

ServiceNow System Administrator Certification

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What provides a guide for moving data from import sets?	transform map
How do you change the sort sequence of fields or task?	modify the order field
Tables and Fields can be viewed and manipulated where?	Record List Form Tables and Columns
What is the sequencing of publishing a Knowledge Article?	Draft Review Publish
What are the 3 basic components of Workflow?	Approvals Notifications Task
How do you modify or create workflow?	Utilize the Graphical Workflow Editor
Where do you go in ServiceNow to change the banner and colors?	System Properties, then CSS Properties
To access the control list you have to have which access?	Security_Admin
What are the 3 basic components of workflow?	Approvals Notifications Task
Where do you go to delete tables?	Tables and Columns Choose "delete" and type the word "delete"
What is a row?	A record is a row
What is a column?	A field is a column
What do incident, problem and change have in common?	They save to the task table

If importing data, how do you keep from importing duplicates?	Utilize the Coalesce field to state which field is the unique key
What controls what data users can access?	ACL-Access Control List ACLS is a rule that will match the object (Field or Table) and which permissions are required to access the object
Where do you go to add/modify a service catalog item?	Service Catalog>Maintain Item
What provides a guide for moving data from Import Sets?	Transform Map
What is stored in a table?	data
How are users related to roles or groups?	1 to many relationships
What are update sets?	groups of customizations that can be moved from one instance to another (Homepages are not added by default, data does not get added to update sets, scheduled jobs are not added to update sets)
What is a CI?	A CI is any tangible device, or intangible dedicated software in the CMDB
What is BSM?	Business Service Management BSM map graphically displays the configuration items, CI, that support a business service.
What is a tool that will autopopulate the CMDB about your windows computer?	Help the Helpdesk
What is a record producer?	an interface used to create Service Catalog records. Can be used anywhere in ServiceNow
does ESS have a role?	ESS does not have a role
When you open a service catalog and click the Order button what gets created?	REQ>RITM>TASK
What is a select box, single line text, reference, check box, multiple choice?	variable

What is a variable set?	Unit of variables that can be shared between catalog items
What are the workflow stages?	Waiting for approval>fulfillment>delivery>completed
What are the workflow activities?	approvals, conditions, notifications, task, timers, utilities
If a request is rejected what happens?	notification is sent and sets the status to cancelled
service catalog workflow can be attached in 3 ways:	manually on the catalog item form automatically based on conditions automatically if no other workflows attached
SLAs include actions that can be triggered when during the lifecycle?	anytime
What is the difference between SLA, OLA, and Underpinning Contracts?	Type Field
which workflow is designed to be used over and over again?	default SLA Workflow
Retroactive start when activated does what?	Sets start to equal when the ticket was created
What are the steps in a SLA?	start stop pause
What is ran on the client side and what is ran on the server side?	UI Policy/Client Script is Client Side and Business Rule/Data Policy is Server Side
How can you set a read only field?	UI Policy
What controls enable admins to set mandatory and read only states for fields and can be used to enforce data consistency across applications?	data policy
What is a business rule?	a piece of JavaScript configured to run when a record is displayed, inserted, updated, deleted or when a table is queried. It can be set to run before or after the database action has occurred.

What are update sets?	customizations that can be moved from 1 instance to another
How do you limit file attachments?	System Properties > Security
What is a security rule at the row and column level that is executed when attempting to access a ServiceNow table?	ACL-Access Control List
What has conditions, scripts and roles and can limit security?	ACL-Access Control List
What is the Duration of the elevated role?	Current Session
When is a notification sent out?	When an event has been fired
What is the notification flow and how can a notification be sent out?	Script, Business Rule, Workflow can all send out notifications
Can a user open an Incident by email, if so what is utilized?	Inbound Email Action
Where can you view information about system activity?	system logs
If the system is going to be upgraded, what will be exempt from the upgrade?	Any record that has been altered from the base state by the customer
What module tracks all upgrades made to the system?	System Diagnostics>Upgrade History
what does SaaS stand for?	software as a service
Where does the home icon take you and what does the icon look like?	takes you to the Homepage and the icon looks like a little home
What can you do if the Homepage is slow?	Remove some gauges or change the refresh rate
My manager is going to be out of town and needs to have the supervisor approve while he/she is out of town, what would he/she utilize in ServiceNow?	Delegate-Delegation is the ability to designate other users to receive and interact with approvals and task assigned to you