



ServiceNow Interview Preparation with Questions

Preparing for a ServiceNow interview requires a combination of technical expertise, platform-specific knowledge, and strong problem-solving skills. Below is a comprehensive guide to help you prepare effectively, along with sample questions for each stage of the interview process.

ServiceNow Interview Process Overview

The ServiceNow interview process typically involves the following stages:

1. Screening Round

- **Purpose:** Initial evaluation of your resume and background.
- **Focus Areas:**
 - Your experience with ServiceNow modules (e.g., ITSM, ITOM, HRSD).
 - Familiarity with scripting languages (JavaScript, Glide scripting).
 - High-level understanding of ServiceNow architecture and workflows.

2. Online Assessment

- **Structure:**
 - **Technical MCQs:** Covers ServiceNow fundamentals, ITSM concepts, database queries, and scripting.
 - **Coding Problems:** Focuses on JavaScript and Glide scripting.
 - **Scenario-Based Questions:** Tests your ability to solve real-world problems using ServiceNow.

Sample Questions:

1. What is the difference between PATCH and PUT HTTP methods in ServiceNow integrations?
2. Write a script to fetch all records from a table where the priority is "High."
3. What is the purpose of Flow Designer in ServiceNow? How does it differ from traditional workflows?

3. Technical Interview

This round evaluates your technical expertise and practical experience with the ServiceNow platform.

Key Topics to Prepare:

1. **ServiceNow Fundamentals:**
 - Understanding of ITSM (Incident, Problem, Change Management).

- Knowledge of CMDB (Configuration Management Database).
- Key features like workflows, reports, and dashboards.

2. Scripting & Development:

- Glide scripting (server-side scripting).
- Client scripts (OnLoad, OnChange, OnSubmit).
- Business rules (before/after rules).
- Fix scripts and background scripts.

3. Integrations:

- MID Server setup.
- REST/SOAP APIs for integrations.
- Challenges faced during integrations and how you resolved them.

4. Advanced Concepts:

- ACLs (Access Control Lists) and debugging ACLs.
- Domain separation in multi-tenant environments.
- Performance Analytics and metrics.

Sample Questions:

1. Explain the difference between before and after business rules with examples.
2. How do you debug ACL issues in ServiceNow?
3. Describe your experience with integrating third-party tools using REST APIs in ServiceNow.
4. What is the purpose of GlideAjax, and how does it differ from GlideRecord?

4. Behavioral Interview

This round assesses your interpersonal skills, teamwork abilities, and cultural fit within the organization.

Common Behavioral Questions:

1. Describe a time when you solved a complex problem in ServiceNow using scripting or workflows.
2. How do you handle tight deadlines while working on multiple ServiceNow projects?
3. Tell me about a time you had to collaborate with a team to implement a ServiceNow solution successfully.

Tips:

- Use the **STAR Method** (Situation, Task, Action, Result) to structure your answers clearly.

- Highlight teamwork, communication skills, and adaptability.

5. HR Interview

This round evaluates your career aspirations, personality traits, and alignment with the company's values.

Common HR Questions:

1. Why do you want to work at ServiceNow?
2. What are your strengths and weaknesses?
3. Where do you see yourself five years from now?

Key Topics for Preparation

Technical Topics

1. **ServiceNow Modules:**
 - ITSM: Incident, Problem, Change Management.
 - HRSD: HR criteria and user criteria.
 - ITOM: Discovery and orchestration.
2. **Scripting & Development:**
 - Writing efficient client/server-side scripts.
 - Understanding record producers and catalog items.
3. **Integration & Automation:**
 - REST/SOAP APIs.
 - Flow Designer vs Workflows.
4. **Database Concepts:**
 - Database views in ServiceNow.
 - Querying tables using GlideRecord.

Sample Questions Across Rounds

Online Assessment

1. Write a script to update all records where the state is "Open" to "Closed."
2. What is the function of setWorkflow(e) in business rules?

Technical Interview

1. How do you implement domain separation in ServiceNow?
2. Explain how you would automate repetitive tasks using Flow Designer or workflows in ServiceNow.

Behavioral Interview

1. Give an example of a time when you had to think on your feet to solve an issue in production.

Preparation Tips

1. **Hands-On Practice:**
Use a free *ServiceNow Developer Instance* to practice creating custom applications, workflows, or integrations.
2. **Mock Interviews:**
Simulate technical interviews with peers or platforms like Pramp or Udemy for personalized feedback.
3. **Research & Networking:**
Learn about ServiceNow's work culture, ongoing projects, and industry trends by connecting with professionals on LinkedIn or alumni networks.
4. **STAR Method for Behavioral Questions:**
Structure responses clearly by outlining the situation, task, action taken, and results achieved.
5. **Stay Updated on Advanced Features:**
Familiarize yourself with features like Performance Analytics, Flow Designer, MID Server configurations, etc.

By following this structured preparation plan and practicing consistently across technical concepts and soft skills, you can significantly enhance your chances of success in the ServiceNow interview process!

Citations:

[1] <https://www.designgurus.io/answers/detail/how-to-prepare-for-a-servicenow-interview>

[2] <https://www.servicenow.com/community/incident-management-forum/interview-questions/m-p/2866268>

[3] <https://www.servicenow.com/community/developer-forum/behavioural-questions-interview/m-p/2675546>

[4] <https://www.interviewbit.com/servicenow-interview-questions/>

[5] <https://www.designgurus.io/answers/detail/what-are-servicenow-interview-questions-for-freshers>

[6] <https://hellointern.in/blog/servicenow-interview-questions-and-answers-6487>