WEEK-3

Change Management Module:

Change Requests: Developers submit a change request when changes are made, such as deploying new code to production. If something goes wrong, a change request is used to revert the changes.

-Approval Process: The process requires approvals based on the type of change:

-Emergency Changes: For high-priority issues, these impact production and need immediate action.

-Normal Changes: Require two levels of approval and are not pre-authorized.

-Standard Changes: Pre-authorized with only one level of approval.

-CAB Meeting: The Change Advisory Board (CAB) holds meetings to review change requests, assess errors, and provide approvals. Developers are contacted if further changes are needed.

-Change Request Details: Includes risk, priority, type, and category, and also covers planning, scheduling, impact analysis, and conflict resolution.

Incident Management Module:

Tables and Records: Incidents are stored in tables, with columns representing fields (e.g., number, category, priority) and rows representing individual records.

Views:

List View: Displays multiple records in table format. Allows actions like filtering, grouping, and sorting.

Form View: Displays detailed information about a specific record when opened from the list view.

-Filtering: Users can filter records based on specific criteria (e.g., category) using the funnel icon, or apply quick filters by right-clicking and selecting "Show Matching."

-Breadcrumbs: The filtering history is shown in breadcrumbs, allowing users to navigate or clear filters.

-List Controls: Options include refreshing the list, adjusting the number of rows shown, and creating favorites.

-Activity Stream: Shows the recent changes or activities performed on incidents.

-Personalized Lists: Users can move fields between available and selected columns to customize their view.

-Sorting and Searching: Users can sort records (ascending or descending) and search for specific records using field values.

Overall, the modules help manage changes and incidents efficiently, providing features like filtering, sorting, approval workflows, and detailed records management.

The content you provided discusses several aspects of using ServiceNow, specifically focusing on creating users, dashboards, reports, and performing admin activities.

1.Creating Users and Groups: ServiceNow allows for the creation of user tables, groups, and roles. For large numbers of users, data can be imported using the Import Set and Transform App.

2.Dashboard Creation: Admins can create customizable dashboards that display data like incident details, grouped by priority (e.g., tickets by severity). Dashboards offer quick access to various system reports.

3.Day-to-Day Admin Activities: This includes creating and configuring user tables, loading data, and setting up modules like incidents, problems, and changes. Admins also work on modifying task codes, agent workspaces, and configuring service-level agreements (SLAs).

4.Real-Time Live Projects: These projects, which are based on real client requirements, include both admin and developer work. The projects are designed to simulate actual tasks encountered in a professional setting.

5.Reports: Reports such as bar graphs, pie charts, and detailed filters are created to display relevant data. Admins handle report creation for clients based on their specific requirements.

6.Instance and Branding: Admins can customize the look of the ServiceNow instance by changing the logo and instance name according to client branding needs.

7.Instance Hibernation: If an instance is inactive for more than 12 hours, it may go into hibernation. The instance can be reactivated by logging into the ServiceNow Developer portal and waking it up. If an instance is unused for 13 days, data might be lost, and reclaiming it could take a few hours.

8.Certification Exam Support: After the course, interview guidance, resume support, and a question bank for the Certified System Administrator (CSA) exam are provided. The exam is 90 minutes long with 60 questions, and the voucher is valid for one year.