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# ServiceNow

*ServiceNow CIS  
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## Questions & Answers PDF

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## Question: 1

What sets the order of the field's focus within a form when using the TAB key?

- A. The order attribute in the system dictionary
- B. The columns of the form
- C. g\_form.setOrder
- D. None of the above

**Answer: B**

## Question: 2

Which predefined global variable can be used in a business rule to pass information from the back-end to the client to be accessed from client scripts?

- A. g\_form
- B. current
- C. g\_scratchpad
- D. gs

**Answer: C**

## Question: 3

Which module is used to configure email settings?

- A. Configuration -> Email
- B. System Mailboxes -> Administration
- C. System Policy -> Notifications
- D. System Properties -> Email

**Answer: D**

## Question: 4

What is the purpose of having a VPN connection?

- A. To support the encrypted flow of traffic between ServiceNow and Organization's Network
- B. For LDAP integration

- C. For Web Service Integration
- D. For Single Sign-On

**Answer: A**

### Question: 5

Which of the following are true about getReference() function?

- A. Returns the GlideRecord for a specified field
- B. Accepts a second parameter, a callback function
- C. If a callback function is present, this routine runs asynchronously otherwise runs synchronously
- D. It is strongly recommended that a callback function be used on any supported versions

**Answer: A,B,C,D**

### Question: 6

What does gs.getMessage(X) do?

- A. Adds a info message
- B. Retrieves a info message
- C. Retrieves a message key
- D. None of the above

**Answer: C**

### Question: 7

What kind of script can be used to consume an outbound web service to post information to a 3rd party system?

- A. Business Rule
- B. Client Script
- C. UI Script
- D. None of the above

**Answer: A**

### Question: 8

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Which of the following can be used within a script to consume an outbound web service?

- A. new SOAPMessage('incident\_ws')
- B. new SOAPMessage('calculator', 'add')
- C. new SOAPMessage('create\_change').post();
- D. None of the above

**Answer: B**

### Question: 9

Which of the following can be used to access a service request catalog variable value?

- A. current.VARIABLE\_NAME
- B. g\_form.getValue(VARIABLE\_NAME)
- C. variables.VARIABLE\_NAME
- D. None of the above

**Answer: B**

### Question: 10

What parts of an ACL are required to be true in order to run successfully?

- A. Operation, conditions, roles
- B. Fields, roles, conditions
- C. Conditions, script and roles
- D. None of the above

**Answer: C**

### Question: 11

What approach can be used to separate data and process within the same organization?

- A. Domain separation
- B. Filtering
- C. Instances separation
- D. All of the above

**Answer: D**

### Question: 12

What type of business rule is utilized to share scratchpad object?

- A. Before business rules
- B. After business rules
- C. Async business rules
- D. Display business rules

**Answer: D**

### Question: 13

Which of the following portions of code is a best practice for getReference() function?

- A. Without a callback

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

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

**Answer: B**

### Question: 14

Which of the following statements should be avoided to prevent recursive business rules?

- A. current.delete()
- B. current.update()
- C. current.getRefRecord()
- D. current.insert()

**Answer: B**

### Question: 15

With LDAP integration what is stored in the HTTPS Session?

- A. The password that the user entered
- B. Distinguished Name
- C. All of the above
- D. None of the above

**Answer: C**

### Question: 16

How many calls are made to the back-end in the following code?

```
function onChange(control, oldValue, newValue, isLoading) {  
  if (isLoading)  
    return;  
  var ga = new GlideAjax('calculator');  
  g  
  A. addParam('sysparm_name', 'getSum');  
  gA. addParam('sysparm_operand1', g_form.getValue('5'));  
  gA. addParam('sysparm_operand2', g_form.getValue('4'));  
  gA. getXML(doAlert);  
  function doAlert(response) {  
    var answer =  
    responseE. responseXML.documentElement.getAttribute("answer");  
    alert(answer);  
  }  
}
```

- A. 0
- B. 1
- C. 2
- D. 3

**Answer: B**

### Question: 17

Which type of script has Insert, Delete, Update, Query that are executed before, after, async and on display?

- A. Client Scripts
- B. UI Scripts
- C. Business Rules
- D. UI Actions

**Answer: C**

### Question: 18

Where are gs.log messages stored?

- A. System logs
- B. Log table
- C. Log History
- D. Debug Logs

**Answer: A**

### Question: 19

Which of the following is used within a business rule?

- A. gs.addInfoMessage
- B. g\_form.getValue
- C. gs.setMandatory
- D. g\_form.addErrorMessage

**Answer: A**

### Question: 20

What can be the reason for the incident form to load very slowly?

- A. Too many business rules
- B. ACLs
- C. Too many client scripts
- D. None of the above

**Answer: C**

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## Question: 21

Change Request is extended from Task table and a new short description field is created in the Change Request table. Select which of the following are true:

- A. The new short description field will have the u\_ prefix
- B. You may find both short description fields from the Task as well from the Change Request in the Personalize Layout
- C. The short description from the Change Request will override Task's short description
- D. You can't create a second short description field because already exist in Task and it's inherited to Change Request

**Answer: A,B**

## Question: 22

Which of the following is NOT true about business rules?

- A. They execute on server-side
- B. g\_scratchpad is a global variable
- C. They can be executed on query
- D. g\_form is accessible

**Answer: D**



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