is a set of users who share the same job title.
    c) Group is a set of users who share the same location.
    d) <mark>Group is record in sys_user_group table.</mark>

120.   Where can we specify the pause SLA condition on incident?
    a) When the incident is in pending state
    b) When the incident is in resolved state
    c) <mark>Can specify anytime to any specific field</mark>
    d) When the incident is closed

121.   What information is stored in Data Dictionary? (data dictionary, data modeling, and entity relationship information)
    a) Data Values
    b) <mark>Database Structure</mark>
    c) Scripts
    d) Schema

122.   Why are the workflows used in Service Catalog?
    a) To create approvals, tasks, variables
    b) <mark>To create complex fulfillment process and send notifications</mark>

c) To create notifications

e) To create approvals, tasks, variables and notifications

123.   What are the ServiceNow functionalities

a. Applications

b. Load Balanced

c. Single-Tenant

d. Multi- Tenant

e. Customizations

f. Multiple Database

124.   What are related list used for ?

a. Link related records

b. Create one-to-many relationships

125.   Do Watch list users get notification on updating work notes ? False (users in work Notes List get Notification)

126.   What does Filter search do in Application Navigator?

127.   What is a metric ? measures and evaluates the effectiveness of IT service management processes

128.   Concepts related to the CMDB

a. A Database

b. Service Process

c. Dependency View

d. Tables and Fields

e. User Admiration

129.   3 commonly used security modules by Administrators

a. System Properties > Security

b. User Administration > Role

c. System Security > Access Control (ACL)

d. System Security > IP Address Access Control

e. System Security > High Security Settings

130.   Security_admin role is required to update or create ACLs

131.   Tables is a list of records. True or False

132.   Where can we define the CMDB relationships ?

a. CI Service Manager

b. CI Relationship editor

c. CI Class Manager

133.   2 core tables of CMDB. cmdb_ci and cmdb_rel_ci

134.   Best Practices before moving data source

Use same Import set table for all Data Source

Remove obsolete data before moving a Data Source

135.   Impersonation is used for Testing and visibility

136.   Retroactive start : SLA's can be defined to start based on any date/time fields for an event triggered

137.   Heart table of Service Catalog. Requested item