**Service Now Certified Administrator Mock Up Questions**

1. How to change the Label of a field?

[ANS]: To change a label of a field ,navigate to the form the field appears on, right-click the field's label, and select **Personalize Label** .

1. Can existing column name can be changed?

[ANS]:No. cannot rename an existing column.

1. How to change prefix ‘ INC’ of incident number on Incident Table.

[ANS]: system definition🡪Number maintenance. (select incident table from that list)

1. In a List, currently showing 20 records. How will you show 50 records per page

[ANS]:from the context menu’s 🡪**show 🡪50 rows per page**

1. What is Reference Qualifier?

[ANS]:Reference qualigiers are used to restrict the data that is selectable for reference field.(i.e. filters the results from the reference field)

1. What is Dictionary Override

[ANS]: It provides the ability to override several aspects of a field in extended tables like default values,calculations etc. Its defined on a related list which appears on the form for fields whose table is extended.

1. What is display Business Rule?

[ANS]:It is a java script and it runs when table is queried ( record is displayed,inserted ,updated or deleted). Business rule runs on server side.

1. What is difference between UI Action and UI Policy Action?

[ANS]:

|  |  |  |
| --- | --- | --- |
| Number | UI ACTION | UI POLICY |
| 1 | It is a method to create buttons ,links ,context menu items on form and lists making Ui more interactive. | It is rule to dynamically change the form information or the form itself |
| 2 | These buttons , links,context menu items can be scripted to making them powerful. | Alternative to client script.Its run on client side |

1. Does UI Action supports Server side script or Client Side or Both?

[ANS]:both client side and server side.

1. How to create Related Link in Form?

[ANS]:navigate to system UI🡪UI Actions🡪create new ui action it navigates to the Ui action form in that **check the form link check box.(**it will create a related link in the form)

1. How to delete a Table?

[ANS]:Administrators can delete custom tables(starts with u\_).navigate to **system definition🡪tables. select the table to delete ,under related links click delete all records in table.and then click delete**

1. How to delete all the records from a Table?

[ANS]: **select the table to delete ,under related links click delete all records in table.**

1. If Task table is extended then the new table will have only fields of Task or of its own fields?

[ANS]:The new table will have the task table fields and also its own fields(will have both table fields)

1. Watch List field is a Data Type of?

[ANS]:glide\_list

1. Difference between Catalog item and Record Producer?

[ANS]:

|  |  |  |
| --- | --- | --- |
| Number | Catalog Item | Record producer |
| 1 | It is a ordering system for goods and services from service catalog | It’s a specific type of catalog item |
| 2 | Admin and users have the catalog\_admin role can define catalog item. | It allows end users to create a records from service catalog. |

1. Can we use existing import set table for multiple use?

[ANS]:Yes.

1. How will you check the schema map of any table?

[ANS]:System definition🡪 tables and columns . select the table to check the schema map and click the schema map button.

1. If there is attachment in Knowledge Article and the article is published. What option you will choose to show the attachment in Knowledge base for the same record?

[ANS]:display attachments

**navigate to Knowledge base-> Select the attachment link check box in the particular knowledge record**

1. How will you capture customizations done for your Homepages into update set.

[ANS]:home page customizations are not added to the update set .

1. How will you move your customization done to schedules to other Instances as it does not capture into update set

[ANS]: **Take xml Exports of the Schedules records and import that xml into other instance. It needs elevated privileges**

1. If you merge multiple update set and 2 update set in that having customization on same thing. Which customization will merged update set takes

[ANS]:the recently customized update set takes place

1. How will you retrieve update set in XML.

[ANS]:using export to XML link

1. What is update source?

[ANS]: update source is used to retrieving a completed update set from one instance to other instance.

1. Is Server[cmdb\_ci\_server] extended to Computer [cmdb\_ci\_computer] table or vice versa?-

[ANS]:NO

1. Which is the base table of all the table name starting with cmdb\_ci\_xxxxx?

[ANS]:cmdb\_ci

1. Caller field of Incident Table is referenced to which Table?

[ANS]:sys\_user

1. Assignment Group Field of Task is referenced to which Table?

[ANS]:sys\_user\_group

1. Does Activity Log field logs only Work notes or Additional Comments or Both

[ANS]:both

1. What action you choose to make field mandatory on form. Set Mandatory from Dictionary or you will create UI Policy.

[ANS]: Both

**UI Policy is preferred over Dictionary**

1. If a field is set mandatory in Dictionary and the same field is set read only through UI Policy. Will that record let user to update without filling the value in that field?

[ANS]: NO

1. Relationship between CI’s is stored in which Table?

[ANS]:cmdb\_rel\_ci(CI Relationship table )

1. What is Dependent Value in Choice List?

[ANS]:it is limit their available values based on the value in the dependent field.

**If your choice list is dependent on the content of another field, you'll need to first enter into**

**that field the value you want to work with. For example, to customize Subcategory choice list entries for the Hardware category, first set the category on the form to Hardware.**

1. How will you change the logo of the Instance?

[ANS]: (using system properties )System properties🡪 system(before that upload the image)

**System properties -> My Company ->banner image**

1. When ‘Display’ Business Rule will run?

[ANS]:display business rule runs when a user requests a record on form.

1. What information is stored in syslog Table?

[ANS]:System log informations are stored

1. Where you will give condition in Workflow to trigger workflow based on that condition?

[ANS]:condition field in workflow properties. And select run the workflow in **if condition matches** choice list field.

1. How an end user can change his Time zone for his own account in Service Now?

[ANS]:using thetime zone field in user table.(personalizing the choice list values)

1. Base table of change\_task is?

[ANS]:Task

1. What does RITM means?

[ANS]:Request item Numbers.(a request from a service catalog item)

**Only Request item**

1. What is the Difference between Save and Insert

[ANS]: **Save** saves the record and stays on the same form ,**Insert** saves a new record to the table instead of updating the form and redirect to the list view.

1. Gauge is added in to

[ANS]:Homepage

1. ACL applies on

[ANS]:tables and fields

1. Report a Incident, Report Outage are,
   1. Service Catalog Request routes to Requested Item
   2. Service Catalog Request routes to Incident Record Producer

**Service Catalog Request routes to Incident Record Producer**

1. SLA, OLA and UP are belongs to which Module

[ANS]:SLM

1. Which are types of Variable
   1. MultiLine Text, Single Line Text and Single Box
   2. List Collector Slush Bucket, Single Text, MultiLine Text

**List Collector Slush Bucket, Single Text, MultiLine Text**

1. What is the difference between Client script and Business rule?

[ANS]:

|  |  |  |
| --- | --- | --- |
| Number | Business Rule | Client script |
| 1 | Server side scripts | Client side scripts |
| 2 | Business rules apply consistently to records regardless of how they are accessed through forms or lists. | Client Scripts apply only when accessed through the form. |

1. onChange client script runs on

[ANS]: onchange client script runs when changing the value of a particular field

1. Can there be multiple coalesce field in Transform map?

[ANS]:yes

1. ACL belongs to which security?

[ANS]:contextual security

1. Which is the latest version of Service Now?

[ANS]:Calgary

1. Which is the latest UI for service Now?

[ANS]:UI11

1. What ACL operation you will choose for a role for creating a record in Table.

[ANS]: create

1. Incident.\* ACL applies to Table or All Fields?

[ANS]:tables and all fields

1. What is Pause Condition in SLA Definition?

[ANS]:when a pause condition is met sla pauses its timing.

1. What is Cascade Variable in Order guide?

[ANS]:It allows info from the initial order form to be carried into the catalog items.

1. Order Guide in Service Now is used for?

[ANS]:It is an easy way to order multiple related items in a single request .

1. What is Lock Out in User Table?

[ANS]:lock out is set means user can not login.

1. How to trigger event from Business Rule?

[ANS]:system logs🡪 events🡪current.update(operation() function)

**function gs.eventQueue is used to add the event to event queue from business rule**.

1. Which of the following is Global UI Action
   1. Submit
   2. Update
   3. Delete
   4. Approve

**Submit, Update and Delete**

1. How to set Catalog item for any particular Group?

[ANS]:using Assignment rules