Service Now System Admin

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A User interface (UI) policy is:	-A rule that applies to a form to dramatically change form information or the form itself -An alternative to client scripts - run on the client side (on the browser)
A user interface policy is used to set fields on a form to:	-visible or hidden -editable or read only -optional or mandatory
A data policy:	enable administrators to set mandatory and read only states for fields and can be used to enforce data consistency across applications
A UI action is:	The method to put buttons, links, and context menu items on forms in list, making the UI more interactive, customizable and specific to user activities.
To create a UI button that is placed in the banner:	Personalize the UI actions personalize the UI actions form to show the list banner button checks box. Use the list button checkbox to produce a button at the bottom of the list
A business rule is:	piece of JavaScript configured to run when the record is displayed, inserted, updated, deleted, or when a table is queried. The business rule can be set to run before after the database action has occurred.

The Business Rule list display field "When" is used for	to identify when the business rule should execute: - display; before the recprd os displayed - before; a record is saved to the database - async(queued); Client and server work independently so the client is not waiting for server. - after; the database operation is complete.
The Business Rule list display field "Order" is used for	The sequence in which the business rule should run. If there are multiple rules on a particular activity, the rules will run in the order specified here, from lowest to highest.
What is the major difference between Business Rules and Client Scripts?	Business rules apply consistently to records regardless of how their accessed client Scripts only apply when editing through a form.Business Rules are NOT real time.
What is the user?	A user is one records stored in the [sys_user] user table
how are users brought in?	-Manually :Password in ServiceNow -LDAP : active directory managed outside of service now -Single sign-on (SSO)external authentication - employee self-service (ESS) log into company portal page and are directed to their serviceNow instance.
What is a group?	A group is one record in the [sys_user_group] table. A group is a set of users who share a common purpose, offering an easy way to refer to those users collectively.
Name the two group characteristics.	1. Users can belong to more than one group 2. Make permission management easier.Groups are assigned roles.

Groups can be established from:	import from a corporate directory (A group as part of a hierarchy, and a user is part of a group.) manually created in ServiceNow .
what is the role?	A role is one record in the role [sys_user_role] table. A role is a persona that is assigned to a group or single-user a user can be assigned more than one roll
Name the 4 Out of the Box rolls:	1. System Administrator role has access to all system features, applications, functions, and data. 2. Specialized Administrator roles manage specific applications. 3. ITIL(or process) rolls fullfill ITIL activities associated with the ITIL workflow 4. Employee self-service (ESS) users
What role is not a role?	Employee self-service (ESS) users are the end-users and are not given roles. They have limited access to data and features in service now.
how do you map users two groups and rolls?	- Assign users to groups - Map roles to groups, apply general roles to large groups and specific roles and entitlements to smaller groups.
What is the Delegate?	A delegate is another user in the instance designed to receive and interact with approvals and tasks assigned or sent to you.
What is the delegation role?	with the role delegation plug-in, administrator can grant a user the right to delegate roles within a particular group with the role_delegator role
What is a Application Menu?	An Application Menu is a group of modules, or pages, that provide related information and functionality.

What is a Application to an Admin?	Applications are the package set of configuration files that provide a business solution, while application menus are a way to make application features accessible to users.
The Data base contain:	Tables
Tables contain:	Records
Records hold:	Fields, a field is a column and holds an individual piece of data
Table can be viewed and manipulated through:	1. The record list view. 2. The schema map. 3. The tables module.
Name the 4 Table relation types	- One to many - many to many - extensions - database view
What is a table extension relationship?	The table can extend another table. The extended table includes unique fields plus all of the fields from the parent table
What is a one-to-many table relationship?	Within a table a field can hold a reference to a record on another table.
What is a many-to-many table relationship?	two tables can be related in a bidirectional relationship, so that the related records are visible from both tables in a belated list. Example: software vendors can sell multiple products and products can be sold by multiple vendors.
What is a Database view table relationship?	Two tables can be joined virtually using the database views plug-in to allow for reporting on data that might be stored in more then one table
What is Base Table Class?	The first Table that other Tables extend or specialize from but does not have a Parent relationship.
What is a Parent Class Table?	A Table that has Child Class Table related.

What is a Child Class Table?	A Table that has Parent Class Table related.
On the schema map Green means?	Are tables that have been extended by the table you're viewing
On the schema map Blue means?	Are tables that are extending the table you're viewing
On the schema map Red means?	Are tables that are "referenced by" the table you're viewing
What does the reference icon look like and what does it do?	It looks like a calendar with a blue dot. You can hover over the reference icon to display the referenced record.
What is a data dictionary table?	A data dictionary table holds information that defines the database. Every instance has a set of data dictionary tables.
ITIL Config Item def:	Any Component that needs to be managed in order to deliver an IT Service. . CI's typically include IT services, hardware, software, buildings, people and formal documentation such as process documentation and SLA's.
What are upstream CI's?	On the BSM map an upstream configuration item is an item that feeds data into the configuration item that you're viewing. (Windows is upstream of a Windows App)
What are downstream CI's?	On the BSM map an downstream configuration item is an item that is affected by the item that you're viewing. (A server app is downstream from a server)
what are the two major record types in the ServiceNow CMDB	1. The core configuration item table [cmdb_ci] : this table store is the basic attributes of all the CI's 2. The CI relationship table [cmdb_rel_ci]: this table defines all existing relationships between CI's

What tables relate to this CMDB	IT asset management it's all about relationships: integrate the physical, technological, contractual and financial aspects of information technology assets to enable holistic and proactive approach to achieving the object tips. ITIL service catalog management with the service portfolio management plug-in, business services and the CMDB can also be managed by the service catalog team, and made available to end users who can then request items from them. Financial management, with the cost management plan, cause can be associated with configuration items, so that the cost associate with the configuration management can be tracked, and bundled into expense lines, budgets, or cost centers.
On the schema map Orange means?	this is the table that you're currently referencing.
On any configuration items (example: the problem CI) you can get tickets BSM map by clicking what?	Clicking the icon that looks like a small hierarchical diagram with three boxes connected
What is a business service map (bsm)?	business service map graphically displays the configuration items that compose a business service and indicates the status of those configuration items.
what are the six ways to populate the CMDB?	1. Discovery, an automated service now product. 2. Import sets. 3. Integrate with external CMDB's. 4. Web services. 5. Help the helpdesk from with in in ServiceNow. 6. Manual input

The Import Set Table does	This table acts as a staging area for records imported from a data source
Transform Map	Provides a guide for moving data from Import Set tables to "Production" tables; field mapping provides direct field to field data moves.
before importing any data usage you should	- Understand what data you are bringing in and where it should go. - Remove obsolete data
What are the Steps to Create a New Import Set Table	-System import sets > load data - Select create new import. - Name the important (label). - Select upload an Excel file. - Notice sheet and Header Row choices. - Browse file you want to upload. - Click go.
When running a transformation on an import side records are ignored when:	The data in the instance matches the data being imported.
Coalesce on a Field or Set of Fields means:	Setting that field as a unique key for the data transformation
An update set:	Is a group of customizations or personalizations that can be packaged and moved from one instance to another via a table [sys_update_xml] table Allows administrators to group a series of changes into a name set and then move this set as a unit to another instance example: A set of enhancements to incident management can be grouped in a update site called "Incident Management 2.0"

What is captured in an update set?	Business rules Client scripts Fields Forms and form selections reports Tables Views Workflows Note: Homepages must be manually added.
What are some update set best practices?	- have a plan and identify a common migration path. - Know what's being developed and make sure the administrators are aware of developments. - Do not include many changes in one side. - Group like items in small manageable set. - Use "preview" before moving the update sets to compare potential conflicts
Can Update Sets be Merged? If so why and how?	If Two users are working on spearate update sete they CAN be combined into one Update Set for easy transfer. 1. Navigate to Sysytem Update Sets > Merge Update Sets 2. Select the Update Sets to Merge from the available side. and move them to the Selected Side. 3. Type in the name of the new set. 4. Click Merge Seleceted
The knowledgebase is	A repository used for the storage and publication of important information you want to distribute to your organization
The knowledge base can be populated using these methods:	Manually, by creating new articles. From the Service Catalog with a Record Producer Automatically, from Events From Existing incidents or other tasks.

Knowledge Base structure	Topics is the Highest Level of heirarchy, The second level is Category. Articles is accessed directly from a topic box or form within the category list
What does the Article Type on KB set.	This field sets the markup language you want to use to create the article, HTML or Wiki.
What are the Knowledge Article Base submission Workflow Steps.	Draft - Article is being written and stored in the KB Review - Article is ready for Subject Matter Expert (SME) and Professional reviews Published - Article is current and avaliable according to the role assigned. Retired - Legacy documentation; article is superseded by more current information
The Flag Article checkbox is used:	This checks box can be used to flag a Knowledge Base artciel for review.
Search Knowledge Icon is sometimes called	The Blue Book Icon.
The official definition of an ITIL service catalog is:	A database or structure document with information about all live IT services, including those available for deployment. The service catalog is only part of the ITIL portfolio published to customers and is used to support the sale and delivery of IT services

What is a Service Request - "Record Producer".	An interface used to create service catalog record; an alternative to list and forms. Each record producer focuses on a specific process or task and can be used anywhere in the service now platform. In the service catalog, record producers are presented in categories along with catalog items. Users can use record producers to create an incident, request an emergency change, and more. This enables the service catalog to be used as a complete front-end UI.
What is a Service Request - "Variable".	Provide options to taylor catalog item to the customers needs. Questions that define items options can be added to ask the end-user ordering the catalog item. Variables can affect the order price.
What is a Service Request - "Order Guide".	Provide the ability to order multiple, related items as one request displayed on the initial screen where users fill in some preliminary information and, based on the initial information, the order guide displays one on more catalog items for the user to order.
What can ITIL users do that employee self service users cannot.	Self Service Users can only access The service Catalogue on the Self Service Application. ITIL Users can see al of that and can see Open Records, Requests, Items and Tasks.
REQ is:	A Request Number generated to keep track of an order
RITM is	With in a request generated from a catalog order, each discrete item ordered is given a specfic "Requested Item Number"

What are the Service Catalog Variable Types	Multiple-choice: (creates radio buttons for user defined question choices. Select box creates a choice list of user-defined question choices.) Single-line text: (creates a single line text input field.) Reference: (specifies a record in another table, similar to a reference field.) Checkbox: (creates a checkbox that may be selected or cleared; list checkboxes in order under label to create an options question)
What is a Catalogue - Variable Set	A Variable Set is a modular unit of variables that can be shared between catalogue items.
What is a workflow?	it is a virtual representation of activities consisting of connected steps planned out in a sequential manner.It is used to automate a sequence of activities
How do Workflows differ between Normal modules (ex Incidents) and Service Catalgue items.	In Service Cataloge items use the "Stages" field to indicate progress through a workflow while Incindets on the incident table use "State"
Workflows are modfied using what Model?	The "Puiblish" model. You can "Check out" and "publish" workflows
Exspected time on workflows is:	Equal to the Delivery time because workflows cannot calculate the final end time as not all actvities with in a workflow have defined times.
Workflow - Maximum Acitivity Count:	Is the Max permitted numberr of workflow activities to pervent endless loops.
what is a workflow activity?	it is a work flow block that organizes the individual actions of the workflow performs as it runs.

workflow activities include:	Approvals - (which allow workflows to generate and manage approvals while driving a record to fulfillment.) Conditions - (which are activities available for a workflow.) Notifications - (which allow workflows to notify users of the events that occurred during the workflow.) Tasks - (which create and modify task. These activities are only available when the workflow is defined to run on the table which extends tasks.) Timers - (which positive workflow for a set period of time.) Utilities -(which provide useful controls over the path of the workflow, and other useful tools.)
what is an Event?	An event is an indication to the service now process that something notable has occurred.
Events are caused by:	- User actions (logging in, approving a request, renaming and attachment -Scripts (business rules, workflow)
What is an Event Queue?	is a table containing a record of every generated of event., regardless of its type.
what is a notification?	these are items that can be triggered by events in the platform, but unlike business rules, require no scripting knowledge and can also be created when a record is inserted or updated.
what are the five email notification tasks?	1. Configure email properties 2. Create event and business rules (optional) 3. Create notification 4. Configure email addresses and subscribe to notifications 5. Create or update ServiceNow records via email

what can inbound email actions perform?	Inbound email actions can perform various actions in the service now platform. Inbound email actions behave like business rules and use conditions and scripts to perform tasks in the platform such as creating new users, assigning task, updating or trading tasks. A business rule is triggered to log an event associated with the notification.
What is Dot-Walking?	Dot-Walking can get information from a series of reference fields from different tables:
what is the symbol on a notification that identifies something as a dynamic record field?	${ }
what are the different releases?	- Feature release introduces new features include all available fixes to existing functionality. Is production oriented - Patch release. Supports existing functionality with a collection of problem fixes.Includes all previously issued hot fixes for a given release. - Hot fixes support existing functionality with a specific problem fixed for a feature release.
what is the path for updates?	A feature release occurs, new hot fixes fixed different problems with the feature release. A patch release contains the hot fixes plus additional fixes for feature release.
What are the levels of CRUD (Create, Read, Update, Delete)	1. Application and module access; controlled by rules configured at the application module level. 2. Table and Field access: controlled via a globally defined system properties as well as table and field level access controls.
If the Roll field is left blank on an Apllication then who has acces?	All Users have acces unless otehrwise identfied.

What is Contextual Security	allows you to secure a record based on its contents, with the simple security manager, you could secure fields and tables by adding roles to the appropriate dictionary entry.
Security rules are defined and set at	- Row level (access to the record) - Column level (access to the field)
Security rules are executed when?	When attempting to access any service now table to create, read, update, or delete.
What is an Access control?	Is the security rule defined of the row level (access to the record) and at the column level (access to the field) and is executed when attempting to access any ServiceNow table.
Access control rules can be defined in three ways:	1. Conditional Expression (In your access control rules you'll see a condition widget where you can add conditional expressions. ex " category is database" if you want this rule to evaluate to true only for database records.) 2. Scripts - (you can apply security based on a user-defined scripts. Your script has access to the current record and has a responsibility for setting a global "answer" variable to allow or deny access.) 3. Roles - (At the bottom of the access control rule there is a related list of roles. If you put one or more roles there, then only users with at least one of those roles are performed or allowed to perform the requested operation.)
what is the Access Control wildcard rule?	The selection of the wildcard symbols (*) from the name drop-down list of the access control means that the rule in question applies to all fields on the selected table except for those with explicit rules.

Access control are evaluated from?	...the specific to general, allowing access only if all conditions evaluate to true. Evaluating independently all conditions.
What Happens if a row level rule and a field level rule are in conflict.	Both Rules must be met before an operation is allowed - Example would be a rule that allows access to a column and a rule that denies access to row. First rule has no effect. access denied.
On the Transaction Long Response Time is:	Round Trip response time for the browser request (in milliseconds)
What is the Difference between "Transactions (All user) log" versus "Client Transactions Log"	Transactions all does all redirects. Client Transactions does not.
Key Metrics to baseline and Monitor	Memory Responce Time Available Semaphores (Control the number of user transaction that run in parallel)
What are the 4 major components that work together to Power Service Level Management.	1. SLA Definition (The record which defines the conditions that trigger the SLA 2. Task SLA (The individual instances of the SLAs associated with particular tasks) 3. SLA Workflow (The workflow which powers events or actions based on the SLA definition) 4. SLA Automation (The Busniess rule and schedule job that automate the SLA)
An OLA is :	defines how departments work together to meet the service level requirements documented in an SLA.
An Underpinning Contract (UC) is	a type of SLA that defines and monitors the guarantees established with an outside supplier; it's a tool for supplier Management
Tasks SLA Table	[Task_sla] table stores each of the individual SLAs attached to a particular tasks.

Personalizations are	done by Systems and users to improve usability, layout, or appearance. Applied to : Homepages and Lists
Customizations are	aka customer updates, are done by sysytem admin and are captured in an update set; they can then be ported between instances.
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
What happens when you delete Out of the Box tables	You can't delete base tables and any that are missing will be recreated on an upgrade.
Which Module does SLA, OLA, and Underpinning Contracts fall under?	Service Level Management - Application Service Admin - in Book
Retroactive start when activated does what?	When activated, works with the Set Start to field and calculates the start time to equal when the incident was created
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
In what way does the Switch perspective feature in application navigator assist you in organizing applications in Servicenow?	It allows you to view application from the perspective of individual roles such as ITIL, Asset Management, or Admin etc.
What is an Access Control Rule defined by:	- the object being secured and the permission required to access the object. - by the security admin in the System Security Access Control
What is a Gauge?	a. Is a graphical, refreshable widget viewable as a homepage section b. Gauges are created by admins or users with Gauge_Maker role
In SLA definition, what are the conditions that will trigger an SLA?	Start Condition, Stop Condition, Pause condition
What on a Homepage is pulled from Knowledge Base?	...

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 c. Catalog Task number - For each requested item, a set of catalog tasks are created. Each task is assigned a catalog task number
What is a sys_ID?	is a unique 32 character Globaly Unique ID (GUID) used to indentify a record. All tables have it but it may not show in all tables.