**Describe and use system information architecture**

**If prefix of Incident needs to be changed,which table should I refer?**

Ans : Number Maintainence table.

**Global Search option can be found in which part of UI?**

Ans : On Banner

**Where will you find option to edit a list?**

Ans :List control

**Book mark feature can be found in which UI version?**

Ans : UI 11

**What are the UI components of a homepage?**

Banner, Content pane and Application Navigator.

**What is a SSO integration?**

Ans: Single sign on for multiple applications.

**Incident, problem tables inherit which table.**

Ans:  Task table.

**Give example of a one to many relationships**

Ans: sys\_user table referring to the assigned\_to field in Task table

**When you customize a homepage, SNC makes a copy of it and \_\_\_\_\_\_\_\_**

Ans:  adds the prefix "My" to the homepage name.

**Which of the following is true?**

Ans:  When a user belongs to more than one group, each group provides him permissions.

**\_\_\_\_\_\_ receives notification, meeting invites on behalf of another user.**

Ans:  Delegate

**What is SSO?**

Ans:  Single- Sign-On

**Which of the following defines a condition?**

Ans: Field, Operator, Value

**How can you view the dictionary for a field?**

Ans:  Right clicks on the field and click Personalize Dictionary.

**What is Data Dictionary?**

Ans: It contains information about a field's data type, character limit, default value, dependency, and other attributes.

**How do you change the color of the instance?**

Ans: Using Navigation Menu under Content Management.

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

 Ans: u\_abc

**Which among the following is true regarding tables?**

Ans:  You can delete the tables starting with "u\_" permanently.

**Which of the following influences homepage performance**

Ans: Set refresh time as a long one or set it "off".

**How is the application Navigator (left nav) populated onload**

Ans: It is populated based on the role of the logged in user.

**What is impersonation?**

1. use to get the other user password
2. **user for testing with login as other user.without knowing password**
3. to varify the role assignemtn only

**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.

**onChange client script runs on**

Ans: Change in the value of a particular field

**Links, buttons, context menu action belongs to**

Ans: UI action

**Which among the following can a UI policy accomplish?**

Ans: Making a field read-only

**Which among the following is true:-**

Ans: Moving an entry from Selected to Available slush bucket removes it from the form.

**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]

**Data Dictionary is used for?**

Ans. Database Structure

**How to change Homepage Color?**

Ans. CSS

**ESS can access-**

Ans.  My Items, My requests, KB

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

Ans. Two

**Application Navigation Search history is stored somewhere or not?**

Ans. No

**Which is parent table for INC, CHG, PRB?**

Ans. Task

**Applications and modules are loaded based on**

Ans - Roles

**Gauge is added to**

Ans - homepage

**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.

**What do you mean by SaaS?**

Ans. Software as a Service

**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

**How do you modify the field behavior?**

Ans.  Right click> Personalize > Dictionary

**DB name for custom table?**

Ans. U\_tbl

**What is sys\_id?**

Ans - unique identifier for each record in a table

**Choose correct statement** -

Ans - A column is a field and a row is a record

**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

**Which of the following is data saved to?**

     a. **Table**   b. Form   c. List

**If admin is making changes on a globle homepage, where the change can be seen**

on gauges

on banner

**switch pages**

ui pages

**Which of the following closely describe onChange client ?**

it runs on when form load

**it runs when there is any change in a filed defind in script**

it change when form data got changed

it doesn't execute on on submit

**which of the following describe SSO?**

it is used for role assignment

**it is an integration to varify the login user.**

it is a plugin

it is an application

**Assign to fiels shows which relationship?**

many to many

**one to many**

many to one

**Define Simple Security, Users, Groups, and Roles**

**Contextual Security-Question on hierarchy.**

Ans : generic to specific

**What is security\_admin role?**

Ans : It comes after enabling Hi security plugin.(Elevated privileges)

**What do you mean by Elevated Privileges?**

Ans. Session

**ACL which rule will wins to restrict access to short description field of incident?**

Ans: Incident.Short Description

**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.

**ACL is part of which security?**

a. Physical Security b. Contextual Security c. Compliance Security

**ACL applies on?**

Ans. Fields and tables

**Contextual Security-Question on hierarchy**

Ans. Generic to specific

**if a user is member of multiple group?**

**user will inherit all the roles in every group.**

user will get the highest precedence role only.

user can be a member of only one group

**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.

**ACL evaluates on below….**

Ans. condition / script and roles

**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.

**ACL is applied on - s**

a. user

b. groups

c. applications/modules

d. table and field in table

**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.

**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.

**if a user has one role and that role inherit other role which of the following is true?**

user will get the single role which is assigned.

**user will get the assigned role as well as the inherit role.**

user will get the lowest precedent tole.

user will get the highest precedent role only.

**which of the following is true regarding On Behalf of?**

**deligation**

change in assignment group

change in assign to

chnage in user role

**If there are 2 ACL on incident.number, and one is allowing access and other is restricting, which of the following is true?**

**user can access the number**

user can't access the number

**ACL stands for?**

**Access ctrl List**

Access ctrl Layer

Access List

Access Command list

**Monitor, Track, and Report using SLAs, Notifications, Knowledge Base, and Reports**

**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.

**Name the SLA scheduled jobs.**

Ans : SLA breached.

**What should be enabled to make a KB article accessible to everyone?**

Ans : It should be made public

**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.

**Which is true regarding Knowledge Base?**

Ans: In a Knowledge base, articles are grouped according to categories.

**SLA, OLA and UC are configured in which module?**

Ans. SLM

**Knowledge process consists of –**

ans - document creation, approval and review from SMEs and publishing

**KB articles are referred in which modules below?**

Ans. Service Catalog, News, INC.

**What is the one pause condition for incident SLA?**

ans - awaiting <something>

**What table is used to store SLAs?**

ans - task\_sla

**Which one on homepage will access knowledge?**

a. news b. catalog item c. report ans - a

**Which of the following is possible via an inbound action?**

     A. schedule a job

     B. sends an email notification

     C. **modifying existing records**

**Which setting allows the user to view knowledge articles without logging in?**

     a. ESS Role   b. **Public Setting** c. View All Setting d. View all Role

**Create Service Catalog Items, Variables, and Workflows**

**What does Order guide refer to in Service Catalog?**

Ans: Bundled Request

**Where is workflow versions captured?**

Ans: wf\_workflow\_version

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

Ans: No, only published workflows are captured in update sets.

**What does workflow timelines represent?**

Ans: Shows timestamps in graphical form for activities of workflow.

**How will you define a Service catalog workflow?**

Ans : Define Workflow properties, Define Workflow activities, Publish it.

**How do you edit/ create a workflow?**

Ans: Graphical Workflow Editor

**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.

**What is the important factor to remember when a user is creating catalog variable?**

Ans: Catalog Variables are global by default.

**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

**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.

**Which of the following are available in Service Catalog:-**

Ans: Record Producer, Catalog Variables, Order Guides

**Workflow editor and Service catalog differs in approval methodology?**

Ans. True

**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)

**How the catalog variables cab be arranged on a catalog item**

Ans. By setting the appropriate value of field 'Order'.

**Service catalog displays?**

Ans. catalog items, order guides and record producer

**Shortcut to approve a Service Request?**

Ans. My request or Email

**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

**How will you make service catalog workflow available?**Ans- I chose - define workflow, create workflow activities and publish

**As an end user which modules of service catalog do you see?**

ans - My requests, Requested Item

**What does RITM stand for?**

ans - Requested Item

**An ESS user can access which module in left Navigation?**

1. My Request, My Requested Items , Catalog Task

2. My Request, My Requested Items, Tasks

**3. MY Request**

**Which variables are available on Service Catalog?**

Additional Category, Single Line Text, Select Box,

Additional Comment, Select Box, Reference Field.

**List Collector, Wide Single Line Text, Reference Field.**

**Maintain and Configure ServiceNow with Customizations, Update Sets, and Upgrades**

**Which field should be there in table that identifies that it should be captured in Update Sets?**

Ans: update\_synch attribute

**What changes are not captured in update sets?**

Ans: New user/group records.

**How many major releases does Service Now have in a year?**

Ans : 1

**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.

**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.

**How do you confirm an instance upgrade?**

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

**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.

**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.

|  |
| --- |
| **What things are tracked in customizations?** |
| Customizations are tracked by update sets only for some objects, using one of the following methods: |
| [The update\_synch attribute on the table](http://wiki.servicenow.com/index.php?title=Dictionary_Attributes) |
| 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. |

**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.

**which of foloowin is responsible the new feature**

patch

hotfix

**feature**

**Import Data using Import Sets and Transform Maps**

**Where BSM maps are stored? On which table?**

Ans : bsm\_map2

**Cmdb\_ci\_server  inherits which class?**

Ans : cmdb\_ci\_computer

**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.

**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).

**What is Coalease used for in import sets**

Ans - It compares the uniqueness of data if not found, creates new record

**What steps will u take to load data from spreadsheet?**

Ans - load data, create transform map, transform

**If we need to upload the excel sheet into SNOW, which of the following is true?**

1. **Load Data->Transform Map->Run Transformation**
2. Import Set -> Transform Map ->Run Transformation
3. Data Source -> Transform Map -> Run Transformation

**Which of the following is true for Import Source?**

1. Import Set is a temporary table which got delete after run transformation.
2. It is a System Table.
3. **When spread sheet was imported, and a new table was created to hold the data.**

**What are Import Logs?**

1. These are same as System log.
2. **Log of all Import Set application operations.**
3. We use gs.log to generate these logs
4. It’s a part of System log Operation.

**What is most sufficient way to describe the coalesce?**

1. It always insert the record only.
2. **If a match is found using the coalesce field, the existing record will be updated else inserted.**
3. It always update the record only.
4. It is a foreign key.

**What is the prefix for Import Set Table?**

1. **ISET**
2. U\_ISET
3. SET
4. IMPRT