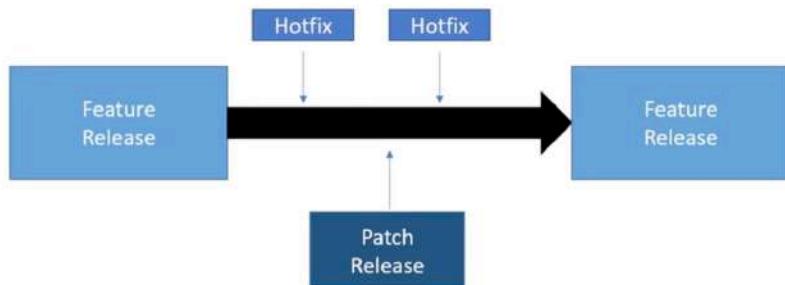


CSA CERTIFICATION:-

Servicenow Releases

- Feature release, patch release and hot-fix.
- 6–8-month release cycle.
- New UI, new apps, new features.

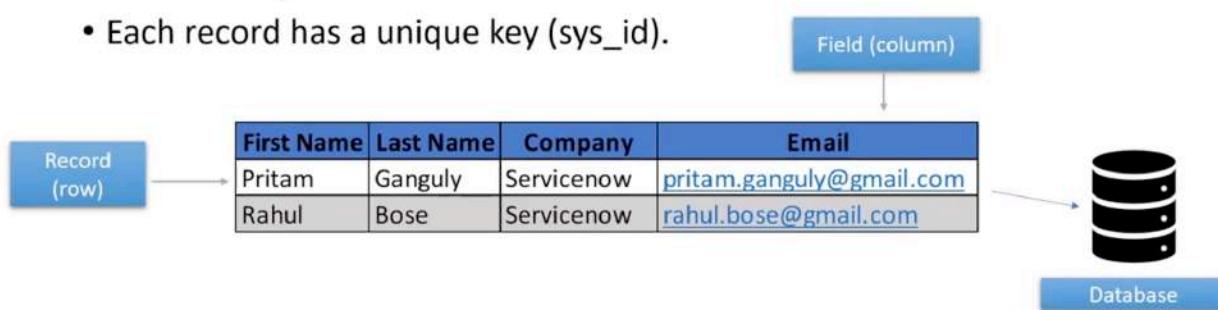


Feature Release	Year
Kingston	2018
London	2018
Madrid	2019
New York	2019
Orlando	2020
Paris	2020
Quebec	2021
Rome	2021
San Diego	2022
Tokyo	2022

RECORDS:-

Record

- A row in a spreadsheet.
- Each record has a unique key (`sys_id`).



`sys_id - 9d385017c611228701d22104cc95c371`

List & Component

LIST:

- Multiple Record per page
- Limited Field
- Filter and Sort Details

LIST													
	Incident	Type	Search	Number	Search	Number	Search						
	All	Active + Inq											
<input type="checkbox"/>	INC0010211	2020-04-14 05:36:58	Test Short Description with Ebonding	(empty)	S - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-14 05:36:59	admin		
<input type="checkbox"/>	INC0010211	2020-04-24 21:48:43	TEST 3	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2020-04-24 21:48:53	admin	c100e641d0f5c10101d94f2d68f919e	
<input type="checkbox"/>	INC0010229	2020-04-19 12:08:34	TEST EBONDING 123	(empty)	4 - Low	New	Inquiry / Help	Database	(empty)	2020-04-25 02:08:35	admin	1dddf451dbd0f51012942b68f96129e	
<input type="checkbox"/>	INC0010229	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-25 02:08:48	admin	67f624539db10551012942b2948f896133e	
<input type="checkbox"/>	INC0010238	2020-04-19 06:57:23	TESTING FOR EBONDING	(empty)	S - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:33	admin	6d6bf45db120101d94f2d68f919e	
<input type="checkbox"/>	INC0010227	2020-04-19 06:56:35	TESTING FOR EBONDING	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 06:57:43	admin	9dc5b1f0db110101d94f2d68f919e	
<input type="checkbox"/>	INC0010228	2020-04-19 05:30:48	TESTING EBONDING	(empty)	S - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:58:02	admin	8f9aaaf3db1c10101d94f2d68f919e	
<input type="checkbox"/>	INC0010222	2020-04-19 05:29:01	TESTING EBONDING	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 06:58:23	admin	bef2e34d6bdcc10101d942b2948f896136b	
<input type="checkbox"/>	INC0010221	2020-04-19 01:27:45	TESTING-417	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 01:45:24	admin		
<input type="checkbox"/>	INC0010220	2020-04-19 01:18:18	TESTING 3	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 01:18:34	admin		
<input type="checkbox"/>	INC0010219	2020-04-19 01:18:37	TESTING 2	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 01:11:55	admin		
<input type="checkbox"/>	INC0010218	2020-04-19 01:06:47	TESTING 1	Evan.Zandtis	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 01:07:06	admin		
<input type="checkbox"/>	INC0010217	2020-04-19 01:05:11	TEST 5	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 01:05:27	admin		
<input type="checkbox"/>	INC0010216	2020-04-19 01:03:36	TEST 4	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 01:03:43	admin		
<input type="checkbox"/>	INC0010215	2020-04-19 00:40:57	TEST 3	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 01:46:44	admin	3eb23c0db1010101d94f2d68f919e	
<input type="checkbox"/>	INC0010214	2020-04-19 00:31:48	TEST 2	Abel.Tutor	S - Planning	New	Inquiry / Help	Associations Development	(empty)	2020-04-19 00:32:02	admin		

Category: ServiceNow CSA

Which features allow you to update multiple records at one time?

Select 2 answers.

Update Selected Action

Bulk Record Update

Data Remediation Dashboard

Field Update Action

List Editor

Category:

On a related list, which buttons are commonly used for managing the records on the list?

Select 3 answers.

Add

Manage

New

Publish

Edit

Correct

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	U
INC0009009									

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	U
INC0009009									

Category:

On the Form header, which element you to access form templates?

More Options (...)

Stamp

Paperclip

Pages

Correct

Incident
INC0009009

Number	INC0009009	Channel	None
* Caller	David Miller	State	New
Category	Inquiry / Help	Impact	3 - Low
Subcategory	None	Urgency	2 - Medium
Service		Priority	4 - Low
Service offering		Assignment group	
Configuration item		Assigned to	
* Short description	Unable to access the shared folder.		
Description	Unable to access the shared folder. Please provide access.		

Related Search Results >

LIST ELEMENTS

Incident ID	Incident Type	Number	Vendor Ticket	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by	Correlation ID
INC0000001	Incident	INC0000001	INC0000001	2020-04-14 05:56:59	Test Short Description with Escalating	temp01	S - Planning	New	Incident / Help	temp01	temp01	2020-04-24 05:56:59	2020-04-24 05:56:59	temp01
INC0000002	Incident	INC0000002	INC0000002	2020-04-24 11:48:43	TEST 1	temp01	A - Low	New	Incident / Help	temp01	temp01	2020-04-24 11:48:43	2020-04-24 11:48:43	temp01
INC0000003	Incident	INC0000003	INC0000003	2020-04-25 12:08:34	TEST ESCALATING 123	temp01	B - Low	New	Incident / Help	Database	temp01	2020-04-25 12:08:35	2020-04-25 12:08:35	temp01
INC0000004	Incident	INC0000004	INC0000004	2020-04-25 12:09:11	TEST ESCALATING 123	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-25 12:09:49	2020-04-25 12:09:49	temp01
INC0000005	Incident	INC0000005	INC0000005	2020-04-25 06:51:13	TESTING FOR ESCALATING	temp01	S - Planning	New	Incident / Help	temp01	temp01	2020-04-19 06:51:13	2020-04-19 06:51:13	temp01
INC0000006	Incident	INC0000006	INC0000006	2020-04-19 06:56:01	TESTING FOR ESCALATING	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 06:57:13	2020-04-19 06:57:13	temp01
INC0000007	Incident	INC0000007	INC0000007	2020-04-19 05:50:45	TESTING ESCALATING	temp01	S - Planning	New	Incident / Help	temp01	temp01	2020-04-19 04:33:02	2020-04-19 04:33:02	temp01
INC0000008	Incident	INC0000008	INC0000008	2020-04-19 01:29:51	TESTING ESCALATING	temp01	S - Planning	New	Incident / Help	temp01	temp01	2020-04-19 01:35:59	2020-04-19 01:35:59	temp01
INC0000009	Incident	INC0000009	INC0000009	2020-04-19 01:27:45	TESTING A17	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 01:45:14	2020-04-19 01:45:14	temp01
INC0000010	Incident	INC0000010	INC0000010	2020-04-19 02:18:23	TESTING 3	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 02:23:34	2020-04-19 02:23:34	temp01
INC0000011	Incident	INC0000011	INC0000011	2020-04-19 02:13:37	TESTING 2	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 02:13:55	2020-04-19 02:13:55	temp01
INC0000012	Incident	INC0000012	INC0000012	2020-04-19 01:06:47	TESTING Y	Ehsan Gandomi	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 01:07:06	2020-04-19 01:07:06	temp01
INC0000013	Incident	INC0000013	INC0000013	2020-04-19 01:00:11	TEST 5	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 01:09:23	2020-04-19 01:09:23	temp01
INC0000014	Incident	INC0000014	INC0000014	2020-04-19 01:33:00	TEST 4	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 01:33:33	2020-04-19 01:33:33	temp01
INC0000015	Incident	INC0000015	INC0000015	2020-04-19 00:40:57	TEST 3	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 01:48:49	2020-04-19 01:48:49	temp01
INC0000016	Incident	INC0000016	INC0000016	2020-04-19 01:31:44	TEST 2	Abdullah	S - Planning	New	Incident / Help	Networking Databases	temp01	2020-04-19 01:49:04	2020-04-19 01:49:04	temp01

LIST ELEMENTS

Title Bar													
	Number	Vendor Ticket	Opened	Short description	Caller	Priority	Date	Category	Assignment group	Assigned to	Updated	Updated by	Correlation ID
①	INC0010224		2020-04-14 05:36:59	Test Short Description with Escalation	(empty)	S - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-14 05:36:59	admin	
②	INC0010223	INC0010225	2020-04-21 21:49:43	TEST J	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2020-04-21 21:49:43	admin	c800e41d85c12101bf47606096296
③	INC0010220		2020-04-19 12:08:34	TEST EBONDING 121	(empty)	4 - Low	New	Inquiry / Help	Database	(empty)	2020-04-21 02:08:35	admin	1add74e5a5bfb0101e94020808196
④	INC0010223	INC0010220	2020-04-19 12:07:51	TEST EBONDING 121	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-21 02:08:48	admin	876f1a409db105f101a9402080819613ac
⑤	INC0010228		2020-04-21 09:57:23	TESTING FOR EBONDING	(empty)	S - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 09:57:23	admin	6d80ff4a81b1200101d94020808196130e
⑥	INC0010227	INC0010228	2020-04-19 09:56:35	TESTING FOR EBONDING	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 09:57:23	admin	9ec02770bd10101bf47606096192
⑦	INC0010225	INC0010222	2020-04-19 03:30:49	TESTING EBONDING	(empty)	S - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:33:02	admin	8ff5aa3a9d15c1101bf47606096193d
⑧	INC0010224	INC0010226	2020-04-19 02:29:01	TESTING EBONDING	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:52:33	admin	3e02e34050508c1101bf47606096193fb
⑨	INC0010221		2020-04-19 02:27:45	TESTING 417	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:52:34	admin	
⑩	INC0010220		2020-04-19 01:18:18	TESTING 3	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:18:34	admin	
⑪	INC0010219		2020-04-19 01:13:37	TESTING 2	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:13:35	admin	
⑫	INC0010218		2020-04-19 01:06:47	TESTING 1	Evan.Zandiles	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:07:04	admin	
⑬	INC0010217		2020-04-19 01:05:11	TEST 1	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:05:29	admin	
⑭	INC0010216		2020-04-19 01:03:26	TEST 4	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:03:48	admin	
⑮	INC0010215	INC0010211	2020-04-19 01:03:57	TEST 3	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-24 21:46:44	admin	3eb2303d8fc10101bf47606096194
⑯	INC0010214		2020-04-19 00:51:48	TEST J	Abel.Tutor	S - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 00:52:02	admin	

LIST ELEMENTS

The screenshot shows a software application window titled "LIST ELEMENTS". At the top, there is a navigation bar with tabs for "Incidents", "New", "Search", and "Number", followed by a search input field and a "Search" button. Below the navigation bar is a "Filters" section with a dropdown menu set to "Number" and a "Vendor/Ticket" dropdown. The main area contains a table with the following columns: #, Number, Vendor/Ticket, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, Updated by, and Correlation ID. The table lists 25 rows of data, each with a small circular icon and a unique identifier. The data includes entries like "TEST 3" and "TEST 4", along with various dates and status codes. The "Updated" column shows dates such as "2020-04-14 09:36:59" and "2020-04-19 01:31:49". The "Updated by" column shows "admin" for most entries, except for one which has a long hex string. The "Correlation ID" column also contains several long hex strings.

LIST ELEMENTS

The screenshot shows a software application window titled "LIST ELEMENTS". At the top, there is a navigation bar with tabs for "Incidents", "New", "Search", and "Number", followed by a search input field and a "Search" button. Below the navigation bar is a "Breadcrumbs" section with a dropdown menu set to "Number" and a "Vendor/Ticket" dropdown. The main area contains a table with the same columns as the first screenshot: #, Number, Vendor/Ticket, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, Updated by, and Correlation ID. The table lists 25 rows of data, identical to the first screenshot. The "Updated" column shows dates such as "2020-04-14 09:36:59" and "2020-04-19 01:31:49". The "Updated by" column shows "admin" for most entries, except for one which has a long hex string. The "Correlation ID" column also contains several long hex strings.

LIST ELEMENTS

The screenshot shows a list of items with a context menu open over the first item. The menu includes options like 'View', 'Filters', 'Group By', 'Show', 'Refresh List', and 'Create Favorite'. The main list contains the following data:

Number	Vendor Ticket	Opened	Short description	Caller	Priori
INC0010231	INC0010215	2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)	5 - Planning
INC0010230	INC0010229	2020-04-19 12:08:34	TEST EBONDING 123	(empty)	4 - Low
INC0010229	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	Abel Tuter	5 - Planning

LIST ELEMENTS

The screenshot shows a list of items with a context menu open over the first item. The menu includes options like 'All > Active = true', 'Sort (A to Z)', 'Sort (Z to A)', 'Show Visual Task Board', 'Group By Caller', 'Bar Chart', 'Pie Chart', 'Import', 'Export', 'Update Selected', 'Update All', 'Create Application Files', 'Import XML', and 'Show XML'. The main list contains the following data:

Number	Vendor Ticket	Opened	Short description	State	Category	Assignment group	Assigned to	U		
INC1234		2020-04-14 05:36:59	Test Short Description with Ebonding	New	Inquiry / Help	(empty)	(empty)	2020-05:36		
INC0010231	INC0010215	2020-04-24 21:48:43	TEST 3	New	Inquiry / Help	(empty)	(empty)	2020-21:48		
INC0010230	INC0010229	2020-04-19 12:08:34	TEST EBONDING 123	New	Inquiry / Help	Database	(empty)	2020-02:08		
INC0010229	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	New	Inquiry / Help	Application Development	(empty)	2020-02:08		
INC0010228	INC0010227	2020-04-19 06:57:23	TESTING FOR EBONDING	New	Inquiry / Help	(empty)	(empty)	2020-06:57		
INC0010227	INC0010228	2020-04-19 06:56:35	TESTING FOR EBONDING	New	Inquiry / Help	Application Development	(empty)	2020-06:57		
INC0010226	INC0010222	2020-04-19 05:30:49	TESTING EBONDING	New	Inquiry / Help	(empty)	(empty)	2020-06:53		
INC0010222	INC0010226	2020-04-19 01:29:01	TESTING EBONDING	New	Inquiry / Help	Application Development	(empty)	2020-06:52		
INC0010221		2020-04-19 01:27:45	TESTING 417	Abel Tuter	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-01:45
INC0010220		2020-04-19 01:18:18	TESTING 3	Abel Tuter	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-01:18

FORM ELEMENTS

Content Frame

Number: INC000008
Category: Network
Subcategory: - None -
Business service:
Configuration item:

Contact type: - None -
Size: inProgress
Impact: 1 - high
Urgency: 1 - high
Priority: 1 - Critical
Assignment group: Network
Assigned to: Seth Anglin
Standard:
Vendor Ticket:

Short description: Wireless device is down in my area.
Description: I just moved from Room 2 to Room 3 and my laptop cannot connect to any wireless network.

Notes, Related Records, Resolution Information, Work notes, Activities, Additional comments (Customer visible), Post, Field manager - 2020-09-07 17:45:46

FORM ELEMENTS

Form Title

Number: INC000008
Category: Network
Subcategory: - None -
Business service:
Configuration item:

Contact type: - None -
Size: inProgress
Impact: 1 - high
Urgency: 1 - high
Priority: 1 - Critical
Assignment group: Network
Assigned to: Seth Anglin
Standard:
Vendor Ticket:

Short description: Wireless device is down in my area.
Description: I just moved from Room 2 to Room 3 and my laptop cannot connect to any wireless network.

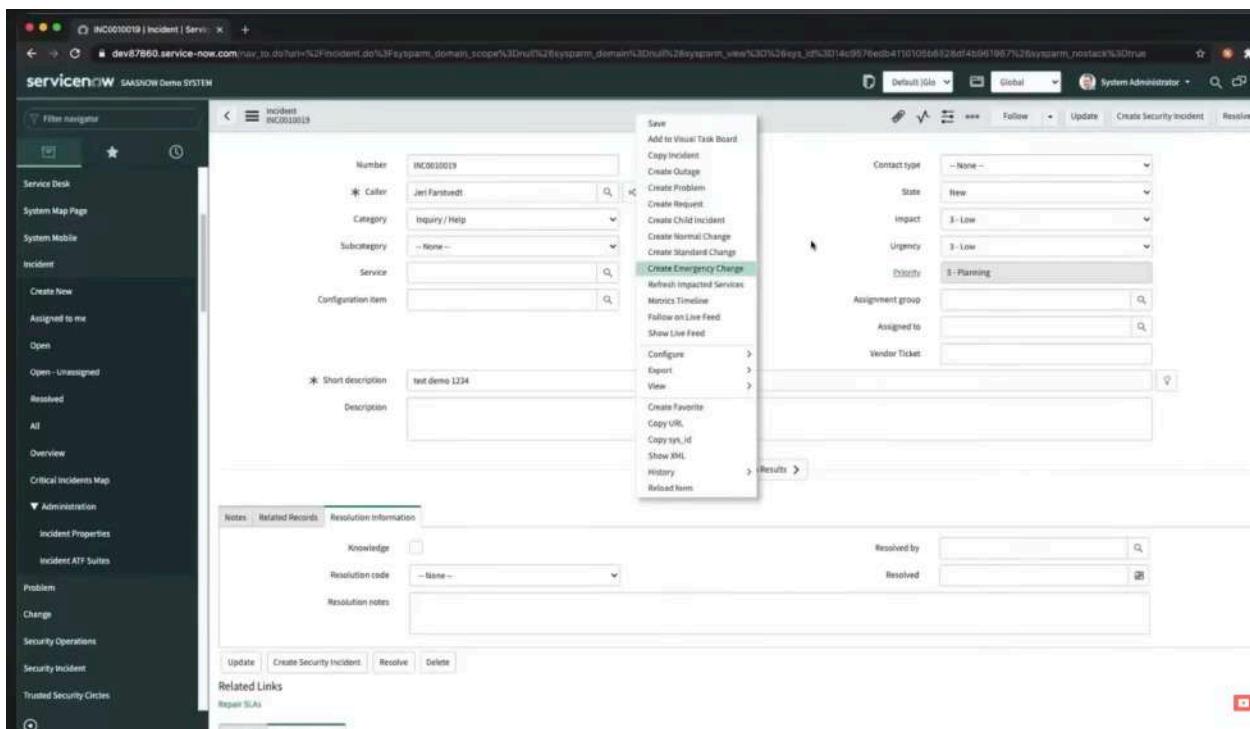
Notes, Related Records, Resolution Information, Work notes, Activities, Additional comments (Customer visible), Post, Field manager - 2020-09-07 17:45:46

FORM ELEMENTS

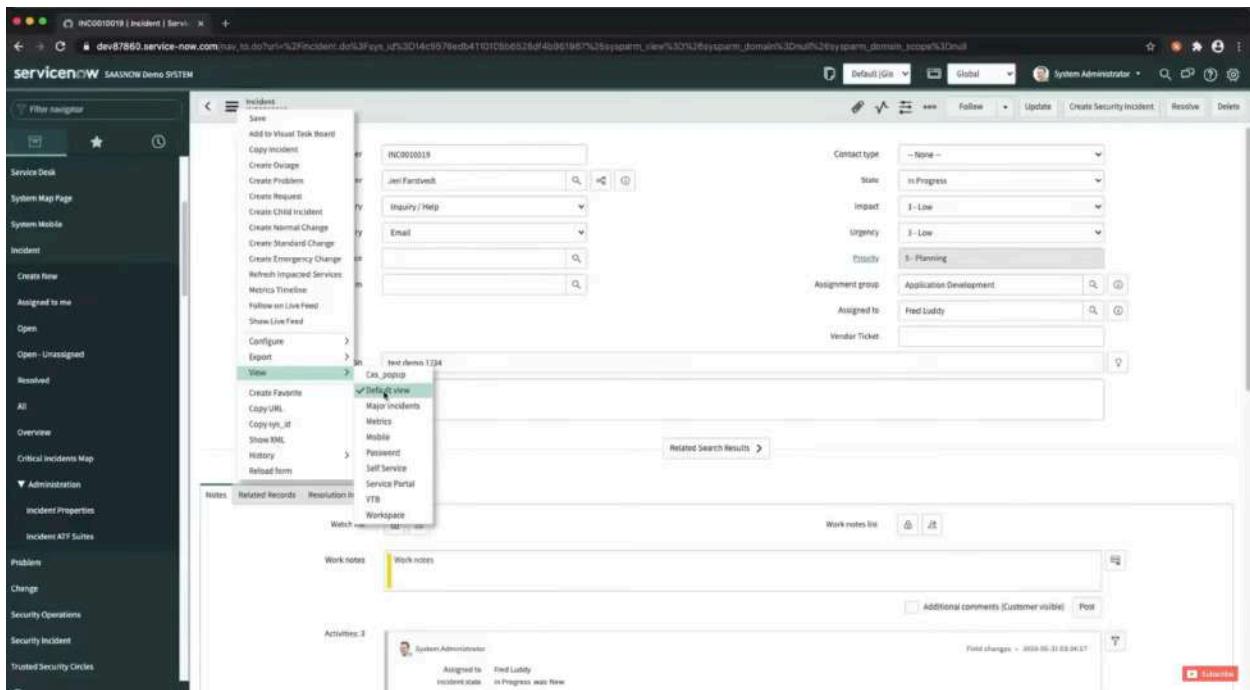
The screenshot shows a software application window titled "INC000003". On the left, there is a sidebar menu titled "Form Menu" with various options like "Add to Visual Task Board", "Copy incident", "Create Problem", etc. The main panel displays an incident record with fields for Number (INC000003), Caller (Joe Employee), Category (Network), Subcategory (None), Business service (None), Configuration item (None), Contact type (None), State (In Progress), Impact (1 - High), Urgency (1 - High), Priority (1 - Critical), Assignment group (Networks), Assigned to (Beth Angle), and Binded (checkbox). Below these fields is a "Description" section containing a short description and a detailed note about wireless access being down. At the bottom, there are tabs for Notes, Related Records, and Resolution Information, along with sections for Watch list, Work notes, and Activities.

FORM ELEMENTS

This screenshot is identical to the one above, showing the same incident record and interface elements. The primary difference is the presence of a "UI Actions" bar at the very top of the window, which contains standard navigation icons for Following, Update, Resolve, and Delete.



IMPORTANT:- Any changes we do in the form it will show in activity section in the form what changes and when we do the changes.



FORM CONFIGURATION

The screenshot shows the ServiceNow Form Configuration interface. On the left, there's a 'Form Layout' section where you can add fields like 'Affected CI' and 'Approver'. On the right, there's a 'Form Design' section where you can see the visual representation of the form layout.

In configuration>Form layout and form design to design the form and add the form field adjust form field .

in Configuration>related list means form ke niche jo column rahate hai unko adjust karna jaise niche image me task SLA, Security Incident, Affected CI, Approver.

This screenshot shows the ServiceNow Incident detail page for incident INC0010019. It displays several related lists: 'Task SLAs' (with one record listed), 'Security Incidents' (empty), 'Affected CIs' (empty), and 'Approvers' (empty). The page also includes standard incident details like 'Opened by' and 'Priority'.

Search & Filter:-

Filter & Search

The screenshot shows a software interface with a navigation bar at the top labeled 'now All Favorites History Workspaces'. Below this is a search bar with the text 'Incidents' and a magnifying glass icon. A red arrow points from the text 'Search & Filter' to this search bar. The main area contains a table titled 'All' with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, and Updated. A red arrow points from the text 'Search & Filter' to the 'Caller' column header. The table lists several incidents, each with a unique number, date opened, description, caller, priority, state, category, assignment group, assigned to, and update date.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0010005	2022-08-22 11:48:27	Demo testing	Abel Tuter	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2022-08-22 11:49:27
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24
INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2022-03-17 20:57:26
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53

Category:

What will happen if you click 'Filter Out' on the 'Hardware' category on the incident list?

Nothing will happen
 All incidents with Hardware category will disappear from the list
 It will open a new window in your browser and display all the tickets other than Hardware
 All incidents with Hardware category will remain visible

Incorrect
To quickly filter a list using a value in a field, right-click in the field and select **Show Matching** or **Filter Out**. For date fields, choose from **Show Before**, **Show After**, and **Filter Out**. These functions add a condition to the right in the breadcrumb of the current filter. **Quick filter**

example, right-clicking **In Progress** and selecting **Show Matching** adds the condition **State = In Progress** as the most specific condition of the filter. By contrast, right-clicking **In Progress** and selecting **Filter Out** adds the condition **State != In Progress** as the most specific condition of the filter.

Wildcard search condition

Syntax	Search Criteria	Example
*[term]	contains	*David
!*[term]	does not contain	!*David
"=[term]"	equals	"=[David]"
!= [term]	does not equal	!= David
[term]%	starts with	Hey%
%[term]	ends with	%bye

Condition Builder & Breadcrumbs

The screenshot shows the 'Condition Builder' interface for searching incidents. At the top, there's a navigation bar with 'Incidents', a search input, and a 'Search' button. Below the navigation are buttons for 'Run', 'Save...', 'AND', 'OR', 'Add Sort', and a magnifying glass icon.

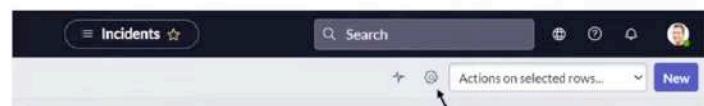
The main area is titled 'Condition Builder' and contains the following search criteria:

- All of these conditions must be met:
 - Opened on Last 9 months
 - Incident state is Resolved
 - or Incident state is one of New, In Progress, On Hold, Resolved

To the right of the search criteria, there's a 'Breadcrumbs' section showing the search path: All > Opened on Last 9 months > Incident state = Resolved .or. Incident state in (In Progress, On Hold).

Personalize List

- It is user specific
- Add or remove field



A screenshot of a software interface showing a list view titled 'All'. The toolbar at the top includes icons for search, refresh, and new. Below the toolbar is a header row with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Updated, and Updated by.

A screenshot of a software interface showing a list view titled 'All'. The toolbar at the top includes icons for search, refresh, and new. Below the toolbar is a header row with columns: Number, Short description, Caller, Priority, Category, and Assignment group.

Configure List Layout

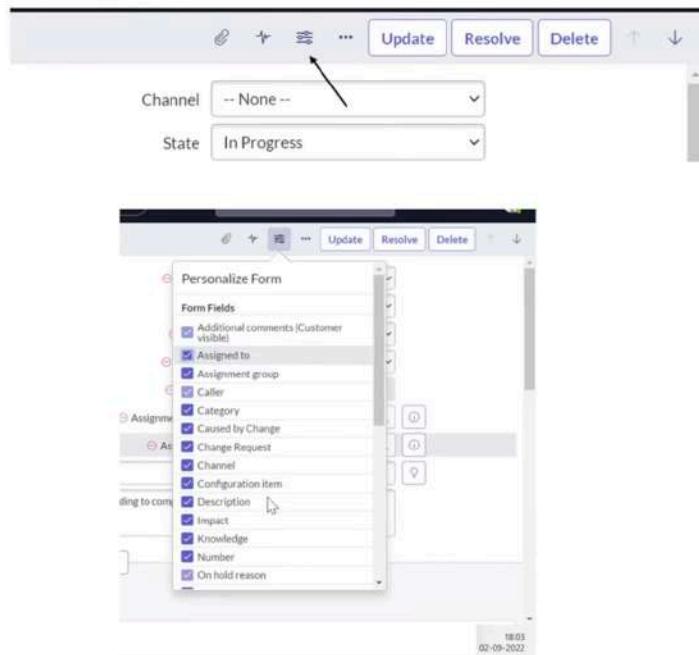
- Administrator controlled
- Applied to the system

A screenshot of a configuration dialog titled 'Configuring Incidents List'. It shows two lists: 'Available' on the left and 'Selected' on the right. The 'Available' list contains many fields like Active, Activity due, Actual end, etc. The 'Selected' list contains Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Updated, and Updated by. There are 'Add' and 'Remove' buttons between the lists. At the bottom are 'Cancel' and 'Save' buttons. Below the dialog is a 'List view' section with a dropdown set to 'Default view' and a 'Create new field' section with 'Name' and 'Type' fields.

A screenshot of a software interface showing a context menu. The 'Configure' option is highlighted with a red arrow. Other options in the menu include List Layout, List Calculations, List Control, All, Table, Security Rules, Business Rules, Workflows, Flow Designer Flows, Client Scripts, UI Policies, Data Policies, UI Actions, Notifications, and Dictionary. The status bar at the bottom shows 'ENG IN' and the date '02-09-2022'.

Personalize Form

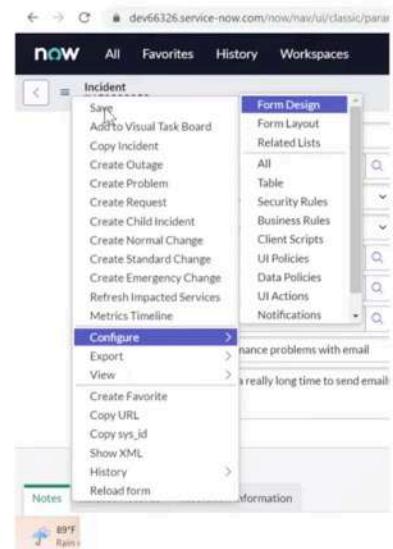
- User Specific
- Remove Icon on Form



2020-2021

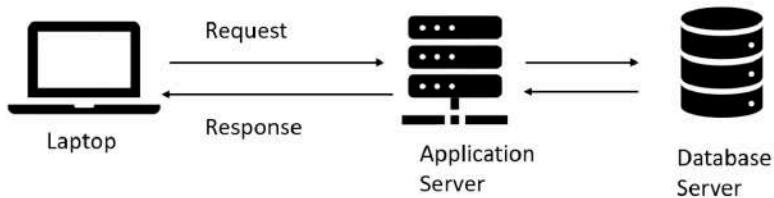
Configure Form Layout

- Add or remove field.
- Controlled by admin



Client VS Server Side

Client-Side vs Server-Side



- User's Browser
- Make request
- ServiceNow Datacenters
- Returns Response

Round Trip Time (RTT)

Category: ServiceNow Certified System Administrator CSA

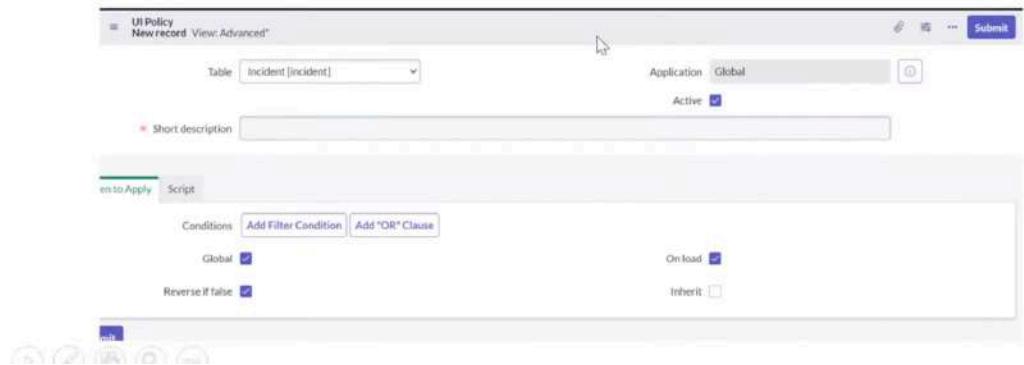
Which of the below components runs on server side on ServiceNow instance ? Select all that apply.

<input type="checkbox"/> UI
<input checked="" type="checkbox"/> Script Include
<input checked="" type="checkbox"/> Business Rule
<input type="checkbox"/> UI Policy
<input type="checkbox"/> Client Script
<input checked="" type="checkbox"/> Data Policy

UI Policies

UI Policies

- Runs on client side
- Works in Form
- No coding required
- You can set a field **Mandatory, Read only and Show/Hide**



Category: ServiceNow CSA

UI Policy is applied on all data input no matter what the channel is, including web form, import sets, ...etc

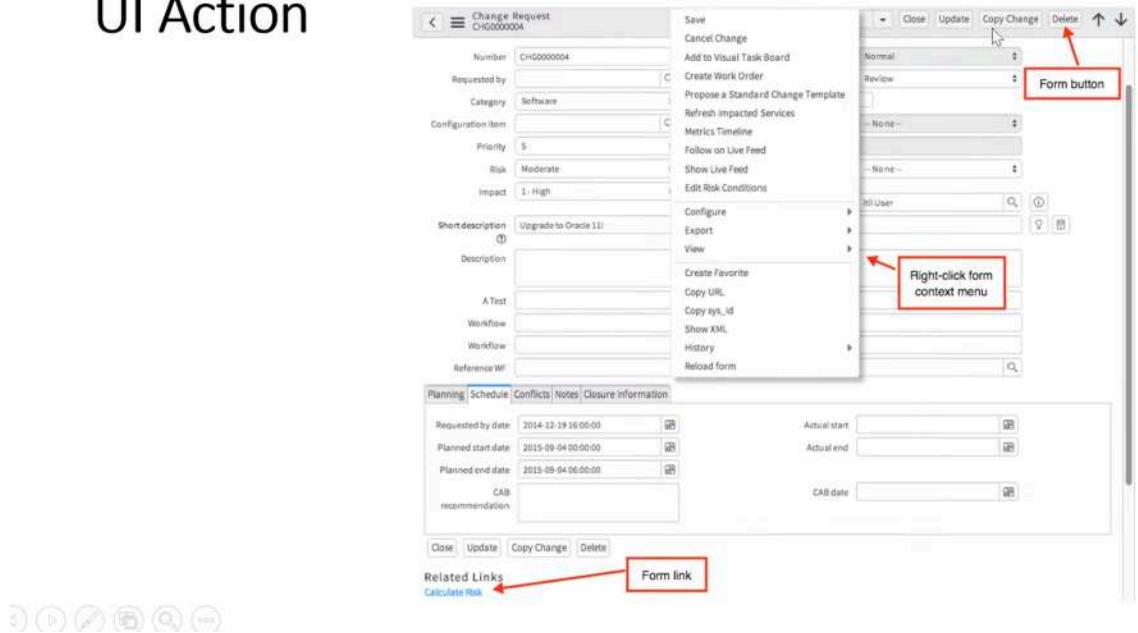
<input checked="" type="radio"/> False
<input type="radio"/> TRUE

Incorrect
UI Policy (as opposed to Data Policy) is only applied to data entered in the web form

UI Action(Applicable both client and server side)

form view

UI Action



list view

This screenshot shows a list view of 'Change Requests'. Several UI elements are highlighted by red boxes and arrows:

- List banner button:** Points to the 'New' button in the top left corner of the list header.
- Right-click list context menu:** Points to the context menu options for the selected row.
- List bottom button:** Points to the 'New' button located at the bottom left of the list.
- List choice:** Points to the expanded context menu options at the bottom left.

The list displays rows of data with columns for 'Number', 'Short description', 'Approval', 'Type', 'State', 'Planned start date', 'Planned end date', and 'Assigned to'. A search bar and filter buttons are also visible at the top.

Business Rules:

Business Rules

- ServiceNow Customization
- Runs in Server side
- It runs when a record is Displayed, Inserted, Deleted or table is queried.
- sys_script

Types of Business Rules

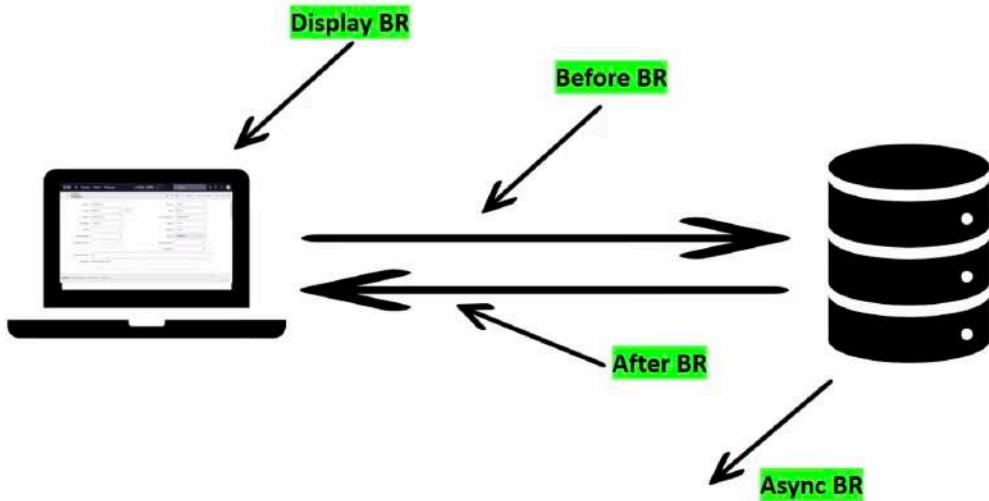
- **When to RUN?**

- a) Before
- b) After
- c) Async
- d) Display

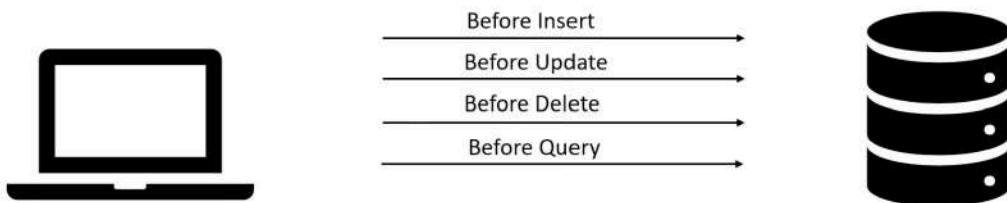
- **Operation**

- I. Insert
- II. Query
- III. Update
- IV. Delete

How Business Rules Works

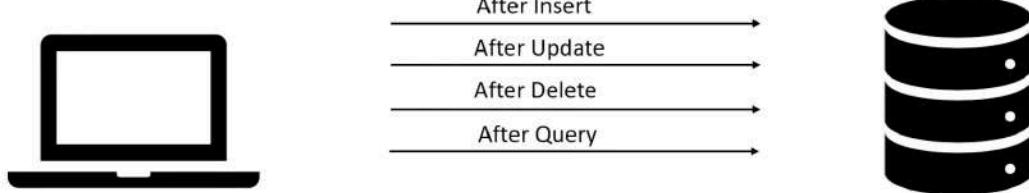


Before Business Rules



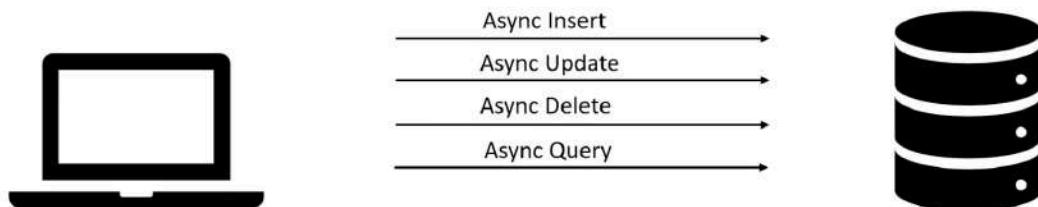
- User can not submit/**Insert** an incident if the category is **Network** and subcategory is **wifi** but the assignment group is not **Netwrok**.
- When an Incident will **update** with work notes the incident state should be **In-progress**.

After Business Rules



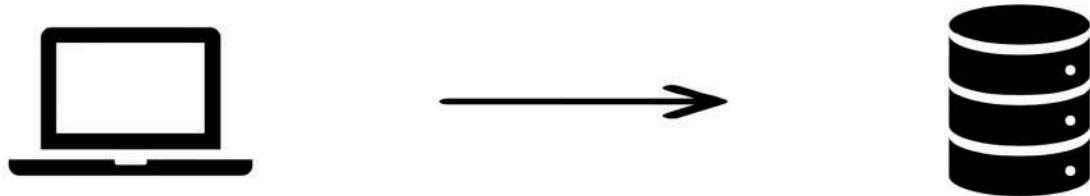
- **After** Incident is created it should display the message that Incident is created.
- **Update** the state of an incident to 'On-Hold' and it should update the description to "Waiting for user's reply".

Async Business Rules



- When an Incident **inserted** as P1 then create an event that would send **notification**.

Display Business Rules



- Display a message in a Form.

Client Script(Table: sys_script_client)

What is Client Script

- ServiceNow Customization
- Runs in the Client-Side.
- Generally works in Form view, can be applied in the list view.

The screenshot shows the ServiceNow interface for creating a new Client Script. The top navigation bar includes 'now', 'All', 'Favorites', 'History', 'Workspaces', and a search bar. The main title is 'Client Script - New Record'. The form fields include:

- Name: [empty input]
- Table: Incident [incident] (dropdown)
- UI Type: Desktop (dropdown)
- Type: onSubmit (dropdown)
- Application: Global (checkbox checked)
- Active: Active (checkbox checked)
- Inherited: Inherited (checkbox)
- Global: Global (checkbox checked)

Below the form are two large text areas: 'Description' and 'Messages', both currently empty. At the bottom is a 'Script' editor with a toolbar and a code area containing the following JavaScript:

```
1. function onsubmit() {  
2. //Type appropriate comment here, and begin script below  
3.  
4. }
```

Category: ServiceNow Certified System Administrator CSA

What purpose does Client Transaction Time plugin serve in ServiceNow ?

- It enables to log a message in ServiceNow.
- It enhances the system logs by providing additional information about the durations of transactions**
- It delete client transactions details.

Category: ServiceNow Certified System Administrator CSA

Client Script on the Task table will be applied to Problem table as well

- Only if inherit is false
- Only if inherit is true**
- Always Yes

Correct

The correct answer is **Only if inherit is true**.

Types of Client Script

- **OnLoad**
- **OnSubmit**
- **OnChanges**
- **OnCellEdit**

onLoad()

- It runs when the form is open and before user can enter any data.
- **Scenario**

If user opens a P1 ticket it should display the message saying “ You are viewing a P1 ticket”

onSubmit()

- It runs when a form is being submitted.
- **Scenario**

If user try to create a P1 incident it should show a confirmation box saying “You want to create a P1 incident?” if user press ‘Yes’ then only it will submit the form.

onChanges()

- It runs when a field value changes in the form.
- **Scenario**

If you change the value of the state field it shows a message saying “You changed the value of the field”

onCellEdit()

- It runs when you change a field value of a list.
- **Scenario**

If user changes the value of a short description field in a list view, it should ask for a confirmation saying “Do you want to update the short description?”

Category: ServiceNow CSA

Which of the following are supported types of client scripts? (select all that apply)

onChange

onLoad

onClick

onAction

onCellEdit

onMouseOver

Data Policy:-

Data Policy

- It is used to make fields mandatory or read only in the server end.
- UI policy in the back end.

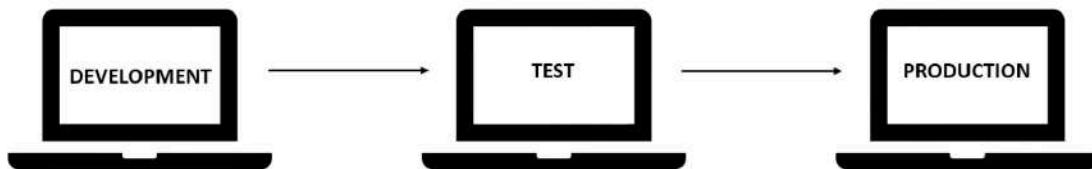
The screenshot shows the 'Data Policy' creation screen in ServiceNow. At the top, it says 'Data Policy New record'. Below that, there's a dropdown for 'Table' set to 'None', and checkboxes for 'Inherit', 'Reverse if false', and 'Active' (which is checked). There are also checkboxes for 'Apply to import sets', 'Apply to SOAP', and 'Use as UI Policy on client' (which is checked). Below these are two text input fields for 'Short description' and 'Description'. At the bottom, there's a 'Conditions' section with 'Add Filter Condition' and 'Add "OR" Clause' buttons, followed by a large 'Submit' button.

UI Policy VS Data Policy

- UI Policy runs in the Client Side where as Data policy runs in the server side.
- With UI policy you can do show/hide, mandatory and read only where as Data policy can only make field mandatory and read-only.
- UI policy can only work in the Main Form of the table where as Data policy can be applied from external sources like Import sets, web services etc.

Update Set:-

What is Update Set?



- It is a group of configuration changes (ex: Business rules, UI policy etc) that can be moved from one instance to another.
- Capture all the changes in a unit and then move it to other instance.

Update Sets

- **Items you can capture :**
- Business Rules
- Client Scripts
- UI Policy
- UI Actions
- Notification
- Form Configuration
- more....

Update Sets

- **Items you can not capture :**
- Records
- Users
- Groups
- CMDB records
- System properties
- More....



Process Records

- Business Rules
- Client Scripts
- UI Policies
- Fields
- Forms and Form Sections
- Report Definitions
- Tables
- Views
- List Configuration
- Roles
- Flows/Published Workflows



Data

- New Data Records
- Modified Data Records
- Tasks
- Modified Cls
- New Users and Groups
- Schedules
- Scheduled Jobs
- Dashboards*

Planning Process

- Same version of Instance
- Proper update set selection
- Cloned environment
- Schedule a date and time
- Review and Commit
- Review before moving

Category: ServiceNow CSA

Why is it recommended that you limit update sets to a maximum of 100 records? (Choose 2 answers)

Comply with ISO audit requirements

Smaller update sets can be imported to production during business hours

Reduce potential conflicts

Improve ability to troubleshoot issues with default update set

Make it easier to identify and review changes

Keeps update set logs shorter

New records, new groups and modified configuration items what do they have in common?

They are included in an update set

They are customizations

They do not have anything in common

They are not captured in an update set.

Category: ServiceNow CSA

To retrieve an update set from a remote instance, in the Production instance, navigate to:

- All > Update Sets > Update Sources
- All > System Update Sets > Update Sources
- All > System Update Sets > Retrieved Sources
- All > System Definition > Update Sources
- All > System Update Sets > Committed Sources

TABLES:-

Tables

- A place where records are stored.
- It has rows and column.
- A row is known as a **Record** and column is known as **field**.
- Field can be different type like **string,choice,reference,integer** etc.

Data dictionary tables

- Contains information about a table.
- ServiceNow table stores under **sys_db_object** table.
- Information about a field in a table stored in **sys_dictionary** table.
- The field label of a table stores in **sys_documentation** table.

sys_db_object → Every table record in ServiceNow.

sys_dictionary → saare fields and its data like choices(Dictionary sirf batata hai ki field choice type ka hai.)

sys_documentation → label of the field

Task	Table
Field options (High/Medium/Low)	sys_choice
Field type, mandatory, max length	sys_dictionary
Field label & help text (UI text)	sys_documentation

Table Rotation:-

Think of table rotation as **creating new tables automatically when old tables become too big**, so the system does not slow down.

⇒>>**Custom table not contain table rotation behaviour.**

Table rotation **sirf ServiceNow ke kuch system tables** me hota hai — like:

- ECC Queue (integration table)
- Some log tables

- Metric tables
- Email processing tables

Ye tables **bahut fast grow** karte hain (daily thousands/millions records).

Category: ServiceNow Certified System Administrator CSA

Does ServiceNow support table rotation ?

No

Yes

Correct

Table rotation preserves instance performance and averts risk associated with querying growing data sets by using the External Communication Channel (ECC) Queue and the sys_created_on field to separate data sets into multiple tables based on date.

Category: ServiceNow Certified System Administrator CSA

What is the master table that contains a record for each table in the database?

sys_master_db table

sys_master_object table

sys_db_object table

Category: ServiceNow Certified System Administrator CSA

_____ is used to join two tables. Fill in the blank with the correct option.

Database Views

GlideRecord

Link Tables

Field and Field Types:-

Table Relationships:-

Table Relationship

- One to many – One table has a field which referencing to other table.
Caller field in incident table.
- Many to many – Two or more table is related to one another.
Group and Roles table.
- Extended – One or more table can be extended from another table.

Table Types

- **Base table** – Not extended from any table, but extends by other table.

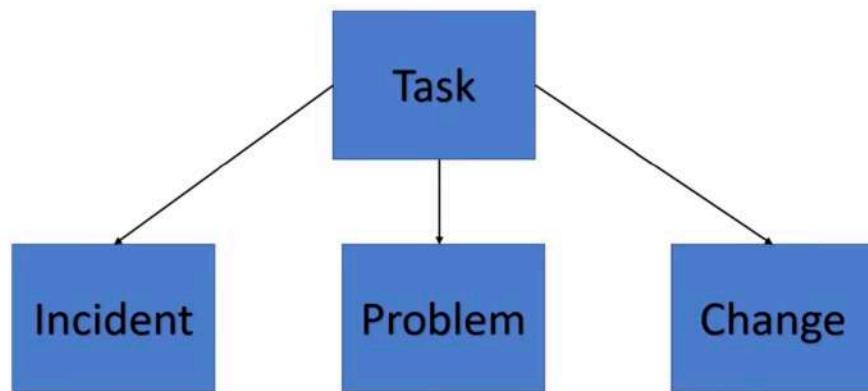
Ex:- Task table.

- **Extended Table** – A table which is extended from another table.

Ex: - Incident table.

- **Core Table** – Table created by Servicenow.

Parent Table and Child Table



Important Tables

- Task [task]
- Incident [incident]
- Problem [problem]
- User [sys_user]
- Role [sys_user_role]
- Knowledge [kb_knowledge]
- Service catalog [sc_catalog]
- Configuration item [cmdb_ci]

USER:-

Users

- Having account in ServiceNow.
- Part of **sys_user** table.
- Can be part of specific group.
- Can be assigned different Roles.

Groups:-

Groups

- Collections of users which has same roles
- Part of **sys_user_group** table.
- Roles are assigned in a group.
- Group can be part of parent group.

Roles:-

Roles

- Collection of permissions.
- Part of **sys_user_role** table.
- Roles are assigned in a group.
- It contains other Role.

Popular Roles

- admin
- security_admin
- itil
- impersonator
- knowledge_admin
- catalog_admin
- asset

Category: ServiceNow CSA

A Role is defined as what?

- A set of user access policies
- A collection of permissions
- A set of access control rules
- A Persona in a workflow

Access Control List:-

What is ACL.

- How a servicenow user can interact with data in table.
- A record in sys_security_acl table.
- To create or edit ACL you need to **Elevate role**.
- Highest level of security can be applied on –
 1. Table
 2. Record (row)
 3. Field (column)

CRUD Operation

- Create
- Read
- Update/Write
- Delete

ServiceNow restricted operation

- Execute
- Edit_ci_relations
- Save as template
- Report on
- Personalize Choice

ACL Flows

- **Access controls** are assigned to Roles.
- **Roles** are assigned to Groups.
- **Users** are assigned to Groups.

Operation	What it Controls	Applies To
report_view	Whether the user can open/view a report record	sys_report table
report_on	Whether the user can create a new report using a table	Any table used as data source

Category: ServiceNow CSA

Which of the following operation is a record-type access control list that restricts access to reports based on a role?

report_view
 report_access
 report_on
 report_admin

Category: ServiceNow CSA

There is a business requirement to restrict incident reporting to specific roles for better governance. The Development team decided to add a new access control (ACL), so only those roles can view the contents of the reports on the incident table.

What access control operation should they use to allow this access on the incident table?

report_on
 add_to_list
 execute
 report_view
 read

QUESTION TIME : 00:00:07

Category: ServiceNow CSA

Access Control rules may be defined with which of the following permission requirements? (Choose 3)

<input checked="" type="checkbox"/> Scripts
<input type="checkbox"/> Groups
<input checked="" type="checkbox"/> Conditional Expressions
<input checked="" type="checkbox"/> Roles
<input type="checkbox"/> Assignment Rules
<input type="checkbox"/> User Criteria

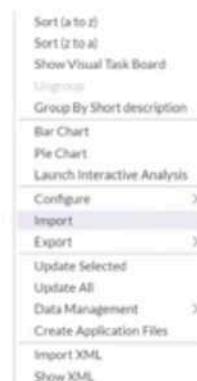
Import Set:-

Different ways to Import Data

- **Import XML** – You can only Import XML type data.



- **Import** – You can only Import Excel file.

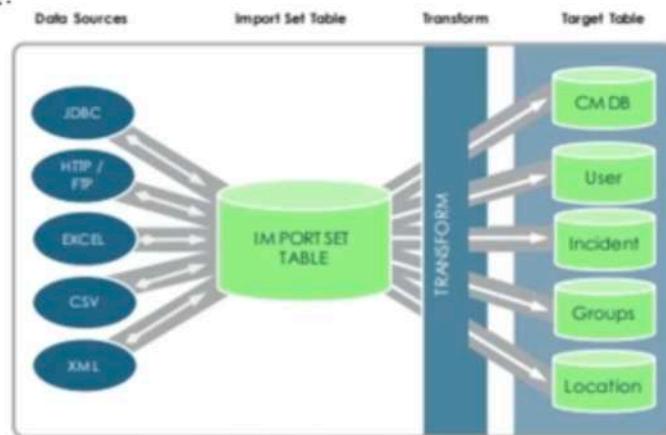


Import Sets

- It enables to import data from various data sources and map the data into ServiceNow existing table.

- Roles required –
admin or import_admin

- In Servicenow we have an application called
System Import Sets



Important components of Import Sets

- Data Source
- Load Data
- Import Set Table
- Transform Map
- Transform

Data Source

- It stores information regarding different type of data source. (ex: LDAP, Azure AD, ADFS etc)

Name	Type	Format	Updated
Search	Search	Search	Search
ADFS Example	OIDC		2018-02-02 14:01:30
Audit Example	OIDC		2018-02-02 14:17:32
Azure AD Example	OIDC		2018-02-02 14:20:14
Example CSV SSL test	File	CSV	2022-03-17 20:32:16
Example CSV FTP test	File	CSV	2008-01-04 00:06:08
Example CSV TAB Test Users on Path	File	CSV (tab)	2022-03-17 19:39:26
Example CSV Test Users on Path	File	CSV	2022-03-17 19:59:26
Example CSV Test Users zipped on Path	File	CSV (tab)	2022-03-17 19:59:26
Example HTTP CSV Zip users	File	CSV (tab)	2008-01-04 00:05:32
Example JDBC MySQL Glide.sys_user	JDBC	MySQL	2022-03-17 19:59:26
Example JDBC Oracle Location	JDBC	Oracle	2022-03-17 19:59:26
Example LDAP Groups	LDAP		2008-05-21 17:20:13

Load Data

- It is the place where you load data from different data source.

The screenshot shows the 'Load Data' interface in ServiceNow. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and a 'Load Data' button. Below the navigation is a search bar and a 'Submit' button. The main form has the following fields:

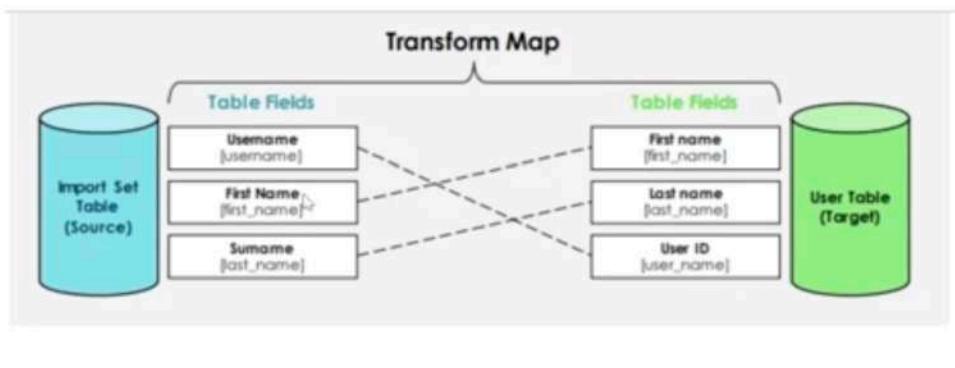
- Import set table:** Radio buttons for 'Create table' (unchecked) and 'Existing table' (checked). A dropdown menu below shows 'Computer [imp_computer]'.
- Source of the import:** Radio buttons for 'File' (checked) and 'Data source'. A 'Choose File' button is shown with the message 'No file chosen'. Below it are 'Sheet number' and 'Header row' input fields, both containing the value '1'.
- Submit:** A green 'Submit' button at the bottom of the form.

Import Set Table

- It is the staging area for records which are imported from a data source.
- Fields are generated automatically based on the imported data.

Transform Map

- This is used to create a relationship between fields in import set table and fields in a target table.



Types of Mapping

- **Automatic Mapping** – Where fields of your import set table matches with the fields of target table.
- **Mapping Assist** – It is the convenient way to map fields between your import set table and target table.

Transform

- Once the mapping is done with Transform Map you can transform your data to the target table with this function.

Category: ServiceNow CSA

What details can you find in the import set record after running an import? (Choose 3)

Import Maps

Import Set API

Import Log

Import Set Runs

Concurrent Import Sets

Import Set Rows

Incorrect

There are two ways to run or process an import set: 1. Robust import set transformers: Separate the transform and processing functions, providing a more flexible alternative to transform maps. 2. Transform maps: Legacy method to map data from an import set staging table to a single target table. After running the import, you can view the import history by navigating to the Import Set record and checking the tabs below the Related Links section: The Import Set Runs tab provides details about individual imports. The Import Set Rows tab provides details about rows included in the import set run. The Import Log tab displays the logs for the import set. It shows when each log was created, its level, the log message, and the source of the log. Import set runs with a import set transformer

Started	Completed	Run time	Total	Inserts	Updates	Processed	Ignored	Skipped	Errors	Transform Map	Robust Transformer
2022-05-24 08:58:48	Complete	2022-05-24 08:58:48	0 Seconds	3	6	0	3	0	0	Empty!	Computer Transformer

Category: ServiceNow CSA

What is a best practice regarding data imports?

Plan time before your import to remove obsolete or inaccurate data

Use extremely large Import Sets, instead of multiple large Import Sets

Adjust your Transform maps, after the data is loaded into the target table

Create a new import set table for each new data load

Monitor data quality and clean imported data, using the Data Scrub Workspace

Incorrect

Note while importing: 1) Before import we need to Verify/clean our data. 2) Data should not be imported in extremely large chunks

Import Set Tables

- Cleanup
- Scheduled Cleanup

Category: ServiceNow CSA

Which of the following are valid data sources for import sets? (select all that apply)

<input type="checkbox"/> JDBC
<input checked="" type="checkbox"/> XML Files
<input type="checkbox"/> HTTP
<input checked="" type="checkbox"/> CSV Files
<input checked="" type="checkbox"/> Excel files

Incorrect

All the valid data sources for import sets in ServiceNow:

JDBC : JDBC (Java Database Connectivity) allows you to import data from relational databases directly into ServiceNow tables.

XML Files : ServiceNow can process XML files containing structured data for import into various tables.

HTTP : This option enables importing data from web services using HTTP requests.

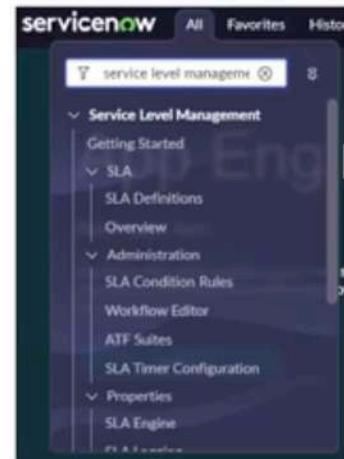
CSV Files : Comma-Separated Values (CSV) files are a common and widely accepted format for data import, and ServiceNow supports importing data from CSV files.

Excel Files : Microsoft Excel files are another popular data source, and ServiceNow can import data from Excel spreadsheets into your tables.

Service Level Agreement(SLA)

What is SLA?

- If a certain level of services provided in the mentioned time.
- SLA Definition
- It defines in the workflow



SLA = Service Level Agreement

Ye ek **timer** hota hai jo track karta hai ki koi task (incident, request, change, etc.) **kitne time me complete** karna hai.

Example:

- P1 Incident → 1 hour me resolve
- Catalog Request → 24 hours me complete

SLA tumhare tasks ko time-bound banata hai.

Ye 3 conditions milti hain → SLA start ho jata hai:

1. **Start Condition** → kab start karna hai
2. **Stop Condition** → kab stop karna hai
3. Pause

Table	Purpose
task_sla	Individual SLA records (each task ka timer)
contract_sla	SLA definitions
sla_schedule	SLA timings

Category: ServiceNow Certified System Administrator CSA

What is the sequence of conditions in a ServiceNow SLA definition ?

- Start, Hold, Halt
- Start, In Progress, Stop
- Begin, Hold, Halt
- Start, Pause, Stop

Category: ServiceNow CSA

Which table stores the Task SLA records for the SLA's attached to particular tasks?

- sia_task
- sla
- sla_definition
- task_sla
- sla_value

Category: ServiceNow Certified System Administrator CSA

Types of SLA (SLA, OLA & UC) are defined in which field?

Duration

Type Field

Condition Field

Retroactive Start

TYPES OF SLA:-

▼ **1 SLA – Service Level Agreement (MOST COMMON)**

Used for tasks like **Incident, Problem, Change**.

Used For:

- Response time
- Resolution time

Example:

- P1 Incident must be resolved within **4 hours**
- Response must be given within **15 minutes**

Controlled by:

- **SLA Definition**
- **SLAs start/stop conditions**
- **Schedule & Timezone**

2 OLA – Operational Level Agreement

OLA is between **internal support teams**.

Used When:

Work passes between internal groups.

Example:

Suppose:

- L1 support must respond in **10 minutes**
- L2 must resolve the issue within **2 hours**

This is not visible to customer, only internal.

3

UC – Underpinning Contract

UC is between your company and **third-party vendors**.

Example:

Your company depends on Airtel for internet.

Vendor promises:

- Internet uptime must be **99.9%**
- Resolved within **1 hour** for outages

If vendor fails → **UC breaches** happen.

Inactive monitor:-

An **Inactivity Monitor** in ServiceNow is a **timer** that keeps watching a task (like Incident, Change, Problem).

👉 If **nothing happens** on the task for a long time (no update, no change), the inactivity monitor will **trigger an event** (like a reminder or escalation).

Category: ServiceNow Certified System Administrator CSA

From the below options, please choose the correct definition of "inactivity monitor" in ServiceNow instance.

- It is used to enhance the system logs. It provides more information on the duration of transactions between the client and the server.
- It triggers an event for a task record if the task is inactive for a certain period of time. If the task remains inactive, the monitor repeats at regular intervals.

Correct

The correct definition of an "inactivity monitor" in a ServiceNow instance is:

- It triggers an event for a task record if the task is inactive for a certain period of time. If the task remains inactive, the monitor repeats at regular intervals.

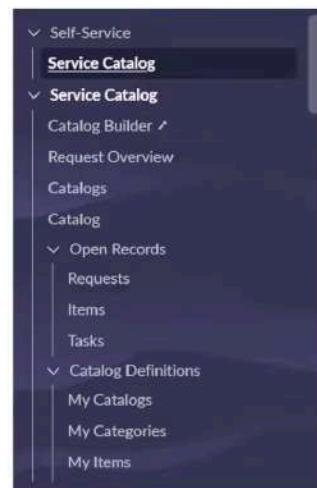
Here's why:

- Inactivity monitors are designed to track and act upon tasks that haven't been updated or changed within a specified timeframe. This helps ensure that tasks don't get lost or forgotten.

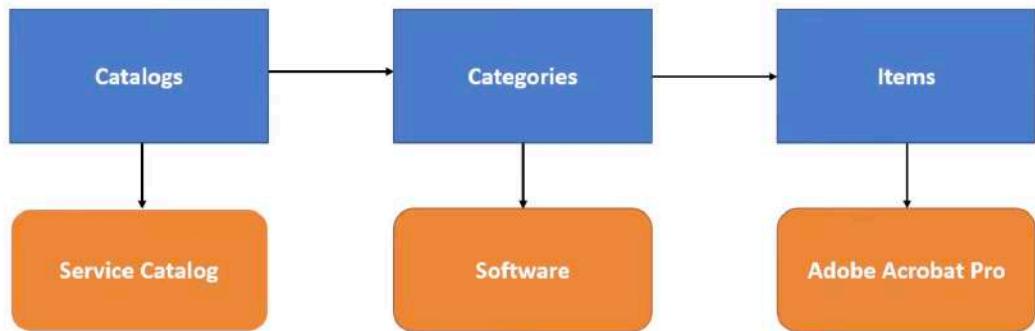
Service Catalogs

Service Catalog

- It is an ordering system for different products and services which offered by different departments for users.
- One stop shopping available for the users.
- Multiple Service Catalogs are available.
- Categories organized service catalog items.
- **Catalog_item or admin**



Catalogs, Categories and Items



Variables

- Define questions that can be asked to the end user while purchasing an catalog Item.

Request for Apple iPhone 13

The screenshot shows a purchase request form for an Apple iPhone 13. It includes the following variables:

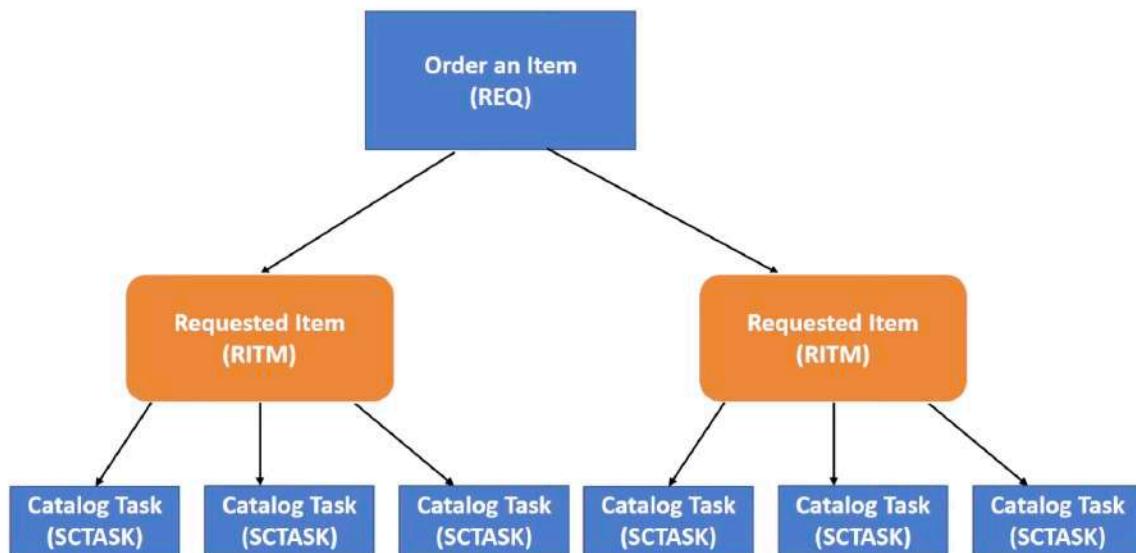
- * Is this a replacement for a lost or broken iPhone?
 Yes
 No
- * Monthly data allowance
-- None --
- * Choose the colour
 Green
 Pink
 Blue
 Midnight
 Starlight
 Red
- * Choose the storage
 128 GB
 256 GB [add ₹8,127.11]
 512 GB [add ₹24,381.33]

Variable Sets

- Collection of Variable that can be shared between catalog items.

* Choose the storage
 128 GB 256 GB [add ₹8,127.11] 512 GB [add ₹24,381.33]

The Journey of an Order



Category: ServiceNow CSA

When adding a variable to a catalog item, what does an order field determine?

The order field displays the fulfillment priority value in calculating and presenting an expected delivery date

The order field value is used to display the variable by price. The order is more expensive to less expensive

The order field establishes the display order of the variables. Variables are listed by ascending order values.

The order field sets the availability of the variable item by graying the item if it is not available to, he ordered

Incorrect

The orders are listed in terms of ascending order.

Category: ServiceNow CSA

Which feature enables you to maintain a unified content categorization across different content types, such as catalogue items, knowledge articles, and community posts?

- Knowledge Block
- Social Q&A
- User Criteria
- Record Producer
- Taxonomy

Category: ServiceNow CSA

Tables may have a One to Many relationships. From the Service Catalog, what are examples of tables having a one to many relationships?

Select 3 answers.

- One Request can have many Requested Items
- One Requested Item can have many Catalog Tasks
- One Requested Item can have many Approvals
- One Approval can have many Requests
- One Cart can have many Requests

Taxonomy in ServiceNow allows you to:

- Maintain **unified categorization** across multiple content types
- Standardize categories for:
 - Catalog items
 - Knowledge articles
 - Community posts
 - Service Requests
 - Other content repositories

It provides a **central classification system** so that all content uses the same structure.



Why the other options are wrong?

✗ Knowledge Block

Used to embed reusable knowledge content inside articles.

X Social Q&A

Used for community question–answering functionality.

X User Criteria

Used to control **access**, not categorization.

X Record Producer

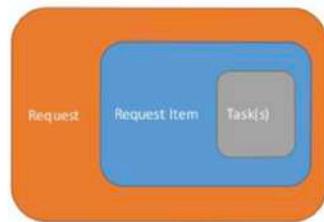
Used to create tasks from Service Catalog; does not handle categorization.

Category: ServiceNow CSA

What is the path an Administrator could take to view the fulfillment stage task list for an order placed by a user?

- a) REQ (Number)>RITM (Number)>PROCUREMENT (Number)
- b) RITM (Number)>REQ (Number)>PROCUREMENT (Number)
- c) REQ (Number)>RITM (Number)>TASK (Number)
- d) FULFILLMENT (Number)>RITM (Number)>TASK (Number)

Incorrect



Within a request, there can be one or more request items. For each request item, it takes one or more tasks to fulfill it. a)

Request ticket starts with REQ b) Request item ticket starts with RITM c) Task ticket starts with TASK

Order Guides

- Submit a single Service Catalog request which generates multiple items.
- Example - New Employee Hire

The screenshot shows a web-based service catalog interface titled "Order Guide - New Hire". The top navigation bar includes "Describe Needs", "Choose Options", and "Checkout" buttons. Below the navigation is a section titled "New Hire Order Guide" featuring a graphic of a name tag that says "HELLO" and "I'm New Here". The "Service Overview" section states: "The New Hire package includes all necessary tasks to enable your new employee to be productive on day one such as, hardware provisioning, software access, and account creation. Unless otherwise noted all new employees receive the standard package detailed below." The "Services Include:" section lists the following items:

- Email account creation
- Lenovo Carbon x1
- One external monitor
- MS Office Suite:
 - Outlook
 - Word
 - PowerPoint
 - Excel
 - OneNote

Record Producer:-

Record Producer

- It is a type of catalog item which allows end user to create task based record, like incident records from service catalog.
- It generates task record such as incident, instead of request item.

The screenshot shows a "Create Incident" form within a service catalog. The top header reads "Service Catalog > Can We Help You? > Create Incident". The main area contains instructions: "Create an Incident record to report and request assistance with an issue you are having" and "Request assistance with an issue you are having. An incident record will be created and managed through to successful resolution. You will also be notified of progress." Below these are two dropdown menus:

- * Urgency: Options include "Urgency", "More Information", and a dropdown menu showing "-- None --".
- Please describe your issue below: A large text input field with placeholder text "Please describe your issue below" and a "More Information" link.

At the bottom are "Cancel" and "Submit" buttons.

Catalog Builder

- Create and edit catalog item using visual and guided experience.
- Create Catalog Item template.
- Catalog builder is created to support common and simple use case.
- There are limitation in catalog builder.



Category: ServiceNow CSA

The _____ protects applications by identifying and restricting access to available files and data.

- Update set
- Application Configuration
- Application Scope
- Access Control Rule

Category: ServiceNow CSA

What catalog tool would you use to create a catalog item or record producer?

- Workflow Designer
- Catalog Formatter
- Catalog Designer
- Catalog Builder

FLow Designer:-

Flow Designer

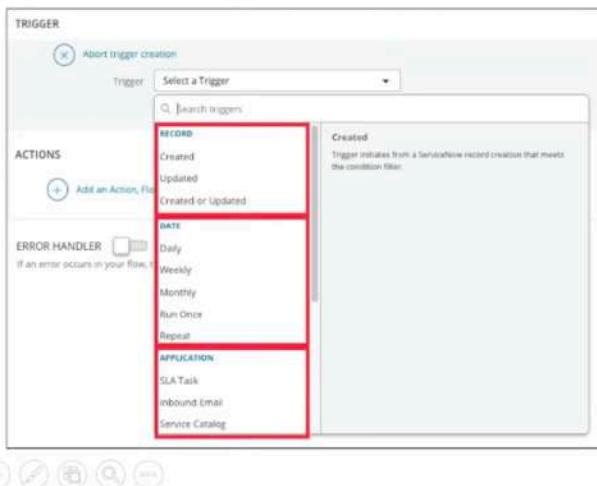
- It is an interface in which we can enable process automation capabilities.
- It can use in approvals, task, notification and record operations.
- It is a non-technical interface.
- flow_designer, flow_operator and action_designer.
- You can integrate with third-party applications from Integration Hub

Components of Flow

- Triggers
- Conditions
- Actions
- Data

Triggers

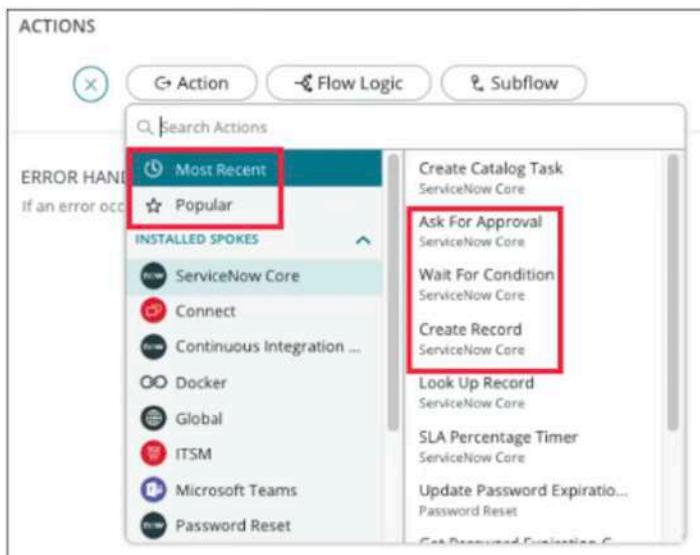
Flow Components: Triggers



- **Record Based** : It triggers a flow when record is created or updated.
- **Date Based** : It triggers a flow at the specified date and time.
- **Application Based** : It triggers a flow when application specific conditions are met.

Flow Components: Triggers and Conditions

Actions



- Actions are operations that system would perform like create task, updating field, ask for approval, look up record.

Flow Components: Data



Different use cases of Flow Designer

- If short description contains the word 'vpn' the ticket would automatically assigned to the Network team and the category and sub-category of the ticket will become Network and VPN.

Question time : 00:00:59 1 points

Category: ServiceNow CSA

What utility enables process owners to author cross-enterprise workflows within a single, unified process?

Flow Editor
 Flow Designer
 Workflow Manager
 Process Owner Dashboard
 Process Workflow Designer
 Process Automation Designer

Incorrect
ServiceNow Process Automation Designer enables process owners to author cross-enterprise workflows and create a single, unified process. It can be used to provide end users with a simplified, task-oriented view of your process.

Because **Process Automation Designer** allows **process owners** (non-technical users) to:

- Design **cross-enterprise**, end-to-end workflows
- Combine multiple flows, subflows, activities
- Break processes into reusable **activities & playbooks**
- Use a **single, unified process view**
- Build workflows **without scripting**

- Define steps for **multiple departments** (IT + HR + Facilities, etc.)

This is exactly what the question is asking.

Category: ServiceNow CSA

You are designing a flow. You created an action on the incident record and you need to make use of this record in a subsequent action. Which of the following can be useful?

- Field Picker
- Subflow
- Triggers
- Data pills
- Field Selector

Category: ServiceNow CSA

What are advantages of using Flow Designer? (Choose 4 answers)

Supports legacy workflows

Less manual scripting

Enables complicated scripting

Reduces technical debt

Smooth integration with 3rd party systems

Complements the Integration Store

Incorrect

Reference: Basics of Flow Designer

Category: ServiceNow Certified System Administrator CSA

Which of the components are visible on Workflow welcome screen

- | |
|---|
| <input checked="" type="checkbox"/> New Workflow Button |
| <input checked="" type="checkbox"/> Palette Tabs |
| <input type="checkbox"/> Catalog form |
| <input checked="" type="checkbox"/> List of published workflows |

CMDB:-

What is CMDB?

- Configuration Management Database.
- It is a series of table which stores information about different **Configuration Item (CI)** their attributes and also relationship between them.
- **asset, itil, itil_admin, cmdb_read**

3 key Tables of CMDB –

- **cmdb**
- **cmdb_ci**
- **cmdb_rel_ci**

Configuration Item (cmdb_ci)

- Any item that needs to be managed in order to deliver services.
- A CI can be a Computer,Laptop,router,server, database, applications.

A CI record will contain all the relevant data such as –

- Name
- Owned by
- Model ID
- Used for
- Vendor

Configuration Item Form

CI Attributes

Relationships to other CIs

Toggle between CI Health Dashboard view and Form view

Related Items toolbar

CI Relationship (cmdb_rel_ci)

- It stores different type relationship between different CI.
- It helps to understand root problem of a particular issue.
- It also helps to understand which services can be affected due to this effective CI.
- It helps us to understand the infrastructure of an IT company.

Category: ServiceNow Certified System Administrator CSA

Which table stores information about CI relationship existing on a ServiceNow instance ?

- cmdb_ci_item_rel
- cmdb_rel_ci
- cmdb_rel
- cmdb_ci_rel

Correct

The CI Relationship table in a ServiceNow instance is "cmdb_rel_ci"

Category: ServiceNow CSA

Which of the following concepts are associated with the ServiceNow CMDB?

Select 4 answers.

- The Dependency View
- A Database
- Tables and Fields
- Service Processes
- User Permissions

Category: ServiceNow CSA

Which ServiceNow products can be used to discover and populate the CMDB?

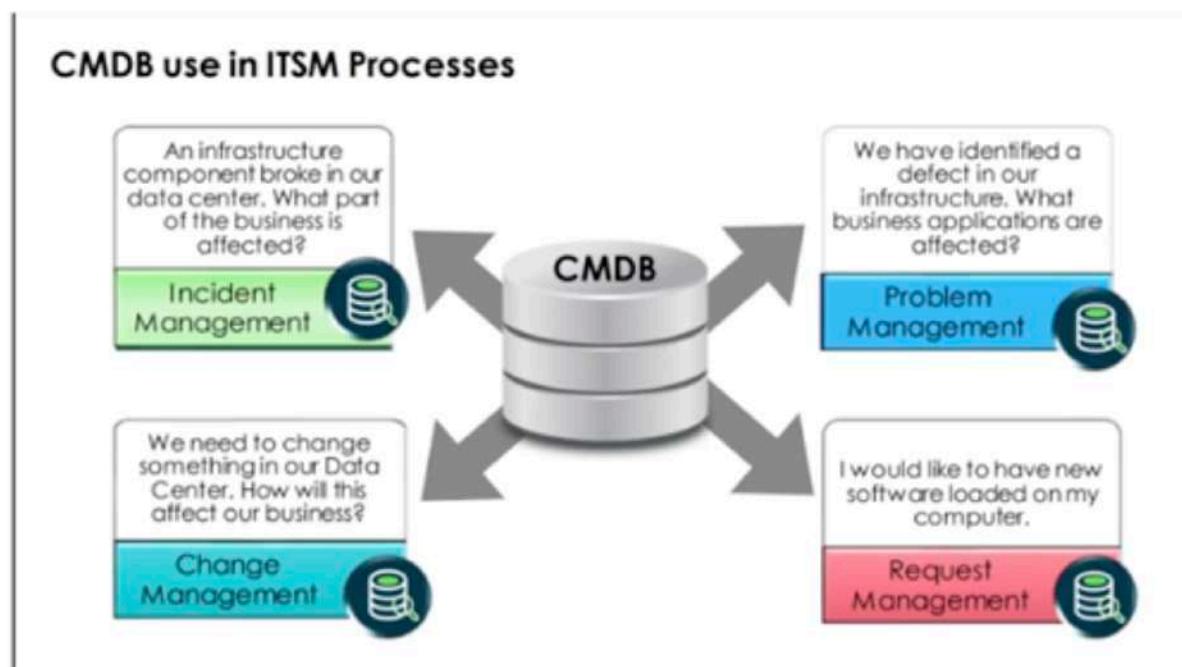
Select 2 answers

<input type="checkbox"/> IntegrationHub ETL
<input type="checkbox"/> Finder
<input checked="" type="checkbox"/> CMDB Integration Dashboard
<input checked="" type="checkbox"/> CMDB Plug-in
<input type="checkbox"/> Discovery

Incorrect

You can populate the CMDB by using Discovery, by using the IntegrationHub ETL or Import Sets to import and integrate data from a third-party source, by integrating with an external CMDB, or by manually creating CIs.

Uses of CMDB in ITSM



CI Class = Ek category jis se CI ka type define hota hai.

Example:

CI Class	Meaning
cmdb_ci_computer	Computer/Laptop
cmdb_ci_server	Server

CI Class	Meaning
cmdb_ci_db_instance	Database instance
cmdb_ci_network	Network device
cmdb_ci_appl	Application

Har class ek type ka CI represent karti hai.

■ CI Class Manager Kya Hai?

ServiceNow ka ek **UI tool** jisme tum:

- CMDB classes dekh sakte ho
- Class ke fields (attributes) configure kar sakte ho
- New child class create kar sakte ho
- Properties edit kar sakte ho
- Hierarchy visualize kar sakte ho

Navigation:

[CMDB → CI Class Manager](#)

Category: ServiceNow CSA
Which feature enables you to add related entries for Identification and Reconciliation Engine (IRE) identification rules?

The screenshot shows a list of features under the heading "Category: ServiceNow CSA". The feature "CI Class Manager" is highlighted with a green background and a white circle, while the others are in a standard grey list item style.

- IntegrationHub ETL
- CMDB Data Manager
- CI Class Manager
- Service Graph connectors

Because **CI Class Manager** allows you to configure and manage:

- **Identification rules**
- **Relationships**
- **Related entries (attributes, identifiers, dependent classes)**
- **Reconciliation rules**

It provides a UI to:

- Add related CI attributes
- Add identifiers
- Add dependent CI classes
- Manage class-level configurations for IRE

 **Only CI Class Manager supports adding “related entries” for IRE identification rules.**

Why the other options are WRONG?

IntegrationHub ETL

Used for mapping, transforming, loading data → NOT for IRE rules.

CMDB Data Manager

Used for **data quality actions & lifecycle policies** → NOT for IRE configuration.

Service Graph Connectors

Used to **import data** automatically from external sources → NOT for managing IRE rules.

CMDB Query Builder Kya Hota Hai?

ServiceNow ka ek **visual tool** jisme tum:

- CMDB me CIs (servers, applications, databases, etc.) ko select kar sakte ho
- Unke beech ke relationship draw kar sakte ho
- Ek **graph-based query** run kar sakte ho
- Output me **connected CIs** ka graph + table dekh sakte ho

Simple Words:

CMDB Query Builder = drag & drop tool to find how CIs are connected.

Category: ServiceNow CSA

Which of the following is a requirement for using the CMDB Data Manager?

- Configuring the data mapping and migration rules in the CMDB Data Manager.
- Setting up the Common Service Data Model (CSDM) environment.
- Ensuring there is an active life-cycle rule corresponding to each target class in a life-cycle policy.
- Mapping and migrating legacy life-cycle values into the CSDM standard values.
- Installing the CSDM Activation (com.snc.cmdb.csdm.activation) plugin.

Populate CMDB in ServiceNow

- Manual
- ServiceNow Discovery
- Import Sets

Category: ServiceNow CSA

How can the abbreviation CSDM be expanded?

Customer Service Data Model

Common System Database Model

Customer System Data Media

Common Service Data Model

Incorrect

<https://docs.servicenow.com/bundle/rome-servicenow-platform/page/product/csdm-implementation/concept/csdm-basics.html>

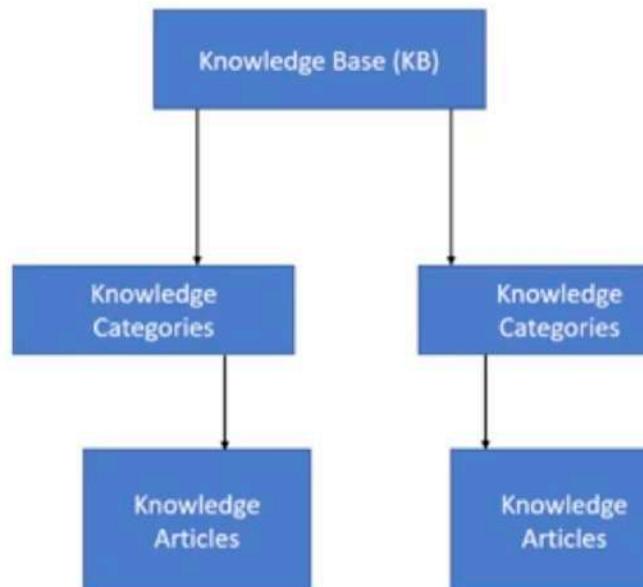
Knowledge Management:-

What is Knowledge Management

- In ServiceNow, it allows user's to create, edit and view knowledge articles to share information across the organization.
- Each article contains information that can help the end users or an agent who is going to perform troubleshooting.
- Knowledge Articles are part of different categories and knowledge base.
- **knowledge, knowledge_manager, knowledge_admin**

KM Features

- Knowledge Bases
- Knowledge Categories
- Draft KA
- Approval process
- Publish Article
- Article Feedback
- Retire Article



Category: ServiceNow CSA

Which knowledge feedback option CANNOT be disabled at the knowledge base level?

- Marking as helpful
- Commenting
- All of them can be disabled
- Flagging
- Rating

Flagging :-

- Reporting incorrect info.
- Reporting inappropriate content
- Compliance safety

Category:

Knowledge Base Search results can be sorted by which of the following?

Select 3 answers.

- Views
- Relevance
- Popularity
- Newest
- My group articles

Incorrect

Home > Knowledge Search

test



▼ Filters

0 results for "test"

Sort by | Relevance Views Newest Alphabetical

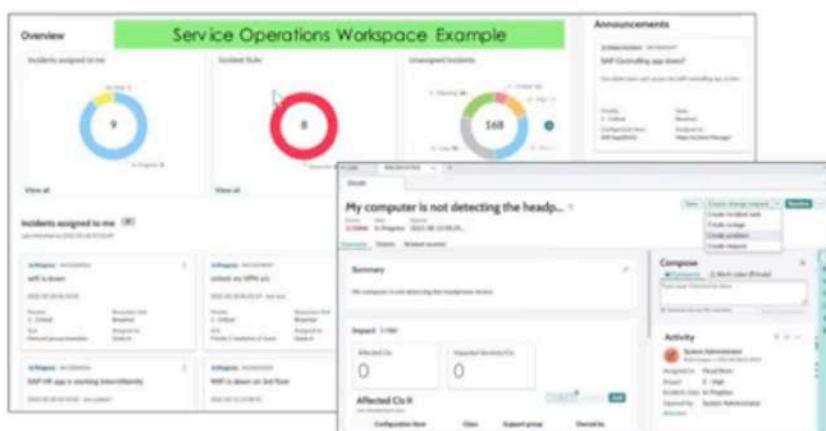
Showing All Results



Workspace:-

What is Workspace ?

- It provides agent and professionals targeted, purpose-built tools and information on a single page.
- Solves issue faster as everything you need is in a same place.



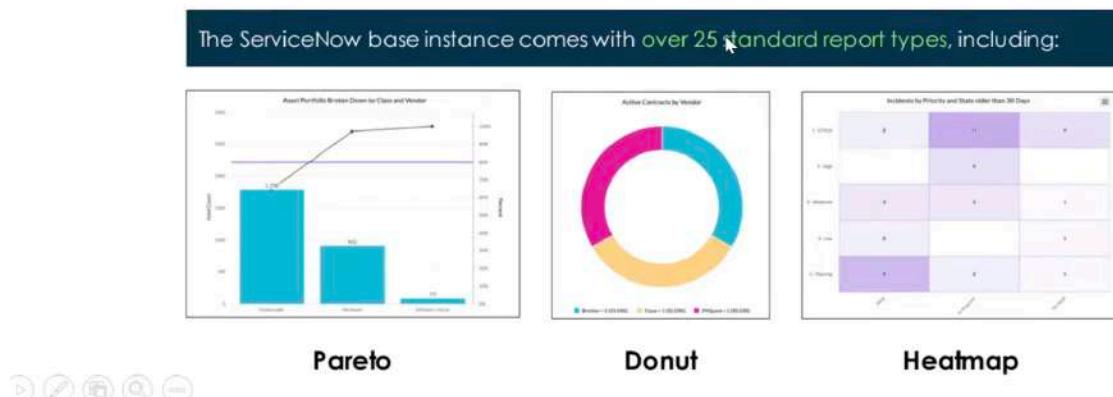
What is Employee Center ?

A screenshot of the Employee Center. The top header says "Employee Center: your one-stop shop for enterprise service delivery". The left sidebar lists features: "Available for all customers", "Scales services across departments", "Home page based on best-practices", "AI Search and curated experiences provide an intuitive content discovery experience", and "Configurable, curated experiences include: Dynamic topic pages, Mega menu widget, Popular topics widget". The main area shows a "Mega menu widget" with a unified taxonomy capability, a "Recommended for you widget" displaying catalog items and KB articles, a "Popular topics widget" showing trending topics, a "Quick links widget" with visual links to important content, a "My items widget" displaying user activities, and a "Footer widget" grouping corporate resources.

Reports:-

Reports

- It enables you to visualize the state of data in different format like bar chart, pie chart, donut etc.



IMP:-We can share report, schedule report, download pdf, add to dashboard.

Category:

The Report Designer contains different sections for configuring your report. Which section is used to specify the name of the report, and the table or data source for the report?

The screenshot shows the ServiceNow Report Designer interface. The top navigation bar has tabs: Design (highlighted in red), Configure, Name, Data (highlighted in green), and Style. Below the tabs, there's a breadcrumb navigation: < Create a report, followed by Data, Type, Configure, and Style. The main content area is titled "Incorrect". It shows fields for "Report name" (with a red box around the "Data" tab in the breadcrumb), "Source type" (dropdown menu "Data source"), and "Data source" (dropdown menu "No data source selected"). A tooltip for the "Data source" field explains: "The section used to specify the report name and the table or data source for the report in ServiceNow's". At the bottom, a note reads: "Report Designer is: D Data Here's why: Data This section is the starting point for defining your report. It's where you choose the data source that will populate the report".

Category:

On the Reports page, what sections allow you to see which reports are visible to different audiences?

Select 4 answers.

<input checked="" type="checkbox"/> My reports
<input checked="" type="checkbox"/> All
<input checked="" type="checkbox"/> Global
<input checked="" type="checkbox"/> Group
<input checked="" type="checkbox"/> Team
<input checked="" type="checkbox"/> Department

Incorrect

The four correct sections on the Reports page in ServiceNow that allow you to see which reports are visible to different audiences: My Reports : This section typically displays reports that you've created or marked as favorites for easy access. All : This section shows all available reports in the system, regardless of access restrictions. Global : This section displays reports that are accessible to all users in the system. Group : This section allows you to filter reports based on the user groups they are shared with. Here's why the other options aren't included: Team: While ServiceNow might have team-based functionalities, reports are more likely to be shared with user groups rather than specifically defined teams. Department: Similar to "Team," reports are typically not managed based on departments. User groups provide a more flexible and granular way to control report access.

Category:

Reports can be created from which different places in the platform?

Select 2 answers.

<input checked="" type="checkbox"/> List column heading
<input type="checkbox"/> Metrics module
<input checked="" type="checkbox"/> View / Run module
<input checked="" type="checkbox"/> Statistics module

Incorrect

Two out of the three main places where reports can be created in ServiceNow: List column

heading ; In some list views, you might have the option to right-click on a specific column header and choose "Create Report." This allows you to generate a report based on the data within that particular column. View / Run module : Many forms and list views have a "View / Run" module that provides options for generating reports based on the current data set. This can be a quick way to create reports specific to the information you're viewing. Here's why the other option isn't typically used for report creation: Metrics module: The metrics module typically displays pre-defined dashboards and reports with key performance indicators (KPIs) relevant to a specific area. While you might be able to customize these reports to some extent, you wouldn't necessarily create entirely new reports from the metrics module itself.

Instance Configuration:-

Baseline Implementation

What is a **baseline implementation**?

A **baseline implementation** is a set of installed applications on a ServiceNow instance, before any configuration or customization has been done.

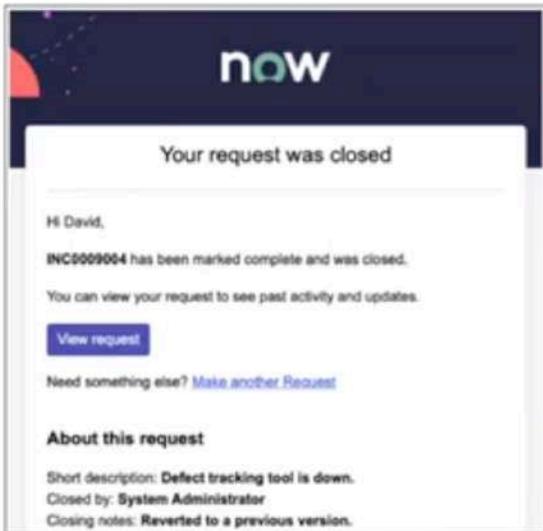
What is an **instance**?

An **instance** is a copy of a ServiceNow environment that is specific to a customer.

There are three typical environments:

- Production** – where people do their work and support their customers
- Non-production** – used for development, testing, and experimentation
- Development** – developers may get their own personal instance to do experimentation and learning outside of the customer/company's environment

Email Notifications



Notifications can be triggered by events in the platform and require no scripting knowledge. Use notifications to notify users about activities in ServiceNow (i.e., updates to incidents or change requests).

Using Email Layouts and Templates with Notifications

Step 1
Create Email Layout

All > System Policy
> Email > Layouts



Step 2
Apply Layout to Email Template

All > System Notification >
Email > Templates



Step 3
Apply Template to Notification
(What it will contain tab)

All > System Notification >
Email > Notifications



Shared Responsibility Model:-

Shared Responsibility Model

- It defines the security responsibilities between Customer and ServiceNow.
- When I, as a customer, purchase a ServiceNow instance for my project, the Shared Responsibility Model clarifies exactly where my security and operational duties begin and where ServiceNow's end.
- ServiceNow is responsible for Security of the Cloud (the platform, infrastructure, host OS, and data center).
- The Customer is responsible for Security in the Cloud (the application configuration, user access, ACLs, custom code, and data itself).

ServiceNow Shared Responsibility Model

	A	B	C	D	E
1	Area of Responsibility	Customer Role	ServiceNow Role	Explanation	
2	Secure configuration of instance	Responsible		The customer is solely responsible for hardening their instance. This includes activating required security plugins, setting minimum password policies, enforcing Multi-Factor Authentication (MFA), and ensuring correct system properties are configured.	
3	Authentication and authorization	Responsible*		The customer defines who can access the platform (authentication) and what they can do (authorization). This means setting up SSO (Single Sign-On), managing Roles and Groups, and correctly configuring ACLs (Access Control Lists) to restrict data access.	
4	Data management (classification and retention)	Responsible		The customer determines what data is sensitive (e.g., PII, confidential), how long it must be kept (retention), and when it needs to be deleted.	
5	Data encryption at rest	Responsible		ServiceNow provides the default encryption for the platform and the options for premium encryption (like Column Level Encryption). The Customer must choose to enable and configure these settings, and optionally purchase CMEK to control their own encryption keys.	
6	Data encryption in transit	Shared	Shared	ServiceNow manages the secure connection (HTTPS/TLS) for all data transfer. The Customer is responsible for ensuring their integration endpoints (e.g., external APIs they connect to) also use secure, encrypted protocols.	
7	Encryption key management	Shared	Shared	ServiceNow manages the default platform encryption keys. The Customer is responsible for managing the lifecycle and security of any Customer-Managed Encryption Keys (CMEK) they choose to use.	
8	Security logging and monitoring	Shared	Shared	ServiceNow monitors host and infrastructure logs for external attacks. The Customer monitors application logs (transaction logs, system logs) to detect and respond to suspicious activity or misuse by their own users within the instance.	
9	Secure SDLC processes	Shared	Shared	ServiceNow manages the security of the core product code (the platform). The Customer is responsible for securing their custom application code and development processes (using code review, static analysis, etc.).	
10	Penetration testing	Shared	Shared	ServiceNow: Conducts regular external and internal penetration tests on the core platform to find and fix vulnerabilities. Customer: Can hire third parties to perform authorized penetration tests on their specific instance configuration and custom applications.	

Penetration testing	Shared	Shared	ServiceNow: Conducts regular external and internal penetration tests on the core platform to find and fix vulnerabilities. Customer: Can hire third parties to perform authorized penetration tests on their specific instance configuration and custom applications.
Vulnerability management	Shared	Shared	ServiceNow patches the OS and database software. The Customer is responsible for remediating vulnerabilities found in custom code or configurations they have deployed.
Privacy	Shared	Shared	ServiceNow: Adheres to global privacy standards regarding the handling of customer data. Customer: Defines the privacy rules for their users, such as access policies and data deletion procedures.
Compliance: regulatory and legal	Shared	Shared	ServiceNow provides the platform with certification like SOC and ISO. The Customer must configure their instance (e.g., via ACLs, retention policies) to ensure their specific business process meets legal requirements like HIPAA or GDPR.
Employee vetting or screening	Shared	Shared	Customer Screens and vets their own employees who will be granted access to the instance (especially administrators). ServiceNow Screens and vets the employees who operate and support the underlying infrastructure and data centers.
Physical security/environment controls	Shared	Shared	ServiceNow manages the network and logical access. The Colocation partner (where applicable) or ServiceNow manages the physical access control, climate control, and fire suppression in the data center building.
Cloud infrastructure security management		Responsible	ServiceNow manages and secures the virtualization layer, hypervisors, and all core components that make the cloud work.
Infrastructure management		Responsible	ServiceNow handles the provisioning, maintenance, patching, and scaling of the hardware and operating systems.
Media disposal and destruction		Responsible	ServiceNow is responsible for securely destroying hard drives and other media when they reach end-of-life to prevent data recovery.
Backup and restore		Responsible	ServiceNow performs regular data backups of your instance and provides the tools and processes for restoring the instance in case of data loss or disaster.

Business continuity and disaster recovery	Responsible	ServiceNow maintains the processes and infrastructure needed to recover services following a major disaster.
---	-------------	--

Integration Hub:-

IntegrationHub is the **platform** in ServiceNow that allows you to connect ServiceNow with **third-party applications** like:

- AWS
- Salesforce
- Microsoft Teams
- Slack
- Jira
- Google services
- Custom REST/SOAP APIs

These integrations are done using **Spokes**, **REST/SOAP steps**, and **Flow Designer Actions**.

Data Format we use XML and JSON.



Category: ServiceNow Certified System Administrator CSA

What data formats can IntegrationHub parse ?

- Only XML responses
- Both XML and JSON responses
- Only JSON responses

Correct

Using Integration Hub, you can parse XML and JSON responses from API calls without writing code.

Category: ServiceNow CSA

IntegrationHub enables execution of third-party APIs as a part of a flow. These integrations are referred to as

- a spoke
- a connection
- an action
- an integration step

IntegrationHub ETL:-

A drag-and-drop data pipeline tool inside ServiceNow for:

- Transforming
- Cleaning
- Mapping
- Loading

data from external sources → CMDB.

Option	Used for verifying existence in CMDB Workspace?	Meaning
CI Attestation	✓ Yes (Correct Answer)	Bulk CI verification
Multisource Report Builder	✗ No	Reporting & comparison
Service Graph Connectors	✗ No	Automated CI import
Identification & Reconciliation Engine	✗ No	Duplicate prevention & precedence
IntegrationHub ETL	✗ No	Data mapping & loading

Category: ServiceNow CSA

What do you use in CMDB Workspace to verify the existence of actual IT infrastructure and applications that you own, systematically and in bulk?

- Multisource Report Builder
- Service Graph Connectors
- Identification and Reconciliation Engine
- CI Attestation
- IntegrationHub ETL

Formatter:-

A formatter is a UI element that displays information on a form but does NOT store data in the table.

Category: ServiceNow Certified System Administrator CSA

What is the purpose of a formatter in ServiceNow instance ? Select one of the following.

- Formatter allows you to populate fields automatically
- Formatter is a form element used to display information that is not a field in the record
- A formatter allows you to configure applications on your instance
- Formatter is a set of conditions applied to a table to help find and work with data

Incorrect

A formatter is a form element used to display information that is not a field in the record. Add formatters to a form by configuring the form. Documentation -

https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/form-administration/concept/c_Formatters.html

Gauge:-

A Gauge is a real-time, visual dashboard element that displays data from a report on the homepage.

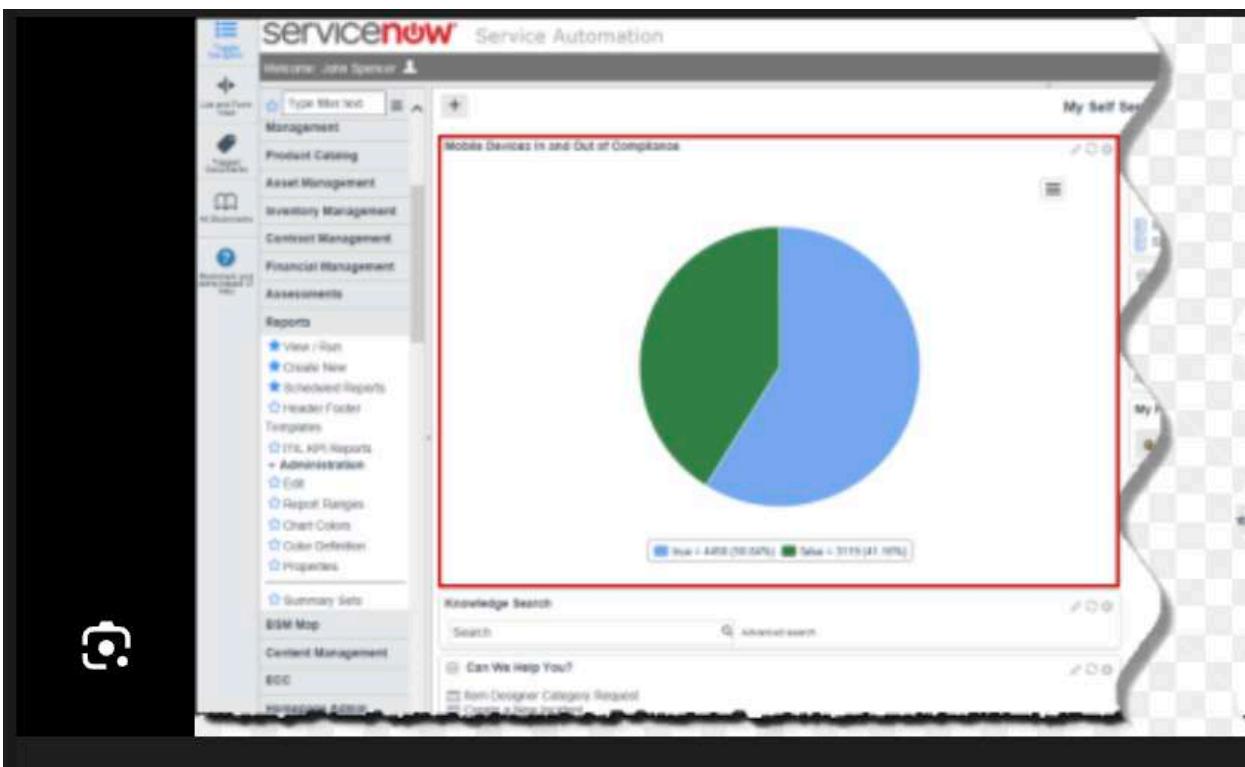
Category: ServiceNow Certified System Administrator CSA

Which of the below is not a list interface element ?

- Fields
- Title bar
- Column headings
- Gauge

Correct

Gauges is not a list interface element but container for holding graphical content on dashboards and homepages in ServiceNow, but gauges are no longer supported.



Displaying a homepage gauge depicting devices in and out of compliance

Contextual Security :-

means that access to *data in ServiceNow* depends on the **context** of the record — such as user roles, fields, or conditions.

Category: ServiceNow Certified System Administrator CSA

Which of the following is a best example of Contextual Security in ServiceNow ?

- Business rules
- Data Policy
- ACL

Incorrect

Contextual security is securing your data and record using create, read, write, delete functionality using Access Control List. Contextual security gives you controlling access on every level.

Category: ServiceNow Certified System Administrator CSA

Which of the following represent "One-to-Many" relationship fields ?

Relationship used to build SLA conditions

Reference Fields, Glide List, and Document ID Fields

Add users to groups that have been assigned the desired role

SLA Definition, Task SLA, SLA Workflow, SLA Automation

Incorrect

Two tables can have a bi-directional relationship, so that the related records are visible from both tables in a related list. Reference fields, glide list and document_id are one to many relationship. Ref - https://docs.servicenow.com/bundle/orlando-platform-administration/page/administer/managing-data/concept/c_DataManagement.html

Spoke:-

A **Spoke** is a *pre-built set of actions and subflows* used in **Flow Designer** for a **specific application or service**.

Category: ServiceNow CSA

Which of the following contains Flow Designer triggers and actions dedicated to a particular application?

Trigger Package

Flow Triggers

Automated Triggers

Spoke

Integration Hub

Predictive Intelligence:-

Predictive Intelligence (PI) is ServiceNow's **AI and Machine Learning (ML)** capability that helps automate work, improve accuracy, and reduce manual effort.

It uses **machine learning models** to analyze past data and make intelligent predictions.

👉 Example:

When a user logs an incident "Laptop not starting," the system predicts:

- Category → Hardware

- Assignment group → Desktop Support

Which of the following statements best describes predictive intelligence?

- Predictive Intelligence uses predefined configurations to set fields values
- Predictive Intelligence uses machine learning algorithms to set the "assignment group" and the "assigned to" fields
- Predictive Intelligence uses machine learning algorithms to set field values during record creation
- Predictive Intelligence uses assignment rules to set the "Assigned to" field

ECC Queue:-

ECC Queue stands for **External Communication Channel Queue**.

📌 Why do we need ECC Queue?

Because ServiceNow **cannot directly talk to your external machine**, server, or network device.

So ServiceNow uses **MID Server** as a middleman.

ECC Queue helps ServiceNow and MID Server communicate with each other.

ServiceNow ----(OUTPUT)----> ECC Queue -> MID Server
 ServiceNow <---- (INPUT)----- ECC Queue <---- MID Server

Analytics Center:-

- Analytics Center = One-stop analytics hub**
- Shows **all dashboards** in one place
- Shows **all visualizations**
- Shows **all insights**
- Shows **analytics answers**
- Part of **Platform Analytics Workspace**

✗ Agent Workspace

Used for agents to work on tasks (Incidents, Cases) — NOT analytics.

✗ Performance Analytics

Used for KPIs, indicators, scorecards — NOT a unified analytics page.

✗ Dashboards

Only dashboards.

Does NOT include insights, answers, analytics summaries.

Category: ServiceNow CSA

The _____ provide(s) the Platform Analytics Workspace with a single page for all the dashboards, visualizations, analytics answers, and insights on your instance.

- Agent Workspace
- Performance Analytics
- Dashboards
- Analytics Center

Category: ServiceNow Certified System Administrator CSA

The MID Server enables communication and the movement of data between ServiceNow instance and external applications, data sources, and services.

Which table stores all related communication records in this regard ?

- ECC Queue (cmdb_ci_queue) table
- ECC Queue (ecc_queue) table
- ECC Queue (cmdb_ecc_queue) table

Category: ServiceNow CSA

Which of the following chart types can be used to represent individual values as bars and the cumulative total as line?

- Pivot Table
- Bar chart
- Trend
- Pareto chart
- Heatmap

■ Why Pareto Chart? (Quick Explanation)

A **Pareto chart** combines:

- ✓ Bars → showing individual values
- ✓ Line → showing cumulative percentage / total

Exactly what the question is asking.

■ Why other options are wrong?

✗ Pivot Table

Table format, no bars + cumulative line combination.

✗ Bar Chart

Only bars → no cumulative line.

✗ Trend

Shows trend over time → line or bars, but no cumulative line.

✗ Heatmap

Color-coded matrix → no bars or cumulative line.

IMPORTANT QUESTION:-

Category: ServiceNow Certified System Administrator CSA

Which of the following statement is true about Service-Now LDAP ?

- ServiceNow LDAP has only read access to customers AD
 ServiceNow LDAP has read and write access to customers AD

Correct

Reference documentation - https://docs.servicenow.com/bundle/orlando-platform-administration/page/integrateldap/concept/c_LDAPIntegration.html It hereby states that integration uses a read-only connection that never writes to the LDAP directory. The integration only queries for information, and then updates its internal database accordingly.

Category: ServiceNow CSA

Which of the following knowledge base workflows immediately retires an article without needing an approval?

- Knowledge - Retire Knowledge
- Knowledge - Retire Article
- Knowledge - Direct Retire
- Knowledge - Instant Retire

Category: ServiceNow CSA

How to manage record numbering (like INC0000777)?

- System Definition > Number maintenance
- Number field > Number
- System Definition > Numbers
- None of the above

Which of the following can be configured by all users in the Next Experience instances?

- AI Search
- Next Experience Readiness Checker
- Personalised Start Page
- Custom menus
- Admin menu

Category: ServiceNow CSA

Which of the following roles cannot be delegated? (Select 2 answers)

- admin
- itil
- user_admin
- role_delegator

ServiceNow me **Role Delegation** ka use hota hai jab:

- Aap chhutti pe ho
- Kisi ko temporary access dena ho
- Kisi ko limited period ke liye permission chahiye

Category: ServiceNow CSA

What is Single Sign-On (SSO)?

- A process that grants access to third-party software that allows Service Now to write to outside databases.
- A ServiceNow application that maintains, stores, and validates passwords for access to Service Now applications.
- A type of ServiceNow release that updates existing Service Now instance.
- A type of integration that enables a user to log in once and gain access to the resources of multiple software systems without being prompted to log in again.

Correct

By definition, Single sign-on (SSO) is an authentication scheme that allows a user to log in with a single ID and password to any of several related, yet independent, software systems.

Category: ServiceNow CSA

The wait time for end users is based on the round-trip between the client and the server. What activities are included in the roundtrips?

- Submit + Query
- Request + Response
- Insert + Verify
- Save + Update
- Write + Read

Question time : 00:00:30**1 points****Category: ServiceNow CSA**

A dark theme or mode is available for some of the Now Platform capabilities in the Next Experience UI to allow users to fine-tune their experience and help alleviate their eye strain.

Which of the following products can support the dark theme? (Choose 3)

- Assessments and Surveys
- Dashboards and Reports
- Natural Language Understanding
- Knowledge Management
- AI Search

Category: ServiceNow CSA

An IT user calls the service desk because they need to work on task records. All they can see is Self Service on their homepage when they login to the ServiceNow instance. What issue could explain this? (Choose 2)

- Their user account was not approved by their manager
- Their user account does not belong to any groups, which contain the ITIL role
- Their user account is not logged in properly
- Their user account does not have ITIL role

Correct

The role which is mostly or widely used is "ITIL". Through this role User is granted access of Service Desk or technician through which he can open, update, close incidents, problems, changes, configuration management items.

(Important Question)

What is the industry term used to describe the computing platform and solution stack that supports the delivery of web applications?

- Single Sign On[SSO]
- Simple Object Access Protocol[SOAP]
- Open Database Connectivity[ODBC]
- Platform as a service[PaaS]

Category: ServiceNow CSA

The _____ is a user friendly reference to a field and the _____ is the backend reference to a field?

- name, label
- label, name
- name, value
- label, value

What features of ITIL are utilized by the ServiceNow platform?

- Planning, Design, Configuration, Testing
- Strategy, Design, Transition, Operations
- Strategy, Design, Transition, Configurations
- Planning, Strategy, Design, Transition

Category: ServiceNow CSA

_____ is a field where you can ask natural language questions about the trends and health of your processes.

- Agent Workspace
- Analytics Q&A
- Virtual Agent
- Analytics Bot
- Chatbot

Incorrect

You can make natural language queries related to indicators, tables, or columns from the Analytics Q&A in the Analytics Center. Please check this article for more details:
<https://docs.servicenow.com/bundle/vancouver-now-intelligence/page/use/performance-analytics/concept/analytics-center.html>

Category: ServiceNow CSA

What type of platform is provided by Now Platform?

 Application Platform as-a-Service Infrastructure as-a-Service None of the listed answers **Software as-a-Service****Incorrect**

The Now Platform provides an Application Platform-as-a- Service (aPaaS), a cloud-based computing model that provides the infrastructure needed to develop, run, and manage applications.

Category: ServiceNow CSA

A manager wants to view a snapshot of month end Sales performance data, as compared to Sales targets. In addition, the manager wants to be able to see those monthly numbers trended over time and forecasted into the future. What capability do you suggest for this manager?

 Scheduled Reports, a custom snapshot table, and a Projection report **Scheduled Reports, a custom snapshot table, and a Trend report** **Performance Analytics** Scheduled Reports and Excel Key Performance Indicators**Incorrect**

Scheduled report cannot give forecasted reports. Snapshots and forecasts are prime features that ServiceNow highlighted in Performance Analytics while deploying its functionality.

Category: ServiceNow CSA

Which ServiceNow resource can be used as a blueprint to map your IT Services to ServiceNow?

 Configuration Management Database (CMDB) NowLearning ServiceNow Wiki Service Mapping Guided Setup **Common Services Data Model (CSDM)** **IT Service Management(ITSMS)****Incorrect**

The CSDM is a CMDB-based framework that identifies where to place data for the products that you're using. Also, the CSDM is the standard for all ServiceNow products that use the CMDB. Following the CSDM framework ensures that the data your ServiceNow application requires maps correctly to the appropriate CMDB tables.

Category: ServiceNow CSA

Your customer requires that they be able to monitor which users are performing impersonations in their instance. What would you do to meet that requirement?

- Add the role Log Write [an_log_write] to the Impersonator Group
- Activate the glide.sys.log_impersonation script**
- Create user update set for impersonation tracking
- On the Impersonator role record, right click and select Create Log
- From User Icon, select Elevate Roles

Correct

Impersonations are logged in the System Log.

Logging can be enabled or disabled with the glide.sys.log_impersonation property.

Category: ServiceNow CSA

Which role can administrators grant to users in order for them to view the configuration and execution details of only flows and subflows?

- fd_read
- fd_read_operations
- fd_read_flows**
- fd_admin_designer

Incorrect

fd_read_flows : Enables a user to launch the Flow Designer design environment to view the configuration and execution details of flows and subflows.

Reference: User access to Flow Designer

Category: ServiceNow CSA

What type of relationship is recommended between Incident and SLA tables to report on incidents resolved by SLA per incident category?

- One-to-Many**
- Extensions
- Many-to-Many
- Database Views**

Category: ServiceNow CSA

Each organization receives one instance (production) and they have the option to obtain 2 other instances for development and testing

- TRUE**
- False

Incorrect

Each organization receives 2 instances (production and sub-production). They have the ability to obtain an additional sub-production instance

Activity Filter:-

Category: ServiceNow CSA

How can you filter the types of activities that are displayed in the Activity section?

Navigate to Service Desk > Personalization and update the record with name "Activity Types" with the activity types that you would like to display

It is not possible to filter the activity types in the Activity section

None of the listed answers

Navigate to Service Desk > Personalization and add a record to specify which Activity types to display

Click on the gear icon in the top banner and select which activity types to be displayed

Click on the funnel icon in the task form and select which activity types to show

Category: ServiceNow CSA

You are designing a form for a specific record. Which of the following is useful when you want to show records in the tables that have relationships to the current record?

Related list

Relationship icon

Dot Walking

Reference field

Incorrect

Related lists appear on forms and show records in tables that have relationships to the current record. Check this article for more details:
https://docs.servicenow.com/bundle/vancouver-platform-user-interface/page/use/using-forms/concept/c_RelatedLists.html

Category: ServiceNow CSA

Which of the following are the 3 key attributes for a field?

ID

Text

Unique ID

Label

Name

Value

Correct

The three key attributes for a field in ServiceNow are:

Label : This is the user-friendly name displayed for the field on forms and list views. It helps users understand the purpose of the field and the kind of data it holds.

Name : This is the internal identifier used within the system to reference the field. It should be unique and follow ServiceNow naming conventions for consistency.

Value : This represents the actual data stored within the field for each record. The value type depends on how the field is defined (e.g., string, number, date, reference).

Other Important Field Attributes:

"Field ke 3 important attributes kaunse hote hain?"

Yeh ServiceNow ka basic CSA question hai.

Agar tum Incident form me "Short Description" field dekhoge —
 us field ke 3 main parts hote hain:

1 Uska naam (system name)

2 Uska label (UI me dikhne wala naam)

3 Uska value (jo data andar stored hota hai)

Bas question yahi puch raha hai.

Category: ServiceNow CSA

In the context of Flow designer, which of the following are examples of ServiceNow core actions? (select all that apply)

<input checked="" type="checkbox"/> Wait for Condition
<input checked="" type="checkbox"/> Delete Record
<input type="checkbox"/> Schedule job
<input checked="" type="checkbox"/> Ask for Approval
<input type="checkbox"/> Repeat
<input type="checkbox"/> Activate Plugin

How to make a notification subscribable?

- Select the checkbox "Allow personalization" in the notification form.
- Select the "Subscribable" checkbox in the notification form
- All members of groups that is specified in the "Who will receive" can subscribe to the notifications
- Change the notification privacy type to "Public"
- There is nothing that you need to do. All notifications are subscribable by default.

IMPORTANT POINTS:-

-ServiceNow instance is single-tenant.

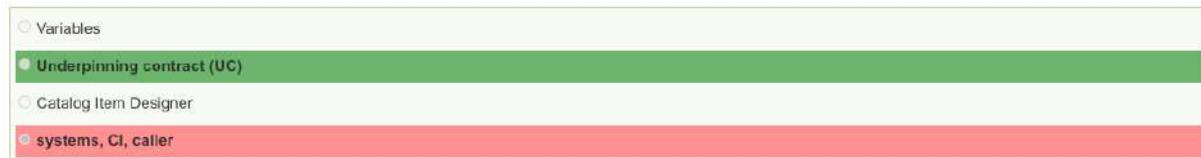
-Users are authenticated by various methods, including: Local database, Multi-provider Single Sign-on, Multifactor, LDAP, SAML 2.0, OAuth 2.0, and Digest Token

Underpinning contract (UC):-

An **Underpinning Contract (UC)** in ServiceNow is a formal agreement between an organization and an external service provider. It defines the specific service level expectations, performance metrics, and other contractual terms. UCs are used to manage relationships with third-party suppliers and ensure that they meet the agreed-upon service levels.

Category: ServiceNow Certified System Administrator CSA

What defines and monitors the guarantees established with an outside supplier and is a tool for supplier management?



VBT = Visual Task Board:-

VBT is a **drag-and-drop, Kanban-style board** used in ServiceNow to manage tasks visually.

It helps teams track work using **lanes (columns)** and **cards (tasks)**.

Think of it like Trello inside ServiceNow, but more powerful because it is connected directly to **real records** like Incident, Problem, Change, Story, etc.

✓ Why Visual Task Boards exist?

To provide:

- Better visualization of work

- Real-time collaboration
 - Easy tracking of task states
 - A modern Kanban workflow
-

⭐ 3 Types of Visual Task Boards (VERY IMPORTANT FOR CSA)

This comes directly in exams.

1 Freeform Board

- You can add **any task from any table** manually.
- Cards are **not linked to a filter**.
- Cards stay on the board until you remove them.

Features:

- Add/remove cards manually
- Create custom lanes
- Board does *not* auto-update based on database changes

Icon: Freeform icon (three vertical lines)

Use Case:

Personal planning, organizing mixed tasks not tied to one table.

2 Flexible Board

- Connected to **one table + a filter**.
- Cards appear automatically when the record matches the filter.
- If a record **no longer matches the filter**, the card disappears automatically.

Features:

- Auto-updates based on filter

- You can add cards manually
- You can create custom lanes

Use Case:

Show all incidents assigned to your team (for example: filter: Assignment Group = Service Desk).

Icon: Flexible board icon

3 Guided Board

- This is directly tied to a **field** in the table.
- **Each lane represents a field value** (like State or Assignment Group).
- When you drag a card from one lane to another → **the underlying record field value changes**.

For example:

- Lanes: *New* → *In Progress* → *Resolve* → *Closed*
- If you drag a card from *New* → *In Progress*, the **state field of the actual Incident record is updated**.

Use Case:

Perfect for real-time process tracking, like Incident state flow.

Icon: Guided board icon (most structured one)

⭐ Extremely Important CSA Question

? What happens when a task card is moved from one lane to another in a Task Board?

Correct Answer:

👉 C. The underlying record is updated (e.g., state or assignment group changes)

(Not visual only, it updates the actual task record in ServiceNow.)

When do errors occur when dragging cards?

If ServiceNow shows an error while changing lanes, check:

✓ 1. User permissions

- Do you have `itil` role?
- Edit rights on that record?
- ACLs?

✓ 2. Field mapping

For Guided boards:

If lanes are mapped to "State" field — user must have permission to update that field.

✓ 3. Business rules / data validation

A business rule may prevent the state from being updated.

✓ 4. Mandatory fields

Record might require a field before moving to next lane.

Who can create Task Boards?

Users with the following can create boards:

- `x_vtb_user` (basic usage)
- ITIL users
- Any user with access to the underlying table

No special admin role required.

⭐ Navigation: How to open Visual Task Boards?

Application Navigator → Self-Service → Visual Task Boards

You can also open a board directly from a list:

- Right-click header → **Create Visual Task Board**
-

⭐ Behind the scenes (Tables involved)

Purpose	Table
Task board definition	vtb_board
Lanes (columns)	vtb_lane
Cards on board	vtb_card
Task ↔ Card mapping	vtb_card_task

(This depth is helpful in interviews.)

⭐ Use Cases of VTB

- Incident Management
 - Change process tracking
 - Team sprint planning
 - Employee onboarding tasks
 - Marketing or HR workflow tracking
-

⭐ CSA-Trick Questions to Expect

✓ Which board type removes tasks automatically?

👉 **Flexible board**

✓ Which board type auto-updates actual record fields when moved?

👉 Guided board

✓ Which board type allows manual card addition only?

👉 Freeform board

✓ Can VTB be used for any table?

👉 Yes, any table that extends Task table OR any table with records

✅ What is LDAP?

LDAP = Lightweight Directory Access Protocol

It is used to **connect ServiceNow with an organization's Active Directory (AD)** to bring users, groups, and organizational data into ServiceNow.

Think of LDAP as the **bridge between Active Directory and ServiceNow**.

⭐ WHY LDAP IS USED IN SERVICENOW?

- ✓ Import **users**
 - ✓ Import **groups**
 - ✓ Import **OU structure**
 - ✓ Keep data synced with AD
 - ✓ Enable Single Sign-On (optional)
 - ✓ Avoid manual creation of users
-

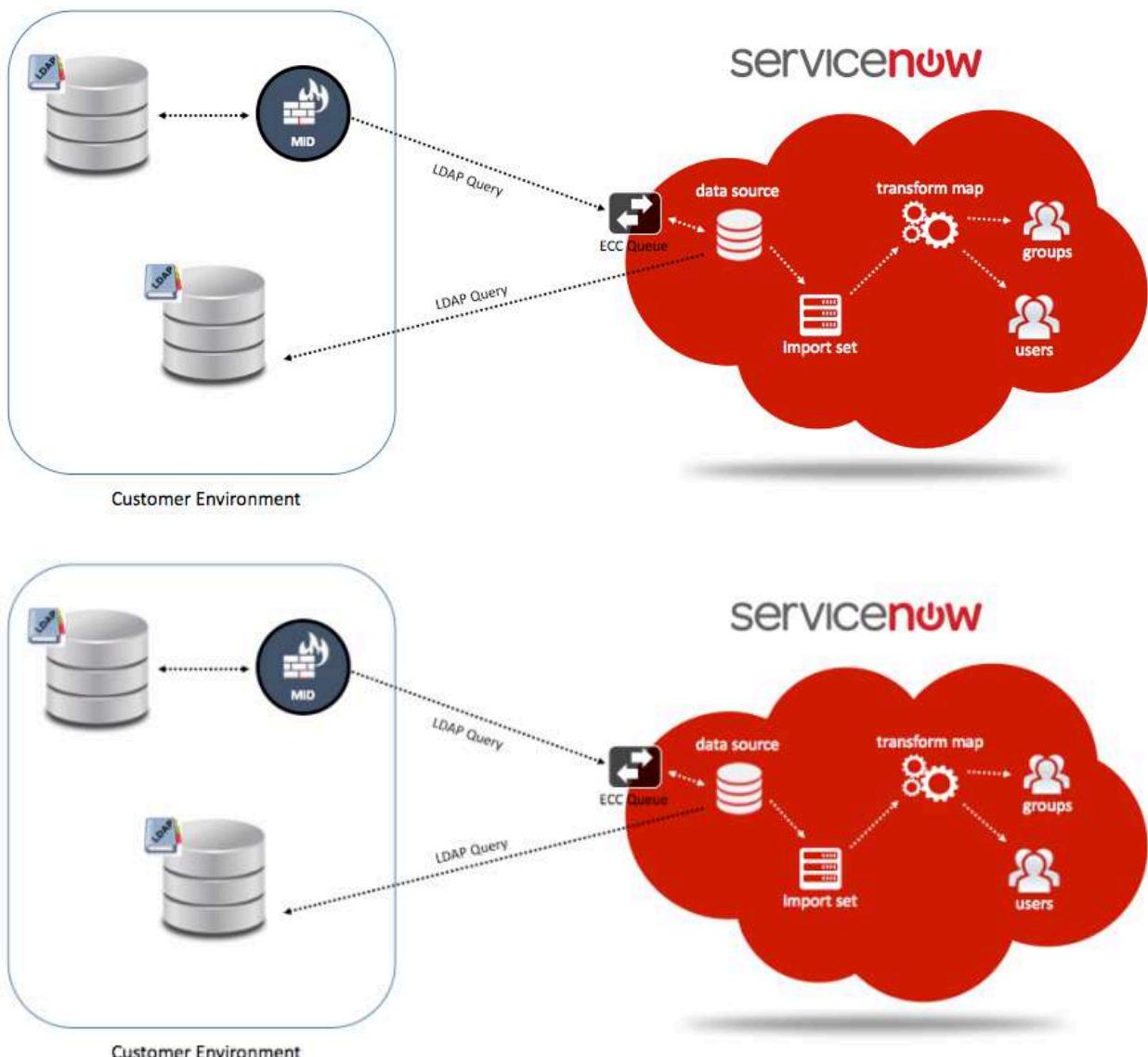
⭐ LDAP IS USED FOR IMPORT ONLY (IMPORTANT)

📌 When you connect LDAP to ServiceNow:

- ServiceNow **reads** data from AD
- ServiceNow **does NOT write back** to AD

- Import goes into **Import Set Tables**
- Then **Transform Maps** push data into `sys_user` & `sys_user_group`

🚀 LDAP FLOW IN SERVICENOW (VERY IMPORTANT)



Step 1: Create LDAP Server Record

System LDAP → LDAP Servers → New

Fill:

- Server URL
 - Port (389/636)
 - Credentials
 - Base DN
-

Step 2: Create LDAP OU Definitions

OU = Organizational Unit

Example:

- Users OU
- Groups OU
- Departments OU

These define WHERE in AD ServiceNow should look for data.

Step 3: Run LDAP Browse

You check:

- connection status
 - preview records
 - view AD attribute names
-

Step 4: LDAP Import → Import Set Table

ServiceNow brings data into temporary staging tables:

- `ldap_import`
- `ldap_group_import`
- `ldap_membership_import`

These tables hold "raw" data from AD.

Step 5: Transform Map

Import Set → Transform Map → Target Table

- Users → `sys_user`
- Groups → `sys_user_group`
- Membership → `sys_user_grmember`

Transforms also map AD attributes→ServiceNow fields.

Example:

```
AD attribute: mail → sys_user.email  
AD attribute: sAMAccountName → sys_user.user_name
```

Step 6: Users & Groups created in ServiceNow

Now users can log in and are available for:

- assignment
- approvals
- group roles

 **KEY POINT: When you create a user in ServiceNow, it does NOT go to LDAP.**

This means:

- ServiceNow → LDAP ✗
- LDAP → ServiceNow ✓

ServiceNow is **not an identity provider**, only a consumer.

⭐ LDAP TABLES IN SERVICENOW

Purpose	Table Name
LDAP server configuration	ldap_server
Imported user data	ldap_import
Imported group data	ldap_group_import
Imported group membership	ldap_membership_import
LDAP logs	syslog

⭐ AUTHENTICATION VS IMPORT (VERY IMPORTANT)

✓ LDAP IMPORT

- Brings users & groups into ServiceNow
- Creates records in sys_user
- Runs via schedule or manually
- Does NOT authenticate

✓ LDAP AUTHENTICATION

- Validates username/password against AD
- User logins go through AD
- ServiceNow does NOT store AD password

They are separate features.

⭐ ROLES INVOLVED

Role	Purpose
admin	Configure LDAP servers, OUs, transforms
ldap_admin	Manage LDAP integration
user_admin	Manage users once imported

⭐ REAL EXAMPLES (EASY TO UNDERSTAND)

Example 1: Import only HR users

OU Filter: `OU=HR,DC=company,DC=com`

ServiceNow imports only HR employees.

Example 2: Create groups from LDAP

AD group → ServiceNow group with same name.

Example:

AD group: **IT-Support**

ServiceNow group created in table: `sys_user_group`

Example 3: User Login

User tries to log in → username passed to AD → AD validates → ServiceNow logs them in.

⭐ SUPER SIMPLE SUMMARY

- LDAP lets ServiceNow **pull** users & groups from Active Directory.
 - Data goes into **Import Sets**, then **Transform Maps** send it to `sys_user`.
 - ServiceNow **does not update AD**.
 - LDAP authentication lets users log in using AD credentials.
-