**Service-Now Mock Test Paper**

1. What is Data Dictionary?

**Ans:** It contains information about a field data type, character limit, default value, dependency and etc.

1. What is impersonation?

**Ans:** user with admin role can switch to other login for testing as other user. Without knowing password

1. How to change Homepage Color?

**Ans:** system properties 🡪 CSS

1. When user modifies HomePage, What will happen?

**Ans:** Adds the prefix “MY” to the homepage name

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

**Ans:** Task

1. Where is all SLAs are stored?

**Ans:** 1)task\_sla(table) &

2)In Navigator->service Level management->sla definitions

7. What is retoactive start in SLA?

**Ans:** check this box if you want this SLA to get its start time from an earlier event (like the incident ‘created time’)

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

**Ans:** order field will help to arrange the order of the variables in which order they should appear in the list/Form.

9. What is the use of an Order Guide?

**Ans:** An order guide is used to order multiple related items as a single request/Bundled requests.

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

**Ans:** Maintain items (service catalog -> catalog definition -> maintain items)

11. What are Sevice Catalog HomePage contains?

**Ans:** Catalog items, Order guides and record producer

12. How to set display value for any field.

**Ans:** Right click on the header and select personalize dictionary and set the display value **(**or**)** Navigate to **System Definition** 🡪 **Dictionary** and set the display value for the required field.

13. Where is workflow versions captured?

**Ans:** wf\_workflow\_version table

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

**Ans:** Banner Frame

15. SLA, OLA and UC are configured in which module?

**Ans:** Service Level Management (SLM)

16. How do you edit/ create a workflow?

**Ans:** Graphical Workflow Editor

17. How do you confirm an instance upgrade?

**Ans:** 1) System Logs->events->system.upgraded

2) System Diagnostics -> Upgrdae Log

18. Where is data stored?

**Ans:** Tables

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

**Ans:** By providing ascending numbers in the Order field of applications

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

**Ans:** **Insert-** make a copy and leaves the form

**Insert and Stay-** makes a copy and stays on the form

21. What it mean by Delegate Rules?

**Ans:** Delegated user can also do the same work what the main user have access. And delegate rules user who is being delegated should be of same department

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

**Ans:** No, only published workflow are captured in update sets

23. When Submit button Appears in the form?

**Ans:** when new record is being created.

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

**Ans:** Navigate to **System Diagnostics -- > Stats** and check the build name.

25. Which tables can be deleted?

**Ans:** User Created tables can be deleted Example: (u\_test)

26. What is the use of an Update Set?

**Ans:** An update set is a group of customizations that can be moved from one instance to another

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

**Ans:** The business rule creates a knowledge article in the draft workflow state, ready for a knowledge team member to review and publish

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

**Ans:** u\_test

29. What does the "coalesce" field do?

**Ans:** Coalescing on a field means the field will be used as a unique key. (Prevents duplicate entries while importing)

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

**Ans:** Ui Actions

31. What is a SSO integration?

**Ans:** single sign on for multiple applications

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

**Ans:** Two columns.

33. What is difference between Save & Insert action on form

**Ans:** **Save-** while clicking save it will stays on the form and save the changes

**Insert-** makes the copy and leaves the form.

34. How do you modify the field behavior?

**Ans:** @Dictonary

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

**Ans:** Switch pages

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

**Ans:** Impact, incident state, additional comments, priority etc.

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

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

38. If a user is not given filter\_global or  filter\_admin role, what will be the impact?

**Ans:** He can save the custom filter for himself only, neither for his group nor globally.

39. If there are 2 ACL on incident.number, and one is allowing access and other is restricting, What will happen?

**Ans:** user can access the incident number

40. What is sys\_id?

**Ans:** it’s a unique identifier for a record in a table.

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

**Ans:** Calgary

42. What are the UI components of a homepage?

**Ans:** Content pane, Banner and Application Navigator

43. Scenario when an Interceptor can be used?

**Ans:** In change Management provide different options to the users to select the type of change to be created

Types:

Emergency & Routine (Based on the type a template will be selected for more user input)

44. Where does Home page list and Impersonate Icon present?

**Ans:** Banner Frame

45. What does it mean: Pause condition in SLA.

**Ans:** when the pause condition is met, SLA’s timer is paused. Once the condition is no longer met SLA timer will resume.

46. ACL is part of which security?

**Ans:** contextual security

47. What should be enabled to make a KB article accessible to everyone?

**Ans:** Mark it as Public

48. Difference between Business Rules and Client Scripts?

**Ans:** Business rules runs on server side.   
 Client scripts runs on Browser (i.e. client) side.

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

**Ans:** adds the prefix “MY” to the homepage name.

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

**Ans:** bsm\_map2

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

**Ans:** Update\_synch attribute

52. What does a transform map do?

**Ans:** A transform map is a set of field maps that determine the relationship between fields in an import set and fields in an existing Service Now table.

53. What are Import Logs?

**Ans:** Log of all Import Set application operations.

54. What is the prefix for Import Set Table?

**Ans:** ISET

55. Assign to field shows which relationship?

**Ans:** One to Many Relationships

56. Where are customizations stored?

**Ans:** Each update set is stored in the update set [sys\_update\_set] table, and the customizations that are associated with updates set (stored in the customer update [sys\_update\_xml] table) appear as a related list on the update set record.

57. How does the Data inconsistency correction is done?

**Ans:** using Plugin

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

**Ans:** Global

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

**Ans:** To create workflows to drive request fulfillment. workflows can generate and assign approvals, generate and assign tasks, or run scripts and sub flows.

60. How will you make service catalog workflow available?

**Ans:** create workflow and workflow activities and then publish the workflow