

◆ Level 1 – Basic Understanding / Entry Level (L1)

■ What is ServiceNow?

ServiceNow is a cloud-based platform that provides enterprise solutions, mainly focusing on IT Service Management (ITSM). It helps automate business processes across different functions like IT, HR, security, and customer service. It uses a single platform to streamline workflows, enhance operational efficiency, and improve decision-making. ServiceNow is widely used to automate workflows, manage incidents, and service requests, monitor IT operations, and more.

■ What are some key modules of ServiceNow?

ServiceNow provides various modules to address specific needs within IT and business operations. Some of the key modules include:

- **Incident Management:** Handles incidents reported by users, ensuring service disruptions are addressed and resolved.
- **Change Management:** Controls changes made to IT systems, ensuring they are assessed, approved, and implemented in an organized way.
- **Problem Management:** Identifies the root causes of recurring incidents and provides solutions to avoid future issues.
- **Service Catalog:** Allows users to request services, like software or hardware installations, from a predefined catalog.
- **CMDB (Configuration Management Database):** Stores and manages information about Configuration Items (CIs), their attributes, and relationships.

■ What is an Incident in ServiceNow?

An Incident is an unplanned interruption or degradation of an IT service. Incidents are typically reported by end-users, and their goal is to restore service as quickly as possible. Incidents can be automatically created by monitoring systems or manually reported by users through the Service Portal or IT support channels.

■ What is a Change Request?

A Change Request (CR) is a formal proposal for making a modification to the IT infrastructure or services. Changes are evaluated for risk and impact before they are implemented. This module ensures that changes are properly authorized, tested, and documented, minimizing potential disruptions to the service.

■ What is a Service Request?

A Service Request is a formal request from a user for something to be provided, such as requesting new hardware, requesting access to applications, or asking for support. Service requests are typically predefined and can be automated through the Service Catalog.

■ What is the use of the CMDB?

The CMDB (Configuration Management Database) serves as a central repository for storing information about Configuration Items (CIs) like servers, network devices, software applications, and even services. It enables IT teams to better understand the relationships between different CIs, which is essential for impact analysis, problem resolution, and change management.

▪ What is a Configuration Item (CI)?

A Configuration Item (CI) refers to any component or asset that is part of the IT infrastructure. These include physical devices like servers and routers, software applications, services, and even processes. CIs are tracked and managed within the CMDB.

▪ What are forms and lists in ServiceNow?

- **Forms:** Used to display and modify a single record. For example, the incident form allows users to fill in or view details of a specific incident record.
- **Lists:** Display multiple records of the same type in a tabular format. Lists can be filtered, sorted, and manipulated to find records quickly. For instance, an incident list might show all active incidents.

▪ What is a Knowledge Article?

A Knowledge Article is a document or FAQ that provides users with useful information or solutions to common problems. Knowledge Articles help reduce the volume of incidents and service requests by enabling users to find answers to their questions themselves. Articles are stored in the Knowledge Base.

▪ What is a Workflow in ServiceNow?

A Workflow is a series of actions, tasks, and processes that automate a specific business function or process. Workflows can involve notifications, approvals, task assignments, and more. In ServiceNow, workflows are used to automate tasks such as incident handling or request fulfillment.

▪ What is a UI Policy?

UI Policy is used to dynamically change the behavior of fields on a form. Based on certain conditions, a UI Policy can make fields mandatory, read-only, or hidden. This helps ensure users follow the correct procedures and input data in the required format.

▪ What is a Client Script?

A Client Script runs on the user's browser and can be used to modify the user interface dynamically. Common uses include validating input fields, auto-filling fields, or changing the appearance of a form based on certain conditions. Client Scripts are typically executed when a form is loaded or when a user interacts with it.

▪ What is a Business Rule?

A Business Rule is a server-side script that automatically runs when a record is inserted, updated, or deleted in ServiceNow. Business Rules are used for data validation, enforcing business logic, and automating system tasks, such as setting field values, triggering notifications, or updating related records.

▪ What is the difference between Client Script and Business Rule?

- **Client Script:** Runs in the browser on the client side, interacting with the user interface. It is mainly used for UI manipulation and input validation.
- **Business Rule:** Runs on the server side, interacting with data. It is used for data processing, automation, and enforcing business logic.

- **What is a Service Catalog?**

The Service Catalog is a self-service portal where users can request services, like new hardware, software, or access to applications. It allows users to select from a predefined set of options, making it easier to request IT services in an organized manner. The Service Catalog is also customizable to fit the organization's needs.

- **What is the use of the Service Portal?**

The Service Portal is a user-friendly web interface for accessing ServiceNow functionalities. It enables users to interact with ServiceNow applications like Incident Management, Service Catalog, and Knowledge Management. Users can submit incidents, requests, browse the catalog, and find solutions in the Knowledge Base from the portal.

- **What is an SLA in ServiceNow?**

SLA (Service Level Agreement) is a formal agreement between a service provider and a customer that defines the expected response and resolution times for incidents and service requests. In ServiceNow, SLAs are used to monitor the performance of IT services and ensure that response times are met according to the agreed-upon standards.

- **What are Roles in ServiceNow?**

Roles in ServiceNow define what a user can access and perform within the platform. For example, the admin role grants full access to all areas of ServiceNow, while the itil role may only grant access to incident management functionalities. Roles can be assigned to users to control permissions and security.

- **What is the difference between a Role and a Group?**

- **Role:** Defines access permissions or capabilities, such as the ability to create incidents or manage changes. Roles control what a user can see and do in ServiceNow.
- **Group:** A collection of users. Groups are often assigned tasks, and users in a group may share common responsibilities or access rights.

- **What is the Application Navigator?**

The Application Navigator is the left-hand menu in ServiceNow that provides quick access to all available applications and modules. It allows users to search for specific modules and navigate between different sections of the platform. It can also be customized to display frequently used applications.

- **What is the filter navigator used for?**

The Filter Navigator is a search tool that allows users to quickly find specific applications, modules, or records in ServiceNow. By typing keywords, users can instantly access the desired feature or record.

- **What is a Table in ServiceNow?**

A Table in ServiceNow is a structure used to store records. Each table contains rows (records) and columns (fields). ServiceNow has many predefined tables (e.g., incident, task, cmdb_ci), and custom tables can be created based on business requirements.

- **What is the difference between a table and a record?**

- **Table:** A collection of data organized into rows and columns. Tables store information on specific entities like incidents, users, or changes.
- **Record:** A single entry or row in a table. For example, a single incident record would contain details like the incident description, priority, and status.

- **What are dictionary entries?**

Dictionary entries define the structure of fields in ServiceNow tables. Each dictionary entry specifies the field name, type (e.g., string, integer, reference), and additional properties (e.g., mandatory, default values). These entries ensure consistent data across the platform.

- **What are Update Sets?**

Update Sets are used to capture changes made in a ServiceNow instance and then move them between instances, like from Development to Test or Production. They track customizations such as new tables, fields, scripts, and workflows, allowing you to migrate configurations and customizations.