1. Two tables in CMDB
2. ACL – when 2 rules match on fields and form
3. Difference between Configuration and Personalization
4. Service Catalog W/f?
5. What is import set tables
6. What is SLA?
7. Difference between Event Log and Event Registry
8. SLA can run on tables which extends Task table
9. UI Action? based on condition it will appear
10. Methods of populating CMDB Data
11. WF runs only on tables extending Task ?
12. How WF can be moved
13. Which is not an type of UI Action? Ans: Search
14. Primary application to load the data
15. Tables & column is used for ?
16. From the user menu, what action can a user complete
17. What is metric defined for ?
18. REQ number in Service catalog is ?
19. What is the purpose of Related list
20. can more than one knowledge Category selected for a KB article
21. Update Set used for
22. What is true about Role Assignment ?
23. Changes done on the Banner effects to All?
24. Use \_\_\_\_\_ to Categorize, Flag and Locate Records?
25. Recommendation from Servicenow for update set movement
26. Application Navigator search will fetch ?
27. What are Order Guide?
28. How does coalesce works in Transform Maps?
29. What is form?
30. What is BSM?
31. What are the Types of UI Action?
32. When a table abc is created what would be the table name created in SNOW?
33. What is the SNOW user table?
34. What happens if there and multiple updates on the form and when the update sets are merged?
35. Cmdb\_ci\_appl is \_\_\_\_\_\_ class in cmdb\_ci ? child/parent/base/extended
36. Client transaction logs what can be enabled in list calculation
37. What all are captured in Activity Stream
38. ACL processing order? Table name, Parent table name , table name (wildcard)
39. Field\_\_\_\_ is user friendly and field \_\_\_\_ is unique db value. A: Label/Name
40. What is System Dictionary
41. Steps to retrieve Update Sets?
42. If a table is extended by other tables and not extending by other table then a(n) is \_\_\_\_\_ table . A: Base
43. When the entry is moved from selected list to available list in slush bucket what happens ?
44. What is WF editor used for?
45. What is Table.\* and Table.None in ACL’s
46. If Modules are not displayed in App Navigator for few users what might be the issue?
47. What is that which allows users to modify the record without opening the form?
48. How and who can edit the WF?
49. What items are not associated with WF? Transitions, categories, Activity
50. Which is the table from which Problem, Incident and Change extended
51. What is called to fetch values from reference field inside reference field values? A: Dot walking
52. What is the sequence for filter search? A: Field, Operator, Value
53. Best practice to include many changes in many update sets?
54. When \_\_\_\_\_\_ is created and work is performed and moved to Closed
55. What all changes captured in Update set?
56. What is common between Create incident, raise order.. in Service catalog? A: all point to Record Producer