**Service Now Certified Administrator Mock Up Questions**

1. Incident, Problem and Change inherits which Table
   1. **Task**
   2. Task\_sla
   3. Sc\_request
2. Incident is extended from Task.
   1. Incident is Parent Table and Task is Child Table
   2. **Task is Parent Table and Incident is Child Table**
   3. Problem is Parent Table and Incident is Child Table
   4. None of them
3. When a new Table is created and extended from Task Table, which of the following is true
   1. **All the field from Task Table is inherited and new fields are created.**
   2. No fields are inherited and new fields are created in new Table
   3. All the field from Task Table is inherited, Business Rule, Client Script and UI Policy is also inherited.
4. Data Dictionary under System Defintion used for,
   1. **Database Structure**
5. How can you view the Dictionary of a Field.
   1. **Right Click on the field and click Personalize Dictionary**
   2. Right Click on the Form and Personalize Dictionary
   3. Go to System Defintion and Data Dictionary
6. Knowledge process consists of
   1. **Document Submission, Approval and review from SMEs and publishing**.
7. What is the Difference between Save and Insert
   1. **Save saves the record & stays on form, while Insert creates a new record & redirects to list view.**
8. Gauge is added in to
   1. **Homepage**
9. Which is Reference Icon
   1. C:\Users\mohammed.mandi.idris\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Word\reference_list.gif
10. ACL belongs to,
    1. **Contextual Security**
    2. Conceptual Security
    3. Physical Security
11. ACL applies on
    1. **Table or Fields**
12. ACL determines
    1. **Apply on Table or Field Generic to Specific in order continue other permissions** (Comment: Remember key term “Generic to Specific”)
13. If an admin wants to check the status of Task from a Service Catalog request, what path he's expected to follow
    1. **REQ (number)>>RITM (number)>>TASK (number)**
14. Report a Incident, Report Outage are,
    1. Service Catalog Request routes to Requested Item
    2. **Service Catalog Request routes to Incident Record Producer**
15. How do you enhance Homepage performance in case of gauges?
    1. **Set Refresh to off or Set to large time**
16. Which Customizations are captured in Update Set
    1. **Forms, views and Business Rule**
    2. Data, Group and Configuration Item
    3. Data, Schedule and User
17. Knowledge articles in Homepage is shown by
    1. Service Request
    2. **News**
18. What is sys\_id?
    1. **Unique Identifier for each record in a table**
19. Which of the following is True
    1. **A column is a field and a row is a record**
20. SLA, OLA and UP are belongs to which Module
    1. **Service Level Management**
21. How will you make service catalog workflow available
    1. **Define Workflow Properties, Create Workflow Activities and Publish**
22. Which is true regarding Knowledge Base
    1. **In a Knowledge base, articles are grouped according to categories**.
23. If coalesce is used in a Field of Transform map, which of the option is true
    1. **If the source record does not match the existing Target record, a new record is created**
24. How will you change Banner and list caption Background color of Instance
    1. **CSS properties – Banner and list caption Background color, put CSS color code**.
25. SLA Definitions are created under which Table
    1. **Task\_sla**
26. Which are types of Variable
    1. MultiLine Text, Single Line Text and Single Box
    2. **List Collector Slush Bucket, Single Text, MultiLine Text**
27. What is the difference between Client script and Business rule
    1. **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**
28. Links, buttons, context menu action belongs to
    1. **UI Action**
    2. UI Policy
    3. UI Scripts
29. onChange client script runs on
    1. **On Changing any value of a particular field**
30. By default what Application is visible to the User.
    1. **ESS – Self Service**