ServiceNow Interview Questions and Answers (L1)

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

- **What is ServiceNow?**

  ServiceNow is a cloud-based platform that provides enterprise service management software. It helps organizations to manage digital workflows for enterprise operations. It is best known for its IT Service Management (ITSM) applications and helps automate routine business processes through forms, workflows, and notifications.

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

  An Incident is defined as an unplanned interruption to an IT service or a reduction in the quality of an IT service. In ServiceNow, incidents are recorded to restore normal service operations as quickly as possible and minimize adverse impacts on business operations.

- **Difference between Incident and Problem?**

  An Incident represents a single unplanned event that disrupts service, such as a user being unable to access email. A Problem is the underlying cause of one or more incidents, such as a recurring server failure. Incident Management focuses on restoring service quickly, whereas Problem Management aims to eliminate the root cause.

- **What is a Change Request?**

  A Change Request in ServiceNow is a formal proposal for an alteration to any component of the IT infrastructure or service. It helps manage risk and ensures that changes are made in a controlled and systematic way to minimize the impact on services.

- **What is CI in CMDB?**

  A Configuration Item (CI) is any component that needs to be managed in order to deliver an IT service. CIs can include servers, network devices, applications, and even documentation. These are stored in the Configuration Management Database (CMDB).

- **What are ServiceNow modules?**

  Modules in ServiceNow refer to the individual applications or sections under an application menu, such as 'Create New', 'All', or 'Open' under the Incident application. These help users perform specific tasks within a larger application.

- **Use of Service Catalog?**

  The Service Catalog is a self-service tool where users can browse and request various services and products offered by the IT department, such as requesting new hardware, access to applications, or other business services.

- **What is a Knowledge Base?**

  A Knowledge Base (KB) is a repository for information and articles that provide users and agents with documentation about common issues, solutions, and procedures. It supports self-service by allowing users to find answers without submitting a ticket.

- **What is SLA?**

  A Service Level Agreement (SLA) is a contract between a service provider and a customer that defines the expected level of service. In ServiceNow, SLAs are used to track the time taken to resolve issues and ensure compliance with predefined service commitments.

- **Purpose of UI Policies?**

  UI Policies are used to dynamically change the behaviour of fields on a form, such as making a field mandatory, read-only, or hidden based on certain conditions. They improve user experience by reducing the need for client-side scripting.

- **What are Business Rules?**

  Business Rules are server-side scripts that execute whenever a record is inserted, updated, deleted, or queried. They help enforce business logic on the server side and can be used to validate data, set default values, or trigger other processes.

- **Purpose of Workflow?**

  A Workflow is a visual representation of a multi-step process in ServiceNow. It defines the path a record should follow, such as approvals or task assignments. Workflows help automate complex processes and ensure consistency.

- **What is an Update Set?**

  An Update Set is a group of customizations that can be moved from one ServiceNow instance to another. This is especially useful in promoting changes from development to test or production environments.

- **Default landing page?**

  The default landing page in ServiceNow is typically the homepage or dashboard based on the user's role. It can be configured to open to specific pages like the Service Portal or Agent Workspace.

- **Creating a new Incident?**

  Navigate to Incident > Create New in the application navigator. Fill in the required fields like Caller, Short Description, and Category, then click 'Submit' to create the record.

- **What is a Table?**

  A Table in ServiceNow is a database structure that stores records (rows) and fields (columns). Examples include the Incident table, Problem table, and Task table.

- **Field types in ServiceNow?**

  Common field types include String, Choice, Integer, Date/Time, Reference, and Boolean. Each type defines the kind of data that can be stored and how it behaves on the form.

- **Difference: UI vs Data Policy?**

  UI Policies work only on forms and control form behaviour in the browser, while Data Policies enforce rules on all data transactions, including imports and web services.

- **Form vs List?**

  A Form displays the details of a single record, while a List shows multiple records in a table-like structure. Lists can be sorted, filtered, and customized using List Layouts.

- **Assigning Incident to group?**

  Open the Incident record, and set the value in the 'Assignment Group' field. This ensures the ticket is routed to the appropriate team for resolution.

- **What is a Role?**

  Roles define what users can see and do in the system. For example, the 'itil' role allows access to incident records, while 'admin' has full access to all features.

- **What is Impersonation?**

  Impersonation allows administrators to act as another user without knowing their password. This is useful for troubleshooting and verifying permissions.

- **What is a Filter Condition?**

  A Filter Condition is a set of criteria used to display a subset of records in a list or report. Filters help users find relevant data quickly.

- **Personalize List feature?**

  This feature allows users to add, remove, or reorder columns in a list view, tailoring the display to their needs.

- **What is a Related List?**

  Related Lists appear at the bottom of a form and show records linked to the current record, such as incidents related to a specific problem or tasks related to a change.