**Service Now Admin Certification Questions**

1. Contextual Security-Question on hierarchy

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| **Contextual Security** -- Secure a record based on its contents  **Hierarchical Security** -- Can apply security rules to any level in our object hierarchy  The system is aware of our object hierarchy when it tries to identify a security rule to apply to a particular entity. The search order for a field level rule is:  explicit rule on self  explicit rule on field in parent  ... until parent doesn't contain field  wildcard rule on self  wildcard rule on field in parent  ... until parent doesn't contain field  Example: Given incident.number  Search is:  incident.number  task.number  \*.number  incident.\*  task.\*  \*.\* |

1. What does Order guide refer to in Service Catalog?

* **Ans: Bundled Request (An order guide gives customers an easy way to order multiple related items as a single request)**

1. Where BSM maps are stored? On which table?

* **bsm\_map2** table **(Business Service Management map)**

1. 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** table

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| **The following tables store workflows:**  Workflow [**wf\_workflow**] - The master records of workflows.  Workflow [**wf\_workflow\_version**] - Particular versions of a workflow, either published versions or versions that have been checked out.  Workflow Context [**wf\_workflow\_context**] - Individual instances of a workflow being used.  **The following tables store activities:**  Workflow Activity Definition [wf\_activity\_definition] - Defines the activities available to be used in a workflow.  Workflow Activity [**wf\_workflow\_activity**] - Activities as they are being used in Workflows.  Workflow Executing Activity [**wf\_executing**] - Individual instances of activities being performed in active contexts.  **The following tables store other Workflow components:**  Workflow Stage [**wf\_stage**] - Definitions of stages used by workflows.  Stage Default [**wf\_stage\_default**] - Definitions of default stage fields for tables to use.  Workflow Variable [**wf\_variable**] - The Service Catalog variables for a workflow.  Activity Variables [**wf\_activity\_variables**] - Variables for activities.  Workflow Condition [**wf\_condition**] - All of the defined conditions in workflows.  Condition Default [**wf\_condition\_default**] - Default conditions for Workflow Conditions.  Workflow Transition [**wf\_transition**] - All of the defined transitions in workflows.  **The following tables store historical information about workflows:**  Workflow Log [**wf\_log**] - All of the events and history of the Workflow.  Workflow Activity History [**wf\_history**] - The history of executed activities.  Workflow Transition History [**wf\_transition\_history**] - The history of executed transitions.  **The following table is also relevant to workflows:**  Workflow Schedule [**wf\_workflow\_schedule**] - Defines a specific time to run a particular workflow. |

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.

1. 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?

* Scenario based: **To insert Knowledge Article or Knowledge Submission through Incident, problem or change as record is closed in these mgmt.**

1. If prefix of Incident needs to be changed, which table should I refer?

* Ans: **Number Maintenance table [sys\_number].**

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?

* Ans: **On header bar in Banner**

1. 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 an Interceptor can be used?

* Ans: **In change management case to provide different option for user in case of separate view and template**

1. What changes are not captured in update sets?

* Ans: **New user/group records and modification to a CI record.**

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

* Ans: **List control**

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| Users can edit data in lists using a variety of methods:  **Quick edit functions:** change applicable field values using the right-click menu.  **List editor:** edit field values in a list without opening a form.  **Multiple records:** edit more than one record at the same time using the list editor or an editing form. |

1. Name the SLA scheduled jobs.

* Ans: **SLA breached.**

1. ACL which rule will win 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 (June 11 release)**

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| UI11 features include:  **Split screen**  **Bookmarks**  **Flyout windows** |

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**

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| The Configuration Item table is extended to other tables, such as Database [cmdb\_ci\_database] and Computer [cmdb\_ci\_computer]. The Computer table is extended to the Server [cmdb\_ci\_server] table, which is extended to the UNIX Server [cmdb\_ci\_unix\_server] table, and so on. |

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 SSO integration?

* Ans: **Single sign on for multiple applications**

1. Where does Home page list and Impersonate Icon present?

* Ans: **Present on banner**

1. Coalesce in import set?

* Ans: **Reduce chances of Data Redundancy during import**

1. SLA-Retroactive start.

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| Retroactive Start determines the SLA's behavior if it is attached to the task at a point later than the task's creation. If Retroactive Start is true, then the SLA will time from the task's Created On date and time. If Retroactive Start is false, then the SLA will time from the date and time that it was attached to the SLA.  For example, if an Incident's Priority is changed to 1 - Critical and a Priority 1 SLA is attached at that time, Retroactive Start means that the SLA will count from when the incident was first created, rather than from when the Incident's Priority changed. |

1. Delegate User

* Ans: **Request on behalf**

1. Pause condition in SLA.

* Defines conditions (using the Condition Builder) which**, if met, pauses the SLA's timer**. Once the conditions are no longer met, the SLA will resume. Pause conditions are not compatible with Relative Durations.

1. What all actions can be performed with inbound email?

* Ans: **create or update a record**

1. Content of service catalog

* **Catalog Items, Record Producers, Order Guides**

1. RITM stands for? –

* Ans: **Requested Item**

1. Table for SLA task - **task\_sla**
2. Table for SLA Definitions – **contract\_sla**
3. How KB are organized? –**By Topics and Categories**
4. How applications appear?-**By Roles**
5. Content of banner in S-Now. –

* Ans: **Global Search, Impersonation Icon, Update Set, Print, Logout, Home, Debug, Wiki help**

1. ACL applies on?- Ans: **Fields and tables**
2. ESS can access- Ans: **My Items, My requests, KB**
3. How to change Homepage Color? Ans: **CMS (Content Management System)**
4. Data Dictionary is used for?-Ans: **Database Structure**
5. Workflow editor and Service catalog differs in approval methodology? Ans: **True**
6. When high security plugin is enabled? **By Default**
7. SLA, OLA and UC are configured in which module? Ans: **Service Level Management**
8. Which is parent table for INC, CHG, PRB? Ans: **task**
9. How can you view reports on homepage? Ans: **Add to Homepage**
10. DB name for custom table? Ans: **u\_tbl**
11. KB articles are referred in which modules below (Service Catalog, News, INC)? Ans: **News**
12. Where are customizations stored? Ans: **sys\_update\_xml [Customer Update] table**
13. What things are tracked in customizations?

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| * The update\_synch attribute on the table * Special handlers for changes that require updates to multiple tables * Workflows * Form sections * Lists * Related lists * Choice lists * Content pages (in Content Management) * Database changes * System dictionary entries * Field labels * Manual unloading for homepages |

1. What changes out of below would be applied in case of a merge update set?

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| * The new update set is created and changes from the original sets are moved to the new set. Only changes that are not merged into the new set remain in the original sets. * If the same object is updated in both sets (for example, both update sets modify the Incident form), only the most recent change is moved to the merged update set. The other update remains in its original update set to provide a record of the changes that were not moved. You may want to validate that the correct changes were moved to the new set by viewing the update set. * After merging and validating, it is a good idea to delete or empty the original update sets to avoid applying an older change by mistake. The system does not remove the updates that were not merged into the new set. |

1. What do you mean by Elevated Privileges?

* **A role that has special permissions for the duration of the log in session**

1. How do you modify the field behavior? Ans: **Right click> Personalize > Dictionary.**
2. Shortcut to approve a Service Request? Ans: **Right Click -> State -> Approve**
3. How do you enhance Homepage performance in case of gauges?

* Ans: **Off Refresh Button/Delete Gauges**

1. ACL evaluates on below…. Ans: **condition/script and roles**
2. If workflow checked out, can it be modified by any user? And: **Yes, using force checkout**
3. If a split is added in a form, how many columns get created?

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| It is possible to define more than one group of splits on a form with the propertyglide.ui.form\_multiple\_splits. If this property is missing or false, then things work as they always have. If this property is set to true, the following options appear in the Available column of the [Personalize form](http://wiki.servicenow.com/index.php?title=Personalizing_Forms) slushbucket:   * |- begin\_split -| * |- split -| * |- end\_split -|   When you move any of these options to the Selected column, the names remain in the Available column, so you can select them multiple times. Each of these split options makes up a form group that will contain two columns, enabling you to create elements that span the form at the top of the form and also multiple two-column split element groups within the form.   |  |  | | --- | --- | | [Note](http://wiki.servicenow.com/index.php?title=File:Warning.gif) | **Note:** *Additional split sections beyond the default one must contain all three items above: the begin, the split, and the end* | |

1. Role assignment. Ans: **Inherits to group members**
2. One to many relationship in table.

* Ans: **Incidents may be associated with only one problem, but problems may be associated with many incidents**

1. Import Sets characteristics

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| **Import Sets** is a powerful tool used to import data from various data sources, and then map that data into ServiceNow tables. The Import Sets table acts as a staging area for records imported from a data source.   |  |  | | --- | --- | | [Note](http://wiki.servicenow.com/index.php?title=File:Warning.gif) | **Note:** *Data should not be imported in extremely large chunks. Creating an extremely large import set can cause delays and system outages.* |   A [**transform map**](http://wiki.servicenow.com/index.php?title=Creating_New_Transform_Maps) determines the relationships between fields displaying in an Import Set table and fields in an existing ServiceNow table, such as the Incidents or Users table.  Importing sets will skip records when the data in the instance matches the data being imported.   |  |  | | --- | --- | | [Note](http://wiki.servicenow.com/index.php?title=File:Warning.gif) | **Note:** *Import Sets run as user****System****. Therefore, Import Sets cannot add data to encrypted fields.* | |

1. Service catalog displays? Ans: **catalog items, order guides and record producer**
2. Service catalog variable types????

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| 1. Break 2. CheckBox 3. Container Start, Container End 4. Date 5. Date/Time 6. HTML 7. Label 8. List Collector 9. Lookup Multiple Choice 10. Lookup Select Box 11. Macro 12. Macro with Label 13. Multi Line Text 14. Multiple Choice 15. Numeric Scale 16. Reference 17. Select Box 18. Single Line Text 19. UI Page 20. Wide Single Line Text 21. Yes/No |

1. What influence system performance? Ans: **More gauges on homepage/unnecessary glide queries**
2. Icon of reference? **Select image**
3. If homepage is modified, system copy homepage and create? **Create with prefix My**
4. Data inconsistency correction is done from automated?
   1. **Plugin (Field Normalization)**
   2. Configurations
   3. Workflow
   4. None of these
5. SC workflow, when it will execute? Ans: **only for task running against sc\_cat\_item**(Read it)

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| Administrators can use the [graphical workflow editor](http://wiki.servicenow.com/index.php?title=Graphical_Workflow_Editor) to create workflows to drive request fulfillment. Workflows can generate and assign approvals, generate and assign tasks, or run scripts and subflows.  Service catalog workflows can be attached to particular requests in one of the following ways:   * Manually, on the Catalog Item form * Automatically based on conditions * Automatically if there are no other workflows attached |

1. What is represented by order in Service catalog? Ans: **how the catalog variable will be displayed.**
2. When High Security plugin is activated? Ans: **Penetration testing.**
3. How ACL is applied? Ans: **only on table and field level.**
4. Delegate Rules? Ans: **User who is being delegated should be of same department**?(need to verify)
5. What is a Column and row in a table? Ans: **Column is a field and row is a record**.
6. If User customizes the Homepage, what happens? Ans: **A prefix My is added to the homepage**.
7. What is true about Service catalog variables? Ans: **They are global**.
8. What is there stored in CMDB? Ans: **Measurable tangible and intangible data of a CI**.
9. How to set display value for any field. Ans: **By using dictionary**
10. Standard recommendation for Update set..? Ans : **Do not use default update set for customization**
11. Upgrade of instance, which is true?
12. Fastest method of approving requests

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

ii) It happens once in a year at 8 pm

iii) Customizations are lost?

1. Difference between Business Rules and Client Scripts?
2. Service Now update set multiple on incident form.
3. UI Action/UI Policy
4. **Application Navigation Search history is stored somewhere or not?**
5. Service Catalog workflow activities..? Ans: **Workflow properties, Workflow activities and publish**
6. Which customizations would get stored in update set?

* Ans:
* **Any changes to scripting,**
* **new field’s customization,**
* **Workflows**
* **Form sections**
* **Lists**
* **Related lists**
* **Choice lists**
* **Content pages (in Content Management)**
* **Database changes**
* **System dictionary entries**
* **Field labels**
* **UI actions**
* **UI policies**
* **business rules**
* **client script**

1. Order the typical no of users for any SNOW instance: Ans: **ESS, ITIL, Delegate Admin and Admin**
2. Catalog request flow: Ans: **Item Requests, RITM, Fulfillment, Procurement**
3. How to change background color? Ans: **Right Click -> Personalize -> All -> Style**
4. After save on form. Which fields get stored in activities log.? Ans: **Audited fields**
5. Home icon purpose on banner
6. In Service now which role is get option for approval a request or same etc. (Delegate)
7. What is the standard order for incident execution?
8. **How do you define New Release and Preview Release?**
9. After submit incident ticket what happens to Additional Comment data?

* Ans: **Data stores to database and displays in activity log.**

1. In case of Client Script which field should be true to apply client script on all views.?

* Ans: **Global field**

1. Role based (if a role has assign multiple roles then which option is true)
2. What is sys\_id? Ans: **Unique Record Identifier (32-Character)**
3. Where is data stored? Ans: **Tables**
4. What is condition contains? Ans: **a field,an oprerator and a value**
5. What is the true if we delete the system table?

* Ans: **Automatically recreated deleted System table in Next Upgrade**

1. How to make an UI Policy global? Ans: **By Check the Global field**
2. Button, Related Links and Context Menu these are? Ans: **UI Actions**
3. What is the true about Client Script and BR?
4. How ServiceNow system is configured to send an email notification after system Upgrade?

* Ans: **Define in Notification Module**

1. What is the true about SluchBucket?

* Ans: **Fields appearing in Selected section will be present in form**

1. ACL applies to? Ans: **Table or Field**
2. How ACL will execute? Ans: **generic to specific**
3. What is the use of an Order Guide? Ans: **To order multiple items in single Request**
4. Which module is used for create a new Catalog item?Ans: **Maintain items**
5. What are Sevice Catalog HomePage contains?(Record producer,Order Guide and Catalog items)
6. How to arrange the Applications in left navigation to user?(By giving role to user)
7. Which is true to create a catalog tasks?(Workflow for Sc\_req\_item)
8. Which module is used to see column structure in a table?(Tables & Columns)
9. What is the use of BSM map?(Configuration item and its relationships)
10. How to define field attributes(Right click on field lable>Personalize Dictionary)
11. What is SSO?(Type of integration used to login single time and access other application without relogin)
12. Which part of HomePage contains KB?(News)
13. What is the Processes of KB?()
14. What are the modules can be accessed by ESS in Service Catalog?(My Request and Requested items)
15. How ACL is evaluvated?

* **Given a row level rule on incident, and a field level rule on incident.number, access to the number field would be allowed only if both rules evaluated to true. Both rules must be met before an operation is allowed.**

1. What is diff between SAVE and Insert buttons?(Save button saves the changes and remains in same page, Insert button inserts new record)
2. When Submit button Appears in the form?(only for New Record)
3. What is listing in HomePage icon?(List of home pages)
4. How to change the Development and Production instance color?
5. How to see the current version of instance as an Admin?(System Diagnostic application >> Stats Module >> Build)
6. What are tables can be deleted?(Starts with u\_)
7. What is CMDB contains?
8. What is the use of an Update Set?(To moving customization from one instance to other instance)
9. When user modifies HomePage,What will happen?(Creates new with "MY " prefix)
10. In which place admin can edit the HomePgae?(Add Content)
11. Which is true about INC table?(Incident table extends task table)
12. Which is the Parent table for INC,PRB and CNG?
13. Where is all SLAs are stored?(task\_sla)
14. What is retoactive start in SLA?(Takes the SLA start time from Date/Time field)
15. What is true about OnChange() client script?(Runs when field value canges)
16. Which is true about UI Policy?(Used to make pirority field readonly)
17. What is the use of Order field in Order Guide's variable?(arranges the variablesin accending order in the Order Guide form)
18. What is the use of Colease filed in Update set?
19. Which is true about Update Set?(Same Transform Map can be used multiple times in Same Import set)
20. What is SaaS? Ans: **Software as a Service**
21. When UI Actions appears on the form? Ans: **when conditions gets satisfied**
22. Can we validate workflow before publish? Ans: **True**
23. Arrange the No. of users in any new instance of service now. 1= most , 2= Moderate, 3= Less ,

4= very less.??

1. ESS> Delegate> ITIL> ADMIN
2. **ESS> ITIL> Delegate> ADMIN**
3. ADMIN> Delegate> ITIL>ESS
4. ADMIN>ESS> ITIL > Delegate
5. Additional comments field on a form