

ServiceNow System Administration Certification

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| What is the function of the application navigator? | Provides links to all applications and modules |
| What is the type filter text? | Used to search through applications and modules |
| What does the power edge provide? | <ul style="list-style-type: none">- Show or hide the application navigator or the banner frame- Split the screen (content frame) vertically or horizontally- Create and manage bookmarks |
| What is the name of the search engine used by ServiceNow? | Zing |
| What is an information format that displays content from a table? | A list |
| What is a set of table fields? | A record |
| What is the intersection of a row and column in a table? | A field |
| What is the unique 32-character GUID used to identify records? | sys_id |
| What are breadcrumbs? | The links that appear as underlined text to display content criteria |
| What search syntax returns items that contain the phrase? | *mysearchterm |
| What search syntax returns items that starts with the phrase? | mysearchterm% |
| What search syntax returns items that end with the phrase? | %mysearchterm |
| What search syntax returns items that does not contain the phrase? | !*mysearchterm |

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| What search syntax returns items that equal the phrase? | =mysearchterm |
| What search syntax returns items that do not equal the phrase? | !=mysearchterm |
| What is a form? | A form displays fields from one record. |
| What does the light red field status indicator mean? | Required that has a saved value |
| What does the green field status indicator mean? | Optional with a value. |
| What does the red field status indicator mean? | Required field that requires a value |
| What does the orange field status indicator mean? | Read-only data that is not editable on this form |
| What does the red dashed line indicate? | Invalid data or a mistyped word |
| Where does a UI Policy run? | On the client side (browser) |
| What runs on the server side and enables administrators to set mandatory and read-only states for fields? | Data policy |
| What can be used to put buttons, links, and context menu items on forms and lists? | UI Action |
| When can a business rule run? | When a record is inserted, updated, deleted, or when a table is queried |
| Where are business rules stored? | Business rule table |
| True/False - business rules are real-time? | False - business rules are not real time |
| What is the difference between business rules and client scripts? | Business rules apply consistently to records regardless of how they are accessed - client scripts only apply when accessed through a form |
| What are the types of client scripts? | -onLoad() -onChange() -onSubmit() -onCellEdit() |

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| What is a user? | A record in the sys_user table |
| How are users brought in? | Manually LDAP Single Sign On |
| What is a group? | A record in the sys_user_group table |
| What is a role? | A record stored in the sys_user_role table |
| What are the provided roles? | System administrator Specialized administrator ITIL (or process) Employee Self Service (ESS) |
| What is a delegate? | Another user in the instance designated to receive and interact with approvals and tasks assigned or sent to you |
| What interfaces can tables be viewed and manipulated with? | The record list view The schema map The tables module |
| What are the types of table relationships? | Extensions One-to-many Many-to-many |
| What is a graphical representation of other tables related to a specific table? | A schema map |
| What does CI stand for? | Configuration Item |
| What is a configuration item? | Any tangible device, or intangible dedicated software in the CMDB |
| What is BSM? | Business service map - graphical representation of services |
| What is a CMDB? | A series of tables that contain all the assets and business services (CIs) controlled by your company as well as their configurations. |
| Which table contains CIs? | cmdb_ci |
| Which table contains CI relationships? | cmdb_rel_ci |

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| What methods are available to populate the CMDB? | <ul style="list-style-type: none">-Discovery-Import sets-Integrate with external CMDBs-Web services-Help the Help Desk-Manual input |
| What are import sets used for? | To import data from various data sources that maps data into SN tables |
| What is a transform map? | Used to determine the relationships between fields in an import set table and a service now table |
| What is a target table? | Where the data will be placed from an import set, post transformation |
| What are the steps to to import data using an import set? | <ul style="list-style-type: none">-Load data-Create the transform map-Run transform |
| What is used to make a field a unique key when importing data? | Coalesce |
| What is an update set? | A group of customizations or personalizations that can be packaged and moved from one instance to another |
| What allows administrators to group a series of changes into a named set and move them to another instance? | An update set |
| What is the knowledge base? | A repository used for the storage and publication of important information |
| How can the KB be populated? | <ul style="list-style-type: none">ManuallyFrom the service catalog with a record producerAutomatically from eventsFrom existing incidents or other tasks |
| What is the structure of the KB? | <ul style="list-style-type: none">TopicsCategoryArticles |

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| What is the KB submission workflow? | Draft Review Published Retired |
| What is a service catalog? | A robust ordering system for services, hardware, and software and is a central repository of goods and services that an IT service desk provides for users |
| What are the major components of the service catalog? | Record producers Items Variables Order guides Workflows |
| What numbers are generated by service catalog orders? | REQ RITM Catalog task |
| What is a virtual representation of activities consisting of connected steps planned out in a sequential matter? | Workflow |
| What are the default service catalog workflow stages? | Waiting for approval Fulfillment Delivery Completed (or request cancelled) |
| What are the workflow actions? | Approvals Conditions Notifications Tasks Timers Utilities |
| How are workflows made available to users? | They are published |
| What is an event? | An indication to the SN process that something notable has occurred |
| What contains a record of events? | The event queue |
| What is a notification? | Can be triggered by events in the platform |

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| What are releases named after? | "World class" cities |
| When are customers notified of an upgrade? | 30 days prior to the start of the rollout period |
| What are the different types of releases? | Feature release Patch release Hot fix |
| What is an access control? | A security rule defined and set at the row-level and at the column-level and is executed when attempting to access any SN table |
| What is an ACL? | A list of all the access controls for a table |
| How are access controls defined? | Conditional expressions Scripts Roles |
| What are the performance baseline best practices? | Network, browser, and server - about 3 seconds Response time (server response time) - below 800 milliseconds |
| What are the standard reports? | Pie chart Bar chart List Calendar Pivot table Box chart Control chart Histogram Line chart Pareto chart Trend chart Trendbox chart |
| What is a gauge? | A mapped graphic image on a homepage |
| What is a metric? | It's used to measure and evaluate the effectiveness of IT service management processes |

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| What is a SLA? | A record in the SLA [contract_sla] which defines a set amount of time for a task to reach a certain condition |
| What happens if a SLA task does not reach the condition? | The SLA is breached |
| What are the types of SLAs? | SLA - service level agreement OLA - operating level agreement UC - underpinning contracts |
| What is a retroactive start? | Sets the start time equal to when the incident was created |
| What are the SLA conditions? | Start Stop Pause |