1. Which is not Related to Ui Action

A . Form Button

B. Form Link

c. Search

D . List Link

Anwer : C

1. What search Engine servicenow using

Answer: Zing

1. Which is true about update set

Ans : Update set contains list of configuration changes and which can be migrated from instance to another instance.

1. Which is correct way of migrating updates et

Ans : Check update set is completed, Retrieve , Preview, Commit.

1. What happens when merge two update sets. And that two update sets has same changes. Ex (two update sets has incident form configuration changes)

Ans : It will merge both update set and it can move the latest update set record.

1. Which are the following statement is true about notification ?

Ans : Alerting the user when any event is occurs

1. How many ways we can trigger Email notification

It is checj box

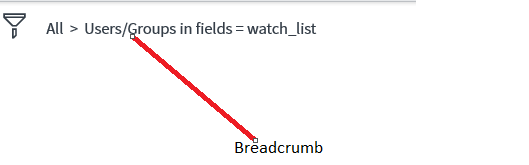
Answers are

1. Business Rule
2. Workflow
3. If worknotes changes for task is email send to all watch list users by default

Answer : False

9 . What is the string display at filter icon

Answer :BreadCrumb



10 .how to make list filter visible to all users in servicenow

11. How to import spread sheet

Ans : Load data – Import set – Transform

12. Which one of the following is a definition for transform map in servicenow.

Ans : A map to determine the relationship between fields displaying in an importset to fields in an existing tables.

13 . according to best practice which is the best way to make fields read only, mandatory, visible

Ans :ui policy

14 . which is true in below option true on incident for ui policy.

There are weird options

Ans : it will make priority readonly

15 . what all user can perform using user menu

Its check box

Answers

1. Logout
2. Impersonate
3. Elevate roles

16 . Which all true about servicenow home page

Answer : Navigation menu, Banner, Content pane

17. Is connect support work real time…. Blabla

Ans : True

18 . There is one question on Response time

Ans : Network , server, browser

Read : <https://docs.servicenow.com/bundle/kingston-platform-user-interface/page/use/common-ui-elements/concept/c_ResponseTimeIndicator.html>

19 .Cmdb\_ci\_appl is ------------------ for cmdb\_ci table

Answer : Child class

20 . What is the parent table for Incident, Problem , change

Ans : Task

21. How to set default value

There are few weird options

Answer : Assignment rule

22. What is the name of group table

Ans :sys\_user\_group

23. question related to base table and core table

24 .How data structured –

Ans : Column is one field and row in one record

25 . where can we write ACL

Ans : Column, Row, Table

26 . Is List is report type

Ans : True

27 . Table acl rule execution order

Ans : table name, parent table name, match any table name(wild card)

28. Which is true about ACl

Ans :ACl rule should pass column level and Should pass row level

29 .Which is true when new table extend existing table

Ans : New table inherits all variables(dictionary ) and it may have new fields related to new table

30 .ServiceNow\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ graphically displays an infrastructure view for a configuration item (CI) and the business

Ans :Dependency Views

31. Which of the below stae is not workflow state.

a. Publish

b. Unpublish

c. Checkin

d. Checkout

32. What is the use of notification activity.

There are some weird options, the right answer is below

Ans : Notification activity is useful to send email to inform about the task

33. Which is true about workflow

Ans: We need to checkout the workflow first to edit , workflow is not avialble any other role user.

34. Which is true about role.

Ans: Child role inherits the parent role accesibitys

35. What is service catalog workflow

Catalof workflow drives complex process and send approval notifcations

36. What are the basic use of workflow

Approval, task, notifications

37 . When the workflow end.

Ans : Once it reaches end of the flow of workflow activity

38. When the SLA pause

Ans: Once SLA meets the pause condition

39. Which is true about record producer

And: Record producer allows to create record from servce catalog on task based records

40. How do you arrange the fields in particular way of layout design in service catalog

41. Which fields are readonly when personalize form

Ans : Mandatory

42. What happens when you personalize form

Ans : The changes affect you only , it doesn’t affect other users

43. What happens when you personalize list.

Ans : The changes affect you only , it doesn’t affect other users

44. How data structured in servicenow

Ans :colums contains one field data, row contains one record

46. What is REQ in the service catalog

Ans :Its overall order number

1. Can assignment rule be scripted one - Yes
2. Features of Snow – (verify this). Not sure about answer (multiple select)
   1. Multi-tenant
   2. Single tenant
   3. Customizations
   4. Applications
   5. Multiple Databases
   6. One more choice
3. Access reports from which all modules
   1. Matrix
   2. Vie/Run
   3. One more choice
4. The view on List is only used to set the order of define columns and display required columns – True
5. Difference between Insert & Save
6. ACL works on whole table – table.none
7. What is user friendly name and unique name of any field – Label & Name
8. Related list is used for – to create one to Many relationships
9. How we can get CI data in the system (multiple select)
   1. External CMDB connect
   2. Manual Load
10. What are the 3 basic components of Workflow?
    1. Approvals
    2. Notifications
    3. Task
11. What is a CI> - A CI is tangible and intangible
12. What is the difference between SLA, OLA, and Underpinning Contracts? – Type Field
13. What is a business rule? – Piece of JavaScript

<http://www.cram.com/flashcards/servicenow-system-administration-certification-9517185>

1] what is not captured in history tab

ans- ui page

2] new recored, modified Cis and new groups. what is common among these.

ans- don't get captured in update set

3] where you can find suggested CI relationship

4] CMDB defination

5] what should be the state of the workflow to make it available for all users.

6] what is the difference between insert and update actions.

7] what is the state of the knowledge to make it avaiable to all users

8] which acl action will work at all fields and all records for a table

ans: table.\*

9] what is the diffenece between event log and event registry.

10] what is column and row

11] where we can see the status of workflow

ans:- execution plan.

12] transcation time

13] what is the table which is not extending from any table but is extended by other tables.

ans- core table

14] what is the diff between configurating and persolizing

15] If the customer wants to use IN prefix instead of INC for incident,what is needs to be done

ans- In maintenance table, change the prefix

16] Is email contains static data only.

ans- false

17] What is first thing while moving update set.

ans- mark the update set as completed

18]what triggers assignment rule?

ANS- when task is not assigned

19] What is row and column concept

ans- column is field and row is record

20] What is the best way to make field mandatory

ans- ui policy

21] what does dictionary override does.

ans override the field properties

22] what is true about workflow?

ans-to modify the workflow, user with appropriate role should first checkout the workflow.

23]If the user personalises the list, then who and all can see the changes.

ans- only user

24] What happens if the user doesn't publish the workflow and modification?

ans- the changes will not be visible to the other users.

25] We donot use server side code in ui action?

ans-false

26] If the user wants to update the notification so that after upgrade notification should go to the admin, what is required to be done?

ans-change the email address in the notification"sysytem upgrade" in the notification module.

27] how to retrive update set?

ans- complete, retrive, preview, commit.

28] what is the best practice of update set.

ans- never use default update set to move the customizations from one instance to other.

29] what is the difference between personlize list and configure list.

30] Does all users can modify fields in list view.

Refer the below all links that should be good enough to write exam

1. Where the workflows attached to knowledge.

Ans : knowledge article are controlled by workflows defined for the knowledge base

https://docs.servicenow.com/bundle/kingston-platform-user-interface/page/administer/navigation-and-ui/concept/c\_UI16.html

https://docs.servicenow.com/bundle/kingston-platform-user-interface/page/use/navigation/concept/c\_UI16ApplicationNavigator.html

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https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/task-table/concept/c\_TaskTable.html

https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/task-table/concept/c\_DefineAssignmentRules.html

https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/task-table/task/t\_DataLookupRule.html

https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/task-table/concept/c\_WorkflowAssignments.html

https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/table-administration/task/t\_CreateATable.html

https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/core-configuration/topic/p\_CoreConfigurationOverview.html

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https://docs.servicenow.com/bundle/kingston-it-service-management/page/product/service-catalog-management/concept/c\_PopulatingRecordData.html

https://docs.servicenow.com/bundle/kingston-it-service-management/page/product/service-catalog-management/reference/r\_CreatingVariablesForFieldTypes.html

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<https://docs.servicenow.com/bundle/kingston-platform-administration/page/administer/platform-performance/concept/c_StatsToolsDiagnosticsPlugin.html>