**Service-Now Mock Test Paper**

1. When Submit button Appears in the form?

Ans:Submit button appears in the form when a record is about to be created initially(newly inserted)

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

Ans**:**System Diagnostics -- > Statsand the BuildName mentions the version

1. Which tables can be deleted?

Ans:The User-Defined tables can be deleted ,and the extended tables can be deleted only when the records in the extended table are deleted.

1. What is the use of an Update Set?

Ans:It is a group of customization that can be moved from one instance to another instance and the update set record is a Xml snapshot of a record.

1. When user modifies HomePage, What will happen?

Ans:A copy of it is made and it is prefixed with ‘My’ to the home page name and the that is shown as the current home page.

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

Ans:Task Table

1. Where is all SLAs are stored?

Ans: Contract\_sla Table

**Task\_sla**

1. What is retoactive start in SLA?

Ans:When the retroactive start is activated it works with the Set Start to fields and calculates the start time to equal when the ticket was created.

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

Ans:It defines the sequence or order for displaying order guide variables

1. What is the use of an Order Guide?

Ans:It is used to order multiple related items in one request,it makes ordering easy by bundling the items and assist customers in ordering complete set of needed items.

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

Ans:Service Catalog->Catalog Definition->Maintain Items

1. What are Sevice Catalog HomePage contains?

Ans:Caltalog items,RecordProducers,orderguides are displayed based on the category

1. 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 ckeckbox**(**or**)** Navigate to **System Definition** 🡪 **Dictionary** and set the display value for the required field.

1. Difference between Business Rules and Client Scripts?

* Business rules are in Server Side,Client scripts are in Client side.
* 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.

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

Ans:Yes

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

Ans:bsm\_graph(BSM saved maps)

**bsm\_map2**

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

Ans:Update\_synch attribute

1. Where is workflow versions captured?

Ans: wf\_workflow\_version

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

Ans:On Banner Frame

1. What it mean by Delegate Rules?

Delegate is another user in the instance designated to receive and interact with approvals and tasks assigned on behalf of other user and it requires role\_delgator role.

**Please read more** <http://wiki.servicenow.com/index.php?title=Role_Delegation>

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

Ans:No only published wrkflws get into update sets

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

Ans:When creating a knowledge article while the knowledge check box is checked and the short desc in the form becomes the short desc of the article and when the knowledge submission workflow is enabled the work notes becomes knowledge submission instead of the article.

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

u\_test (user defined tables are denotd by u\_)

1. What does the "coalesce" field do?

Ans:When the Coalesce field is checked the field acts as a unique key based on which the update can be done in import sets.

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

Ans:UI Action

1. What is sys\_id?

ANs:Its is a unique 32 character Globally Unique ID used to identify a record

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

Ans:Power Edge **(UI 11)**

1. What are the UI components of a homepage?

Ans:Banner frame,Application Navigator,Content Frame

1. What is a SSO integration?

Ans:Its Single Sign On integration that enable a user to log in once and gain access to resources without being prompted to log in again.

1. What is Data Dictionary?

It has the structure and relation ship definitions of every table and field,it basically defines every table and field in the system.It contains info about a field type,char limit,default value,dependency etc.

1. 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 (i.e. like application or modules or roles etc)

1. How to change Homepage Color?

Ans:CSS properties,system properties->CSS

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

Ans:Two

1. 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.

1. How do you modify the field behavior?

Ans:Right click Personalize Dictionary

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

Ans: My Admin Homepage

1. 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(globally) .

1. 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 the 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:Using Work Flow editor.

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

Ans:the workflow will automatically create tasks or the approvals will be made automatically

44. How will you make service catalog workflow available?

Ans-define workflow, create workflow activities and publish

45. How do you confirm an instance upgrade?

System Diagnostics->Upgrade log

46. What does a transform map do?

Ans: It helps in mapping the fields between source table and the 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

49. Assign to field shows which relationship?

Ans:One to Many because it’s a reference field

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:Customer Update table[sys\_update\_xml]

54. How does the Data inconsistency correction is done?

Ans:Using Data Policy **using Plugin**

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

Ans: Impact, incident state, additional comments, priority etc.(i.e. the fields which are selected in the activities filter and audited).

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

Ans:Journal Entry  **It gets stored in the Activity logs**

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

Ans:Global

58. Where is data stored?

Ans:In Database tables **In Tables on servers**

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

Ans:We can sequence or Arrange the applications using the Order field.

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

Insert creates a new record instead of updating it and directs to list view whereas the Insert & Stay would create a new record instead of updating it and stays on the current form.