Service Now Admin Certification Questions

1. Contextual Security-Question on hierarchy
2. What does Order guide refer to in Service Catalog?

Ans: Bundled Request

1. Where BSM maps are stored? On which table?
2. Which field should be there in table that identifies that it should be captured in Update Sets?

Ans: update\_synch attribute

1. Where is workflow versions captured?

Ans: wf\_workflow\_version

1. If workflow is not published , only checked out will it be captured in update sets? Ans:No, only published workflows are captured in update sets.
2. What does workflow timelines represent?

Ans: Shows timestamps in graphical form for activities of workflow.

1. When Business rules can be used in Knowledge base?
2. If prefix of Incident needs to be changed,which table should I refer?

Ans : Number Maintainence table.

1. Global Search option can be found in which part of UI?

Ans : On Banner

1. In which part of UI will you find help(link to wiki) option?
2. What is security\_admin role?

Ans : It comes after enabling Hi security plugin.(Elevated privileges)

1. If a user is not given filter\_global or filter\_admin role, what will be the impact?

He can save the custom filter for himself only, neither for his group nor globally.

1. Scenario when a Interceptor can be used?
2. What changes are not captured in update sets?

Ans: New user/group records.

1. Where will you find option to edit a list?

Ans :List control

1. Name the SLA scheduled jobs.

Ans : SLA breached.

1. ACL which rule will wins to restrict access to short description field of incident?

Ans: Incident.Short Description

1. Book mark feature can be found in which UI version?

Ans : UI 11

1. How many major releases does Service Now have in a year?

Ans : 1

1. Cmdb\_ci\_server inherits which class?

Ans : cmdb\_ci\_computer

1. What are the UI components of a homepage?

Banner, Content pane and Application Navigator.

1. What should be enabled to make a KB article accessible to everyone?

Ans : It should be made public

1. How will you define a Service catalog workflow?

Ans : Define Workflow properties, Define Workflow activities, Publish it.

1. What is a SSO integration?

Ans: Single sign on for multiple applications.

1. Home page and Impersonate Icon
2. Coalsce in import set?
3. SLA-Retroactive start.
4. Delegate User-Request on behalf.
5. Pause condition in SLA.
6. GUI content
7. In which sections KBs are placed?
8. New release and preview release
9. What all actions can be performed with inbound email?

Ans : create or update a record

1. Role assignment
2. One to many relationship in table
3. Content of service catalog
4. If workflow checked out, can it be modified by any user?
5. UI Action/UI Policy
6. RITM stands for? –Requested Item
7. Table for SLA task-task\_sla
8. How KB are organized? –By categories, Need to check!
9. How applications appear?-By Roles
10. If homepage is modified , system copy homepage nad create?
11. What influence system performance?
12. Content of banner in S-Now.
13. Fastest method of approving requests
14. ACL applies on?- Fields and tables
15. ESS can access- My Items, My requests, KB
16. How to change Homepage Color?
17. Import Sets characteristics
18. Data Dictionary is used for?-Database Structure
19. Upgrade of instance , Which is true?

Options: i) As an SN Admin, you will manually do it

ii) It happens once in an year at 8 pm

iii) Customizations are lost?

1. Application Navigation Search history is stored somewhere or not?
2. Service Now update set multiple on incident form.
3. Icon of reference?
4. If a split is added in a form, how many columns get created?
5. Workflow editor and Service catalog differs in approval methodology? True
6. Data inconsistency correction is done from automated?
7. Plugin
8. Configurations
9. Workflow
10. None of these
11. When high security plugin is enabled?
12. SLA, OLA and UC are configured in which module? (SLM)
13. Which is parent table for INC, CHG, PRB? (task)
14. How can you view reports on homepage?
15. DB name for custom table? (u\_tbl)
16. What changes out of below would be applied in case of a merge update set?
17. KB articles are referred in which modules below (Service Catalog, News, INC)
18. Where are customizations stored?
19. What things are tracked in customizations?
20. What do you mean by Elevated Privileges? (session)
21. How do you modify the field behavior? (Right click> Personalize > Dictionary).
22. Shortcut to approve a Service Request?
23. How do you enhance Homepage performance in case of gauges?
24. ACL evaluates on below…. (condition / script and roles)
25. Service catalog displays? (catalog items, order guides and record producer)