

Service Now 2

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What application is available to all users?	Self-Service
What is a form?	A form displays a single record from a table.
Which of the following are form feature field status indicators?	<ul style="list-style-type: none">a. Light red - Required field that has a saved valueb. Green- modified field contentc. Red - Required field that requires a valued. Orange - Read only data that is not editable
What is a list?	A list is a structure that displays information from a table
What are the list interface elements?	<ul style="list-style-type: none">a. Title barb. Breadcrumbsc. Column headingsd. fields
What is a field?	A field is a cell in a table. Each field holds an individual piece of data.
What field type in a list is not sortable?	Timefields
What is a Power edge toolbar?	<p>It's the gray toolbar on the left side of the screen for the new ui.</p> <ul style="list-style-type: none">i. It allows you to show or hide the application navigator or banner frameii. Split the screens - Resize screeniii. Create and manage bookmarks.
What features of ITIL are utilized by the ServiceNow platform?	ITIL is Strategy, design, Transition, operations

What is ServiceNow?

- a. Service Now is a cloud based ITSM tool built on Web 2.0, SAAS , ITIL v3, PaaS, and IT 3.0. Its significant differential from competitors is that ServiceNow applications are built on a single platform.
- i. SAAS - Software as a service- Service now is the on-demand leader in IT service management.
- ii. ITIL v3 - is a platform of applications offering continual service improvement
- iii. Platform as a Service (PAAS) - delivery of an ondemand, webbased solution stack. Servicenow is java based and uses tomcat on linux.
- iv. IT 3.0 refers to added social IT functionality. Chat etc.

Which of the following are contained in the banner frame that runs across the top of every Servicenow webpage?

- a. Welcome message
- b. Impersonation key
- c. Logout
- d. Homepage
- e. Print
- f. Help
- g. Debug
- h. Global text search
- i. Header Expand / collapse
- j. All of the above(answer)

An application is a group of modules?

True - Applications are a grouping of modules or an organizational element in service now.

True or false - The application navigator provides links to all applications and modules they comprise.

True

True or false - Type filter text is a valuable way of searching applications in Servicenow

True

In what way does the Switch perspective feature in application navigator assist you in organizing applications in Servicenow?

It allows you to view applications from the perspective of individual roles such as ITIL, Asset Management, or Admin ect.

What is the main area in all ServiceNow web pages called ?	Content pane
What is a breadcrumb?	A horizontal display of filter conditions showing the hierarchy of the conditions used to display the form or list results.
Where is the impersonation feature located?	It's a picture of a key and its in the banner frame next to welcome message
What are the 3 ways to bring users into the ServiceNow system?	a. Through Single Signon and ldap b. Using an import set (importing users) c. Manually enter users, manually creating users
What are the benefits of using groups?	a. Permissions and Access - Simplified ability to assign permissions b. Identifies a subset of users for role and skill assignment c. Provide a reference for alerts and notifications d. Email notifications
What is a role?	a. A role is an orginazational element. Roles are granted access to applications. b. Roles are collections of permissions c. A role is a record in the Role table; a role is a persona that is assigned to a group or single user. An example is the admin role.
What are the OOTB Servicenow roles?	a. System Administrator b. ITIL (or process) roles c. ESS - users and end users
What is Access Control?	a. Access control is a security role defined and set at the Row-level (access to the record) and at the column level (access to the field), and is exectedured when attempting to access any Servicenow table

What is an Access Control Rule in ServiceNow

- a. ACLs are a list of all access controls for a table. Access controls are defined by roles, conditional expressions and scripts.
- b. ACL rules are used to control what data users can access and how they can access it.
- c. Each ACL rule specifies the object being secured and the permission required to access the object
- d. ACLS are defined by the security admin
- e. ACLS are defined in System Security | Access Control

Please provide an example of when you use Access Control Record in ServiceNow

- a. You would create an access control rule to make the updated by field on the incident form editable for admins but read only for ITIL users
 - i. Login as admin
 - ii. Right click on "updated by " field
 - iii. Click Personalize Security
 - iv. In the Security Mechanic, change the value to Write
 - v. Move admin to selected column.

What is the the high security plugin in ServiceNow?

- a. accessed from System Security > High Security Settings:
- b. High security creates a security_admin elevated privilege role
- c. The elevated privilege role is manually assigned and not inherited from any role
 - i. Elevated privilege only exists during current session

What is contextual security in ServiceNow?

- a. Protects a record based on its contents and table location
- b. Data is acted upon based on the position of the information in the table hierarchy
- c. Defines access control rules to any level

After the High Security Plugin is activated, a security_admin privilege is created.
What is an elevated privilege

An elevated permission is a role that has special permissions for the duration of the log in session.

The CMDB application in Service now does all of the following.

- a. Helps locate failed changes
- b. Facilitate quick impact analysis
- c. Increase cost saving to the business
- d. Contains assets and their relationships

What are the two major record types in the CMDB?

- a. Core Configuration
- b. CI relationship

What is a business service map (bsm)?

- a. business service map graphically displays the configuration items that compose a business service and indicates the status of those configuration items.
- b. **A good example of a business service map is exchange and all the upstream and down stream CIs that make up the exchange service.

Multiple Choice, Single Line Text, and Select Box are what type of elements in Servicenow?

Variable types

What is a metric?

- a. A metric is used to measure and evaluate the effectiveness of IT Service Management process
- b. Measures data over time to show past history
- c. An example of a metric is that it could measure the effectiveness of the incident resolution process by calculating how long it takes to resolve an incident.
- d. Metrics are viewed in SN by going to Metrics | Definitions

What are the types of metrics?

- a. Field value duration - measures a time interval from when a value in a field is achieved until it is changed.
- b. Script calculation- creates a metric instance using script. The script does calculations and inserts data into the metric table [metric_instance]

What does Custom Charting plugin allow you to do?

Custom Charting allows you to create charts when you have a requirement that can not be satisfied with the Report application

What does a Servicenow homepage provide?

- a. A dashboard of frequently used content which usually includes reports
- b. A personal space that is configured to be the first page seen after login
- c. Access to multiple personal homepages
- d. Access to other global homepages the user has the rights to view

What is a guage?

- a. Is a graphical, refreshable widget viewable as a homepage section
- b. Gauges are created by admins or users with Gauge_Maker role

What is a Service Level agreement?

- a. Is a record in the SLA[contract_sla] table which defines a set amount of time for a task to reach a certain condition, the tables to access and what type of sla is being evaluated.
- b. If the SLA task does not reach the condition, the task is marked breach
- c. SLAs contain actions that can be triggered at different times during the life cycle of the SLA

What is the greatest benefit of utilizing SLAS?

- a. SLA's allow an IT Service Desk to track if there representatives are providing a specific level of service, and run reports on the success rates of the SLA actions.
- b. Slas are commonly used to make sure incidents are being resolved within desired amount of time.

In SLA definition, what are the conditions that will trigger an SLA?

- Start Condition, Stop Condition, Pause condition
- i. A pause condition is for example, when a support individual marks a ticket "pending customer feedback"

What are the 4 aspects of Service Level Agreement?

- a. SLA Definition
 - i. The record defining the conditions to trigger the sla
- b. Task SLA
 - i. Individual instances of the SLA associated with particular tasks
- c. SLA automation
 - i. The business rule and scheduled job that automates the SLA
- d. SLA Workflow
 - i. The workflow driving events or actions based on the SLA

What are the types of SLAS in Servicenow?

- a. SLA agreement
- b. Operational level agreement (ola) -
 - i. Defines how departments work together to meet the service level required
- c. Underpinning contract (UC)
 - i. Manages, monitors, and defines agreements with outside suppliers
 - 1. It's a tool for supplier management.

What is a Servicenow knowledge base?

- a. A repository used for the storage and publication of important information that requires distribution within an organization
- b. Something that stores shared configuration documentation, policy documents, compliance documents
- c. Security policy and procedure documents

How is the knowledge base populated?

- a. Manually - by creating news articles
- b. Automatically, from events or from an incident or task
 - i. You can develop a business rule that generates a news item
- c. Importing existing articles
- d. From the Service Catalog using a record producer
- e. From an existing problem record,
 - i. The problem application plugin has a workaround feature

What is the hierarchy of the knowledge base?

- a. Topic is the highest level
- b. Category is the second level
- i. Example
 - 1. Topic = Email
 - 2. Categories =
 - a. Calendar permissions
 - b. Outlook settings
 - c. Increase size of mailbox.

What is the Service Catalog in Servicenow?

- a. Service catalog is the central repository of goods and services that an it service desk provides for users
- i. Its an ordering system for goods and services
- ii. Help and training portal

What is a Record producer and how does it relate to the Service Catalog?

- a. A record producer provides a user-friendly alternative to the regular form interface. Record producers populate record data using variables and scripts
- i. They ask users a series of questions to assist users in the request process
 - 1. This assists them in providing correct and relevant information on forms
 - ii. They provide a single point of entry to create an incident or request.

What is an order guide? (In remedy it's like an active link guide)

- a. An order guide provides the ability to order multiple, related items as one request
- b. An order guide prompts user information and uses the rule base to generate options
- i. Depending on what fields are chosen on the form, the system displays relevant catalog items.
- c. When a user orders an item from the catalog, a request is generated. P 248

True or False- an order generates a request?

True, and request is generated to keep track of the specific order

What are the 3 types of numbers from orders?

- a. Request Number (REQ) - The request is generated and given a REQ number
- b. Request Item (RITM) - Each item in the order is assigned a Requested Item number
- c. Catalog Task number - For each requested item, a set of catalog tasks are created. Each task is assigned a catalog task number

What do Service Catalog Variables provide? (Variables are like questions in Kinetic Request).

- a. Options to tailor a catalog item to the customers' needs
- b. Definitions of available item options using questions choices
- c. Variables define questions for users
- d. Question selections then define the available option

True or False - The order field establishes the sequence for displaying the variables?

True, variables with an lower three digit integer , appears first in the list

True or False - A variable Set is a modular unit of variables that can be shared between catalog items?

True - you can define the variable set once and then use it in multiple places

What role allows users to define catalog items?

Catalog_admin role

What is an update set?

- a. A group of customizations that can be moved from one instance to another.
- b. Allows administrators to group a series of changes into a named set and then move this set as a unit to the other instance.
- c. Update sets are "point in time" xml snapshots of records.
- d. An update set writes changes from tracked tables to the customer update tables sys_update+xml

True or False, an update set is a "point in time" XML snapshot of the record?

True - An update set works by writing changes from tracked tables to the customer updates table [sys_update_xml]

Which of the following are you allowed to make customizations to?

- a. A table
- b. A form
- c. A field
- d. A business rule
- e. A client script
- f. A view
- g. All of the above (this is the answer)

What is not a customization

- a. New records (data)
- b. New users and groups
- c. Modified cis
- d. Schedules

By default in ServiceNow, what customizations are added to Update Sets?

- a. Changes made to data
- b. Changes made to a form - B this is the answer.
- c. Changes made to a schedule
- d. Changes made to an homepage

True or False - it is best practice to never make changes to an update set in the Default update set?

True - The baseline and Default update sets are self-maintaining and it is not recommended to change or delete or move them between systems.

Which of the following are best practices when working with update sets?

- a. Have a plan to manage changes, identify a common migration path
- b. Communicate efficiently by knowing whats being develeopmed and make sure administrators are aware of developments
- c. Include many changes in one set
- d. Group like items in a small manageable set
- e. Use preview before moving update sets

True or false - Do not delete update sets?

True - Deleting update sets is not recommended for three reasons

- i. It does not undo the updates
- ii. It removes any record of who applied customization's to any instance
- iii. Next upgrade, customizations will be overwritten

What is an import set?	<p>a. DATA Load</p> <p>b. An import set is a tool used to import data from various data sources and then map that data into servicenow tables.</p> <p>1) This is an admin function</p> <p>2) Data that already matches or exists is skipped.</p>
What is the purpose of the import set table?	It acts as a staging area for records imported
What are the possible import sources?	<p>Files</p> <p>1. CSV</p> <p>2. EXCEL</p> <p>3. XML</p> <p>ii. Network</p> <p>1. HTTP</p> <p>2. FTP</p> <p>3. JDBC</p>
What do transformation maps do?	<p>a. Kind of like Extract, Transform, load except its Import transform load.</p> <p>b. Map source data to destination table</p> <p>c. Allow you to transform import data into Servicenow format you desire.</p> <p>d. Any table in servicenow table is a potential destination for transformation of an import set</p> <p>e. Any field within a table can serve as a potential destination for transformation from a field within an import set.</p> <p>f. You can reuse existing transform maps for mapping data</p>
What is the task table?	<p>Task [task] is one of the core tables provided with the base system. It provides a series of standard fields used on each of the tables that extend it, such as the Incident [incident] and Problem [problem] tables. In addition, any table which extends task can take advantage of task-specific functionality for driving tasks.</p>

What is UI policy?

- a. Ui policy is client side business rules (like active links in Remedy).
- b. Examples of ui policy - by qualification or criterion
 - i. Make a Close Notes field mandatory
 - ii. Hide the Opened by field
 - iii. Make the Priority, Severity, and Urgency fields read-only
 - iv. Run a client script that displays an alert message

What is UI actions?

- UI Actions are an easy way to put buttons, links, and context menu items on forms and lists, making the UI more interactive, customizable, and specific to user activities. These buttons, links, and context menu items can be scripted, making them more powerful.
- i. UI Actions include:
 - 1. Form buttons
 - 2. Form context menu items (right-click the header)
 - 3. Form links (Related Links in a form)
 - 4. List buttons
 - 5. List context menu items (right-click a record)
 - 6. List choices (at the bottom of a list)
 - 7. List links (Related Links at the bottom of a list)
 - ii. UI actions are given access via permission

What is a client script?

Client scripts are created in the clients scripts form and shipped to the client (the browser), and they run there instead of on the server. You can define JavaScript to run in the client browser. Several types of scripts are supported:

- i. onLoad(): Runs when a form is loaded
- ii. onChange(): Runs when a particular widget changes value
- iii. onSubmit(): Runs when a form is submitted
- iv. onCellEdit(): Runs when a cell on a list changes value

What is a business rule? These are like filters in Remedy

A business rule is a piece of JavaScript configured to run when a record is displayed, inserted, updated, deleted, or when a table is queried. A business rule can be set to run before or after the database action has occurred. In the case of a query, the business rule runs before the database operation, so that the data returned to the user is appropriate to his system privileges (user roles). A typical business rule might execute a script after a user updates an incident or escalates the priority of a change request. Use a business rules to create new events for email notification and script actions.

Where they get initiated?

They are created in the business rules form

What is a workflow?	<ul style="list-style-type: none">a. A workflow is a virtual representation of tasks consisting of connected steps planned out in a sequential mannerb. For each step in the workflow, an activity is processedi. The behavior is determined when the activity beginsii. Workflows provide a summary of workflow progress by updating any field designated as a stage field.iii. Workflows are tracked in the sc_request table
What are 3 ways to attach workflows to particular requests?	<ul style="list-style-type: none">a. Manually, on the catalog item formb. Automatically based on conditionc. Automatically if there are no other workflows
Once the Service Catalog Request is submitted, what workflow stages does the request go to?	<ul style="list-style-type: none">a. Waiting for approvalb. Fulfillmentc. Deliveryd. Completede. (Request Cancelled)
The Graphical Workflow Editor is used to drive delivery of a service catalog order; what are the three basic components to generate and assign?	<ul style="list-style-type: none">a. Approvalsb. Notificationsc. Tasks
Which of the following are workflow activities?	<ul style="list-style-type: none">a. Approvalsb. Notificationsc. Timers - Pause the workflow for a set period of timed. Taskse. Utilitiesf. All of the above (f is the answer)
True or False - Workflows need to be checked out before they can be edited?	True
True or False - To make a new or edited workflow available to all users, it needs to be published.	True

What are common, OOTB places where workflows are commonly seen in Servicenow?

- a. Routine Changes
- b. Emergency Changes
- c. Service Level Agreements (SLA)

True or False - All Workflows have a beginning and end?

True

True or False - A workflow can have multiple layers of approval

True