

◆ Level 2 – Intermediate / Support Role (L2)

- **What are the different types of tables in ServiceNow?**

There are three types of tables in ServiceNow: System Tables, Base Tables, and Extended Tables. A base table like task can have many extended tables like incident, problem, or change_request. System tables are used for core functionalities and include tables like sys_user, sys_db_object, etc.

- **Explain ACL (Access Control List) in ServiceNow.**

ACLs determine what data users can access and what actions they can perform on records or fields. ACL rules evaluate the user's roles, conditions, and scripts to allow or deny access to records at the table or field level.

- **What is the difference between a UI Policy and a Client Script?**

UI Policies are simpler to implement and are used to show/hide, make read-only or mandatory fields based on conditions. Client Scripts provide more control and are used for more complex client-side logic like form validation, manipulating field values, etc.

- **How do you debug a Business Rule?**

You can use the gs.log() or gs.info() statements to output debug messages to the system logs. Also, ensure that the 'Advanced' checkbox is checked and the conditions and execution order are properly defined.

- **What is GlideRecord?**

GlideRecord is a server-side API that allows interaction with the database tables. It is used to query, update, insert, and delete records in scripts such as Business Rules and Script Includes.

- **What are Dictionary Overrides?**

Dictionary Overrides allow you to override field settings for extended tables. For example, if a field in the Task table is not mandatory, but you want it mandatory in the Incident table, you can use a dictionary override.

- **What are Data Policies?**

Data Policies are used to enforce rules for data entry. Unlike UI Policies, Data Policies can apply to all data transactions, including those from scripts or data imports.

- **Difference between Before and After Business Rule?**

'Before' Business Rules are used to set field values or prevent invalid data from being saved. 'After' Business Rules are used when you need to take action after the record is saved, like updating a related table.

- **Explain ServiceNow Application Scope.**

Application scope defines the boundary for application resources. Scoped applications have their own space, and their scripts and data are encapsulated. This helps avoid naming collisions and improves security.

- **How is a Script Include used?**

Script Includes are reusable server-side scripts. They can be called from other scripts or workflows using GlideAjax (for client-side) or directly in server-side scripts.

- **What is a UI Action?**

UI Actions add buttons, links, or context menu items to forms and lists. They can execute scripts or redirect users to different pages.

- **What is Transform Map?**

A Transform Map is part of the import process. It defines how data from an import set should be mapped to existing ServiceNow tables.

- **What is a Scheduled Job?**

Scheduled Jobs allow you to execute scripts at specific intervals, such as data cleanup or batch processing tasks.

- **How to check logs in ServiceNow?**

Go to System Logs > System Log > All. Use filters or gs.log() messages to find specific logs.

- **What is a Reference Field?**

A Reference Field is a field that creates a relationship between two tables by storing a reference to a record in another table.

- **What is GlideAjax?**

GlideAjax is used to call server-side Script Includes from client-side scripts asynchronously, reducing page reloads.

- **What is a Service Level Agreement (SLA) Workflow?**

An SLA Workflow manages the lifecycle of an SLA including start, pause, resume, and stop conditions. It can be used to send notifications and update records based on timing.

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

Notifications are used to inform users about important system events, like record creation or SLA breaches. They can be sent via email, SMS, or in-app messages.

- **Explain the CMDB and its importance.**

The Configuration Management Database (CMDB) stores information about CIs and their relationships. It's crucial for impact analysis, root cause investigation, and change planning.

- **How do you create a Custom Table?**

Navigate to System Definition > Tables and click 'New'. Define the table name, label, and fields, and choose whether to extend another table.

- **What is Domain Separation?**

Domain Separation is a way to separate data, processes, and administration by domains. It's useful in managed service environments where multiple clients exist on the same instance.

- **What are Update Sets and how are they used?**

Update Sets are containers that capture customizations made in a ServiceNow instance. They can be moved to other instances to promote changes.

- **What is a MID Server?**

A MID Server (Management, Instrumentation, and Discovery) is a Java application that runs on a local network and facilitates communication between ServiceNow and external systems for integrations like Discovery and Orchestration.

- **What is Delegated Development?**

Delegated Development allows admins to grant non-admin users the ability to develop applications within specific application scopes, improving collaboration while maintaining governance.

- **What is the purpose of Flow Designer?**

Flow Designer is a modern low-code interface for creating workflows. It allows users to build and automate processes without writing code, using reusable components called Actions and Flows.
