Service Now Interview Questions

Mr. Srinivas

1) What is Service Now?

Service now is a cloud based ITSM tool. Which is used to automate your business process and provides a best service to customer all aspects of IT Services can potentially live in the Service Now ecosystem of modules, This allows for broad control of how to best allocate resources and design the process flow of those services.

2) Base or parent tables   --   Child tables

1. Task table (task)   Incident, Problem, Change
2. Configuration item (**cmdb_ci**)   Computer (**ci_computer**);
                            Server (**ci_server**)

3. Users (**sys_user**)
4. Groups (**sys_user_group**)

3) Types of change

Normal change

Its normal change generally when developer want to make some changes, need CAB approval

Standard Change (Frequently)

Not required any CAB approval before make a change, its pre-approved cause of frequently doing the same kind of change

Emergency Change

When customer raise emergency request then respective developer needs to be implementing the changes immediately (with CAB Approval)

3) Tell me your experience with Service-Now?

Earlier my client was using BMC remedy tool; then they have decided migrate to Service-Now, so they have given training me on Service-Now. Initially my career was starts with just administration part but later I got a chance to working with other areas like in

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5). Could you please tell me what all you have done in Service-Now?

I am involved in all kind of activities from basic administration to advanced scripting and customization. I have contributed my work in Incident, Problem, Change, SRM, Service Catalog and Asset and Configuration Management, Knowledge management, Discovery, Performance analytics areas. Recently I have started working on service Portal.

6) What is Incident?

Something is broken into your application or un expected interruption in your business application is called incident

7) What is Problem?

When incidents are occurring similar kind of issues from multiple peoples or same category we can consider as problem ticket.

Based on ticket trend analysis we can able to create problem ticket Then we can correct order for that so we can find root cause analysis need to be fixed the issue permanently.

8. Tell me about your work in incident management?

I have implemented lots of the changes of the forms using for layout and form design, created different kind of fields **like reference field, choice field, string field, Data and Time, Calculated fields.** Also I have worked on server side scripting like business rules and client side scripts like client scripts and applied UI policy, Data Policy, applying ACL rules to restrict users.

I have also designed the email templates for email notifications, and also triggering the notifications when the conditions are matched.

9) What do know about problem management in service-now?

Repetitive incidents will be logged as a problem ticket; technically I have done the same stuff which I have done for the incident management like business rules, client scripts, ui actions, ui policies, notifications.

10. Please share your experience on change management?

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I have modified the workflow of change management table so that it can move for cab approvals as per the requirement, also I have created new workflows for emergency change request.

11. What is a business rule?

Business rule is a server-side script that runs when a record is **displayed, inserted, deleted**, or when a table is **queried**. Use business rules to automatically change values in form fields when the specified conditions are met.

Business rule are excuting from server side scripting that executes whenever a record is **inserted, updated, deleted, displayed or queried.** The key thing to keep in mind while creating a business rule is that when and on what action it has to execute. We have different operation like

12. Types of business rules?

Before

After the user submits the form but before going to perform any action is taken on the record in the database

After

After the user submits the form and ofter any action is taken on the record in the database

Async

When the scheduler runs the scheduled job is created from the business rule. The system creates a scheduled job from the business rule after user submits the forms and after any action is taken on the record in the database

Display Business Rule
Before the form is presented to the user, just after the data is read from the database

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13) When business rules run?

Business rules run based on two sets of criteria:
The time that the business rule is configured to run relative to a record being modified or accessed.
The database operation that the system takes on the record.

14) What is display business rule?

Display business-rules:

Display business rules are processed when a user requests a record form.
The data is read from the database, display rules are executed, and the form is presented to the user.

1. The current object is available and represents the record retrieved from the database.
2. Any field changes are temporary since they are not yet submitted to the database. To the client,
3. The form values appear to be the values from the database; there is no indication that the values were modified from a display rule. This is a similar concept to calculated fields.
4. The primary objective of display rules is to use a shared scratchpad object, **g_scratchpad**, which is also sent to the client as part of the form.
5. This can be useful when you need to build client scripts that require server data that is not typically part of the record being displayed.
6. In most cases, this would require a client script making a call back to the server.

To populate the form scratchpad with data from a display rule:

```
// From display business rule
g_scratchpad.someName = "someValue";
g_scratchpad.anotherName = "anotherValue";

// If you want the client to have access to record fields not being displayed on the form
g_scratchpad.created_by = current.sys_created_by;

// These are simple examples, in most cases you'll probably perform some other
// queries to test or get data
```

To access the form scratchpad data from a client script:

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```
// From client script
if(g_scratchpad.someName == "someValue") {
//do something special
}
```

15) Abort a database action in a before business-rule?

In a before business rule script, you can cancel or abort the current database action.
In a before business-rule script, you can cancel or abort the current database action using the
current.setAbortAction = true method. For example, if the before business rule is
executed during an insert action, and you have a condition in the script that
calls **current.setAbortAction(true),** the new record stored in current is not created in the
database.

16) How to lock user accounts using by business rule script?

We can lock user accounts if the user is not active.
The following business rule script locks user accounts if the user is not active in the LDAP
directory or the user does not have Self-service, ITIL, or Admin access to the instance.

Script

```
// Lock accounts if bcNetIDStatus != active in LDAP and user does not
// have self-service, itil or admin role
var rls = current.accumulated_roles.toString();
if(current.u_bcnetidstatus == 'active' && (rls.indexOf(',itil,') > 0 ||
rls.indexOf(',admin,') > 0 ||
rls.indexOf(',ess,') > 0 )) {
current.locked_out = false; }
else {
current.locked_out = true; }

var gr = new GlideRecord("sys_user");
gr.query();
while(gr.next()) {
gr.update();
gs.print("updating " + gr.getDisplayValue());
}
```

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17) Before query business rules example?

We can use a query business rule that will be executes before a database query is made. Use this query business rule to prevent users from accessing certain records. Consider the following example from a default business rule that limits access to incident records.

```
Name    : incident query
Table   : Incident
When    : before, query
```

Script

```
if(!gs.hasRole("itil") && gs.isInteractive()) {
var u = gs.getUserID();
var qc =
current.addQuery("caller_id",u).addOrCondition("opened_by",u).addOrCondition("watch_li
st","CONTAINS",u);
gs.print("query restricted to user: " + u); }
```

18) This sample business rule restricts the writing of the name field in the sys_dictionary file when the entry exists:

```
// the element name cannot be written unless this is a new record (not yet in database)

function sys_dictionary_nameCanWrite() {
if (current.isNewRecord())
return;
else {
return false;
}
}
```

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19) Difference between Business rule and script include?

A. Business Rule is something you want to run when anything will happen before/after database update/insert for that record, definitely there are other options as well (like display and query business rule) etc.

B. Script Include is like re-usable function, in simple example if you want to calculate the date different between two date fields from incident form or change form then you can have 1 script include and can have a **Glide Ajax** to call from client scripting to re-use them for both the places.

20) How to converting global business rules to script includes

Global business rules are from earlier versions of Service Now,
Before Script Includes. Developers are now supposed to use Script Includes instead of global business rules. Why is this?

Performance

Global business rules are evaluated for every server interaction**. Every insert, update, delete, or query of a record**. They are **"global".** Script Includes are different. They are loaded on-demand and cached.

How to switch to Script Includes

If you have a number of global business rules you created on a previous version of Service Now, you can switch them to Script Includes.

Here is an example GBR I used in for GRC report that found all Controls not linked to Authoritative Source Content. The report isn't that important here, just how to convert that GBR to a Script Include.

New Script Includes

You're new Script Include. Just copy the GBR script you are using into the Script Include. You can convert to a more object-oriented format if you want, but that is a bonus with accompanied risk of a coding mistake. The most efficient solution is just to copy the script.

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21) How to deactivate Global Business Rule

Your Existing GBR. Either delete or deactivate. I choose to delete so that my past mistakes are gone forever.

Business Rule

Name: getControlsNotLinkedtoASC
Table: Global [global]
Active: false

Script:

```
getControlsNotLinkedtoASC();

function getControlsNotLinkedtoASC() {
var controlList = new Array();
var grControl = new GlideRecord('grc_control');
grControl.query();
while (grControl.next()) {
var grControlAuthSource = new GlideRecord('m2m_control_auth_src_content');
grControlAuthSource.addQuery('control_name', grControl.sys_id);
grControlAuthSource.query();
if (!grControlAuthSource.hasNext()) {
controlList.push(grControl.control_id.toString());
}
}
return controlList;
}
```

22) What is a client script?

Client Script which runs on browser side or client side. This can be triggered on load, on change, on submit, on cell edit.

OnLoad(): will run while loading a page,
OnChange(): will run while changing the cursor from the specified field,

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On Submit(): when a form is submitted. This type allows you to cancel the submission, if necessary.
OnCellEdit(): Runs when a cell on a list changes value.

Examples

onLoad() Scripts

An onLoad() script can runs when a form is first drawn and before control is given to the user to begin typing. Typically, you use an onLoad() script to perform some client side manipulation of the document on screen.

An onLoad() script must contain a function named onLoad(). Otherwise, it is entirely up to you what your script does after it gets to the client.

For example, here is a trivial onLoad() script that displays a message box that says "Loading ..." while the page loads.
function onLoad() { alert ('Loading ...'); }

onSubmit() Scripts

An onSubmit() script runs when a form is submitted. Typically, you use an onSubmit() script to validate things on the form and ensure that the submission makes sense. As such,

onSubmit() scripts can potentially cancel a submission by returning false.
An onSubmit() script must contain a function named onSubmit().

For example, here is an onSubmit() script that prompts the user to confirm that a priority one ticket should really be submitted. If the user clicks Cancel in the confirmation dialog box, the submission is canceled.

Example

```
function onSubmit()
{
var priority = g_form.getValue('priority');
if (priority && priority == 1)
return confirm('Are you sure you want to submit a priority one ticket? The CIO will be notified!');
```

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}

onChange() Scripts

A.Unlike onLoad() and onSubmit() scripts, onChange() scripts apply to a particular widget on a form rather than to the form itself. They are fired when a particular value changes on-screen.
An onChange() script must contain a function named onChange().
All onChange() scripts are called with several parameters:

Example

For example, here is an onChange() script that notifies the user whenever the short description field on a form changes.
function onChange (control , oldValue , newValue , isLoading) {

alert('you changed short description from ' + oldValue + ' to ' + newValue); }
To prevent an onChange() script from running when the form loads, add the following to the top of the script.
if(isLoading) { return; }

onCellEdit() Scripts
Scripts can be defined as onCellEdit() to run on the client side when the list editor interacts with a cell.
Note: onCellEdit() scripts do not apply to list widgets on homepages or dashboards.
An onCellEdit() script must contain a function named onCellEdit().
An onCellEdit() script takes the following parameters:

Example:
function onCellEdit(sysIDs, table, oldValues, newValue, callback)
{
var hasDifferentValues = false;
for(var i = 0; i < oldValues.length; i++)
{
var oldValue = oldValues [i];
if (oldValue != newValue)
{
hasDifferentValues = true;
break;

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```
}
}
var success = hasDifferentValues && performSomeFurtherValidation(sysIDs, table,
oldValues, newValue);
callback(success);
}
```

23) What are the variable supporting to client scripts?

The following API is supported via g_form:
g_form.setDisplay(name, display)
g_form.setVisible(name, visibility)
g_form.setMandatory(name, mandatory)
g_form.setValue(name, value, display_value)
g_form.getValue(name)
g_form.setReadOnly(fieldName, boolean)

24) How do I call a business rule from a client script?
To call a business rule from a client script, use **GlideAjax**

25) How to call business rule from client script through coding?

The Glide Ajax class enables a client script to call server-side code in a script include.
To use GlideAjax in a client script, follow these general steps.

Create a GlideAjax instance by calling the GlideAjax constructor. As the argument to the constructor, specify the name of the script include class that contains the method you want to call.

Call the addParam method with the sysparm_name parameter and the name of the script-include method you want to call.
(Optional) Call the addParam method one or more times to provide the script-include code with other parameters it needs.

26) How can we execute server side code in client script?

Execute the server-side code by calling getXML ().

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27) What is difference between getXML and getXMLWait?

getXML()

It is the preferred method for executing the code, because it is asynchronous and does not hold up the execution of other client code. Another method,

getXMLWait(),

It is also available but is not recommended. Using getXMLWait () ensures the order of execution, but can cause the application to seem unresponsive, significantly degrading the user experience of any application that uses it. getXMLWait () is not available to scoped applications.

28) Call glide Ajax into Client script with Example

```
var ga = new GlideAjax('HelloWorld'); // HelloWorld is the script include class
ga.addParam('sysparm_name','helloWorld'); // helloWorld is the script include method
ga.addParam('sysparm_user_name',"Bob"); // Set parameter sysparm_user_name to 'Bob'
ga.getXML(HelloWorldParse);  /* Call HelloWorld.helloWorld() with the parameter
sysparm_user_name set to 'Bob'
and use the callback function HelloWorldParse() to return the result when ready */

// the callback function for returning the result from the server-side code
function HelloWorldParse(response) {
var answer = response.responseXML.documentElement.getAttribute("answer");
alert(answer);
}
```

29) Catalog Client Script Examples and Scenarios

Example: 1

Get the value of a variable
Use the following syntax to obtain the value of a catalog variable. Note that the variable must have a name. Replace variable_name with the name of the variable.
g_form.getValue('variable_name');

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Example: 2

Restrict the number of characters a user can type in a variable
This is an example of a script that runs when the variable is displayed, rather than when the item is ordered.
functiononLoad()
{var sd = g_form.getControl('short_description');
sd.maxLength=80;
}

Example: 3

Color Code Approval Buttons
I use this one often. Color code the approval buttons so that they are easier to notice.It is tempting to use this for many color changes in Service Now. How use Field Styles instead as much as possible.
Client Script: Approval Button Color
When: onLoad

Script:

```
function onLoad() {
var approveButton = document.getElementById('approve');
var rejectButton = document.getElementById('reject');
if (approveButton) {
approveButton.style.background='green';
approveButton.style.color='white';
}
if (rejectButton) {
rejectButton.style.background='red';
rejectButton.style.color='white';
}
}
```

Example: 4

Pop an alert to the screen if a value is true
Client Script: Awesome Check

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Type: onChange

Field: u_awesome_check

Script:

```
function onChange(control, oldValue, newValue, isLoading) {
if (isLoading || newValue == '') {
return;
}
if (newValue == 'mike_awesome') {
alert('Yes this is true');

}
}
```

Example: 5

CALLBACK FUNCTION

Callback functions are make JavaScript far more flexible than it would be otherwise.
Typical functions work by taking arguments as input and returning a result. Functions take
an input and return an output.
JavaScript callback functions are different. Instead of waiting for a function to return that
result, you can use a callback to do this asynchronously. This not only helps with
performance, it strongly encouraged to use callback functions and asynchronous
programming.
Client Script: Set VIP

When: onChange
Field: caller_id

```
function onChange(control, oldValue, newValue, isLoading) {
var caller = g_form.getReference('caller_id');
if (caller.vip == 'true')
alert('Caller is a VIP!');
}
```

Example: 6 with a callback (recommended)

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Client Script: Set VIP
When: onChange
Field: caller_id

```
function onChange(control, oldValue, newValue, isLoading) {
var caller = g_form.getReference('caller_id', doAlert); // doAlert is our callback function
}
function doAlert(caller) { //reference is passed into callback as first arguments
if (caller.vip == 'true')
alert('Caller is a VIP!');
}
```

Example: 7 with a callback (recommended)
Client Script: Set VIP

When: onChange
Field: caller_id

```
function onChange(control, oldValue, newValue, isLoading) {
var caller = g_form.getReference('caller_id', doAlert); // doAlert is our callback function
}
function doAlert(caller) { //reference is passed into callback as first arguments
if (caller.vip == 'true')
alert('Caller is a VIP!');
}
```

Example 8: remove option from choice list
This is an easy client script. Remove a value from a choice list if something is set.
Client Script: Category Inquiry Remove Impact 1

When: onChange
Field: Category
Script:

```
function onChange(control, oldValue, newValue, isLoading, isTemplate) {

if (isLoading || newValue == '') {
return;
}
if (newValue == 'inquiry') {
```

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```
g_form.removeOption('impact', '1');
}
}
```

30) What is UI Scripts

UI scripts provide a way to package client-side JavaScript into a reusable form, similar to how script includes store server-side JavaScript. Administrators can create UI scripts and run them from client scripts and other client-side script objects and from HTML code.

Note: UI scripts are not supported for mobile.

31) What is a record producer?

A record producer is a type of a catalog item that allows users to create task-based records from the service catalog. For example you can create a change record or problem record

using record producer. Record producers provide an alternative way to create records through service catalog.

32) Can we create record producers from tables?

Yes

33) How to redirect after Submitting a Record Producer

To redirect an end user to a particular page after the record producer is submitted, define the redirect link in the Script field using any of the following:

producer.url_redirect: Enables the redirect behavior within the Platform UI.
producer.portal_redirect: Enables the redirect behavior within Service Portal.

For example, the following code redirects users to their homepage after the record producer is submitted:
Within the Platform UI:

producer.url_redirect="home.do";
Within Service Portal:

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producer.portal_redirect = "? id=sc_home"

The following code gives the id of the record producer:

RP.getParameterValue('sysparam_id')

34) What is dictionary override?

Dictionary Overrides provides the capability to override several properties of a field in extended table. For example change table is extended from task table. There is a field named status in task table and set as read-only. When we use this field in change form it will show be a read only. We can set this to non-read only by using the dictionary override. Similarly there are other properties that can be set for the fields in extended table.

35) What do you mean by coalesce?

Coalesce is a property of a field that we use in transform map field mapping. When we set the coalesce as true for a field mapping it signifies that this field will work as unique key. If a field match is found with the coalesce field, then existing record will be updated with the imported information in target table else a new record will be inserted into the target table.

36) What are UI actions?

UI actions are helpful to create buttons and links on form as well as list. These ui actions script will run only when we click on that ui action.

37) What kind of script can we write in UI action?

We can write both client side and server side script in UI action. To write Client side script we need to check the property box against client field. It asks for "on click" function. We need to start the script with function which we have mentioned in on click field.
For server side scripting we can directly write the script.

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38) What are UI policies?

UI policies are alternative to client scripts. It can be used to set a field as mandatory, read-only and visible on a form. You can also use UI policy for dynamically changing a field on a form.

39) Can we do scripting in UI policies?

Yes we can, when we tick the advanced check box, it displays script field. There we can write client script like g_form.setMandatory, g_form.setVisble, g_form.setreadonly.

40) What is a data policy?

Data policy checks the mandatory and read-only of a field whenever a record is inserted or updated through a web-service or import set. For example: If a mandatory field in the incoming record (from import set or web-service) is empty then the data policy will not allow to insert that record into the table.

41) What is difference between UI policy and data policy?

UI policy acts when a record is inserted or updated through a servicenow UI i.e. servicenow forms while data policy acts whenever a record is inserted or updated into database through any means.

42)What is Schema map?

The schema map displays the details of tables and their relationships in a visual manner, allowing administrators to view and easily access different parts of the database schema.

43) What is your experience in Notifications?

I have written email templates, and used in notifications. Also I have created 2 kinds of notifications 1) sending the notifications when a record inserted or updated 2) sending an email when an event is triggered.

44) Please tell me the process of triggering event based notifications?

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To create an event we need to create a record in event registry. That event can be used in notification, we need to select the notification as "when event triggers" and use the event in business rule with the function "gs.eventqueue".

45) What is a dictionary?

It is a table which maintains the information of all the tables and fields.

46) Did you work on SRM? (Service request management)

Yes, I have worked on Service Catalog. (Note: SRM = Service catalog in ServiceNow)

47) Could you please tell me your experience in SRM?

I have created catalog items with variables and variable sets. I have used workflows And execution plans to design the workflow of a catalog item.

48) What is a workflow?

A workflow diagrammatic approach to design the process of a catalog item.

49) Could you please briefly explain about how to design the workflow?

Go to the workflow editor, these you can find an IDE. Click on the new to create a new workflow. After finishing the design by using different activities then publish the workflow.

50) What is an execution plan?

It is an alternative to the workflow to design the process of a catalog item. It can be done by using ui customizations.

51) How to choose between a workflow and execution plan?

Depends on the complexity of the design we need to choose. If the design is really complex then we can go for workflows.

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52) How to create tables in Service Now?

Go to "tables and columns", there you can create application, modules and respective tables

53) What kind of roles typically we have in service-now?

Ess (self-service), ITIL, admin.

54) Do we have any cheat codes to open tables and forms for which we don't have access?

table_name.do and table_name.list

55) How can we restrict the users seeing the application and modules?

We can give roles to access a specific applications and module.

56) What are access control lists?

An ACL is access control list that defines what data a user can access and how they can access it in service now.

57) How many types of access controls do we have?

Record, UI Page, Processor and client callable script include.

58) Can we have a template without a form for a table? (OR)
Do you have any idea on Record Producer?

Yes we can create a record Producer.

59) What is a Record Producer?

A record producer is a type of a catalog item that allows users to create task-based records from the service catalog. For example you can create a change record or problem record using record producer. Record producers provide an alternative way to create records through service catalog.

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60) What is the difference between Record Producer and catalog item?

Catalog items are for SRM and create a ticket in request table which has request items and tasks, whereas record producer is a template to insert a record in any required table.

61) How can we write a transform map?

We can develop them in 2 ways –
1. Direct field mapping
2. Scripting
We need to select the target table and transform them by using these 2 methods.

62) Have you done any integration with Servicenow?

Yes, I have done email integration and REST Integration

63) Could you please explain about email integration?

We use inbound action to create email integration. We have given a specified format to "Orion" system. As soon as some alert comes in Orion system, it generates an email to ServiceNow in a specified format. By using an inbound action scripting we have created an incident ticket.

64) What kind of email the inbound action accepts?

It accepts New, Forward, Reply emails.

65) What kind of basic administration work you have done?

I have done like adding users to groups, assigning Roles to users and groups.

66) How many instances your current project has?

We have 3 instances 1) Dev 2) Test 3) Production

67) How do you migrate the customization and code into different instances?

We use update sets.

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68) Could you please tell me about update sets?

Update set is the group of customization which is used to capture all change in your instance. And move the changes to one to other instance

Go to the local update sets, create an update set and do the changes once changes are done, put the update sets in complete state.

For example if we made some configuration changes in our development environment and want same changes in our test environment then we can capture all the changes in an update set and can move this update set to the test environment instead of doing changes manually in test environment

69) How do you migrate update sets?

We need to go to Target instance and create an update source; we need to give credentials of the source instance. It will pull all the completed update sets of source instance to target instance and we need to commit them in target instance.

70) Did you work on Sla's?

Yes, I have created SLA's as per the client requirement.

71) Could you please tell me the procedure for creating an SLA?

We go to Sla tables and select the table on which SLA need to be established and give start, stop, pause conditions to it.

72) What is the difference between SLA and OLA?

SLA is the agreement between Vendor and Client whereas OLA is the agreement within the organization.

73) Did you work in the knowledge management?

Yes, I have good knowledge in Knowledge management

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Service Now Interview Questions

74) What all you have done in knowledge management?

I have created knowledge articles, and make them available to specific rolled users.

75) What do we need to do to make a knowledge article available to all the users?

We need to assign public role to the knowledge article.

76) What kind of knowledge articles we can create in Service Now?

We can create attachment links, attachments, HTML pages etc.

77) How can we search a knowledge article?

We can use "Meta tags" for it. Whatever we give in the Meta tags, they can be the searchable elements for the knowledge article.

78) Could you please tell me the areas we can search for knowledge articles?

We have a module self-service application, and also we can search on any field which has a knowledge icon against it. For example short description in incident management.

79) What are the classes in CMDB?

Classes are tables for storing dedicated type os devices like servers, computers databases, data base instances.

80) What is a table extension?

We can extend any new table with one existing table. This brings all the existing table fields into the new table.

81) Could you name some extended tables?

Incident, Problem, Change are extended from Task table.
CMDB classes are extended from CMDB_CI table.

Service Now Interview Questions

82) How does the ServiceNow Charges the Licenses?

On rolled users basis.

83) Do you have any idea on content management system?

Yes, I have worked on it.

84) What all you have done in CMS?

I have created new site through which ESS users can be redirected to the portal page when they login. As part of it I have created some pages using different blocks like iframes and dynamic blocks.

85) How can you redirect the users to portal page when they login?

We should use Login rules in content management system.

86) Do you recommend Service-Now over other tools? Why?

Yes, I recommend because of its flexibility to implement the applications also we can use JavaScript, JQuery, and HTML like more flexible web technologies.

87) Please tell me about Glide record?

It is java class which is used in scripting to bring the object of the particular table by which it is being used into a variable.

88) Did you work on LDAP integration?

No, That was done by a different team.

89) Do you have an idea on LDAP?

Yes, I have fixed couple of issue on LDAP. I know that LDAP will be used to import the users list from active directory to Users table in ServiceNow.

Service Now Interview Questions

90) Did you work on Discovery?

No I didn't get a chance to work on Discovery.'

91) Any idea what is discovery?

Yes, it is used to import different configuration items into different classes of CMDB.

92) What is scorecard?

Scorecard can be used to measure the performance of an employee or a business process. It is a graphical representation of progress over time. A scorecard belongs to an indicator. The first step is to define the indicators that you want to measure. Scorecards can be enhanced by adding targets, breakdowns (scores per group), aggregates (counts, sums, and maximums), and time series (totals and averages).

93) What do you mean by indicators in performance analytics in servicenow

Indicators, also known as metrics, business metrics, or KPIs, are statistics that businesses track to measure current conditions and to forecast business trends.

94) How to set the default value of a date field to current datetime value?

Goto the dictionary of the respective date-time field and set the default value as :
javascript:gs.nowDateTime();

95) What is client transaction timing?

Client transaction timing provides more information on the duration of transactions between the client and the server.This require to activate the plugin - "Client transaction timing plugin".

96) What a set Workflow () function does?

setWorkflow(e) enables or disables the running of business rules that might normally be triggered by subsequent actions. If the e parameter is set to false, an insert/update will not be audited. Auditing only happens when the parameter is set to true for a GlideRecord

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Service Now Interview Questions

operation.

Parameters:
e - Boolean variable that if true (default) enables business rules, and if false to disables them.

97) What the setForceUpdate() function does?

setForceUpdate() updates the record even if there is no changes on the record.

98) What is the significance of setLimit(n) function.

setLimit(n) functions limits the number of records to query by Gliderecord().

100) How to get the row count in a gliderecord?

By using the getRowCount() function you can retrieve the number of rows. System pro

101) What is the difference between deleteMultiple() and deleteRecord()?

deleteMultiple() deletes multiple records according to the current "where" clause. Does not delete attachments,
whereas deleteRecord() deletes single record.

102) what is Encoded query?

An encoded query string represents a complex filter on a list of records. Use encoded query strings to include a filter as part of a URL parameter, such as the sysparm_query URL parameter, or as a reference qualifier to restrict the data that is selectable for a reference field.
You can create encoded query strings manually or copy them from list filters.

103) Can we call br (business rule) from cs (client script)?

Yes we can call BR from CS. Any GlideRecord query should be on the Server Side (Business Rule). You should instead write a Glide AJAX call in this scenario where you need to pass server side data to the client.

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Service Now Interview Questions

104) Can you update a record without updating its system fields (like sys_updated_by, sys_updated_on)?

Yes, you can do it by using a function autoSysFields() in your server side scripting. Whenever you are updating a record set the autoSysFields() to false.

example:

```
var gr = new GlideRecord('incident');
gr.query();
if(gr.next()){
gr.autoSysFields(false);
gr. short_description = "Test from Examsmyntra" ;
gr.update();
}
```

105) How to restrict users to upload an attachment in ServiceNow?

Following is the step wise step process:

1. Navigate to System Properties > Security.
2. In the Attachment limits and behavior section, locate the List of roles (comma-separated) that can create attachments: property (glide.attachment.role).
3. Enter one or more roles separated by commas.

4. Only roles listed in this property are able to upload attachments to a record. If no roles are entered, then all roles can upload attachments to ServiceNow forms.
5. Click Save.

106) What is the difference between ${URI} and ${URI_REF}?

${URI} shows the word LINK
${URI_REF} shows the display value of the record as the link text.

Service Now Interview Questions

107) How to stop running background script?

Open 'All Active Transactions' under 'User Administration' and you can kill the running transactions.

108) Which object is used to refer the current logged in user in client script?

You can use the **object g_user** object to get the details of current active user.

109) State the best practices of client scripts?

Few of the best practices to use client Scripts :
Enclose Code in Functions.
Aviod DOM manipulation, use g_form object.
Avoid global client scripting, etc.

110) How will you hide/show a field using client script?

You can use the g_form.setVisible('fieldname', 'value'); method to show/hide a field using client script.

111) What do you mean by Metrics in ServiceNow?

Metrics record and measure the workflow of individual records. With metrics, customers can arm their process by providing tangible figures to measure, for example, how long it takes before a ticket is reassigned or changes state.

112) Define Service Now.

Service Now is an IT management tool that allows organizations to manage all aspects of their IT infrastructure including asset management, IT Service Management (Incident management, problem management, change management, etc.), CMDB etc.

113). What are captured in Update Sets?

Following are captured in update Sets:
1. Business Rules,
2. Client Scripts

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Service Now Interview Questions

3. Fields Forms and Form Sections
4. Reports
5. Tables & Views
6. Workflows

114). How can you capture data records in update set?

Data records can be captured, but you have to do it explicitly. From a list, check your records and then use the list UI action option "Create Application File".
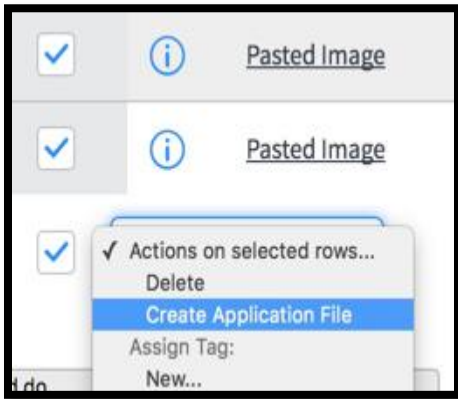
115). What is the condition to check which records will be captured within an Update Set?

The Condition is "update_synch=true " .
Navigate to the sys_dictionary.

Personalize the list to include the Attributes column. Filter on Attributes
is update_synch=true.

116). How to move customization to another update set without merging Them?

To move the customization, open "sys_update_xml" table and update the "update_set" field with correct update set.

117). Define Workflow Scratchpad.

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Service Now Interview Questions

a. The scratchpad in workflow is a space in the workflow context to store and share string based variables between instances of activities within an executing instance of a workflow.

b. Or, the scratchpad is a special field on a Workflow context that allows workflow activities to communicate data to subsequent activities.

c. Or, the workflow scratchpad is used to store data during the execution of a workflow. Values in the scratchpad can be set and/or accessed by any activity in the workflow.

d. The scratchpad is global to the instance of the running workflow and as such, is available equally to all activities.

e. Using the scratchpad requires at least two activities in a workflow, the sending activity which writes data to the scratchpad, and the follow-up activity which uses this data.

f. The scratchpad can hold variables of any JavaScript data type that can be represented as JSON.

g. You cannot add functions or scriptable Java objects, such as GlideRecord, to the scratchpad.

118). How can we declare Workflow scratchpad?

The scratchpad itself is automatically available to an executing workflow and requires no specific declaration. Variables are declared and stored in the scratchpad simultaneously by referencing it.

workflow.scratchpad.variableName = variableValue;
Or
var myValue = workflow.scratchpad.variableName;

119). List of Data Types stored by Workflow Scratchpad?

The workflow scratchpad can store multiple data types:
Primitive	: Integers, Boolean Values, or Strings.
JavaScript object	: User Data
Scriptable java Objects	: GlideRecord or GlideDateTime

Service Now Interview Questions

120). What is the difference between g_scratchpad and GlideAjax?

The primary difference between these methods is that g_scratchpad is sent once when a form is loaded (information is pushed from the server to the client),

whereas GlideAjax is dynamically triggered when the client requests information from the server. Other methods, GlideRecord and g_form.getReference() are also available for retrieving server information.

However, these methods are no longer recommended due to their performance impact. Both methods retrieve all fields in the requested Glide Record when most cases only require one field.

121). How we can get information from the server? And Among them which are the best ones.

We can get information from server using g_scratchpad, GlideAjax, GlideRecord, g_form.getReference(). The top ways to get information from the server are g_scratchpad and asynchronous GlideAjax lookup.

122). Illustrate g_scratchpad with example.

The g_scratchpad object passes information from the server to the client, such as when the client requires information not available on the form. For example, if you have a client script that needs to access the field u_retrieve, and the field is not on the form, the data is not available to the client script. A typical solution to this situation is to place the field on the form and then always hide it with a client script or UI policy. While this solution may be faster to configure, it is slower to execute. If you know what information the client needs from the server before the form is loaded, a Display Business Rule can

create g_scratchpad properties to hold this information. The g_scratchpad is sent to the client when the form is requested, making it available to all client-side scripting methods. This is a very efficient means of sending information from the server to the client.
For example, assume you open an incident and need to pass this information to the client:
The value of the system property css.base.color Whether or not the current record has attachments The name of the caller's manager A display business rule sends this information to the client using the following script:
g_scratchpad.css = gs.getProperty('css.base.color');
g_scratchpad.hasAttachments = current.hasAttachments();

Service Now Interview Questions

g_scratchpad.managerName = current.caller_id.manager.getDisplayValue();
To access scratchpad data using a client script:
// Check if the form has attachments
if (g_scratchpad.hasAttachments)   // *do something interesting here*
else
alert('You need to attach a form signed by ' + g_scratchpad.managerName);

123). How can we declare Workflow scratchpad?

The scratchpad itself is automatically available to an executing workflow and requires no specific declaration. Variables are declared and stored in the scratchpad simultaneously by referencing it. workflow.scratchpad.variableName = variableValue;
Or
var myValue = workflow.scratchpad.variableName;

124). List of Data Types stored by Workflow Scratchpad?

The workflow scratchpad can store multiple data types:
Primitive: Integers, Boolean Values, or Strings.
JavaScript object: User Data
Scriptable java Objects: GlideRecord or GlideDateTime

125). Which one executes first UI Policy or Client Scrip?

UI policies execute after client scripts.

126. Does Client Scripts run on Lists?

Client Scripts do not run on lists.

127). Define GlideAjax?

The GlideAjax class allows the execution of server-side code from the client.

128) What is the use of sysparam_name in GlideAjax?

GlideAjax uses sysparm_name to find which function to use.

Service Now Interview Questions

129). What is the use of getXML() and getXMLWait() functions in GlideAjax?

Code is executed with the getXML() or getXMLWait() functions.

130).What do you mean by Function names starting with "_"?

Function names starting with "_" are considered private and are not callable from the client.

130). What is the difference between getXML() and getXMLWait() in GlideAjax?

getXML()	getXMLWait()
getXML is Asynchronous	getXMLWait() is Synchronous
getXML() is used when you want processing to continue, even if the results have not been returned.	getXMLWait() is used when you want to halt processing until the results are returned. This will halt everything and wait for it to finish and return the results
If you are retrieving some data from server and next tasks does not depend on what you are retrieving from server. Then will use getXML().	When you are trying to retrieve value of the variable. After getting value then only we can precede next step like comparing it with user input. In such scenarios will use getXMLWait().

131) Can we execute Script Include from Business Rule? Explain with example?

To execute a script include from Business Rule, you just need to create an object of that Script Include (which is typically a class) and call that function of that script include with the object.
Script Include: MyScript

Function in the Script Include: myfunction()
In the Business Rule just Write
Var x=new MyScript();
x.myfunction();

Service Now Interview Questions

132) How do I call a BR from a Client Script?

To call a business rule from a client script, use GlideAjax.

133). What is the use of gsftsubmit()

gsftSubmit(null, g_form.getFormElement(), "UI Action Id") triggers the UI Action which is specified in the 3rd parameter, which is the action name/element id.
It is mostly used in UI actions that have a client side and a server side script.
At the end of the client side script, you call gsftSubmit in order to trigger the UI Action again – this time running only the server side code.

134) Define SLA?

SLA allows the service desk to track whether or not their representatives are providing a certain level of service.The most common use of SLAs is to ensure that incidents are resolved within a certain amount of time.

135). What are the types of SLA?

There are 3 types of SLA:
SLA
OLA
Underpinning Contract

136). Define Retroactive start?

If an incident's priority is changed to 1 – Critical and a Priority 1 SLA is attached at that time, Retroactive start means that the SLA counts from when the incident was first created, rather than from when the incident's priority changed. If Retroactive start is cleared, the SLA starts on the date and time that it was attached to the incident.

137). What are the conditions present in SLA?

The conditions are:

Start
Stop

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Pause
Reset

138). Define Reference Qualifier with example?

Reference Qualifier is used to restrict the data that is selectable for a reference field.

139). What are the types of Reference Qualifier?

The types of Reference Qualifier are:

Simple
Dynamic
Advanced

140). What do you mean by Dictionary Override?

Dictionary Override provides the ability to define a field on an extended table differently from the field on the parent table. For example, for a field on the Task [task] table, a dictionary override can change the default value on the Incident [incident] table without affecting the default value on Task [task] or on Change [change].

141). List the types of error when transferring update set?

These are:

Missing object
Type mismatch
Collision
Uncommitted update
Application scope validation issue

142). Fields not visible for one user?

Follow these steps:

Navigate to User Administration–>User Preferences.
In the filter condition, give User is <username>.

Service Now Interview Questions

If you get some records of name eg: collapse.section.12295fd478ab85006a15c39…, make the Value field as False.

143). Difference between ITIL and ITIL_Admin role?

ITIL can open, update, close incidents, problems, changes, config management items but ITIL_Admin role has the ability to delete incidents, problems, changes, and other related entities.

144). How to copy attachments from RITM to incident?

GlideSysAttachment.copy("sc_req_item", current.parent, "incident", current.sys_id);

145). How can you call a UI macro through Client Script?

You can call the macro function from CS.
Macro: <script> Function abc() { //your code } </script>
Client script: You have to call that a function from CS abc();

146). How can you call a UI macro through Script Include?

var runner = new GlideJellyRunner();
var result = runner.runMacro('UI Macro Name');
gs.print(result);

147). How to call script include from the "condition" section of a UI Action?

Syntax is given below:
new Script Include Name().function name();

148). What is the use of List Control?

We use of List controls are:

1. Remove the New button to prevent users from creating new rows in the Equipment Request related table
2. Hide empty columns
3. Hide the entire list if it's empty
4. Enable grid editing, so that new rows can be created with a double-click

Service Now Interview Questions

149). Define ACL.

ACL is used to control what data users can access and how they can access it. The system searches for ACL rules that match both the object and operation the user wants to access. If there are no matching ACL rules for the object and operation combination, then the object does not require any additional security checks and the instance grants the user access to them.

150. List the types of operation of ACL.

These are follows:

Execute: User cannot execute scripts on record or UI page.

Create:

User cannot see theNew UI action from forms. The user also cannot insert records into a table using API protocols such as web services.

Read:

User cannot see the object in forms or lists. The user also cannot retrieve records using API protocols such as web services.
Write: User sees a read-only field in forms and lists, and the user cannot update records using API protocols such as web services.

Delete:

User cannot see theDelete UI action from forms. The user also cannot remove records from a table using API protocols such as web services.

List_edit: User cannot update records (rows) from a list.
Report_on: User cannot create reports on the object.
Personalize_choices: User cannot right-click a choice list field and selectConfigure Choices
edit_task_relations: User cannot define relationships between task tables.
edit_ci_relations: User cannot define relationships between Configuration Item [cmdb_ci] tables.
save_as_template: Used to control the fields that should be saved when a template is created.

Service Now Interview Questions

add_to_list: User cannot view or personalize specific columns in the list mechanic.

NOTE: A user must pass both field and table ACL rules in order to access a record object.
If a user fails a field ACL rule but passes a table ACL
If a user fails a table ACL rule, the user is denied access to all fields in the table even if the user previously passed a field ACL rule. rule, the user is denied access to the fiel described by the field ACL rule.

151). What are the types of Catalog Items?

Service Catalog offers a few types of catalog items:

Order Guides
Record Producers
Content Items

152) Define Record Producer.

A record producer is a specific type of catalog item that allows end users to create task-based records, such as incident records, from the service catalog.

153) What is the value return by LIST ?

List value returns a comma-separated list of sys_ids. For example: List value, return an array which can be iterated to retrieve the individual values submitted by your user.
var sys_id_string = producer. glide_list_field ;
var sys_id_list   = string. split (',') ;

154). How can you redirect an end user to a particular page after the record producer is submitted?

producer.redirect="home.do"; The following code redirects users to their homepage after the record producer is submitted.

Service Now Interview Questions

155) Define Order Guide.

Order guides enable customers to make a single service catalog request that generates several items.

156) How can you create order guides?

Order Guides can be created with a two-step or three-step ordering process.
Describe Needs
Choose Options
Check Out
For two-step process the Check Out step can be omitted from an order guide to provide a quicker two-step process. To omit this third step, select the Two step check box when creating the order guide.

157) Can we add a catalog item to an order guide?

Yes, by using specific rules.

158) What is Order Guide rule or Rule base ?

Order guide rules define conditions that must be met for a specific item to be included in an order. For example, a New Employee Hire order guide rule can state that if the new employee job title is CTO or Director, and the department is IT, then add an executive desktop item to the order.

159) What is the use of Cascade?

Cascading allows values entered for variables in the initial order form to be passed to the equivalent variables in the ordered catalog items. To enable cascading, select the Cascade variables check box when creating the order guide. Then, create variables on the catalog items that match the names of the corresponding variables in the order guide. When a

customer places an order, the variables on the ordered items inherit the values of the identically named variables in the order guide.

Service Now Interview Questions

160) Can we run an order guide automatically. If so, how?

Yes, we can run an order guide automatically from within a workflow or a server script, passing parameters to that order guide to define variable values.

161) Define Catalog items.

The goods and services available within the catalog.

162) How can you direct users to a specific catalog via a URL to a module in that particular catalog?

In the Link Type section, select URL (from Arguments), then in the Arguments field, enter a URL of the form catalog_home.do?sysparm_catalog=id of sc_catalog 1record&sysparm_catalog_view=view name of sys_portal_page. catalog_home.dosysparm_catalog=742ce428d721100f2d224837e61036d&sysparm_catal og_view=catalog_technical_catalog

Note: If a URL has a valid sysparm_catalog parameter, but an invalid or missing sysparm_catalog_view parameter, the view with the default value from the corresponding Catalog Portal Page record is used. If a URL has a valid sysparm_catalog_view parameter, but an invalid or missing sysparm_catalog parameter, the corresponding Catalog Portal Page record is used to set the catalog.

163) Can a category having no active items appear/added in the catalog?

If there are no active items in a category's hierarchy, that category does not appear in (and cannot be added to) the catalog. Users with the admin or catalog_admin roles can see all categories, regardless of the number of active items. Configure the glide.sc.category.canview.override property to change this behavior
.

164) What is the use of variable "Omit Price in Cart"?

It is used to hide the item price in the cart and the catalog listing.

Service Now Interview Questions

165) What is the difference between copy and insert/insert and stay catalog item?

Copy an item means creating a full duplicate of the item, including the item details, attachments, variables, client scripts, and approvals. Insert only copies the item details.

166) Can a Catalog item will be available in more than one catalog and category?

Yes, a catalog item can be available for multiple catalogs and categories.

167) Define Branch activity in workflow?

The Branch activity splits the workflow into multiple transition paths from a single activity.

168) Define Join activity in workflow?

The Join activity unites multiple concurrent execution paths into a single transition.

169) Define Lock activity in workflow?

The Lock activity prevents other instances of this workflow from continuing past this activity until the lock is released. For example, if a workflow is triggered when a record is added to a particular table and multiple records are added one after the other, that workflow will be triggered multiple times: once by each record insertion. In such cases, you can use the lock activity to ensure that this instance of the workflow has completely finished one or more activities before any other instance of the workflow can proceed.

170) Define Wait for Condition activity in workflow?

The Wait for condition activity causes the workflow to wait at this activity until the current record matches the specified condition. The workflow evaluates the wait for condition each time the current record is updated. Use this activity to pause a workflow indefinitely until a particular criteria is met by a record update.

Service Now Interview Questions

171) Define Wait for WF Event activity in workflow?

The Wait for WF Event activity causes the workflow to wait at this activity until the specified event is fired. Use this activity to wait for another activity to fire an event.

172) Define SLA Percentage Timer activity in workflow?

The SLA Percentage Timer activity pauses the workflow for duration equal to a percentage of an SLA. A workflow must run on the Task SLA table to use this activity.

173) Define Timer activity in workflow?

The Timer activity pauses the workflow for a set period of time. This duration can be an absolute time value or a relative value based on a defined schedule.

174) Define Rollback to activity in workflow?

When conditions in a workflow triggers a Rollback To activity, the workflow moves processing backward to a specified activity in the workflow and resets certain activities that have already executed back to their original state.

175) Define Generate activity in workflow?

The Generate activity immediately creates task or approval records from any task or approval activities placed after the Generate activity in the workflow execution path.

176) Define Approval Coordinator activity in workflow?

The Approval Coordinator activity is used as a container for one or more Approval – User, Approval – Group and Manual Approval activities. When the Approval Coordinator activity completes, all pending approvals that were created by any of the Approval Coordinator approval activities are immediately set to No Longer Required.

177) Define Approval Action activity in workflow?

The Approval Action activity sets an approval action on the current task. Use this activity to mark the current task record as approved or rejected.

Service Now Interview Questions

178) Define Metric.

A metric measures and evaluates the effectiveness of IT service management processes. For example, a metric could measure the effectiveness of the incident resolution process by calculating how long it takes to resolve an incident.

179) How many types of Metrics are there?

There are two types of Metrics:

- Field Value Duration
- Script Calculation

180) On which table metrics can be configured only?

Metrics are configured to work on the task table only.

181) What will you do if you want to configure the metrics on other table apart from task table?

To apply metrics to other tables, duplicate the metric events business rule that currently runs on the task table for the other table. For example, To apply metrics to cmdb_ci tables, duplicate the metric events business rule that currently runs on the task table for the cmdb_ci table. Without the events created, no metric processing can occur.

182) Define Metric Instance.

A metric instance is a record in the metric_instance table.

183) Define Database view.

A database view defines table joins for reporting purposes. For example, a database view can join the Incident table to the Metric Definition and Metric Instance tables. This view can be used to report on incident metrics and may include fields from any of these three tables.

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Service Now Interview Questions

184) What are the Limitations of Database views?

The limitations of Database View are:

- Database views cannot be created on tables that participate in table rotation.
- It is not possible to edit data within a database view.

185) What do you mean by Data Lookup?

Data Lookup is used to define rules that automatically set one or more field values when certain conditions are met. For example, on Incident forms, there are priority lookup rules for the sample data that automatically set the incident Priority based on the incident Impact and Urgency values. Note:

- The custom table must extend the Data Lookup Matcher Rules [dl_matcher] table.
- The columns of a data lookup table contain both matcher and setter field data.

186) Define Correlation id.

These fields are typically used for integration purposes. Correlation id is often used for storing third-party ids. Like with the SCCM integration, it stores the SCCM resource_id in the ServiceNow correlation_id field.

187) Define correlation Display.

The correlation Display field can contain a free-form descriptive label of what third party system is replicating or tied to this record. For example, if you are tying incident records to a third party ticketing system when they are created within ServiceNow, the corresponding ticket ID from the third party would be stored in the correlation ID field. You could also set the correlation display field to be "JIRA", or "REMEDY", or whatever you want to indicate the third party system using this ticket.

188) Define Script Include.

Script include is basically re-usable code that are used to store JavaScript that runs on the server.

Service Now Interview Questions

189) Why Script Include is preferred more than Global Business Rule?

Because script includes are only loaded on request.

190) Define Service Portal.

Service Portal is use to create more attractive, user-friendly interface for your users.

191) Define Update Set.

An update set is a group of customizations that can be moved from one instance to another.

192) In which table Update Set is stored?

Each update set is stored in the Update Set [sys_update_set] table.

193) In which table customizations that are associated with the update set is stored?

Customizations are stored in Customer Update [sys_update_xml] table.

194) What do you mean by View?

A view defines the elements that appear when a user opens a form or a list. Views are form layouts that you can use to present the same record information in various ways. For example, end users see a simplified view of the incident record and ITIL users see more fields. It's the same data, just displayed in different ways – or views

195) In which table View records are saving?

All view records are saved in the UI View [sys_ui_view] table.

196) What do you mean by Coalesce?

Coalesce means the field will be used as a unique key. In an import sets, If a match is found using the coalesce field; the existing record will be updated with the information

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being imported. If a match is not found, then a new record will be inserted into the database.

197) In Import, how can you update only?

To only update records where a match is found, and skip records where a match is not found, specify a coalesce field and add the following script as an OnBefore script to the transform map. if (action == 'insert') ignore = true;

198) Are Schedule and Schedule jobs captured in update set?

No, both are not captured in update sets.

199) How can you add Applications and Homepage to Update Set?

Applications automatically include any homepages and content pages that are created within or associated to an application. We can manually add homepages and content pages to update sets:
To manually add a page to an update set:

- Navigate to Homepage Admin > Pages.
- Right-click a homepage record.
- Select Unload Portal Page.

200) What do you mean by Homepage?

A homepage is a dashboard that consists of navigational elements, functional controls, and system information. When a user logs on Service Now, the default homepage defined for their role appears.

201) How you can secure you Homepage?

Homepages have two types of roles: read and write. Read roles limit who can view the page. Write roles limit who can make edits to the page rename, such as moving around gauges or deleting the homepage.
• Navigate to Homepage Admin > Pages.
• Select the homepage you want to secure.
• Click the lock icons next to Write roles or Read roles.

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• Move the roles you want to restrict homepage access to from the Available column to the selected column.
• Click Update.

202) How can you create global homepage or Homepage for specific users?

We can create it by following these steps:

- Navigate to the Homepage Admin > Pages.
- Click New.
- Complete the fields on the form (see table).
- Right-click the header and select Save.
- Click the Edit Homepage related link to see the homepage.
- Add content as needed.

203) Why it is very important to click on Edit Homepage related link while creating global Homepage or Homepage for specific users?

We must click Edit Homepage to make changes to a global homepage that take effect for all users who can access the homepage. If you click View Homepage and make changes, a personal homepage is automatically created for you and those changes take effect only on that personal homepage.

204) How can you specify a Login Landing Page using System Property?

To specify a login landing page for all users, change the property value on the sys_properties table:

- Type sys_properties.list in the navigation filter.
- Locate the glide.login.home system property.
- In the Value field, enter the name of the page that all users will see upon login.

Use <page name>.do; you may omit the http://"instance".service-now.com/ portion of the URL. To determine the page name or the URL of a page in the system, you can point to a link. Some possible pages are: incident.do

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205) Difference between Service Request and Record Producer.

A Service Request works with the cart where you can add multiple and then you can order. On the other end it creates a request, request item, and possibly approvals and tasks depending on its workflow.
A record producer is nothing but task based record. Record Producer uses a script or template to create task based records, ideally not a Request.

206) What happens if a Default update set is marked as complete?

If the Default update set is marked Complete, the system creates another update set named Default1 and uses it as the default update set.

207) Define Business Rule.

A business rule is a server-side script that runs when a record is displayed, inserted, updated, or deleted, or when a table is queried.
The database operation that the system takes on the record.

Option	When the rule run
Insert	When the user creates a new record and the system inserts it into the database.
Update	When the user modifies an existing record.
Query	Before a query for a record or list of records is sent to the database. Typically you should use query for before business rules.
Delete	When the user deletes a record.

208) Difference between Script Include and BR?

Script includes load only on request while global business rules load on every page in the system.

209) What is the objective of display?

The primary objective of display rules is to use a shared scratchpad object, g_scratchpad, which is also sent to the client as part of the form. This can be useful when you need to build client scripts that require server data that is not typically part of the record being displayed.

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210) How can you remove/hide filter of List Collector?

Set no_filter in Variable attributes of the variable.

211) What is the difference between g_form and g_user?

g_form is a global object in the GlideForm class that references the currently active form.

g_user is a global object in GlideUser that references the currently active user .It contains information about the current user.

Note:- Both runs on Client Side.

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ITIL interview Questions

212) Define ITIL.

ITIL (Information Technology Infrastructure Library), is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. The ultimate goal of ITIL is to improve how IT delivers and supports valued business services. ITIL is not just technology management or process management. It also focuses on improving the capabilities of people, processes, and technology. ITIL provides value for an organization, its resources and capabilities, including employees and customers.

213) Why is ITIL Successful?

 ITIL focus on delivering value to the business.

- **Vendor-neutral**

ITIL service management practices are applicable in any IT organization because they are not based on any particular technology platform or industry type.

- **Non-prescriptive**

ITIL offers robust, mature and time tested practices that have applicability to all types of service organizations. It continues to be useful and relevant in public and private sectors, internal and external service providers, small, medium and large enterprises, and within any technical environment.

- **Best practice**

ITIL represents the learning experiences and thought leadership of the world's best-in-class service providers.

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214) Define IT service management (ITSM).

IT service management (ITSM) is defined as "the implementation and management of quality IT services that meet the needs of the business".

215) Define IT service provider.

IT service provider is a service provider that provides IT services to internal or external customers.

216) Define Service Management.

Service Management is defined as "a set of specialized organizational capabilities for providing value to customers in the form of services".
These capabilities include functions and processes outlined in the strategy, design, transition, operation and continual improvement phases.

217) Define Services.

Services are a mean of delivering value to customers by facilitating the outcomes customers want to achieve without the ownership of specific costs and risks.

218) Differentiate between Internal services and External services.

Internal services are delivered between departments or business units in the same organization.
External services are delivered to external customers.

219) How many Service Providers are in Services?

There are three types of Service Providers:

o   Internal Service Provider: A Service Provider that is part of the same Organization as its Customer.

o   Shared Services Unit: A Service Provider that caters to more than one business units to minimize costs and risks (e.g. network, security, scripting, and migration).

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    o External Service Provider: A Service Provider that is part of a different Organization as its Customer. Also known as external supplier (e.g. outsourcing vendors).

220) Define Governance and its type.

Governance is a platform used to ensure proper implementation of policies and strategy. It defines roles, responsibilities and standards that should be applied in the business environment.

There are two important types of governance in IT:

Corporate Governance: "The ethical behaviour by directors or others in the creation and preservation of wealth for all stakeholders."

IT Governance: "An integral part of corporate governance that ensures that the organisation's IT sustains and extends the organisation's strategies and objectives."

221) Differentiate between Governance and Management.

Governance is about maintaining proper policy and procedures to ensure that IT is "doing the right things".

Management is about "doing things right".

222) Differentiate between Good Practices and Best Practices.

Good practices encourage service providers to maintain a competitive advantage with competitors. Organizations can learn, enhance or develop their services to meet the benchmark set by best practices of competitors.

Best Practice is "the best identified approach to a situation based on observation from effective organizations in similar business circumstances". ITIL is an example of Best Practice.

223) Define Suppliers.

Third parties responsible for supplying goods or services that are required to deliver IT services.

Examples of suppliers include commodity hardware and software vendors, network and telecom providers, and outsourcing organizations.

224) Define Customers.

Those who buy goods or services. Or,

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The customer of an IT service provider is the person or group who defines and agrees the service level targets.

225) Define Users.

Those who use the service on a day-to-day basis.
Users are distinct from customers, as some customers do not use the IT service directly.

226) Define Process.

A process is defined as "a set of coordinated activities combining and implementing resources and capabilities in order to produce an outcome, which, directly or indirectly, creates value for an external customer or stakeholder."

227) What are the characteristics of process?

The 4 characteristics of a process are:
• Measurable: A process can be measured in terms of its cost, quality, time, productivity and other variables.
• Specific results: A process must produce a specific result which can be identified and counted.
• Delivers to Customers: A process delivers expected results to internal or external organizations and customers.
• Responds to a specific event: A process must be traceable to a specific trigger.

228) List the structure of ITSM Organization.

• Function: Refers to the people and automated measures that perform a defined process or activity or a combination of both.
• Role: Refers to a set of actions that are performed by a person, a team or group.
• Group: Refers to a number of people who perform similar activities or processes.
• Team: Refers to a group of people who work together to achieve a common objective.
• Department: Refers to formal organisational structures that perform specific activities on a daily basis.
• Division: Refers to a number of departments that has been grouped together.

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229) Define RACI model.

RACI model describes the participation by various roles in completing tasks or deliverables for a project or business process. It is especially useful in clarifying roles and responsibilities in cross-functional/departmental projects and processes.

• Responsible: The person or people responsible to get the job done.
• Accountable: The person accountable for each task performed.
• Consulted: The person whom others come to for consultation and advice.
• Informed: The people who are informed about the progress.

230) What are the phases/stages of Service Life cycle?

The phases of Service Life cycle are listed below:
1. Service Strategy
2. Service Design
3. Service Transition
4. Service Operation
5. Continual Service Improvement

231) Describe the phases of Service Lifecycle.

1. The phases are described as:

- Service Strategy
  Defining strategy for the IT Service Management and defining strategies for the IT Services that are being provided.
- The goal of Service Strategy is to specify the strategic objectives, direct and develop policies and plans, and allocate resources to achieve the organization's objectives.

2. Service Design

- Design the services to support the strategy
- The goal of Service Design is to design new or changed Services, by ensuring that there will be minimal issues that arise during the service lifecycle.

2.   Service Transition

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- Implement the services in order to meet the designed requirements
- The goal of Service Transition is to introduce new services with appropriate balance of speed, cost, safety and focus.

3. Service Operation
   - Support the services managing the operational activities
   - The goal of Service Operation is to carry out day-to-day operations and activities of Services.

5. Continual Service Improvement
   Implement and support improvement efforts on the services for better quality of services.
   The goal of Continual Service Improvement is to align and realign IT services to changing Business needs.

232) What are the "4 Ps" in ITIL?

The 4 Ps are:
• People: Communication, training and clear definitions of roles and responsibilities for all parties involved are essential. This aspect of the "Four Ps" is concerned with the "soft" side of IT.
• Processes: "Processes" is where ITIL enters the design mechanism. It relates to the end-to-end delivery of services based on process flows. The ITIL processes are covered as a phased life cycle.
• Products: There are now a number of tools available to IT organisations that are considered "ITIL compatible" and have been developed to complement IT Service Management procedures. These tools can assist in the implementation and running of IT services.
• Partners: Suppliers and the management of suppliers, partners, manufacturers and vendors are essential to the provision of quality IT services.

233) Define SLM (Service Level Management) and its objective.

The Service Level Management process improves business aligned IT service quality and instigate actions to eliminate poor service.
The objective of the SLM process is to ensure that all current and planned IT services are delivered to agreed achievable targets.

234) Explain the types of "agreements" in the Service lifecycle.

There are several types of agreements that play important roles in the Service lifecycle.

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- Service Level Requirements (SLR): Targets and responsibilities documented and agreed for proposed new or changed service.
- Service Level Agreement (SL: A written agreement between the IT service provider and the customer regarding the service targets and responsibilities of both parties.
- Operational Level Agreement (OL: An agreement between an IT service provider and another division within the same organization that assists with delivering the services.
- Underpinning Contract (UC): A contract between an IT service provider and an external supplier.

235) What is the use of Key Performance Indicators (KPIs) and metrics?

Key Performance Iui macross (KPIs) and metrics are used to judge the efficiency and effectiveness of the SLA activities and SIP (Service Improvement Plan) progress.
These metrics cover both the subjective and objective measurements:
• Subjective measurements:
Improvements in customer satisfaction
• Objective measurements:
Number/percentage of service targets being met
Number and severity of service breaches
Number of services with updated SLAs
Number of services with timely reports and active service reviews

236) What is Global in client script?

It is the Indicator of whether the script applies to all views. When Global is selected, the script runs regardless of what view is being displayed. When Global is not selected, this script runs only if the current view matches the script's view.
Global application in client script means the script can be used globally meaning to all your applications. While the other options are the name of your other application, if one of the applications is selected, it limits the client script to be use on the current application you've chosen.

237) Execution of UI action for server side?

UI action runs the server side code only until you check the client checkbox.
The client is always false if you want executing the UI action in server level.

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238) Weight in email notifications?

Email notification weight is defined as a required numerical value for this notification's priority relative to other notifications:
With the same target table and recipients
The system only sends the notification with the highest weight

239) What is ACL?

An ACL is access control list that defines what data a user can access and how they can access it in service now.

Types:

Match the object against field ACL rules
Match the object against table ACL rules.

Objects:

Client-callable script includes
Processors
UI pages
Record

240) What do you mean by star-dot-star in ACL's (*.* in ACL)??

. - means first star represents all tables and second star represents all fields on those table.

241) What is the difference between * and None in ACL?

The * when applied with table.* applies to all the fields so it is at field level.
The None when applied with table none applies at the table level.

242) What is a data policy?

Data policy checks the mandatory and read-only of a field whenever a record is inserted or updated through a web-service or import set. For example: If a mandatory field in the

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incoming record (from import set or web-service) is empty then the data policy will not allow to insert that record into the table.
The System Policy > Data Policies module displays a list of all data polices and where they apply.

243) What is Formatter?

A formatter is a form element used to display information that is not a field in the record. Some examples of formatters in the base platform include:

Activity formatter: Displays the list of activities, or history, on a task form.
Process flow formatter: Displays the different stages in a linear process flow across the top of a record.
Parent breadcrumbs formatter: Provides breadcrumbs to show the parent or parents of the current task.
Approval summarizer formatter: Displays dynamic summary information about the request being approved.
CI relations formatter: Displays on the CI form a toolbar for viewing the relationships between the current CI and related CIs.
To create a custom formatter, perform these tasks:
Create a UI macro to define content for the formatter.
Create a formatter that refers to the UI macro.
Add the formatter to a form.

244) What is UI Macros?

UI macros are typically controls that provide inputs or information not provided by existing field types.

245) Why do we use UI Macro and UI Page as variables for Service Catalog?

UI Macros and UI pages can be used when you need further flexibility to build solutions that could not be built using the other catalog variable types. You can think of these like a "block" in your catalog which you can customize as per your desire.

246) What is UI page?

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UI pages can be used to create and display forms, dialogs, lists and other UI components. Use UI pages as widgets on homepages. To find the UI Pages, navigate to System UI > UI Pages.

247) Slush bucket?

Slushbuckets allow users to select multiple items from a list of available items. They are used in many operations, such as personalizing lists, adding items to related lists,, and service catalog list collector variables.

The slushbucket interface has two columns: the available items on the left and the selected items on the right.

248) Life cycle of Incident change?

Incident alerts are created with a New state. They follow a process that finishes with the Closed or Cancelled state.
A series of rules ensure that the alert progression is controlled and standardized.

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CMDB lifecycle:
CMDB CI Lifecycle Management provides a set of APIs to manage CI operational states and CI actions. And the UI where you define a set of rules to restrict certain operational state transitions and to restrict actions based on operational states. It also provides a mechanism to audit CI operational state and CI actions during the entire CI lifecycle.
With CI Lifecycle Management you can:
Manage CI operational states and CI actions throughout the entire CI lifecycle.
Manage CI operational state transitions.
Restrict certain operational state transitions.

Associate certain actions for certain CI types that are in specific operational state.
Restrict IT Service Management applications based on CI operational state.
Audit CI operational states and CI actions during the entire CI lifecycle.

249) Business rule that calls email notification?
Send notification through business rule?

You need to create a notification event or modify it existing business rule which is defined in the system for the incident/problem/change etc.
Once it is defined there whenever business rule qualification will met then that event or business rule will trigger and associated notification will be sent.

1. Search (Events) in the business rule.
2 check if any events matches your requirement.
3. Create a new notification records in notification module in service now.
4. Attach the same event which you created in the events business rule or modified.
5. Once business rule will matches then events will be fired and associated notification will be sent to the user.

250) What is Record producer?

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A record producer is a type of a catalog item that allows users to create task-based records from the service catalog. For example you can create a change record or problem record using record producer. Record producers provide an alternative way to create records through service catalog.

251) How to Fetch Current user?
Get current username of logged in user?

Use gs.getUserName() to return you current logged in username. You can put this as query in GlideRecord as

gs.addQuery('user_name',gs.getUserName());

252) Fetch value of reference field?

You can use g_form.getDisplayBox('field_name');

253) On Cell edit client script best practices?

Select "Admin overrides" checkbox to true in the particular ACL so that they can pass the permission check with this ACL rule.

254) Reverse if false in UI policy?

Reverse if false: Option for specifying that the UI policy action should be reversed when its UI policy's conditions evaluate to false. In other words, when the conditions are true, actions are taken and when they change back to false, the actions are reversed (undone).

255) Can we call br (business rule) from cs (client script)?

Yes we can call BR from CS. Any GlideRecord query should be on the Server Side (Business Rule). You should instead write a Glide AJAX call in this scenario where you need to pass server side data to the client.

256) Fetch count of record in table?

getRowCount()

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257) Events in ServiceNow?

Event are special records the system uses to log when certain conditions occur and to take some kind of action in response to the conditions.

The system uses business rules to monitor for system conditions and to generate event records in the Event [sysevent] table, which is also known as the event log or event queue.

Event-generating business rules typically use this script logic:

If [some condition is true for the current record], then [add a specific event to the queue].

For example, here are some of the conditions in the incident event business rule:

If a user adds a comment to an incident record, add an incident.commented event.

If a user adds an incident record, add an incident.inserted event.

If a user updates an incident record, add an incident.updated event.

Event-generating business rules use the GlideSystem eventQueue method to insert event records, which typically contain this information:

Event fields –
Name, Parm1, Parm2, Table, Instance

Event registry –
The events registry lists the events the system recognizes. Use registered events to automate other activities, such as script actions or notifications.

258) What is domain separation?

Domain separation is a way to separate data into (and optionally to separate administration by) logically-defined domains. For example a client XYZ have two business and they are using ServiceNow single instance for both business. They do not want that user's from one business can see data of other business. Here we can configure domain separation to isolate the records from both business.

259) UI Scripts?

UI scripts provide a way to package client-side JavaScript into a reusable form, similar to how script includes store server-side JavaScript. Administrators can create UI scripts and run them from client scripts and other client-side script objects and from HTML code.

To create UI scripts, navigate to System UI > UI Scripts and create or edit a record.

Field	Description

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Script Name	Name of the UI script. Ensure the name is unique on your system. This is the same as the Name field for the Eureka release and earlier.
API Name	The API name of the UI script, including the scope and script name (for example, x_custom_app.HelloWorld) (starting with the Fuji release).
Application	Application that contains the UI script (starting with Fuji).
Active	Indicator of whether the UI script is active. Only active UI scripts can run.
Global	Indicator of whether the script loads on every page in the system. Note: Use caution when creating global UI scripts because they can impact performance. You cannot create a global UI script in a scoped application (starting with the Fuji release).
Description	Summary of the purpose of the script
Script	Client-side script to run when called from other scripts.

260) Process Flow?

The process flow formatter quickly summarizes multiple pieces of information about a process and displays the stages graphically at the top of a form. Each record on the Flow Formatter [sys_process_flow] table represents a process stage and can have a different condition applied to it.
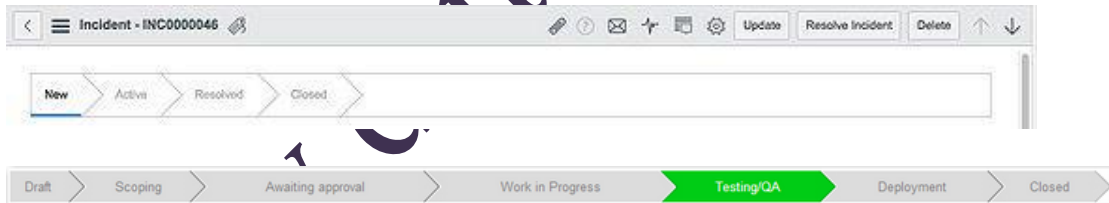
Create a Process Flow Formatter –
Navigate to System UI > Process Flow.
Click New.
Complete the form, as appropriate (see table).
Repeat as necessary.

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261) What is the difference b/w next() and hasNext()?

hasNext() : hasNext() method returns true if iterator have more elements.
next(): next() method returns the next element and also moves to the next element.

262) What is difference b/w Record producer and Service Catalog?

A catalog item works with the cart where you can add multiple and then you can order. On the other end it creates a request, request item, and possibly approvals and tasks depending on its workflow.
A record producer is nothing but task based record, most commonly create an incident.

263) Difference b/w Catalogs, Record producer and Order guide?

Catalog Items: Create and edit catalog items, the actual goods or services available to order from a catalog.

Record Producers: Enable records to be created directly from the service catalog. For example, allow customers to raise incidents from the service catalog.
Order Guides: Create and edit standard groups of related items, allowing end users to easily order these items in one request.

264) Scripts – Background module?

Background script?
Administrators can use the Scripts - Background module to run arbitrary JavaScript code from the server.
The Scripts - Background module consists of the following components.

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A text field to enter JavaScript
A selector to specify the application scope
A Run script button
A list of available scripts
Administrators can run any valid JavaScript that uses the Glide API. The system displays results, information, and error messages at the top of the screen.

265) What is HTML sanitizer

The HTML sanitizer automatically cleans up HTML markup in HTML fields and translated HTML fields to remove unwanted code and protect against security concerns such as cross-site scripting attacks.
The HTML sanitizer works by checking the built-in white list for markup that you always want to preserve. The sanitizer provides the HTML Sanitizer Config script include that administrators can use to modify the built-in white list. Items can also be added to the black list, which overrides the white list, to remove HTML markup.
The following types of items can be added to white and black lists:
Global attributes
Any HTML elements

Note: By default, URL attributes like href and src support only these protocols:
http
https
mailto
For example:
Community
The Default White List
BUILTIN_HTML_WHITELIST :{

globalAttributes:{ attribute:["id","class","lang","title","style"],

attributeValuePattern:{}},

label:{ attribute:["for"]},

font:{ attribute:["color","face","size"]},

a:{ attribute:["href","nohref","name","shape"]},

img:{ attribute:["src","name","alt","border","hspace","vspace","align","height","width"]},

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table:{ attribute:["border","cellpadding","cellspacing","bgcolor","background","align","no resize","height","width","summary","frame","rules"]},

th:{
attribute:["background","bicolor","abbr","axis","headers","scope","nowrap","height","width","align","valign","char off","char","colspan","rowspan"]},

td:{
attribute:["background","bicolor","abbr","axis","headers","scope","nowrap","height","width","align","valign","char off","char","colspan","rowspan"]},

tr:{ attribute:["background","height","width","align","valign","char off","char"]},

thead:{attribute:["align","valign","char off","char"]},

tbody:{attribute:["align","valign","char off","char"]},

tfoot:{attribute:["align","valign","char off","char"]},

colgroup:{attribute:["align","valign","char off","char","span","width"]},

col:{attribute:["align","valign","char off","char","span","width"]},

p:{attribute:["align"]},

style:{attributeValuePattern:{"type":"text/css"}}

canvas:{ attribute:["height","width"]},

details:{ attribute:["open"]},

summary:{ attribute:["open","valign","char off","char"]},

button:{ attribute:["name","value","disabled","accesskey","type"]},

form:{ attribute:["action","name","autocomplete","method"]},

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```
input:{
attribute:["name","size","maxlength","autocomplete","checked","alt","src","type","value",
"disabled","readonly","accesskey","border","usemap"]},

select:{ attribute:["name","disabled","multiple","size"]},

textarea:{ attribute:["rows","cols","name","disabled","readonly","accesskey"]},

option:{ attribute:["disabled","value","label","selected"]},

div:{ attribute:["align"]},

ol:{ attribute:["start","type","square"]}

ul:{ attribute:["type","square","itemscope","itemtype","itemref"]}

li:{ attribute:["value","fb__id","itemprop"]}

span:{ attribute:["color","size","data-mce-bogus","itemprop","face"]}

br:{ attribute:["clear"]}

h3:{ attribute:["itemprop"]}

html:{ attribute:["xmlns","lang","xml:lang"]}

link:{ attribute:["rel","type","href","charset"]}

meta:{ attribute:["name","content","scheme","charset","http-equiv"]}

pre:{ attribute:["xml:space"]}

noscript:{},   h1:{},   h2:{},   h4:{},   h5:{},   h6:{},

i:{},   b:{},   u:{},   strong:{},   em:{},   small:{},   big:{},

pre:{},   code:{},   cite:{},   samp:{},   sub:{},   sup:{},

strike:{},   center:{},   blockquote:{},   hr:{},   map:{},
```

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dd:{}, dt:{}, dl:{}, fieldset:{}, legend:{}, figure:{}, tt:{},

body:{}, caption:{}, head:{}, title:{},var:{}, a shape:{},},

266) What is watermark in service now?

By default, the system generates a watermark label at the bottom of each notification email to allow matching incoming email to existing records.
The watermark always includes "Ref:" and a customizable prefix, followed by the auto-numbered identifier of the source record, such as incident, problem, or change request.
The default prefix is MSG. For example, Ref: MSG3846157.
Watermarks are always generated, but you can configure them to:
Create a custom watermark prefix for each instance to prevent accidentally triggering events in the wrong instance.
Have custom prefix characters after MSG
Be hidden globally
Be omitted from individual email messages

267) Troubleshooting UI actions
Description"

When UI actions are not working as expected, there can be a number of causes for this behavior. This article covers the most common factors that contribute to this issue. It is important to remember that UI actions are client-side rather than server-side. For this reason, other client side components can affect UI actions.
Symptoms

Symptoms may include the following:

Field removed from form
Cannot change field
Form is broken
UI policy not working
UI action not working
Client scripts not working
Form sections not loading

Fields not visible
Mandatory field not working

Service Now Interview Questions

268) Types of catalog items

Service Catalog offers a few types of catalog items.

Record producers: giving alternative ways of adding information such as Incidents via the service catalog.
Order guides: to group multiple catalog items in one request.
Content Items: catalog items which provide information instead of goods or services.

269) How to catalog items through script

The script field in an order guide can be used to add or remove catalog items to or from the order guide. It can be added to the order guide form by configuring the form layout.
To add a catalog item that is not added to the order guide via a rule base, write the following code in the script field:
guide.add("<sys_id_of_cat_item>")
To remove a catalog item that is added to the order guide via a rule base, write the following code in the script field:
guide.remove("<sys_id_of_cat_item>")

270) What is the hierarchy of a catalog request?

Request will be having request items and request items will be catalog tasks.

271) Can we have add workflow in another workflow?

Yes, we can add a workflow in another workflow by using workflow activity.

272) Workflow Activities?

Approval Activities
Condition Activities
Notification Activities
Timer Activities
Task Activities
Utility Activities
Subflow Activities

273) How can we fill mandatory fields if we use a record producer?

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Service Now Interview Questions

We need to make sure while scripting that a record producer that has mandatory fields should not be missed. Scripting will be
current.table_field_name = producer.record_producer_field_name.

274) Where are using g_form keywords?

In client scripts.

275) Where are we using the "current" and "gs" keywords?

Server side scripting.

276) What is a script includes?

It is the table where we can write functions which can be invoked in any scripts either server side or client side.

277) Why can't we use a global business rule instead of a script includes?

Global business rules will be invoked every time when there is an insert or update of a record. It will hamper the instance performance. So it is recommendable to use the script include.

278) What is glide Ajax?

We use this invoke a script include into a client script provided the script include should be client callable.

279) Please tell me what are different versions in ServiceNow?

Aspen, Berlin, Calgary, Dublin, Eureka, Fuji, Geneva, Helsinki, Istanbul, Jakartha.

280) Have you worked on reporting?

Yes, I have created many reports and scheduled the reports as well.

Service Now Interview Questions

281) Do you have averny idea on ITIL Processes?

Yes, I have undergone the training for ITIL, I have basic knowledge on ITIL Processes.

282) What is a configuration item?

We can call any item either hardware or software as configuration item while raising an incident, problem or change. It is mandatory to put a configuration item to know where we have an issue.

283) Where the configuration items are stored?

Configuration items are stored in CMDB (configuration management database).

284) Did you get a chance to work on the configuration Management?

Yes, I am involved while migrating the configuration items from our legacy tool to ServiceNow.

285) Could you explain me your role in Configuration Management?

We were using some legacy tools, when we were planning to migrate to ServiceNow we have moved all the inventory of CMDB into excel sheets. We have imported that excel sheets into appropriate classes of Service Now CMDB.

286) How to import excel sheets into ServiceNow?

We have import sets in ServiceNow through which we can import the data of different formats into ServiceNow.

287) What Data Formats are supported by ServiceNow?

Excel, CSV, XML.

288) Could you please explain about Import Sets?

Service Now Interview Questions

Import Sets is a tool used to import data from various data sources and, then using transform map, map that data into ServiceNow tables. The Import Sets table acts as a staging table for records imported.

289) What are the data sources?

It is the table which creates an import set table and build the connection between external data source and ServiceNow.

290) What is a transform map?

It transfers the data from import set table which is created by data source to the table which is in ServiceNow.

291) How do you cancel a form submission?

Have your onSubmit() function return false.
Example:
function onSubmit() {
return false;
}

292) What is the use of Global field on Client script?

It basically represents views on which script will apply.
When Global is selected, the script runs regardless of what view is being displayed.
When Global is not selected, this script runs only if the current view matches the script's view.