

ServiceNow Certified System Administration

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What is a Transform Map in ServiceNow?	A map to determine relationships between fields displaying an Import Set to fields in an existing table
What application is available to all users?	Self-Service
How do you change the sort sequence of fields or tasks?	Modify the order field
Tables and Fields can be viewed and manipulated where?	Record List Form Tables and Columns
Where do you change the Smart Filter Condition Builder?	Click arrow next to breadcrumb in list
How do you display the slushbucket?	Click List Mechanic gear above check boxes
What do you call a saved version of a personalized form?	A view
How do you apply a saved filter?	Click on the table name at the top of a list and select filter
What displays fields from one record and can be used to edit the record data?	A Form
What are the field status indicators?	Light red - required but has a saved value. Green - Modified field content - need to save. Red - Required and needs value. Orange - Read-only
What does a red-dashed line indicate?	Invalid data or mis-typed word
What do you click to save changes on a new form and return to the prev viewed page?	Submit

What do you click to save changes on an existing record and return to prev form?	Update
What do you click on to save changes without leaving the form?	Right click form header and click save
What do you do to save a new record to the db instead of updating the current item?	Insert or Insert and stay
What is a rule that applies to a form to dynamically change form information on the form itself?	UI Policy
What enables admins to set mandatory and read-only state for field?	Data Policy (not used much)
What do you use to put buttons, links and context menu items on forms and lists?	UI Actions
What is a control that applies permissions, sends notifications and triggers other processes when a record is displayed, inserted, updated or deleted or when a table is queried?	A Business Rule
Client script apply only when?	When access through the form
Business Rules apply when?	Globally
When SHOULDN'T you use client scripts?	When you can use UI policies or Access Control Rules
Client scripts can be executed in four ways. What are they? onCellEdit/onChange/onLoad/onSubmit	onCellEdit onChange onLoad onSubmit
Can plug-ins be removed?	No, but they can be disabled
Name three interfaces for viewing and manipulating tables?	Record list view Schema map Tables and Columns module
What stores structure and relationship definitions?	Data Dictionary

What three tables provide Data Dictionary and relationship information?	Sys_dictionary sys_documentation sys_db-object
How do you establish the sequence for displaying lists?	Order field - Best practice 3 digit numbers
What does CI stand for?	Configuration Item
What is a series of tables that contains all the assets and business services controlled by a company?	CMDB
What do you call a tangible device or intangible dedicated software in the CMDB?	A Configuration Item (CI)
What is the core CI table?	cmdb_ci
What is the CI relationship table?	Cmdb_rel_ci
List CI examples?	Computers/Devices on the network software contracts and licenses Business services
What are the two base tables of SN?	Task and CI
List Benefits of CMDB?	Locate failed changes and associate incidents Facilitate quick analysis of impact, helping reduce or eliminate downtime cost savings
What is a BSM map?	Business Service Map graphically displays the CIs that compose a biz service and indicates status
After the High Security plugin is activated, a security_admin privilege is created. What is an elevated privilege?	A role that has special permissions for the duration of the log in session
To access the control list you have to have which access?	security_admin
Where is the user record stored?	In the User sys_user table
Where are groups stored?	Sys_user_group table
Where are roles stored?	Sys_user_role table

What is a collection of permission to grant access and assign security? A role

Name the four built-in roles?
System Admin
Specialized Admin
ITIL
ESS

What does a role inherit? All the permissions of any other roles it includes

What is best practice for users/groups/roles? Assign users to groups, map roles to groups. Don't map roles to users. Apply general roles to large groups and specific roles to smaller groups

What are the 3 levels of Access? System (username/pw)/Applications and Modules (Roles)/Tables and Fields (System Properties/Access Control)

Where are row and column security set? Access Control in Tables and Fields

Where is Table security set? System Property in Tables and Fields

What are the three ways Access Control Rules are defined? Conditional Expressions/Scripts/Roles

What is the list of all Access Controls for a table? ACL

What is an Access Control? A security rule defined and set at the row and column level

What is the Access Control evaluation? Specific to general if all conditions are true (Conditions, Scripts and Roles)

In a SLA Definition, which one is a condition that will trigger an SLA? Start condition, Stop condition and Pause conditions

What is the sequencing of publishing an Knowledge Article?
Draft
Review
Publish

Name 4 ways the Knowledge Base can be populated?
Manually
From the Service Catalog with a Record Producer
Automatically from events
From existing Incidents or Tasks

What is the Knowledge base hierarchy?	Topics Categories Articles
How do you protect KB articles?	Roles
How do you allow users to access KB without logging in?	Make it public and protect with roles
What do you call an indication to the SN processes that something notable has occurred?	Event
What can cause events?	User actions Scripts(Business Rules/Workflows)
What contains a record of every generate event?	Event queue
What do events trigger?	Notifications
What does a Notification contain?	A mix of static and dynamically determined content
Why would you clone an instance?	To copy prod over a sub-prod instance
What are the three release types?	Future Patch HotFix
Are user customization records upgraded?	No
What are best practices response times?	Total Response Time - network browser and server 3 seconds Server Response time below 800 ms
What is a dashboard of frequently used content with reports?	A homepage
What do you call a mapped graphic image on a homepage that are packed reports?	A gauge
What is used to measure and evaluate the effectiveness of IT service management process?	Metrics
What do metrics measure?	Data over time to show past history

What is a measurement of the set amount SLA

of time for a task to reach a certain condition?

What do you call it when SLA is not met? Breached

What are the four major components that power SLA?
SLA Definition/Task SLA
SLA Workflow
SLA Automation (Business Rule and scheduled job)

What are the three types of SLA?
SLA
Operational Level Agreement(OLA) how departments work together
Underpinning Contract(UC) outside suppliers

What conditions define an SLA?
Start
Stop
Pause

What is another name for Customer Updates? Customizations

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

What are the 3 basic components of Workflow?
Approvals
Notifications
Task

How do you modify or create a Workflow? Utilize the Graphical Workflow Editor

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What is a robust ordering system for services, hardware and software and the central repository of goods and services that an IT service desk provides for users? Service Catalog

Name the major components of Service Record Producers

Name the major components of Service

Catalog Products

Catalog?

Items
Variables
Order Guides
Workflows

Name some of the various items that
orders from Service Catalog generate?

REQ/RITM/Catalog Task/Assignment
Group

What is a variable set?

A modular unit of variables that can be
shared between catalog items

What are Service Catalog best practices?

Define an order guide/Group items in
order guide/Use questions to present item
options

What are the 5 workflow stages?

Waiting for approval
Fulfillment
Delivery/Completed or Request cancelled

What 3 basic components are generated
and assigned by workflows

Approval
Notifications
Tasks

Name the 6 workflow activities?

Approvals
Conditions
Notifications
Tasks
Timers
Utilities

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

Changes made to a form

Where do you go in SN to change the
banner and colors?

System Properties, then CSS Properties

What do you use to import data from
various data sources and map data into
SN tables?

Import Set

What determines the relationship between
the Import Set Table and an existing
ServiceNow table?

Transform map

What are the steps for using Import Sets
and Transform Maps?

1. Load Data/2. Create Transform
MAP/3.Run transform

What does coalescing do before a

Makes a field the unique key

transform?

What do you call a group of customizations or personalizations that can be packaged and moved from one instance to another?

An Update Set

What table is used to track changes in an update set?

Customer Update sys_update_xml table

What cannot be customized with update sets?

New Records/New users and groups/Modified data/Schedules

Can homepages be added to update sets?

Only manually

Should you include few or many changes in one Update Set?

Many

Can two update sets be merged?

Yes

What is the sequence on the production instance to run an Update Set?

Retrieve/Preview/Commit/Apply