**Service-Now Mock Test Paper**

1. When Submit button Appears in the form?

[ANS]: Submit button appears in the form when creating a new record. (new record creation)

2. How to see the current version of instance as an Admin?

[ANS]: System Diagnostic application 🡪Stats Module 🡪Build (name mentions the version)

3. Which tables can be deleted?

[ANS]: User- Defined tables (u\_...) can be deleted.

4. What is the use of an Update Set?

[ANS]:The use of an update set is to moving a customizations from instance to other instance.

5. When user modifies HomePage, What will happen?

[ANS]: Creates new homepage and it is prefixed with ‘My’ to the home page name and the that is shown as the current home page.

6. Which is the Parent table for INC, PRB and CNG?

[ANS]: Task table

7. Where is all SLAs are stored?

[ANS]: Task\_sla

8. What is retoactive start in SLA?

[ANS]: when a Retroactive start is true, it calculates the start time from the date and time fields when the ticket was created.

9. What is the use of Order field in Order Guide's variable?

[ANS]:It arranges the variables in sequence or ascending order for displaying variables.

10. What is the use of an Order Guide?

[ANS]: It is used order multiple related items in single request.

11. Which module is used for create a new Catalog item?

[ANS]:Service Catalog🡪Catalog Definition🡪Maintain Items

12. What are Sevice Catalog HomePage contains?

[ANS]: Caltalog items, RecordProducers, orderguides are displayed based on the category

13. How to set display value for any field.

[ANS]: Right click on the field and select personalize dictionary and set the display value by checking the Display checkbox **(**or**)** Navigate to **System Definition** 🡪 **Dictionary** and set the display value for the required field.

14. Difference between Business Rules and Client Scripts?

|  |  |  |
| --- | --- | --- |
| 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. |

15. If homepage is modified, system copy homepage and create?

[ANS]:YES

16. Where BSM maps are stored? On which table?

[ANS]:bsm\_map2

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

[ANS]:Update\_synch attribute

18. Where is workflow versions captured?

[ANS]:wf\_workflow\_version

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

[ANS]:on banner frame

20. What it mean by Delegate Rules?

[ANS]: Delegate rules is the ability to designate other users to receive and interact with approvals and tasks assigned or sent to and receive copies of emails.

21. If workflow is not published, only checked out will it be captured in update sets?

[ANS]: NO. Only published workflows captured in update sets.

22. When Business rules can be used in Knowledge base?

[ANS]:when creating a knowledge article and knowledge submission through incident.

23. When user creates a table "test", how does service now name it?

[ANS]:u\_test

24. What does the "coalesce" field do?

[ANS]:When the Coalesce field is true the field acts as a unique key based on which the update can be done in import sets.

25. Links, buttons, context menu action belongs to which UI.

[ANS]: UI ACTION

26. What is sys\_id?

[ANS]: it is a 32 character ,unique record identifier

27. Book mark feature can be found in which UI version?

[ANS]:power edge **UI 11**

28. What are the UI components of a homepage?

[ANS]: banner frame, application navigator and content frame

29. What is a SSO integration?

[ANS]:It is a single sign on integration that enable a user to log in once and gain access to resources for multiple applications without being prompted to login again .

30. What is Data Dictionary?

[ANS]: It basically defines every table and field in the system. It contains information about a field type, char limit, default value, dependency etc.

31. What is impersonation?

[ANS]: The Administrator can impersonate other users. By impersonating, the administrator has access to exactly what the user would have access to in the system applications , modules ,roles.

32. How to change Homepage Color?

[ANS]:System properties🡪CSS (css properties)

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

[ANS]: TWO

34. What is difference between Save & Insert action on form

[ANS]: It 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.

35. How do you modify the field behavior?

[ANS]:Right click personalize🡪dictionary

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

[ANS]:MY Admin Homepage

37. If a user is not given filter\_global or  filter\_admin role, what will be the impact?

[ANS]: He can see the custom filter for himself and not to his group or Everyone .

38. If there are 2 ACL on incident.number, and one is allowing access and other is restricting, What will happen?

[ANS]:the number field will be accessible by user.

39. ACL is part of which security?

[ANS]:Contextual security.

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

[ANS]:Public should be enabled.

41. SLA, OLA and UC are configured in which module?

[ANS]:Service level management.

42. How do you edit/ create a workflow?

[ANS]: graphical Work flow editor

43. What is the purpose of a service catalog workflow?

[ANS]: It automatically creates tasks and approval will be made automatically.

44. How will you make service catalog workflow available?

[ANS]:Define work flow properties, create workflow activities and publish it.

45. How do you confirm an instance upgrade?

[ANS]:System diagnostics🡪 upgrade log

System logs🡪events🡪system.upgrade.

46. What does a transform map do?

[ANS]:It helps to map the fields between source table and target table.

47. What are Import Logs?

[ANS]: It logs information regarding the import operation that system performed in transform maps.

48. What is the prefix for Import Set Table?

[ANS]:ISET is the prefix for import set table.

49. Assign to field shows which relationship?

[ANS]:One to many Relationship

50. Scenario when an Interceptor can be used?

**couple of scenarios**

**i) what type of configuration item would you like to create? (I.e. like server, application, cluster,or database instance etc)  
 ii) what type of change request is required ? ( i.e.like routine, comprehensive or Emergency )**

51. Where does Home page list and Impersonate Icon present?

[ANS]:Banner frame.

52. What does it mean: Pause condition in SLA.

[ANS]: When pause conition is met the SLA pauses its timing.

53. Where are customizations stored?

[ANS]:sys\_update\_xml table

54. How does the Data inconsistency correction is done?

[ANS]:Configurations

**Normalization plugin is available**

55. After save on form. Which fields get stored in activities log.?

[ANS]: the fields which are selected in the activities filter and audited(impact,priority state etc).

56. After submit incident ticket what happens to Additional Comment data?

[ANS]: it displays in the activity logs

57. In case of Client Script which field should be true to apply client script on all views?

[ANS]:Global field

58. Where is data stored?

[ANS]: data is stored in data base.

59. How to arrange the Applications in left navigation to user

[ANS]: We can Arrange the applications using the Order field(in sequeance).

60. What is difference between Insert and Stay and Insert buttons?

[ANS]:Insert:

Insert creates a new record instead of updating it and directs to list view

Insert & stay:

Insert & Stay would create a new record instead of updating it and stays on the current form.