



ServiceNow Interview Questions

A-Admin Questions

D-Dev Questions

B-Both

Script Includes

1. **B** - In your own words, what are Script Includes?
2. **D** - When do you use a Script Include?
3. **D** - When WOULDN'T you use a Script Include?
4. **D** - How important are comments when writing a Script Include?

General Platform Knowledge

1. **A** - Tell me about configuring sys_properties. How dangerous can it be?
2. **A** - What is a Business Rule and what can I do with them?
3. **A** - How can I make a trail of changes to a record?
4. **B** - What is your favorite module and why?
5. **B** - Have you installed the latest version of ServiceNow on your PDI?
6. **B** - Have you ever had problems upgrading an instance?
7. **B** - What are your thoughts on Update Sets?
8. **B** - How do I check a user's roles in the UI?
9. **D** - Have you used Flow Designer yet? What are your thoughts?
10. **D** - When do you use a sys_property?
11. **D** - When do you store something in a table instead of a sys_properties record?
12. **D** - Compare ServiceNow to another programming language you're familiar with.
13. **D** - What is "order of execution" and why does it matter regarding Business Rules?

Flow Designer

1. **A** - Have you ever reconfigured a Flow Designer flow?
2. **D** - Have you used Flow Designer? If not, why?
3. **D** - Compare Flow Designer to Workflow. Is it a direct replacement?
4. **D** - Do you think Flow Designer could replace Business Rules?



ServiceNow Interview Questions

Emails/Notifications

1. **A** - Have you configured notifications in an instance before?
2. **A** - When you need to see if an email was sent, what table do you look in?
3. **B** - Why should the sys_email table have least privileged access?
4. **B** - How do you test your emails in sub production instances?
5. **D** - Tell me about email scripts. Do you find them easy or challenging?

Service Portal

1. **D** - Explain what it means when we say “client side” and “server side”.
2. **D** - Can you execute a Script Include from the client side?
3. **D** - How do individual portal widgets talk to each other?
4. **D** - What does “asynchronous” mean and why is it important on a ServicePortal?

Soft Skills

1. **B** - Tell me about a time when you’ve had to say “no”.
2. **B** - Where do you see ServiceNow as a product in 5 years?
3. **B** - When you’re stuck on an issue, where do you go for help?
4. **B** - Do you work on any projects in your free time?
5. **B** - What’s your favorite project management style? Agile, Waterfall, etc.