

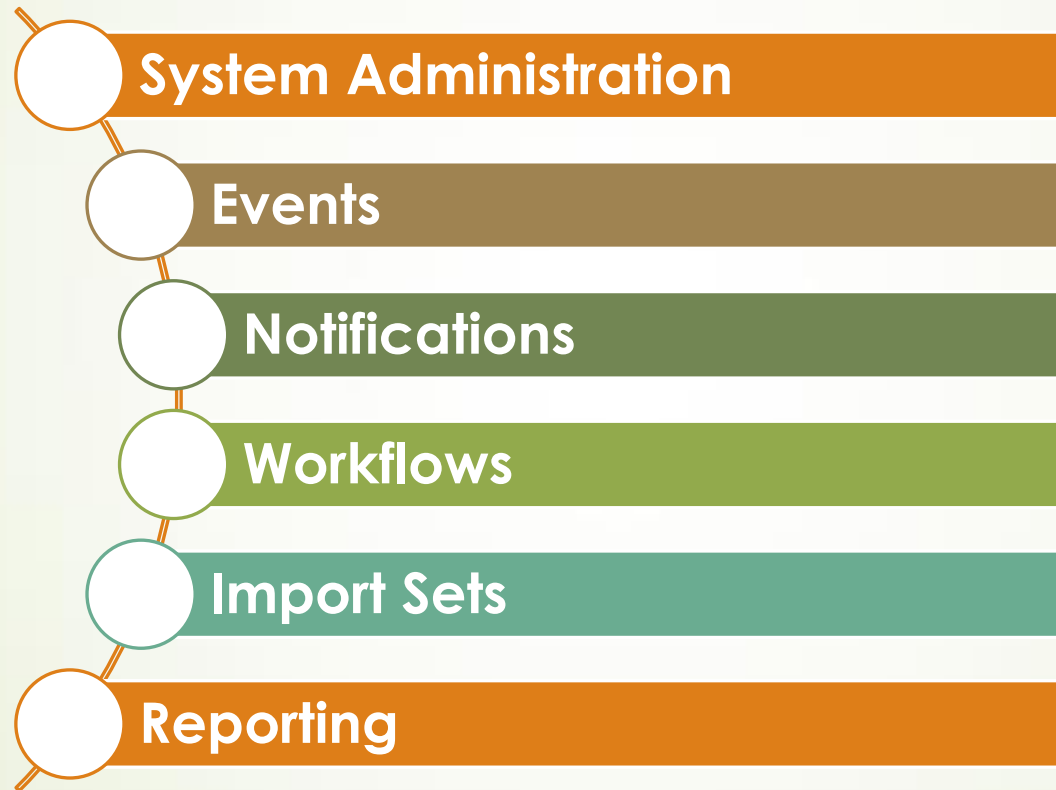


General Administration

General Administration Part-1



Overview





System Administration Part 1

- **Basic configuration**
- **System properties**
- **Homepages & Self-Service**
- **Connect & Collaborate**
- **Mobile**
- **Upgrades**
- **Service Now HI**

Basic Configuration

- Define common properties
 - Banner text
 - Banner background color
 - Browser tab title
 - Banner image
- My Company record

System Configuration

Tailor the look of the page top banner - text / logo / color
Set the timezone, date, and time formats

Page header caption

IT Service Management

Banner and list caption background color

CSS color formats:

- name - predefined color names: red, green, blue, etc.
- RGB decimal - RGB(102, 153, 204)
- RGB hex - #223344

#37da1b

Browser tab title

Banner image

servicenow +

System timezone for all users unless overridden in the user's record

System (America/Los_Angeles) [Configure available time zones](#)

Date format

yyyy-MM-dd

Time format

HH:mm:ss (24 hour)

Banner text color

#e82b2b

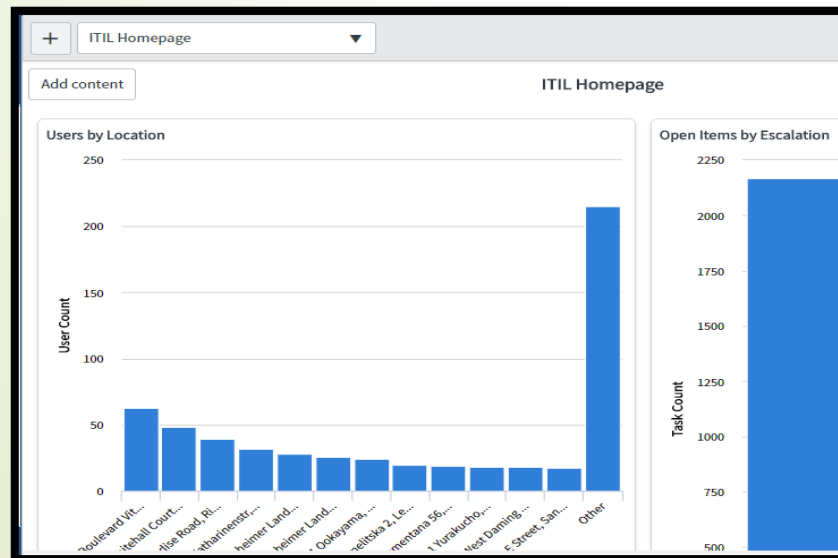
System Properties

- `sys_properties` table
- Hundreds of system properties
- Categories

System Properties	☆
Basic Configuration	☆
Basic Configuration UI16	☆
My Company	☆
UI Properties	☆
Mobile UI Properties	☆
CSS	☆
System	☆
Email Properties	☆
Import Export	☆
Approval Engines	☆
LDAP	☆
SLA	☆
Oracle DB Options	☆
Replication	☆
Service Catalog	☆
Homepage	☆
Web Services	☆
System Localization	☆

Homepages & Self-Service

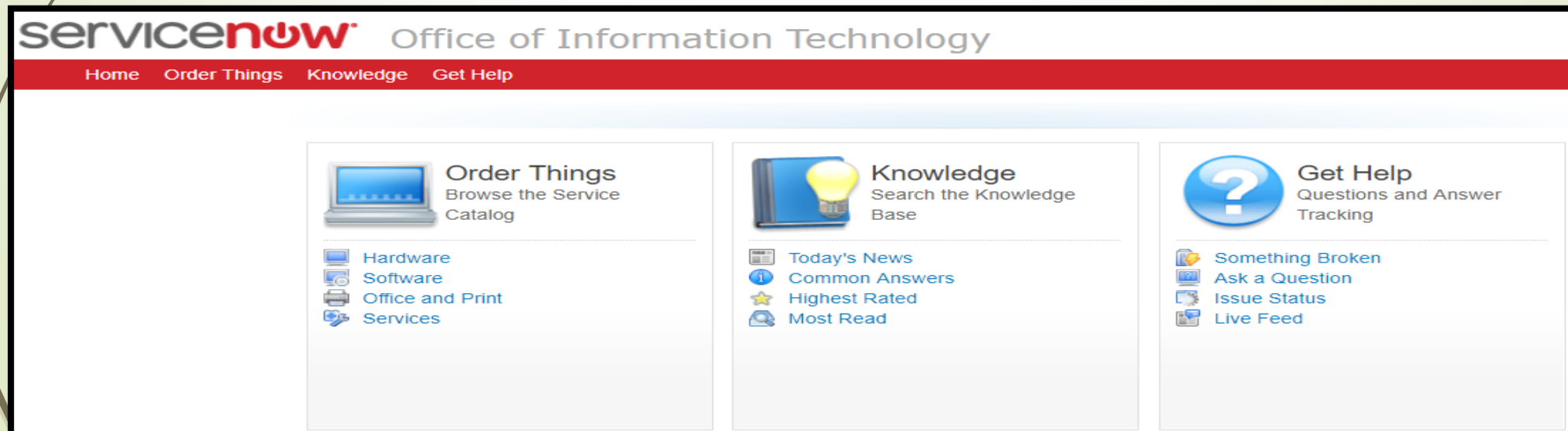
- Homepages contain gauges
- Create your own homepages
- Self-service does not require role
- Information related to you
- Employee Self-Service



Self-Service	☆
Homepage	☆
Service Catalog	☆
Knowledge	☆
Help the Help Desk	☆
Visual Task Boards	☆
Connect Chat	☆
Incidents	☆
Watched Incidents	☆
My Requests	☆
Requested Items	☆
Watched Requested Items	☆
My Profile	☆
My Tagged Documents	☆

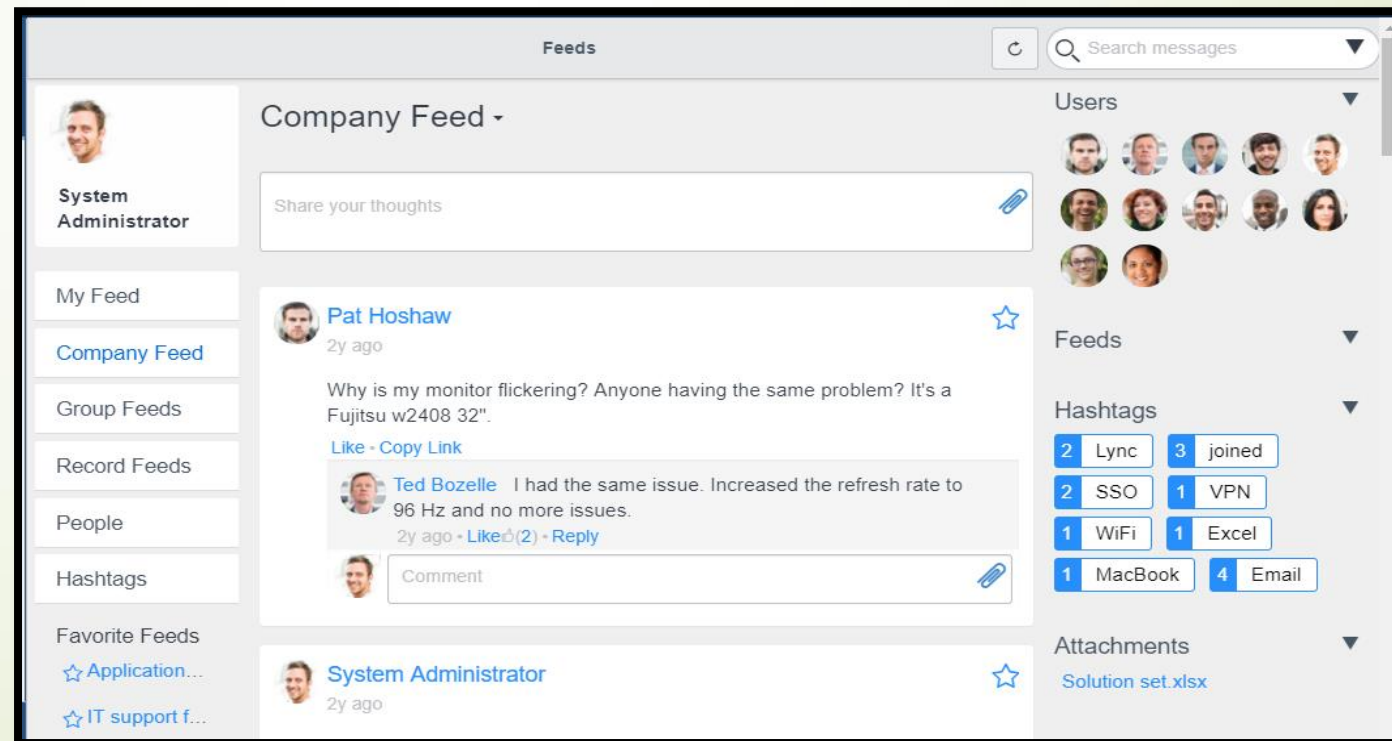
Employee Self-Service Site

- OOB site in Content Management application
- Portal to Service Now for Self-Service functions
- Any user has access
- service-now.com/ess
- HTML & CSS
- Jelly & JavaScript



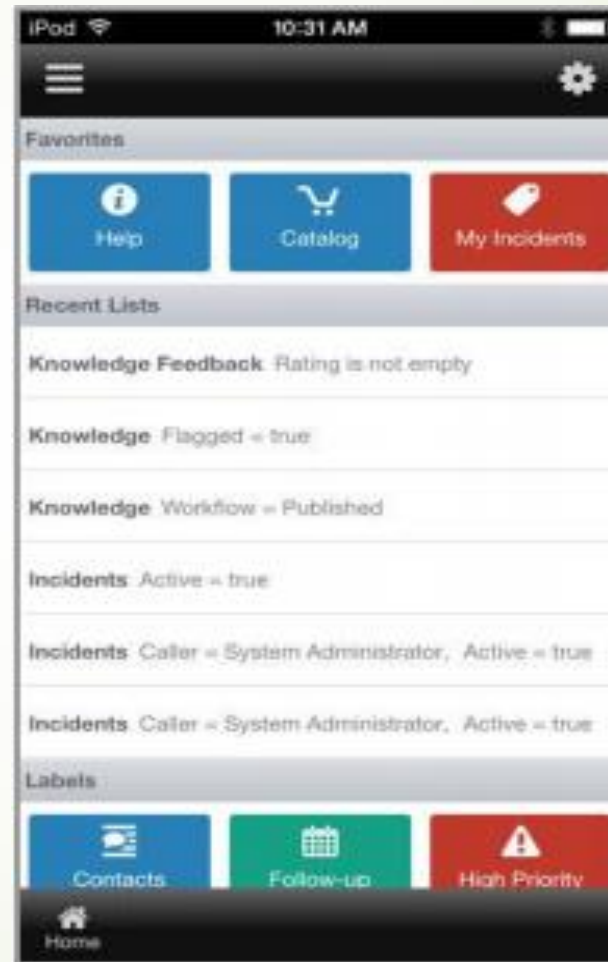
Connect & Collaborate

- Connect plugin
- Replaces legacy Chat
- Messaging platform
- Social network



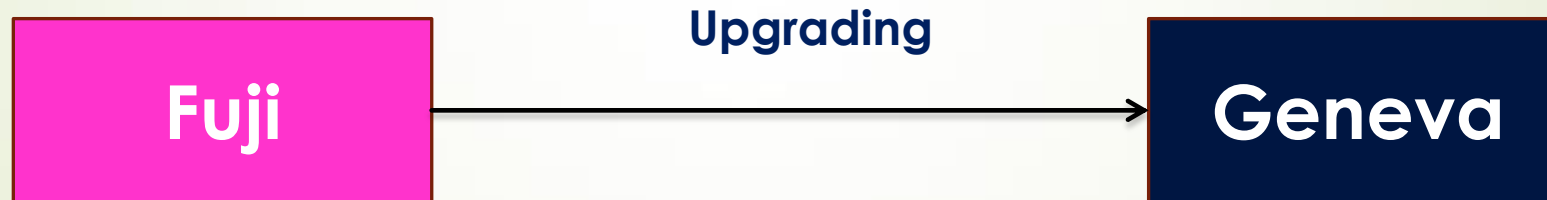
Mobile

- Constantly changing
- Mobile site → native app
- Modify mobile view



Upgrades

- Upgrade history
- Stats.do for current version
- Request upgrades through HI





Service Now HI

- ▶ **Customer administration**
- ▶ **hi.service-now.com**
- ▶ **Manage instances**
 - ▶ **Request upgrades**
 - ▶ **Request clones**
 - ▶ **Create incidents**
- ▶ **Access Service Now Knowledge Base**