|  |  |
| --- | --- |
| **1** | **Contextual Security-Question on hierarchy.** |
|  | Ans : generic to specific |
|  |  |
| **2** | **What does Order guide refer to in Service Catalog?** |
|  | Ans: Bundled Request |
|  |  |
| **3** | **Where BSM maps are stored? On which table?** |
|  | Ans : bsm\_map2 |
|  |  |
| **4** | **Where is workflow versions captured?** |
|  | Ans: wf\_workflow\_version |
|  |  |
| **5** | **If workflow is not published, only checked out will it be captured in update sets?** |
|  | Ans: No, only published workflows are captured in update sets. |
|  |  |
| **6** | **What does workflow timelines represent?** |
|  | Ans: Shows timestamps in graphical form for activities of workflow. |
|  |  |
| **7** | **When Business rules can be used in Knowledge base?** |
|  | Ans: Select the Knowledge check box on the Problem form to enable this feature. Closing the problem triggers the business rule Problem Create Knowledge. By default, the business rule creates a knowledge article in the Draft workflow state, ready for a knowledge team member to review and publish. The problem Short description becomes the article Short description and the problem Work notes become the article Text. If the knowledge submission workflow is enabled, the problem Work notes become a knowledge submission instead of an article. For more information, see Knowledge Workflow. |
|  |  |
| **8** | **Which field should be there in table that identifies that it should be captured in Update Sets?** |
|  | Ans: update\_synch attribute |
|  |  |
| **9** | **If prefix of Incident needs to be changed,which table should I refer?** |
|  | Ans : Number Maintainence table. |
|  |  |
| **10** | **Global Search option can be found in which part of UI?** |
|  | Ans : On Banner |
|  |  |
| **11** | **What is security\_admin role?** |
|  | Ans : It comes after enabling Hi security plugin.(Elevated privileges) |
|  |  |
| **12** | **If a user is not given filter\_global or  filter\_admin role, what will be the impact?** |
|  | Ans: He can save the custom filter for himself only, neither for his group nor globally. |
|  |  |
| **13** | **What changes are not captured in update sets?** |
|  | Ans: New user/group records. |
|  |  |
| **14** | **Where will you find option to edit a list?** |
|  | Ans :List control |
|  |  |
| **15** | **Name the SLA scheduled jobs.** |
|  | Ans : SLA breached. |
|  |  |
| **16** | **ACL which rule will wins to restrict access to short description field of incident?** |
|  | Ans: Incident.Short Description |
|  |  |
| **17** | **Book mark feature can be found in which UI version?** |
|  | Ans : UI 11 |
|  |  |
| **18** | **How many major releases does Service Now have in a year?** |
|  | Ans : 1 |
|  |  |
| **19** | **Cmdb\_ci\_server  inherits which class?** |
|  | Ans : cmdb\_ci\_computer |
|  |  |
| **20** | **What are the UI components of a homepage?** |
|  | Banner, Content pane and Application Navigator. |
|  |  |
| **21** | **What should be enabled to make a KB article accessible to everyone?** |
|  | Ans : It should be made public |
|  |  |
| **22** | **How will you define a Service catalog workflow?** |
|  | Ans : Define Workflow properties, Define Workflow activities, Publish it. |
|  |  |
| **23** | **What is a SSO integration?** |
|  | Ans: Single sign on for multiple applications. |
|  |  |
| **24** | **SLA-Retroactive start.** |
|  | Ans: Retroactive Start determines the SLA's behavior if it is attached to the task at a point later than the task's creation. If Retroactive Start is true, then the SLA will time from the task's Created On date and time. If Retroactive Start is false, then the SLA will time from the date and time that it was attached to the SLA.  For example, if an Incident's Priority is changed to 1 - Critical and a Priority 1 SLA is attached at that time, Retroactive Start means that the SLA will count from when the incident was first created, rather than from when the Incident's Priority changed. |
|  |  |
| **25** | **Incident, problem tables inherit which table.** |
|  | Ans:  Task table. |
|  |  |
| **26** | **Give example of a one to many relationships** |
|  | Ans: sys\_user table referring to the assigned\_to field in Task table |
|  |  |
| **27** | **When you customize a homepage, SNC makes a copy of it and \_\_\_\_\_\_\_\_** |
|  | Ans:  adds the prefix "My" to the homepage name. |
|  |  |
| **28** | **Which of the following is true?** |
|  | Ans:  When a user belongs to more than one group, each group provides him permissions. |
|  |  |
| **29** | **\_\_\_\_\_\_ receives notification, meeting invites on behalf of another user.** |
|  | Ans:  Delegate |
|  |  |
| **30** | **What is SSO?** |
|  | Ans:  Single- Sign-On |
|  |  |
| **31** | **How do you edit/ create a workflow?** |
|  | Ans:  Graphical Workflow Editor |
|  |  |
|  |  |
| **32** | **What is the purpose of a service catalog workflow?** |
|  | Ans:  to create workflows to drive request fulfillment. Workflows can generate and assign approvals, generate and assign tasks, or run scripts and sub flows. |
|  |  |
| **33** | **What is the important factor to remember when a user is creating catalog variable?** |
|  | Ans:  Catalog Variables are global by default. |
|  |  |
| **34** | **What is the purpose of an update set?** |
|  | Ans:  An update set is a group of customizations that can be moved from one instance to another. |
|  |  |
| **35** | **Which of the following defines a condition?** |
|  | Ans: Field, Operator, Value |
|  |  |
| **36** | **Which of the following is true regarding roles?** |
|  | Ans:  Roles can contain other roles. When user is assigned to a role, he will inherit the contained roles as well. |
|  |  |
| **37** | **ACL is part of which security?** |
|  | a. Physical Security **b. Contextual Security**   c. Compliance Security |
|  |  |
| **38** | **Which is true regarding Knowledge Base?** |
|  | Ans:  In a Knowledge base, articles are grouped according to categories. |
|  |  |
| **39** | **How can you view the dictionary for a field?** |
|  | Ans:  Right clicks on the field and click Personalize Dictionary. |
|  |  |
| **40** | **Which among the following is true regarding ACLs?** |
|  | Ans: If there are row and field ACLs, user has to satisfy both to have access to the field. |
|  |  |
| **41** | **What is Data Dictionary?** |
|  | Ans: It contains information about a field's data type, character limit, default value, dependency, and other attributes. |
|  |  |
| **42** | **How do you know which release version of Service Now you are working on?** |
|  | Ans: Go to System Diagnostics->Stats and check the Build name. |
|  |  |
| **43** | **How do you change the color of the instance?** |
|  | Ans: Using Navigation Menu under Content Management. |
|  |  |
| **44** | **When user creates a table "abc", how does service now name it?** |
|  | Ans: u\_abc |
|  |  |
| **45** | **Which among the following is true regarding tables?** |
|  | Ans:  You can delete the tables starting with "u\_" permanently. |
|  |  |
| **46** | **Which of the following influences homepage performance** |
|  | Ans: Set refresh time as a long one or set it "off". |
|  |  |
| **47** | **What does the "coalesce" field do?** |
|  | Ans: Coalescing on a field (or set of fields) means the field will be used as a unique key. |
|  |  |
| **48** | **What does a transform map do?** |
|  | Ans:  A transform map is a set of field maps that determine the relationships between fields in an import set and fields in an existing Service Now table (such as Incidents or Users). |
|  |  |
| **49** | **How is the application Navigator (left nav) populated onload** |
|  | Ans: It is populated based on the role of the logged in user. |
|  |  |
| **50** | **Difference between client script and business rule** |
|  | Ans: Client script runs at client side onLoad, onchange and onSUbmit of the form, BR runs at server side before/after record in inserted, updated or deleted. |
|  |  |
| **51** | **onChange client script runs on** |
|  | Ans: Change in the value of a particular field |
|  |  |
| **52** | **Links, buttons, context menu action belongs to** |
|  | Ans: UI action |
|  |  |
| **53** | **Which among the following can a UI policy accomplish?** |
|  | Ans: Making a field read-only |
|  |  |
| **54** | **Which among the following is true:-** |
|  | Ans: Moving an entry from Selected to Available slush bucket removes it from the form. |
|  |  |
| **55** | **How do you confirm an instance upgrade?** |
|  | Ans: System Logs->events->system.upgraded, use this event to trigger the System Upgraded notification |
|  |  |
| **56** | **What are the variables that you can add when you create a catalog item?** |
|  | Ans: Options contained the combinations of following fields: |
|  | Slush bucket, multiple choices, additional category, single line text, multi-line text, choice list, checkbox |
|  |  |
| **57** | **What is the purpose of an Order Guide?** |
|  | Ans: An order guide gives customers an easy way to order multiple related items as a single request, It uses: |
|  | - A single initial screen, where the customer fills in some initial information. |
|  | - A set of selected catalog items based on conditions derived from the initial information. |
|  |  |
| **58** | **Which of the following can be performed by a system administrator?** |
|  | Ans: Change the maximum size of attachments and restrict the type of attachments [I chose this option as this requires a modification in sys\_properties, other options were     possible with non-admin roles] |
|  |  |
| **59** | **Which of the following are available in Service Catalog:-** |
|  | Ans: Record Producer, Catalog Variables, Order Guides |
|  |  |
| **60** | **Data Dictionary is used for?** |
|  | Ans. Database Structure |
|  |  |
| **61** | **How to change Homepage Color?** |
|  | Ans. CSS |
|  |  |
| **62** | **ESS can access-** |
|  | Ans.  My Items, My requests, KB |
|  |  |
| **63** | **ACL applies on?** |
|  | Ans.  Fields and tables |
|  |  |
| **64** | **Contextual Security-Question on hierarchy** |
|  | Ans.  Generic to specific |
|  |  |
| **65** | **Workflow editor and Service catalog differs in approval methodology?** |
|  | Ans. True |
|  |  |
| **66** | **If a split is added in a form, how many columns get created?** |
|  | Ans. Two |
|  |  |
| **67** | **Application Navigation Search history is stored somewhere or not?** |
|  | Ans. No |
|  |  |
| **68** | **Which is parent table for INC, CHG, PRB?** |
|  | Ans. Task |
|  |  |
| **69** | **SLA, OLA and UC are configured in which module?** |
|  | Ans. SLM |
|  |  |
| **70** | **When high security plugin is enabled?** |
|  | Ans.  The Platform Security Settings - High plugin is active by default on all new Service Now instances. For instances in which the high security settings are active, observe the following cautions: |
|  | Integrations into Service Now tables fail unless access control lists (ACL) are defined for the tables being accessed and the appropriate roles are assigned. |
|  | The same ACL requirements apply for import sets that apply to integrations. |
|  | The Platform Security Settings - High plugin automatically activates the Contextual Security plugin if it is not already active. In addition, the Platform Security Settings - High plugin delivers the following settings and features in the context of increasing the security of your Service Now platform. |
|  | Features: |
|  | |  | | --- | | High Security Settings: Default property values to harden security on your platform by centralizing all critical security settings to one location for management and auditing. | |
|  | |  | | --- | | Default Deny Property: A new security manager property controls the default security behavior for table access. | |
|  | |  | | --- | | Security Administrator Role: A new role used to prevent modification of key security settings and resources. The Security Administrator role is not inherited by the admin role and must be explicitly assigned. | |
|  | |  | | --- | | Access Control Lists: Prevents modification of sensitive and platform-level resources in prior versions. | |
|  | |  | | --- | | **Property Access Control: Enables the ability to set read and write roles to individual properties in order to prevent modification.** | |
|  | |  | | --- | | Elevated Privilege: Allows users to operate in the context of a normal user and elevate to higher security role when needed. | |
|  |  |
| **71** | **Applications and modules are loaded based on** |
|  | ans - Roles |
|  |  |
| **72** | **Knowledge process consists of –** |
|  | ans - document creation, approval and review from SMEs and publishing |
|  |  |
| **73** | **Gauge is added to** |
|  | ans - homepage |
|  |  |
| **74** | **What is difference between Save & Insert action on form** |
|  | Ans. Save saves the record & stays on form, while Insert creates a new record & redirects to list view. |
|  |  |
| **75** | **If an admin wants to check the status of task from a service catalog request, what path he's expected to follow** |
|  | Ans. REQ (number)>>RITM (number)>>TASK (number) |
|  |  |
| **76** | **How the catalog variables cab be arranged on a catalog item** |
|  | Ans. By setting the appropriate value of field 'Order'. |
|  |  |
| **77** | **What do you mean by SaaS?** |
|  | Ans. Software as a Service |
|  |  |
| **78** | **Service catalog displays?** |
|  | Ans. catalog items, order guides and record producer |
|  |  |
| **79** | **ACL evaluates on below….** |
|  | Ans. condition / script and roles |
|  |  |
| **80** | **How do you enhance Homepage performance in case of gauges?** |
|  | Ans.  To diagnose problems and improve homepage performance, administrators can: |
|  | |  | | --- | | Turn on homepage debugging | |
|  | |  | | --- | | Troubleshoot slow reports | |
|  | Administrators can also tune homepage performance by configuring the properties described on the following pages: |
|  | |  | | --- | | Parallel homepage rendering | |
|  | |  | | --- | | Homepage caching | |
|  |  |
| **81** | **Shortcut to approve a Service Request?** |
|  | Ans.   My request or Email |
|  |  |
| **82** | **How do you modify the field behavior?** |
|  | Ans.  Right click> Personalize > Dictionary |
|  |  |
| **83** | **What do you mean by Elevated Privileges?** |
|  | Ans. Session |
|  |  |
| **84** | **What things are tracked in customizations?** |
|  | Ans. Customizations are tracked by update sets only for some objects, using one of the following methods: |
|  | |  | | --- | | The update\_synch attribute on the table | |
|  | Special handlers for changes that require updates to multiple tables |
|  | Manual unloading for homepages |
|  | Update sets cannot be used to transfer other system changes or data. In general, update sets capture configuration information but not task or process data. For example, update sets track service catalog item definitions and related configuration data like variables and variable choices. However, if you test the service catalog by placing orders, the orders (requests, items, catalog tasks) are not tracked by update sets. |
|  |  |
| **85** | **Where are customizations stored?** |
|  | Ans. Each update set is stored in the Update Set [sys\_update\_set] table, and the customizations that are associated with the update set (stored in the Customer Update [sys\_update\_xml] table) appear as a related list on the update set record. |
|  |  |
| **86** | **KB articles are referred in which modules below?** |
|  | Ans. Service Catalog, News, INC. |
|  |  |
| **87** | **What changes out of below would be applied in case of a merge update set?** |
|  | Ans. You can merge multiple update sets into one for easy transfer. |
|  | To merge update sets: |
|  | 1.     Navigate to **System Update Sets > Merge Update Sets**. |
|  | 2.     Use the slushbucket to select the update sets to merge. |
|  | 3.     Enter a name for the new update set. Updates are added to this set when the original sets are merged. |
|  | 4.     Click **Merge selected**. |
|  | §  The new update set is created and changes from the original sets are moved to the new set. Only changes that are not merged into the new set remain in the original sets. |
|  | §  If the same object is updated in both sets (for example, both update sets modify the Incident form), only the most recent change is moved to the merged update set. The other update remains in its original update set to provide a record of the changes that were not moved. You may want to validate that the correct changes were moved to the new set by viewing the update set. |
|  | After merging and validating, it is a good idea to delete or empty the original update sets to avoid applying an older change by mistake. The system does not remove the updates that were not merged into the new set. |
|  |  |
| **88** | **DB name for custom table?** |
|  | Ans. U\_tbl |
|  |  |
| **89** | **Choose the order of evaluation of ACLs** |
|  | Ans: 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. |
|  | -The condition must evaluate to true. |
|  | -The script must evaluate to true or return an answer variable with the value of true. |
|  | -The user must have one of the roles in the required roles list. |
|  | -The other matching ACL rules for the object type must evaluate to true. |
|  |  |
| **90** | **What is sys\_id?** |
|  | ans - unique identifier for each record in a table |
|  |  |
| **91** | **ACL is applied on - s** |
|  | a. user |
|  | b. groups |
|  | c. applications/modules |
|  | d. table and field in table |
|  |  |
| **92** | **Choose correct statement -** |
|  | ans - A column is a field and a row is a record |
|  |  |
| **93** | **What is the one pause condition for incident SLA?** |
|  | ans - awaiting <something> |
|  |  |
| **94** | **What table is used to store SLAs?** |
|  | ans - task\_sla |
|  |  |
| **95** | **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 |
|  |  |
| **96** | **How will you make service catalog workflow available?** |
|  | Ans- I chose - define workflow, create workflow activities and publish |
|  |  |
| **97** | **What is Coalease used for in import sets** |
|  | ans - It compares the uniqueness of data if not found, creates new record |
|  |  |
| **98** | **What steps will u take to load data from spreadsheet?** |
|  | ans - load data, create transform map, transform |
|  |  |
| **99** | **As an end user which modules of service catalog do you see?** |
|  | ans - My requests, Requested Item |
|  |  |
| **100** | **What does RITM stand for?** |
|  | ans - Requested Item |
|  |  |
| **101** | **Which one on homepage will access knowledge?** |
|  | a. news |
|  | b. catalog item |
|  | c. report |
|  | ans - a |
|  |  |
|  |  |
|  |  |
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|  |  |