SERVICENOW WEEK-1

1.Who is ServiceNow?

Employees-over 17000people

Customers-mid-large enterprise companies(ex:Deloitte,delta,mcdonald’s,Microsoft,overstock,wayfair)

Bill McDermott-CEO of ServiceNow

Fred Luddy-Founder and Board Chairman

2.When is ServiceNow?

2003:FredLuddy found the company as **GlideSoft**

2006:Company Name changed to **Servicenow**

2012:**Publically traded company** under trickernow

2018:Named **no.1 on Forbes magazines** list of most innovative companies

2019:**Bill McDernott** Company **CEO**

3.Why ServiceNow?

To interact with IT services and solve the business problems

4.How ServiceNow?

Cloud-based Application Platform as a Service(APaaS)-that provides the **infrastructure**,**platform**,**applications** and **workflows** requires to support business IT needs

Business people can connect and utilize the platform from their PC’s or mobile devices.

ServiceNow Infrastructure

Compute Resources:Datacenters,racks,servers,ports,network resources,fans etc

Security: The platform is secured via multiple technologies which have been certified by third-party security organizations

Service Level Agreements:Paired datacenters provide redundancy and failover;Redundancy is built into every layer including devices,power and network resources

Backups:4 daily full backups per week and 6 days of daily differential backups.

Platform

The platform is under pinned by a single,enterprise-wide data model and database and set of tables that can support most of IT functions.

The platform also support the ability to create your very own custom workflows and applications as needed.All running a top a single source of data and seamlessly integrated into the platform.

Application and Workflows

4 workflows:

1.**IT Workflow(79 applications)**

Service Management,Operation Management,Business Management,Asset Management,DevOps,SecurityOperations,Risk,Compliance,Telecommunications Network,Performance Management

2.**Employee Workflow(43 applications)**

HR Service Delivery,Workplace Service Delivery,Legal Service Delivery,Procurement Service Management,Safe Workplace Suite

3.**Customer Workflow(93 applications)**

Customer Service Management,Field Service Management,Connected Operations,Financial Service Operations,Telecommunications Service Management

4.**Creator Workflow(23 applications)**

App Engine,IntegrationHub

5.Where ServiceNow?

Headquarters:Santa Clara,California

Office Locations & Employees:the globe including North America,Latin America,Europe,Middle-East,Africa,Asia Pacific,Japan

DataCenters:Canada,USA,Brazil,Germany,Ireland,Netherlands,UK,Australia,Hongkong,Japan,Singapore,India

Definition:

ServiceNow is a software company based in Santa Clara,Clarifornia,Ffounded by Fred Luddy in 2003 to solve problems of large enterprises face with traditional IT delivery by providing a robust,simple to use,cloud-based environment in which businesspeople can solve the business problems themselves.(to automate the flow of work throughout a business)

SERVICENOW PLATFORM OVERVIEW

Now Platform Architecture

Multi-instance architecture:you have your own instance of the platform and database.

Availability & Redundancy:All ServiceNow Datacenters arepaired with another database to provide redundancy and failover.Redundancy is built into every layer including devices,power and network resources.

Backups & Security:ServiceNow provide 4 weekly full data backups and 6 days of daily differential backups.The entire platform is secured using multiple technologies which have been certified by 3rd party organizations.

Domain Seperation(multi-tenancy): The ServiceNow platform provides the ability to separate data,processes,and administrative tasks on an instance into logical groupings called domains.

All users can potentially see records from the global domain but only users who belong to a domain can see domain-specific records.

Now Platform User-interfaces

3 user-interfaces for interacting with Now platform

1.**Now Platform UI** : It is best used on desktop and laptop computers and is accessed via a web-browser and the instance URL.

2.**ServiceNow Mobile Apps:**Are best used on mobile devices and can be installed from the device's app store.The **ServiceNow Agent** app targets fulfilling requests.The **Now Mobile** app is built for the needs of employees.The **ServiceNow Onbording** app targets the needs of new-hire employees.

3.Service Portal: Is a user-friendly,self-service,widget-based portal accessed via a web browser and special URL.

Role-based Access

Access to ensure a user can get the information they need and no more.

1.**User**:**Individual** that have been given access to an instance.A user with no role assigned is called a **self-service user**.They can login and access actions like viewing the homepages,Service Catalog,Articles,Surveys.

2.**Group**:**Set of users** who share a common purpose and need access to similar data.Multiple roles can be assigned to a single group.

3.**Role**:**Collection of permissions**.A role can be assigned to an individual user,a group of users,or another role.Multiple roles can be assigned to a single role.

Best to assign roles to groups rather than an individual user.

Users are usually assigned to 1 or more groups and can be granted multiple roles.

User Authentication

To login to an instance,ServiceNow validates their identity and enables access to functions and data based upon their related groups and roles.

Several methods:

1.Local database authentication

2.External Single Sign On(SSO)

3.LDAP

4.OAuth 2.0

5. Digest Token

6. Multifactor Authentication

SERVICENOW USER INTERFACE OVERVIEW

3 Main Screen Elements

1.**Banner Frame**-**Logo**;**UserMenu**(profile,Impersonate User(Access to admin or impersonate user),Elevate Roles,Logout);Tools(**Globalsearch**-record matching keyword,**conectchat**-realtime messaging,**help**-contextual help,access to user guide and documentation search);**System Settings**(Customize the UI to their
preferences)General,**Theme,Accessibility,List,Forms,Notifications,Developer settings**.

2.**Application Navigator-**Navigation Filter,All Applications,History(30 items),Favorites.

3.**Content Frame**

SERVICENOW BRANDING OVERVIEW

What is Branding in ServiceNow?

Applying your distinct corporate identity across the Now Platform UI to create a shared identity,build trust and speed adoption

Guided Setup

A System Administrator step-by-step instructions to configure various Applications and Modules within your instance to suit the needs of the users.

1.ApplicationNavigtaor>Guided Setup>**ITSM Guided Setup**

Company-System Configuration,Welcomepage ,Connectivity,Foundation Data,CMDB,Incident Management,Major Incident Management,Problem Management,Change Management,Service Catalog,Knowledge Management,Continual Improvement Management,Project Communication,Go Live.

2.ApplicationNavigtaor>Guided Setup>**ITOM Guided Setup**

MID Server,Discovery,Event Mnagement,Operational Intelligence,Cloud Provisioning and Governance

Service Portal And UI Builder-tools used to brand interface

Service Portal-Widget based tool

UI Builder-Build Functional page (buttons and DV) and layouts

LISTS AND FILTERS

Lists

Is a user interface page displayed in the content frame that’s designed specially to present lists of records from database tables it includes tools that make it esy to sort search filter and analyze list data quickly and simply it also provides the ability to select a single item from the list to display in more detail via form view there are many to access lists in servicenow –the application navigator

Incident>All—opens the list interface for the incident table

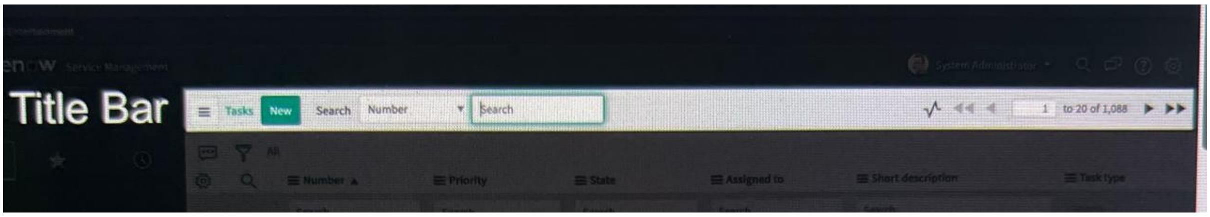
Tablename.list—open the list interface for that table

Task.list,incident.list,sys_user.list

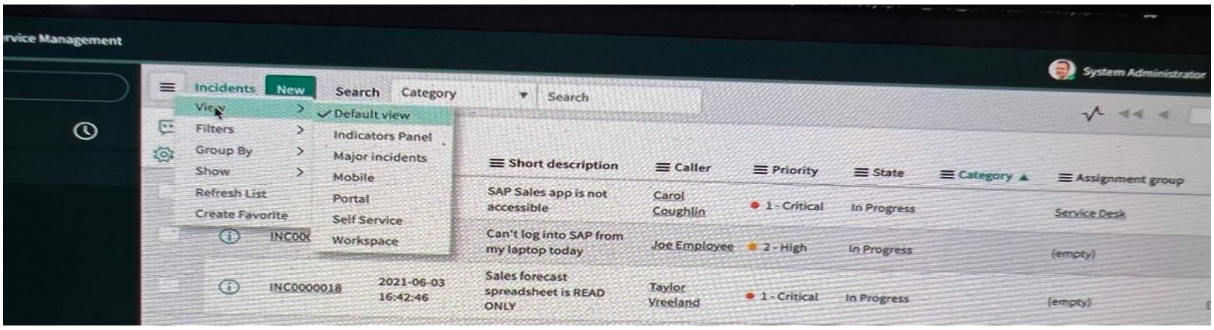
To use dot list command user must know the name of the table if not known the names of table sys_db_object.list—will open the tables table,sys_db_object is the name of a table in the servicenow database that stores a record for each table in the servicenow database.

List View

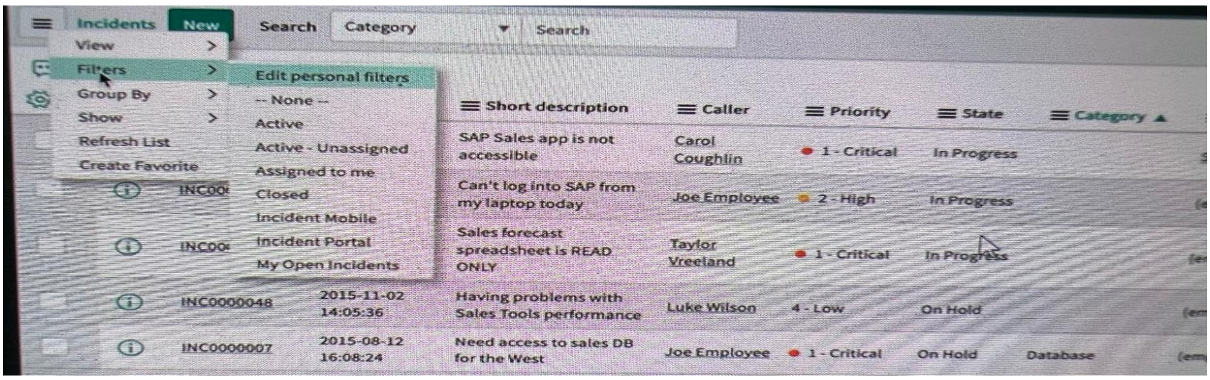
1.Topmost section of the list view page



i.Hamburger icon-**List control menu**

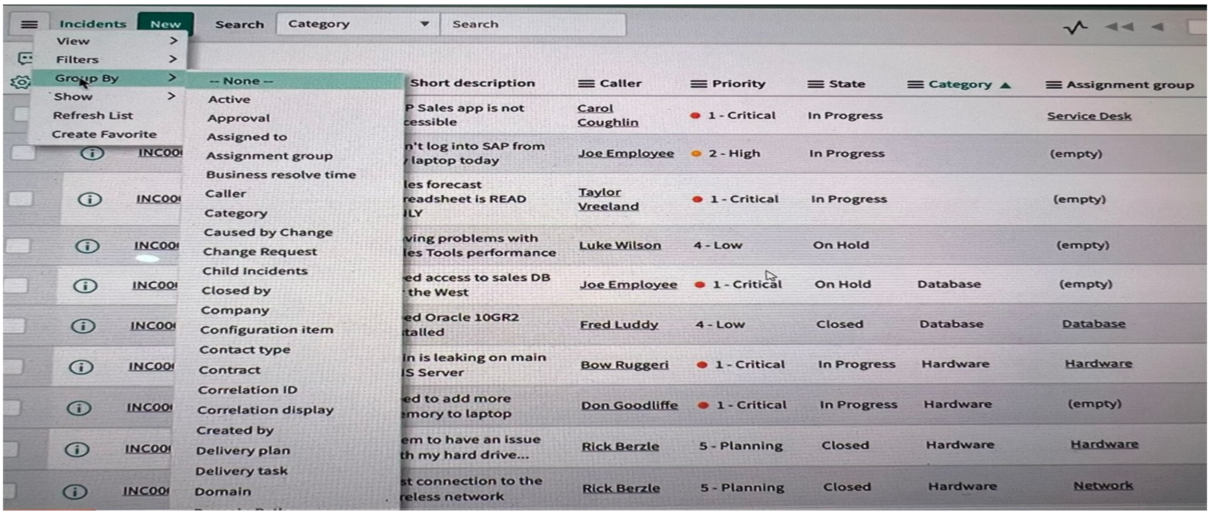


View-allows you to select from a set of saved views for the list with appropriate permissions you can set up the list as you like with certain filters sorting and fields displayed.

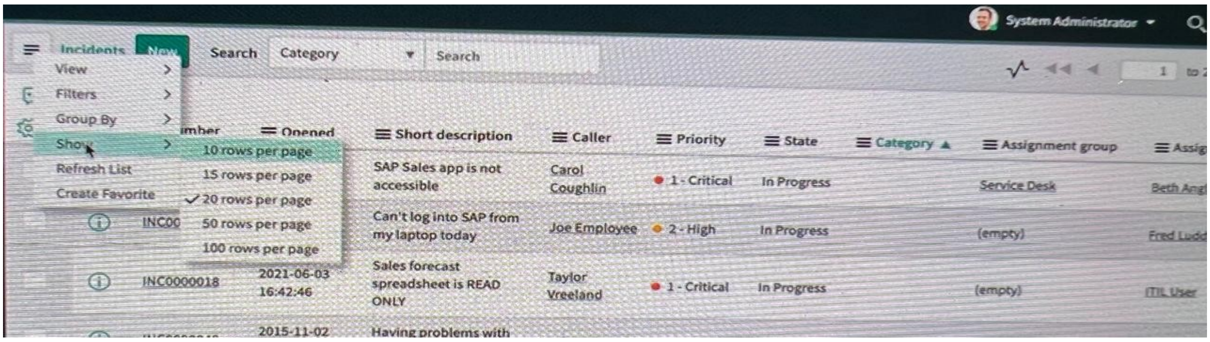


Filters-to only display records marked with an active status,the filter menu item allows you to choose which save filter you would like to apply for the list.

NOTE-when creating saved views and filters saved items will be available to all users of the instance for the given table or list these are not specific to own individual settings for that reason certain previlages are required.



Group By-Group the data by a single column from the table you could group the data by the category column.This will provide how many records exist for each category and expand into those categories as needed.You can group the list by any column on the table not just the columns currently displayed in the list view.To remove grouping simply select None option from the submenu.

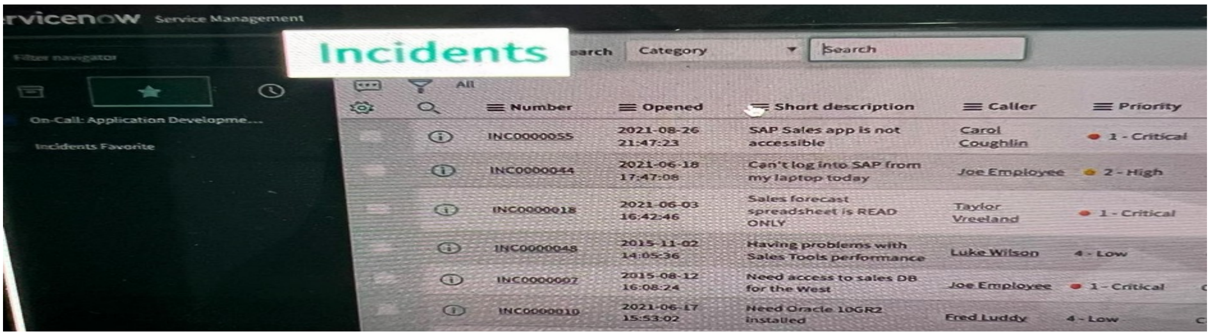


Show-You can set the number of records you want displayed per page related to the paging tools to assist with performance.Next and previous pages to traverse the list.If you want the list records displayed in larger batches choose a larger number but know load time of the page increases as the number of records increases

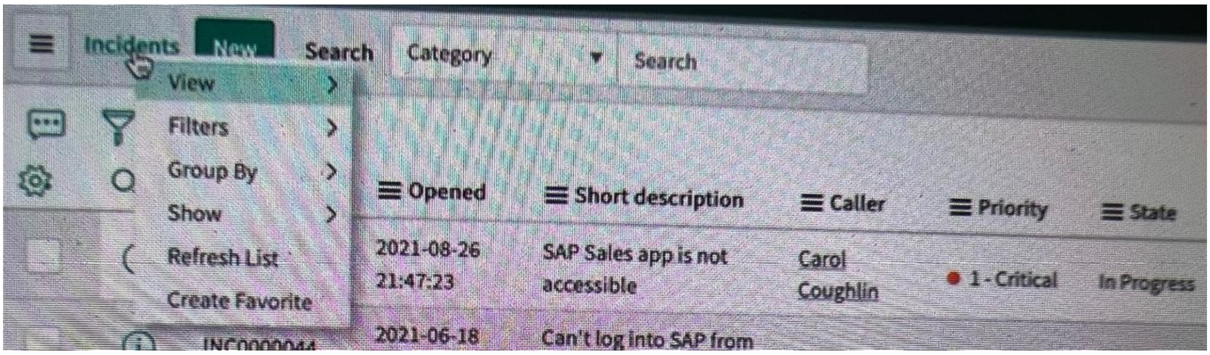
Refresh List-simply refreshes or reload the list.

Create Favorite-Adds a quick link to your application navigator's favorites tab for the list, adding favorite does not impact any other user of the instance.

ii.Names of table

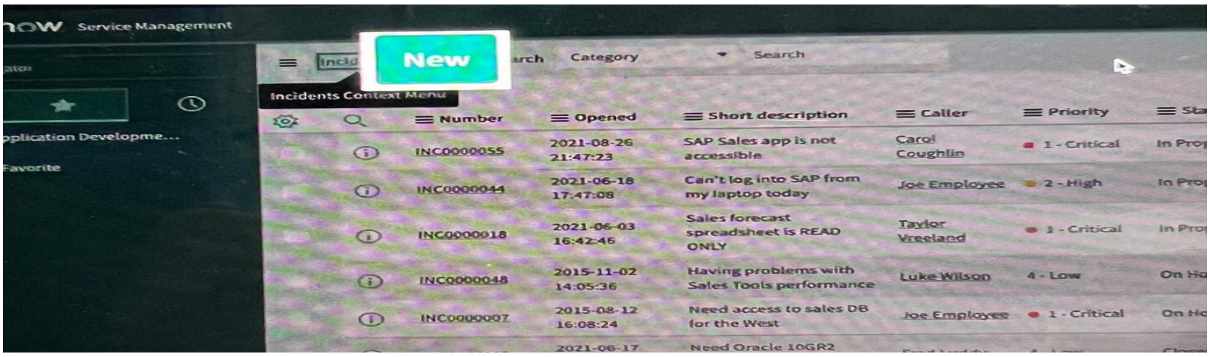


Right of the list control menu you can see which table's data is being displayed.If a saved view of the list has been selected the name of that view will also be displayed.



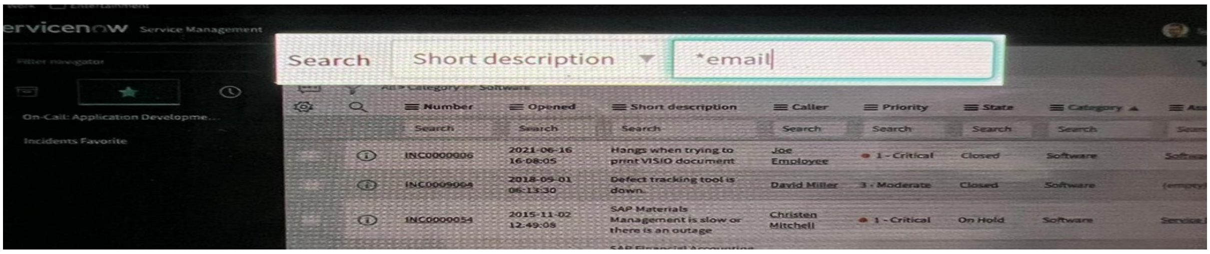
Clicking this label also opens the list control menu.

iii. **New**



If the logged in user have has privileges to create new records the new button will be available, clicking it will open the form for the table emulate to create new record

Iv .**Search**



Ability to search the table for some value in the specific field simply select which column or field you want to search enter your search term and hit the enter key only columns that are currently included in the list view can be selected.

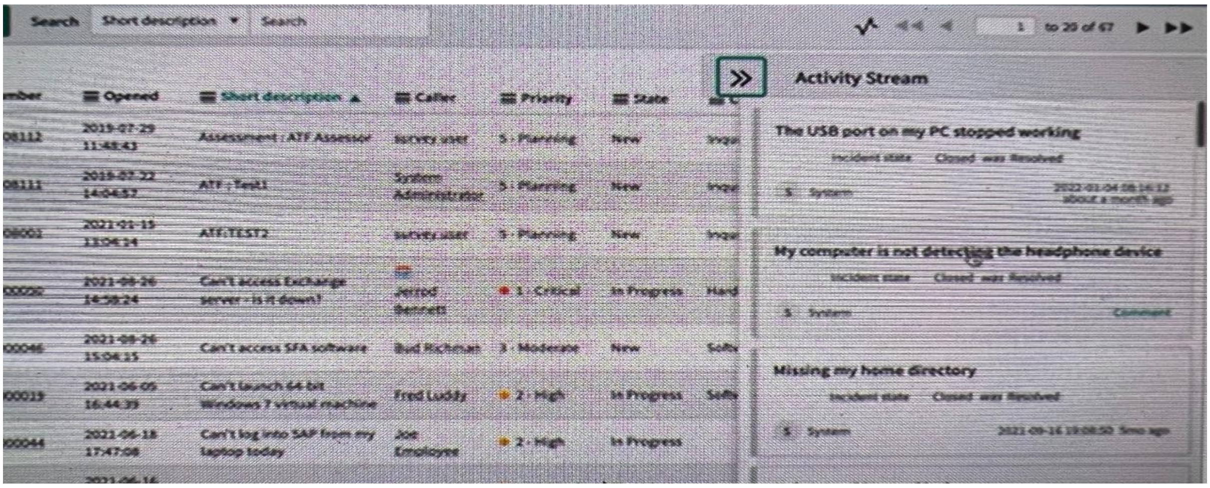
NOTE-The search is executed against the entirely of the table's data not just the data currently displayed in the list a set of wildcards can be used to specify the type of search being executed

%-character specifies an end of the search

*-indicates a search for the term anywhere

=-specifies an exact match search.

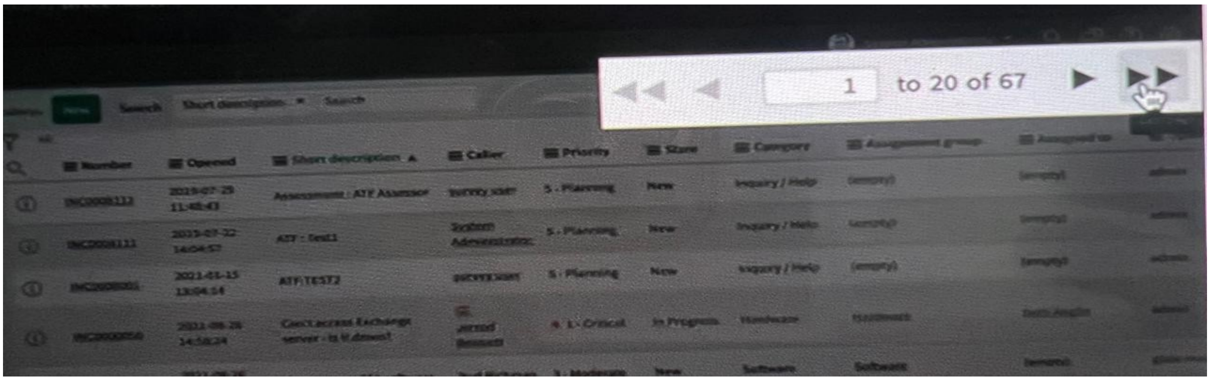
V .**Activity Stream**-looks like Heart beat



This icon will appear only if the table being viewed tracks activity,opens a sidebar displaying a sequential account of all activity related to the list.

Clicking an entry in the activity stream list will open the complete list of activity for the specific record.

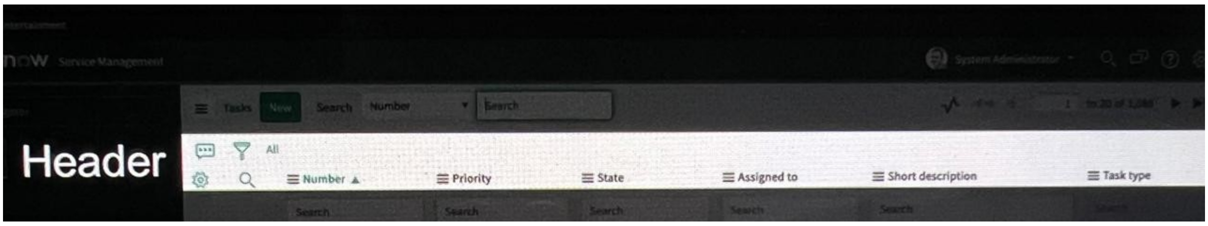
vi.**List Paging Control's**

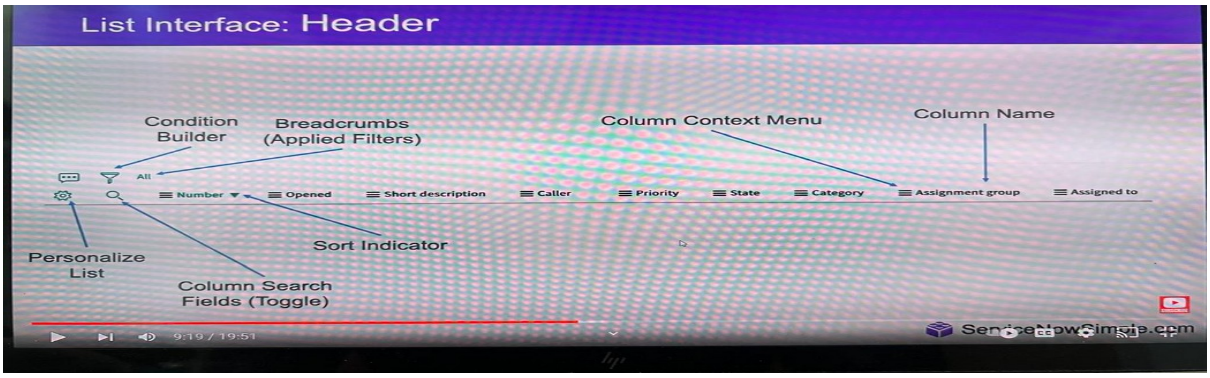


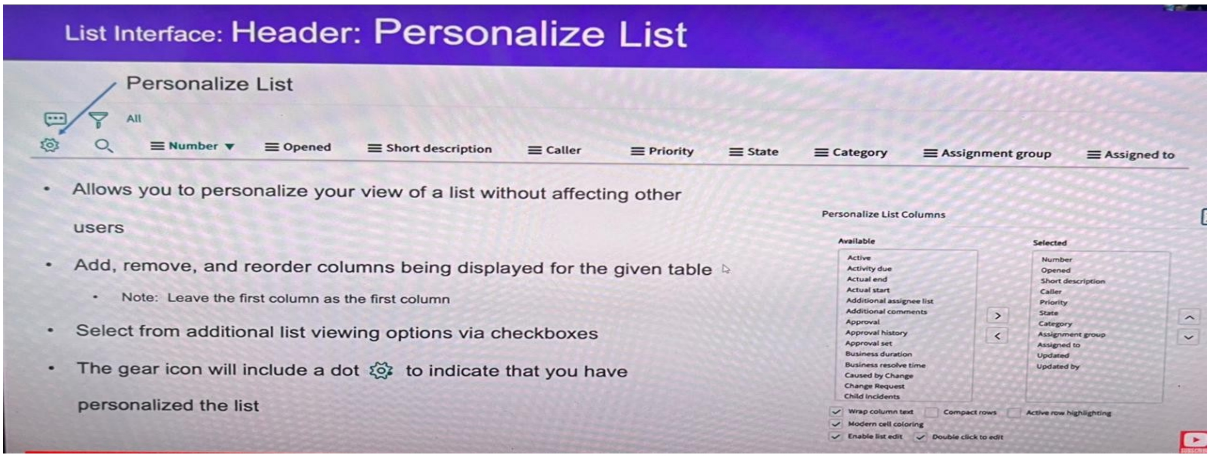
Use the double arrow icons to jump to the beginning or end of the list .

The single arrow icons allow you to traverse the list one page or batch at a time and label displays the batch size and current within the list

2.Header







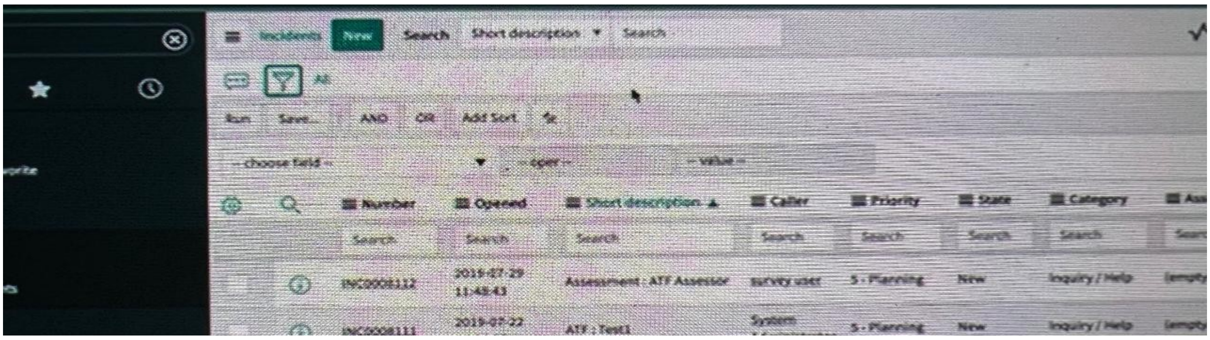
NOTE-It is best not to change the inclusion or ordering of the first column in the selected box that first column value is normally used as the link into the form view to view the details of that specific record.

Indication of the customization on the list is reflected via a small dot on the gear icon.

You can return to the list view default setting by entering the personalised list tool and clicking the reset to column defaults button.

NOTE-Any customizations you make within the personalized list tool will be saved for your own use none of these changes will have any on the other users of the instance.

ii.List Filter

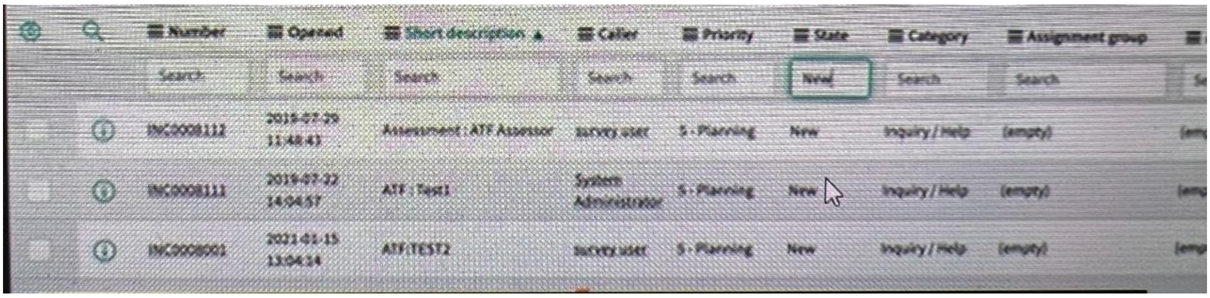


ServiceNow calls condition builder this is listview's most robust tool for applying filters to the list it provides the ability to include and, or operators multiple colums and sorting as part of the filtering process.

It also provides the ability to include columns not currently being displayed as part of the filter.choose operators and values for one or more columns to build the conditions.

Click the run button to apply the filter to the list.Saved filters can also be created.

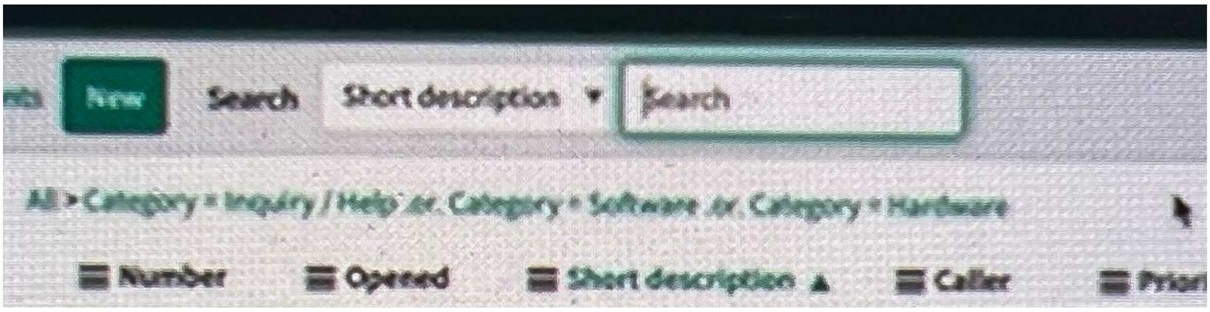
iii.**Colum Search Row-Magnifying Glass icon**



Which will toggle on or off the column search row provides the additional method of applying filters on columns being displayed in the list.

Hit enter key to apply wildcards can be used within the search fields and multi column filters can be applied by entering values from multiple columns.

iv.**Bread Crumbs**



All>Category=inquiry/help

Are used to indicate your location in some workflow or content map the list view uses breadcrumbs to indicate any filters that have been applied to the list.

Filter condition included in the breadcrumb will clear all other breadcrumbs to the right.

Clicking on the breadcrumb divider(>) will allow you to remove a single condition.

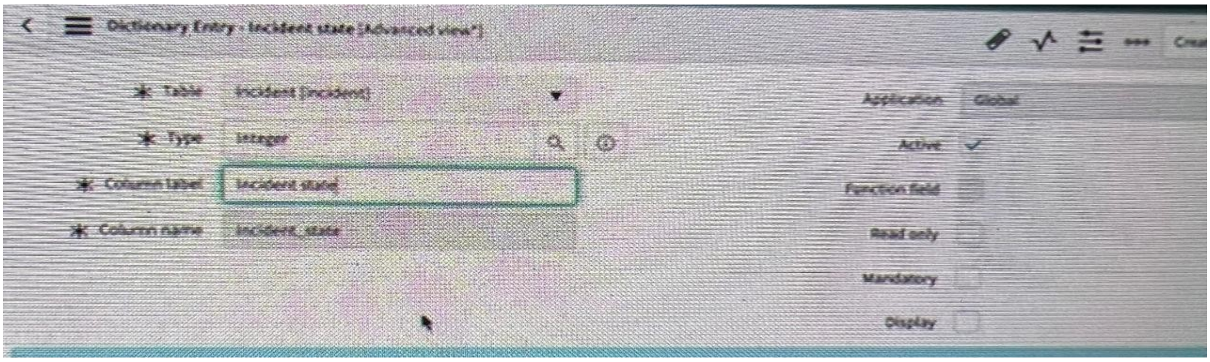
Clicking on the last breadcrumb item will refresh the list.

Clicking the all breadcrumb item will clear all filters.

3. **Column name**

i.List view cloumns

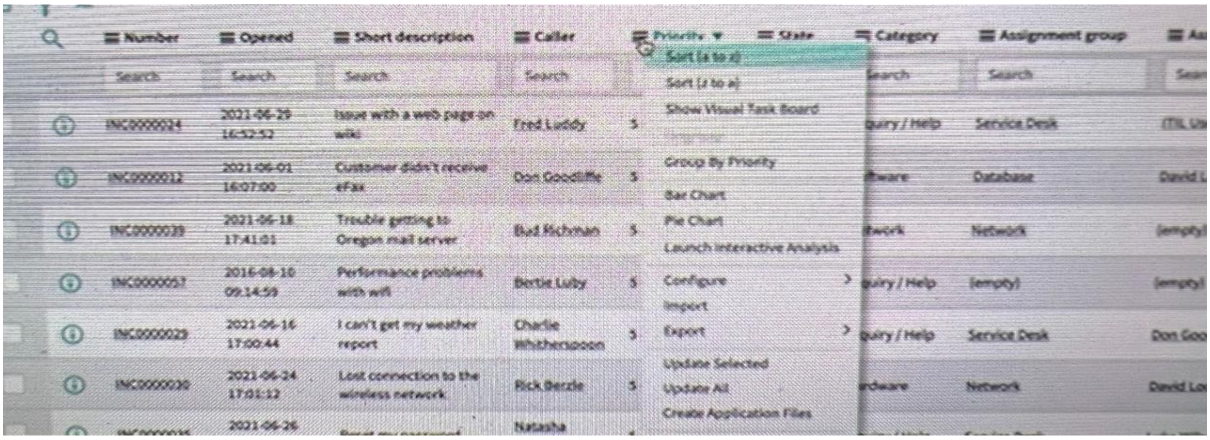
The list header is comprised of the column labels and column context menus the column labels displayed on the list view come from the database tables field lables value.As fields created for a database table both the filed name and field label are required.



Field name is the actual name of the field in the database system and it has to follow rules excluding certain characters and spaces,theseare the identifiers used in coding and sql statements

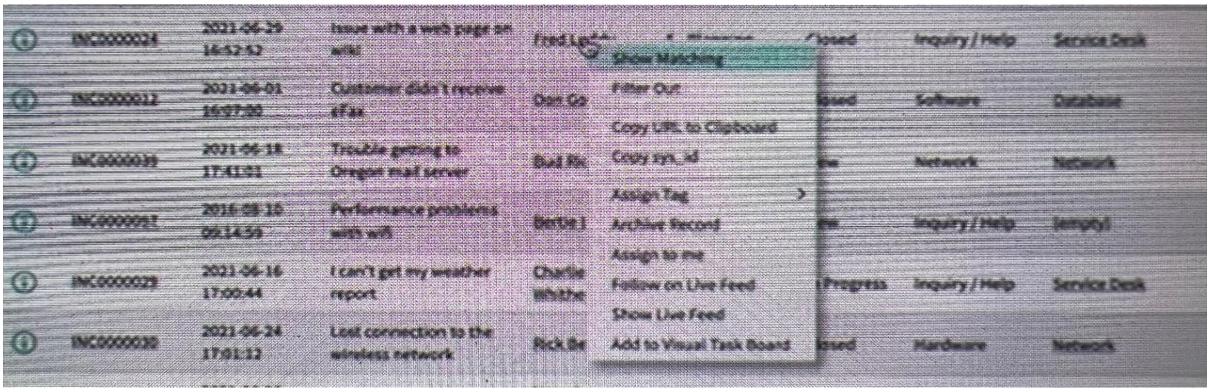
Field Label- is a sort of pretty name for the field that gets used for display purposes.

ii.**Column Context Menu**



Clicking on column label will toggle sorting thelist by that columns data ascending and descending

4.**Data-rows(record)and columns(attribute or field)of the data**



Show matching-will filter the table to only include records that contain that value for that field.

Filter out-displays records containing anything but that value in that field

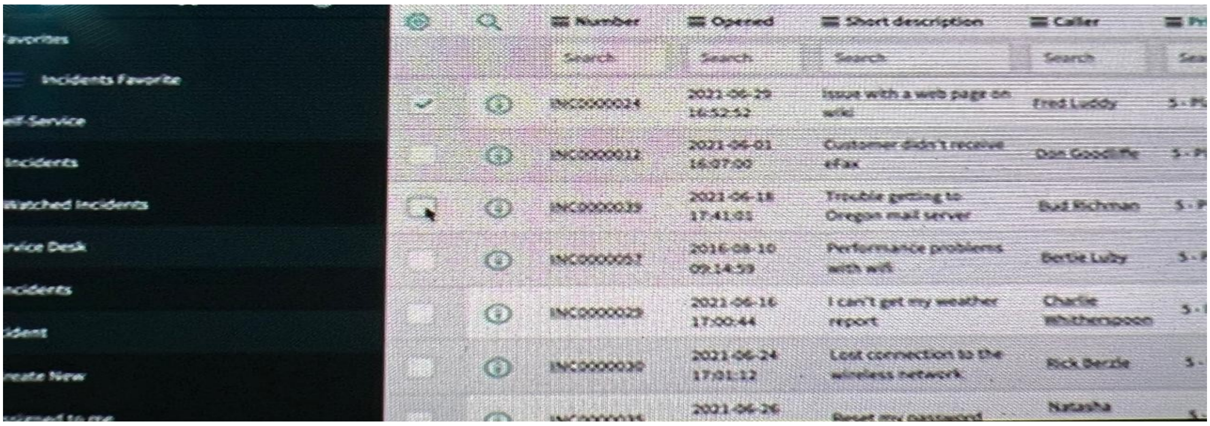
Copy url and copy sys_id-enable the ability to get a handle on the specific record via the clipboard.

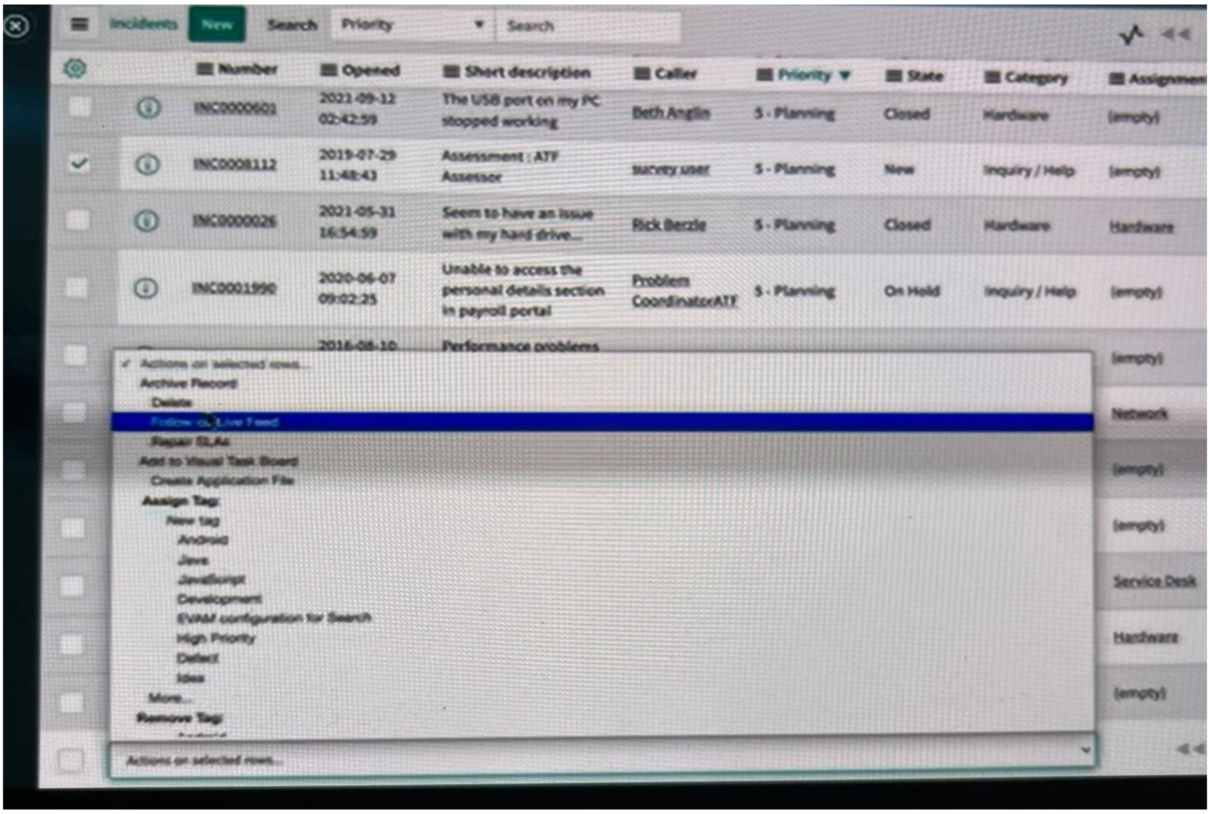
With **copyurl** the clipbord is populated with a url that can be used to access the details of that specific record in a form view that url could then sent to another as a link to open the specific record.

With **copy sys_id** populates the clipboard with the database sys_id value for the specified record sys_id are lower identifiers that exist within the database,most often they're used by developers and administrators to troubleshootissues or to leverage in some development activity

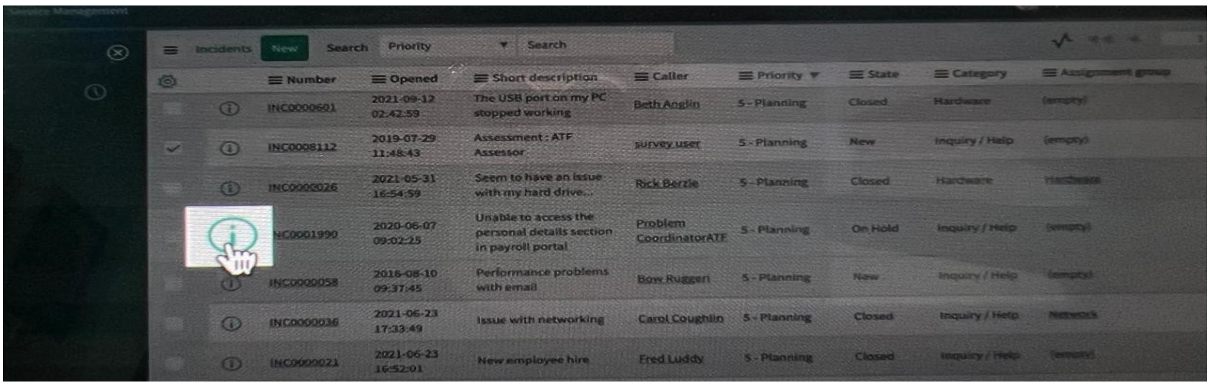
Assign Tag-allows you to associate the specified record with a tag.servicenow's tagging capability allows you to assign text-based labels to items like records to further organize and group related items.Tags can be used to provide additional sorting,filtering and notification capabilities.

Check boxes-allow multiple records to selected for inclusion in some multi-record activity.

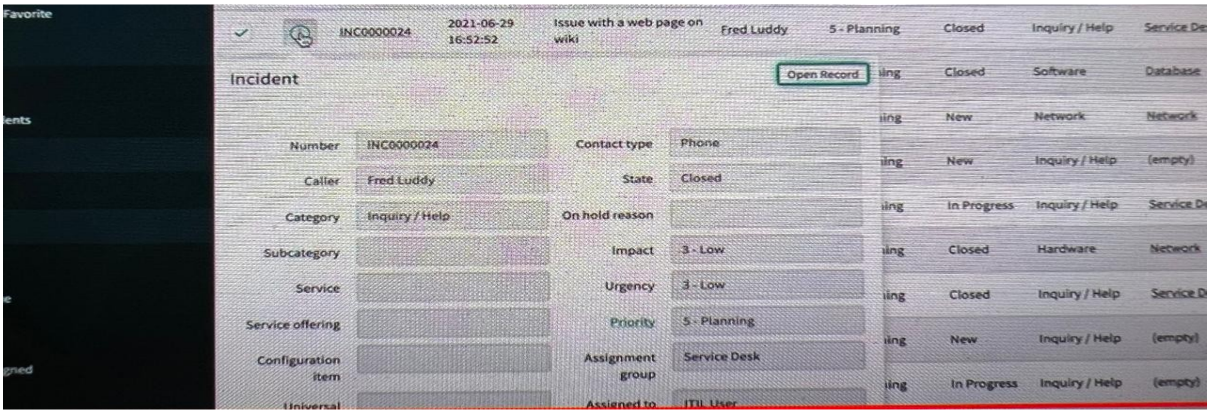




The actions on selected rows drop down at the bottom of the table provides a list of activities that can be executed on the group of selected records.



Information icon-provides the ability to display a quick preview of the record in a pop-up without leaving the list.



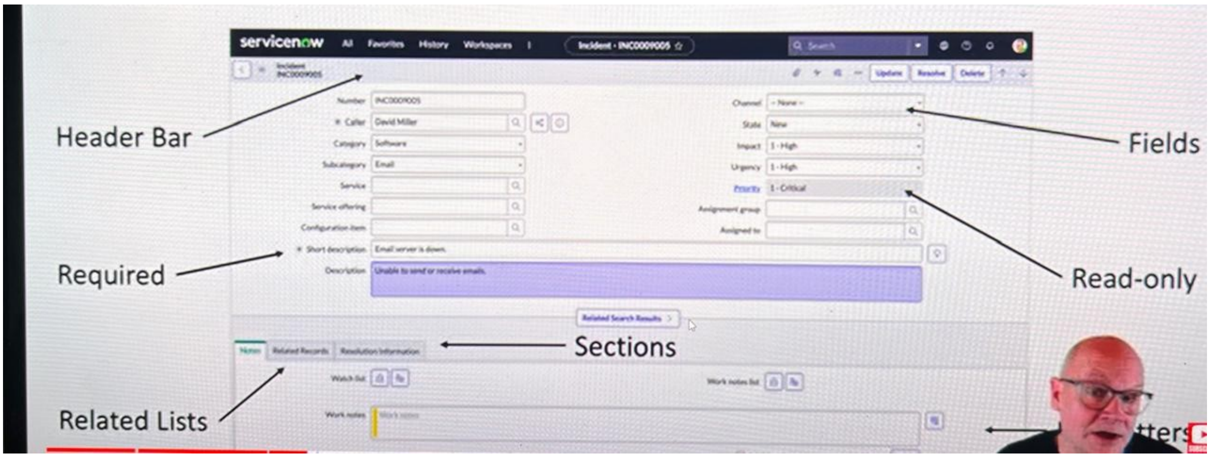
The record's full detail form can be accessed from the preview by clicking the open record button.

FORMS IN SERVICENOW

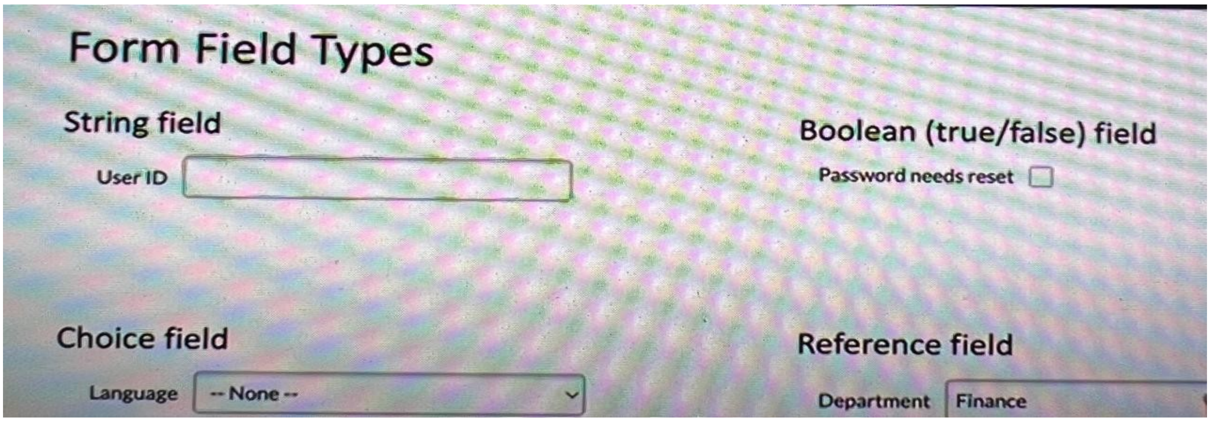
A form in ServiceNow is a common set of tools and user-interface elements used to view and update a single record from the database.

Viewing and interacting with anytime you're working with a single record in servicenow .

Opening a record from a list or entering the ID of the record if you know it in the global search that'll take you directly there anytime you're viewing a form you're either viewing a record that already exists or you're in the process of creating a new record that hasn't been saved yet and remember there's form for every type of record.



Header Bar across the top that provides a standard setoff tools the main section of every form is filled with fields displaying the records attributes and their labels.All required fields are marked with an asterisk and all read-only fields are marked with a gray background and additional sections can be displayed to group common fields and display what servicenow calls related lists and formatters.

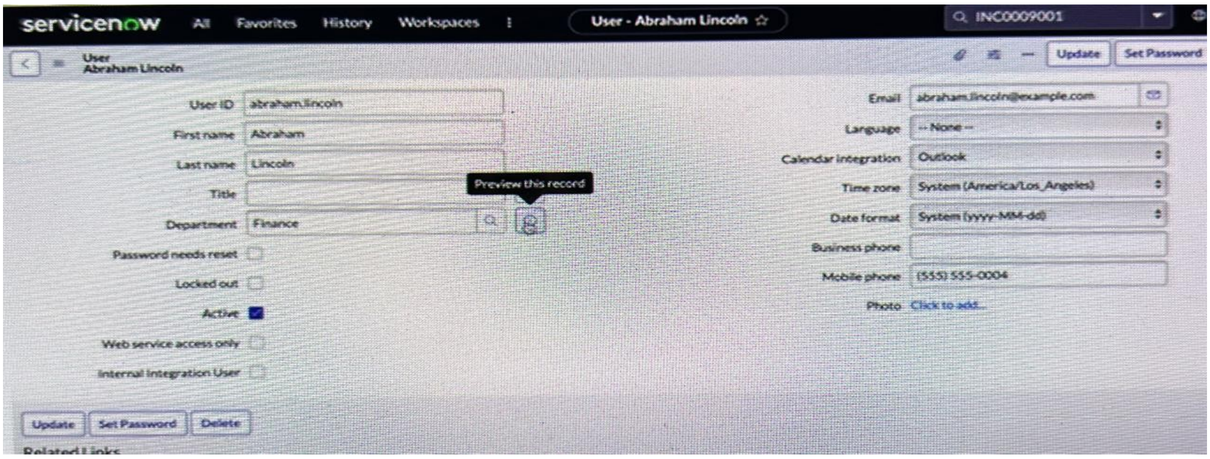


String field-display with a simple input element.

Boolean-display as check boxes

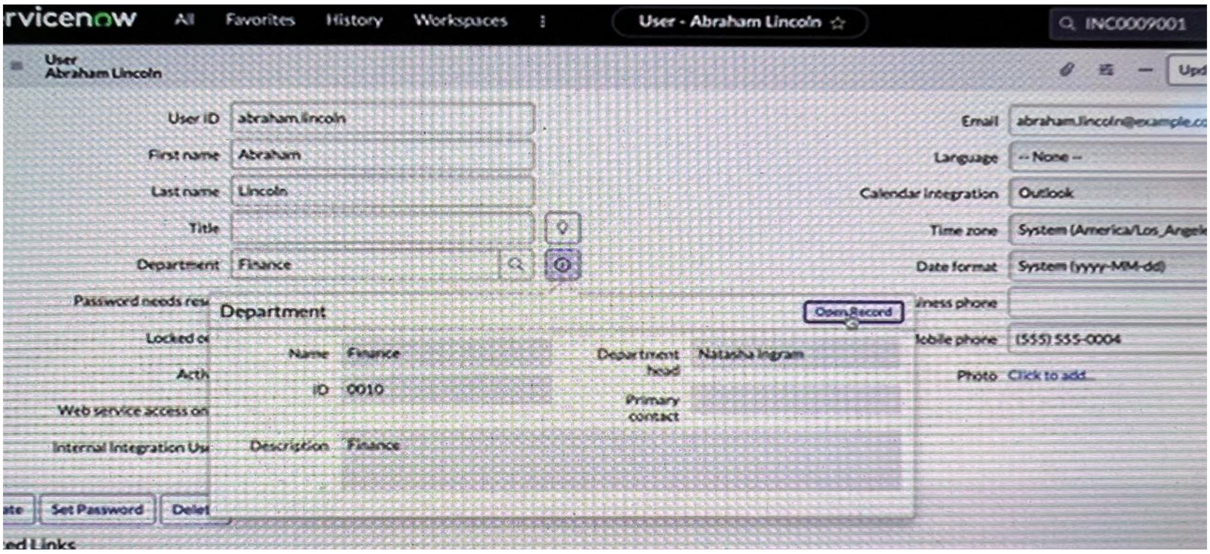
Choice field-display as drop-down lists.

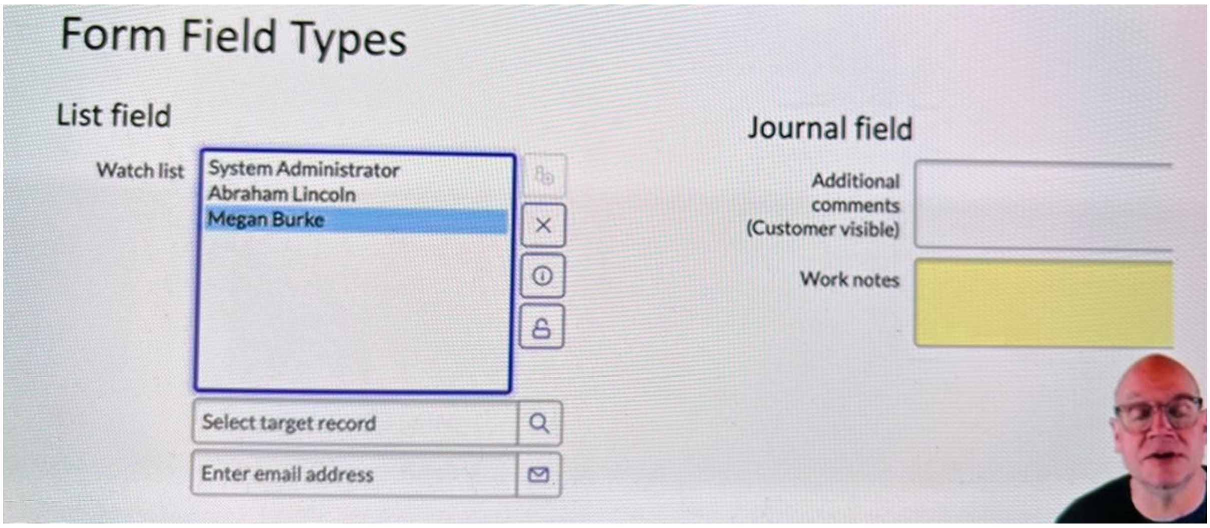
Reference field-the database display a value that is pilled from some other table.



Department field of the user table is an example of a reference type field only values that exist in the department table are valid entries.

If don’t know the available values from the reference field click the loop up icon to view tha available records from the department table.once the reference field populated the system provided preview icon allowing you to view a preview of the record from the refernce table and you can open the form for the refrence record with open record button.



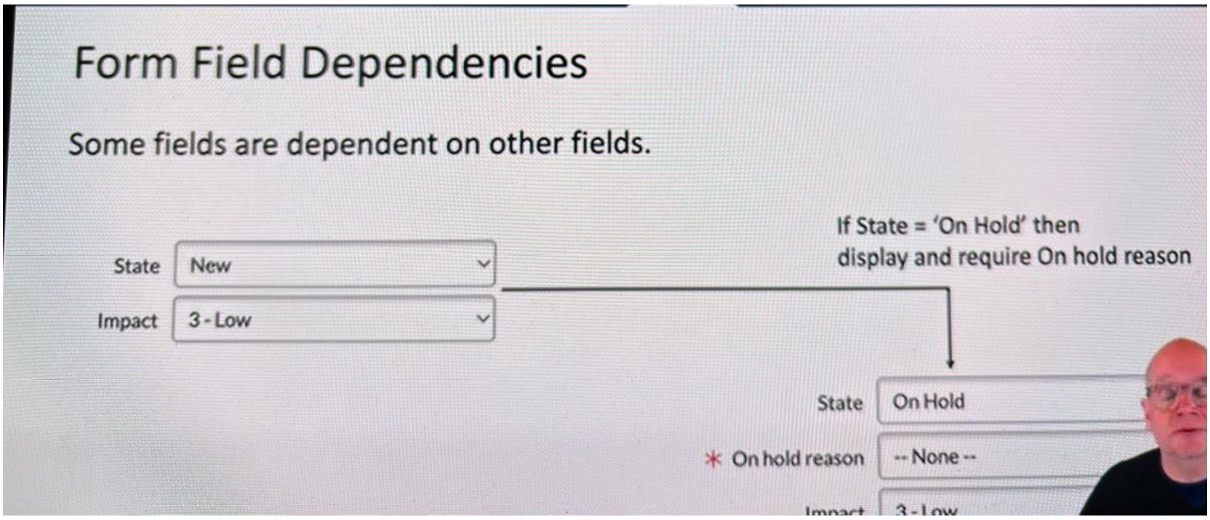


A field defined as a list field is a lot like a reference field except you can populate it with multiple values from the reference table.

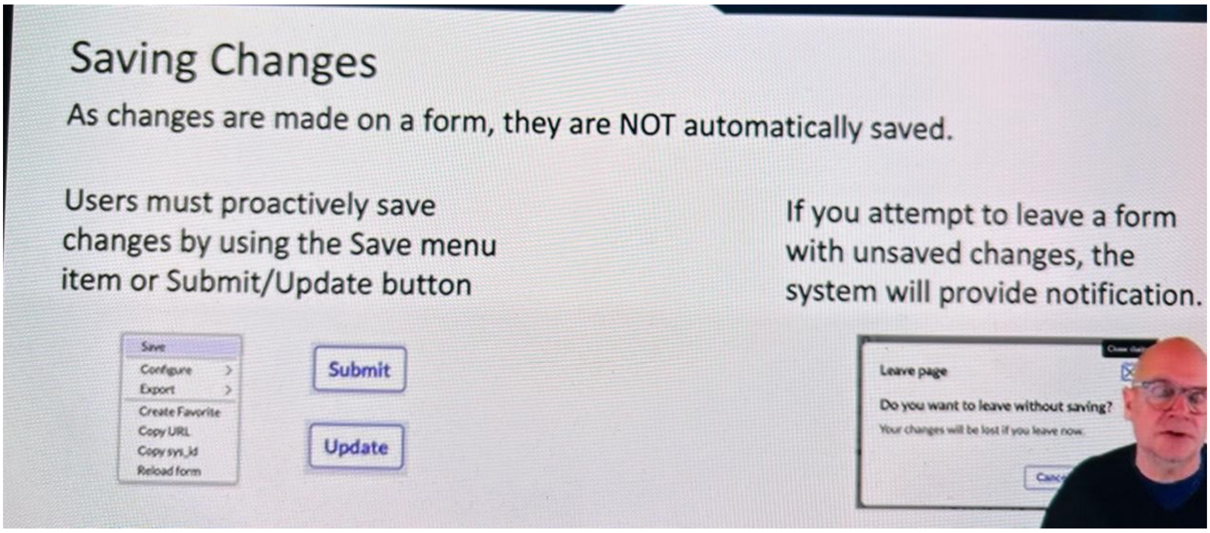
The UI for these fields provides tools to create a one-to-many relationship between the record and the reference table, Journal fields allow you to enter notes to a record that can be viewed by certain users these fields are mostly used with tasks,incidents and change type records.

The additional commets are viewable by the customer associated to the task incident or change.

Worknotes are only visible to other back-end type users that may be working on the task incident or change.

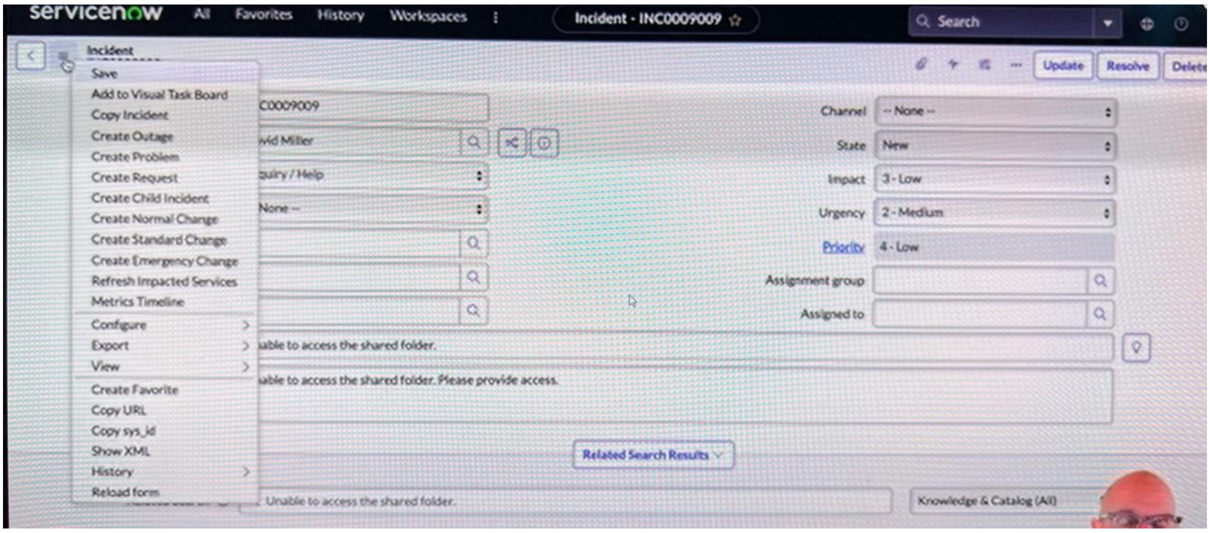


Onhold-when the state of incident is set to a different value the onhold reason field will be hidden this is achieved by UIpolicies.

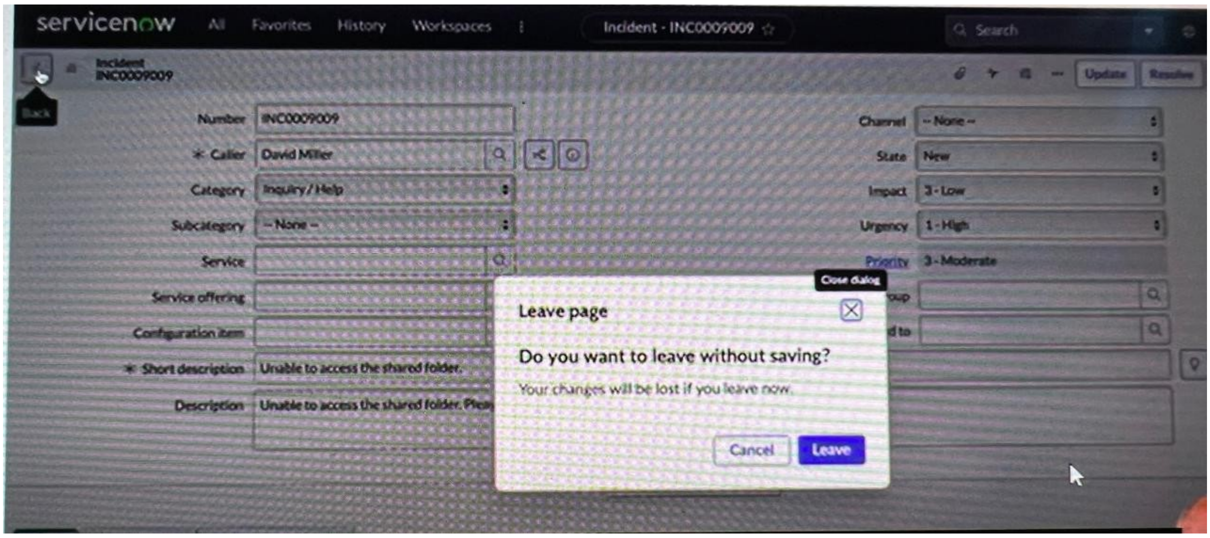


Servicenow is not automatically saving your changes to the database as you have to proactively save your changes via submitting,updating or saving the form.

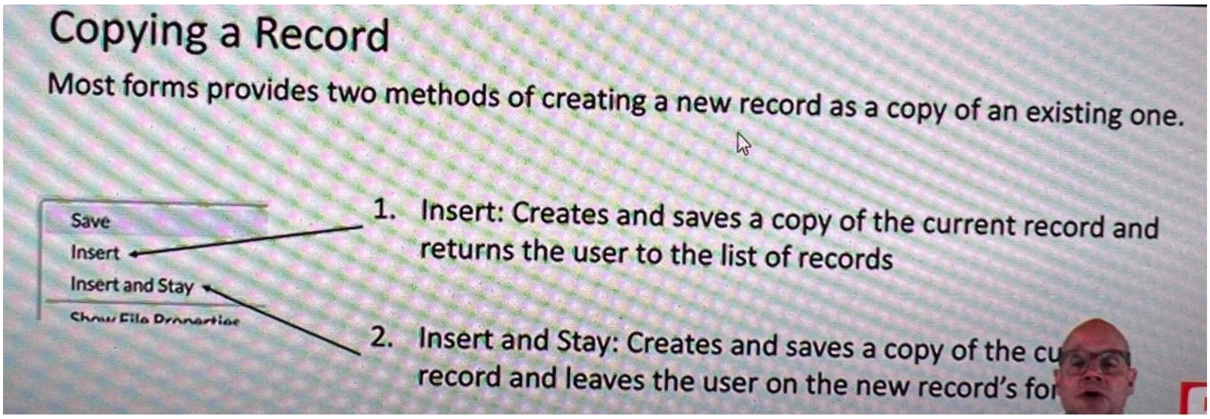
Clicking the submit or update button on the form will save any changes that you've made to the database and will close the form.

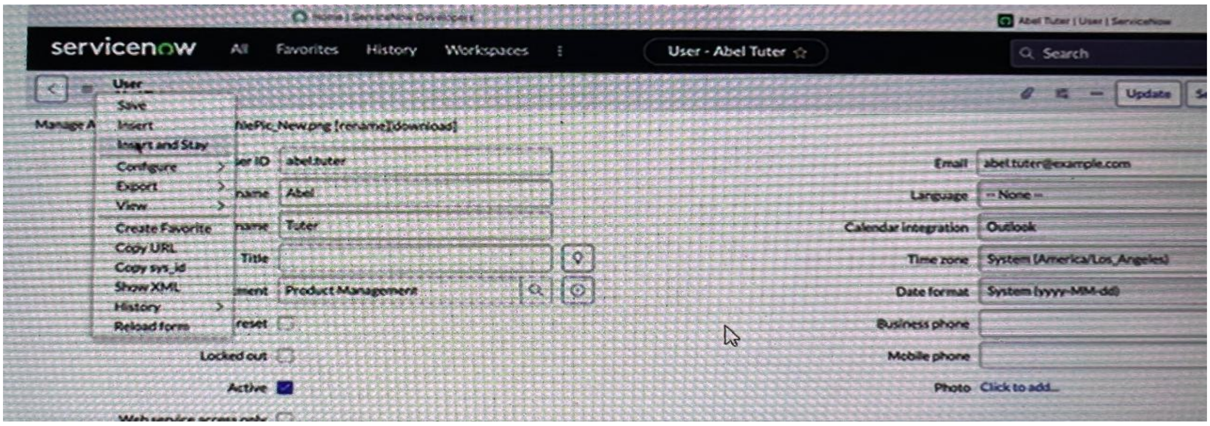


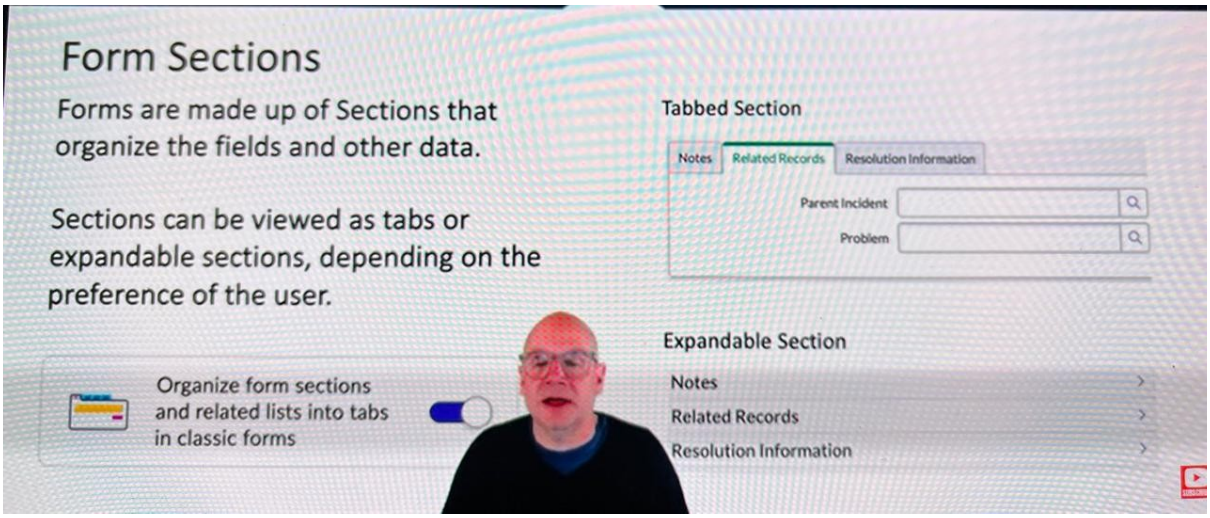
Save menu item from the forms context menu clicking save will save the changes but it will leave the form open with the current record which will allow continue viewing or making additional changes.



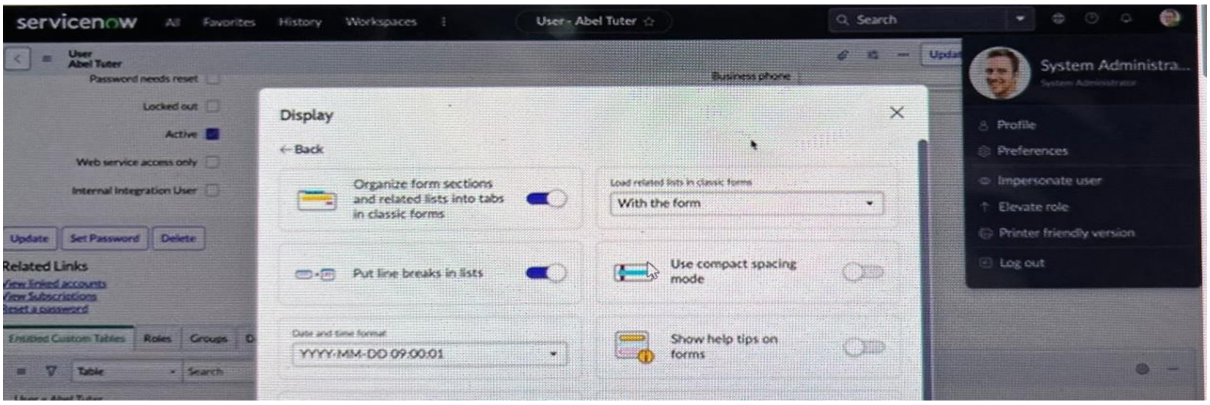
The changes on form not yet submitted or saved to the database and attempt to traverse away from the form the system will notify you that you have changes that haven't been saved and allow discard to discard or save those changes at that point.



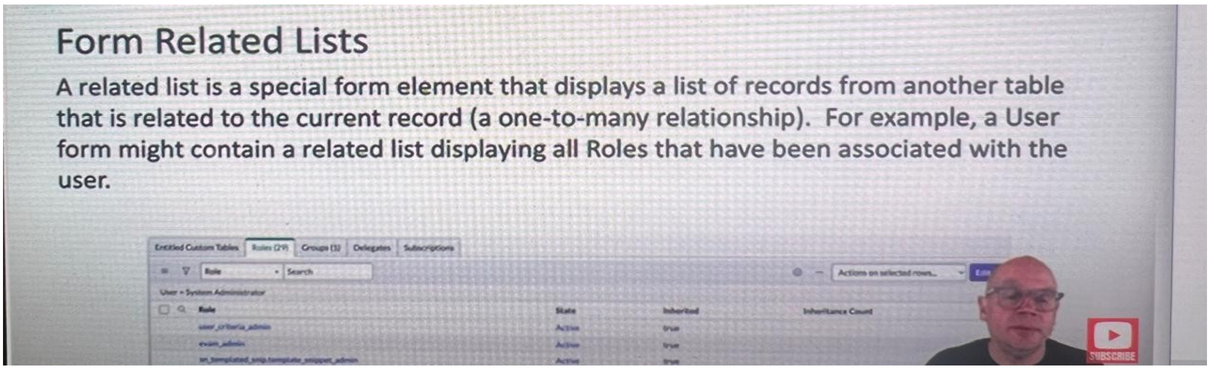


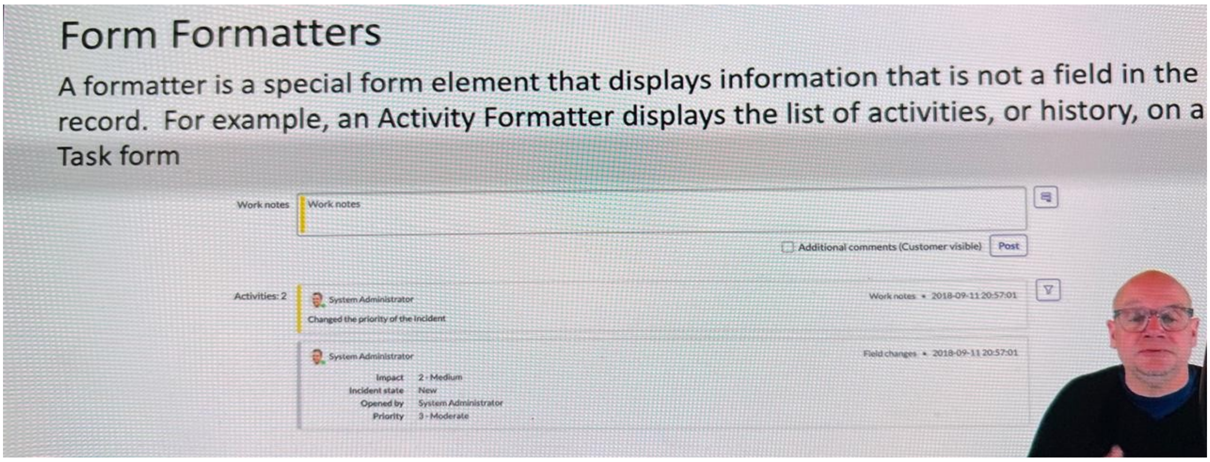


Forms are designed and built using sections that are used to organize the fields and other data those additional sections can be displayed via a tabbed format or through expandable and collapsible type containers the logged in user can decide which display format they prefer.



The way to set the format is to access the user menu which is at the top right of servicenow's main header bar and choose the preferences display menu item we see the organize form sections as tabs toggle it on or off making this change will only impact the logged in user and it'll also be stored as part of the user's profile for future sessions.





A formatter is a form element used to display information that is not a field in the record. Add formatters to a form by configuring the form.

Examples of formatters in the base platform

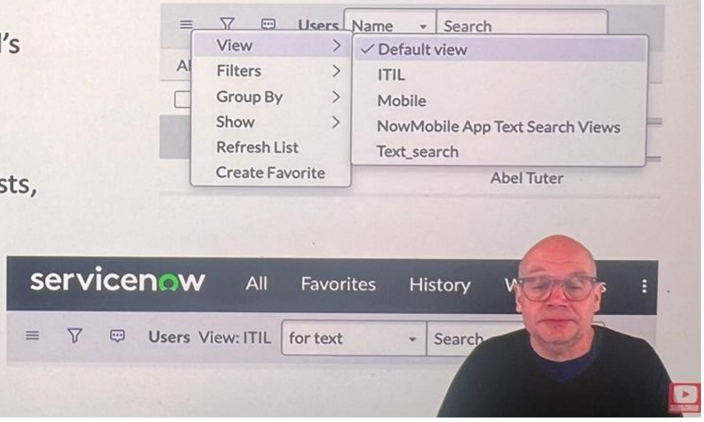
Formatter	Description
Activity formatter	Displays the list of activities, or history, on a task form.
Process flow formatter	Displays the different stages in a linear process flow across the top of a record.
Parent breadcrumbs formatter	Provides breadcrumbs to show the parent or parents of the current task.
Approval summarizer formatter	Displays dynamic summary information about the request being approved.
CI relations formatter	Displays on the CI form a toolbar for viewing the relationships between the current CI and related CIs.

Note: Formatter elements cannot be exported to PDF. When exporting PDF data from a form, any formatter elements added to the form are not displayed in the PDF output.

Form Views

Not every user wants to see a record's data in the same way.

Form views provide the ability to display and organize fields, related lists, and formatters in different ways to meet the needs of specific users.

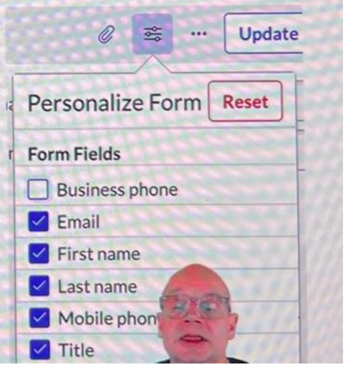


Form Personalization

Form personalization allows the user to select which fields are displayed on a particular form view.

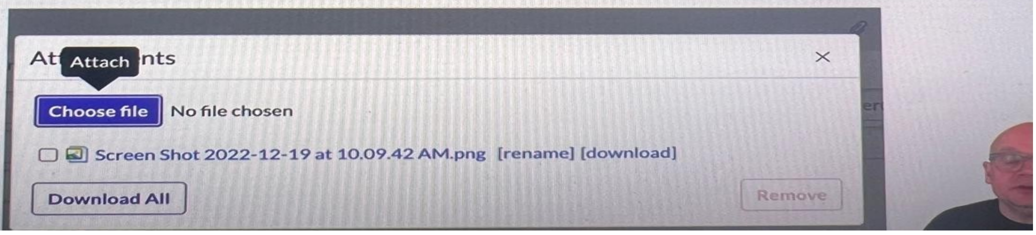
These changes do not impact any other users.

Clicking Reset will return the form view to its original settings



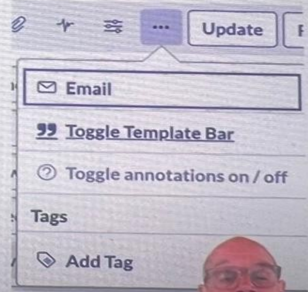
Form Attachments

The Manage Attachments button provides the ability to attach files to a record.



Form Templates

Templates are used to simplify the process of creating new records by populating some form fields automatically. The More Options icon provides the ability to toggle on/off the template bar at the bottom of the form.



Any user can toggle on/off the template bar and create templates. The templates a user can access are dependent on the access controls set within each template.

Form Templates

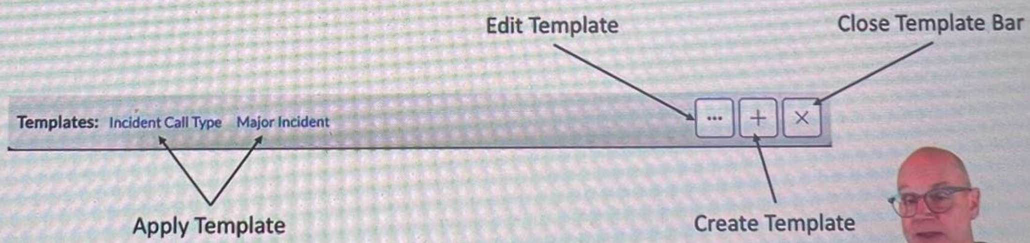
- Templates can set the value of fields regardless of their visibility in the form view
- The checkmark icon ⊘ identifies fields modified by an applied template
- Field values can include variables (Ex. The logged in user)

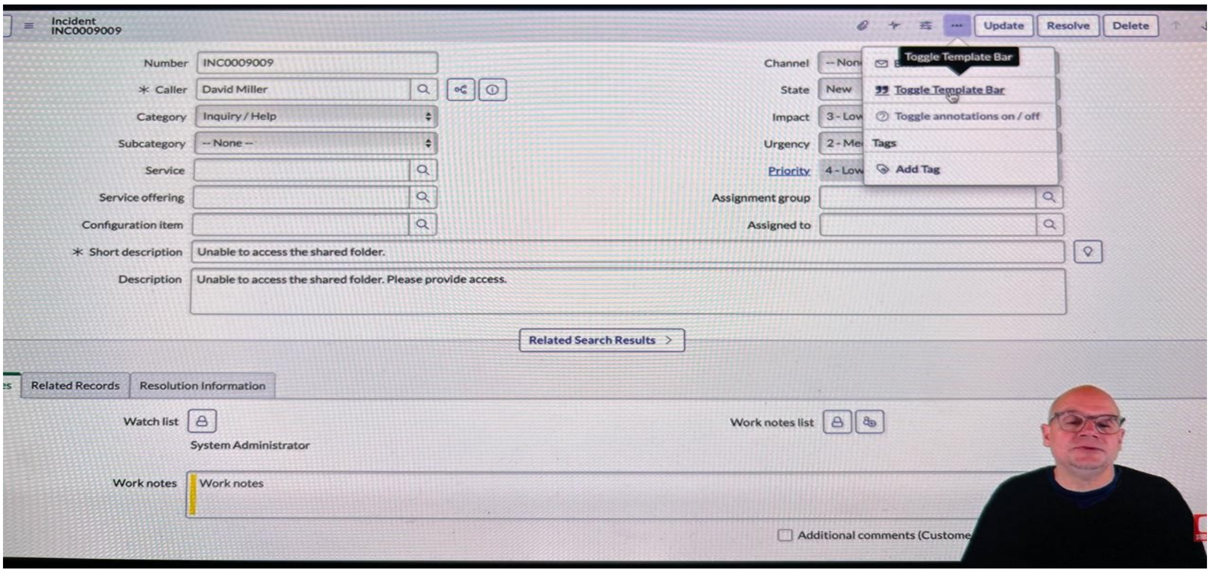
Caller ▾ | javascript:gs.getUserID();

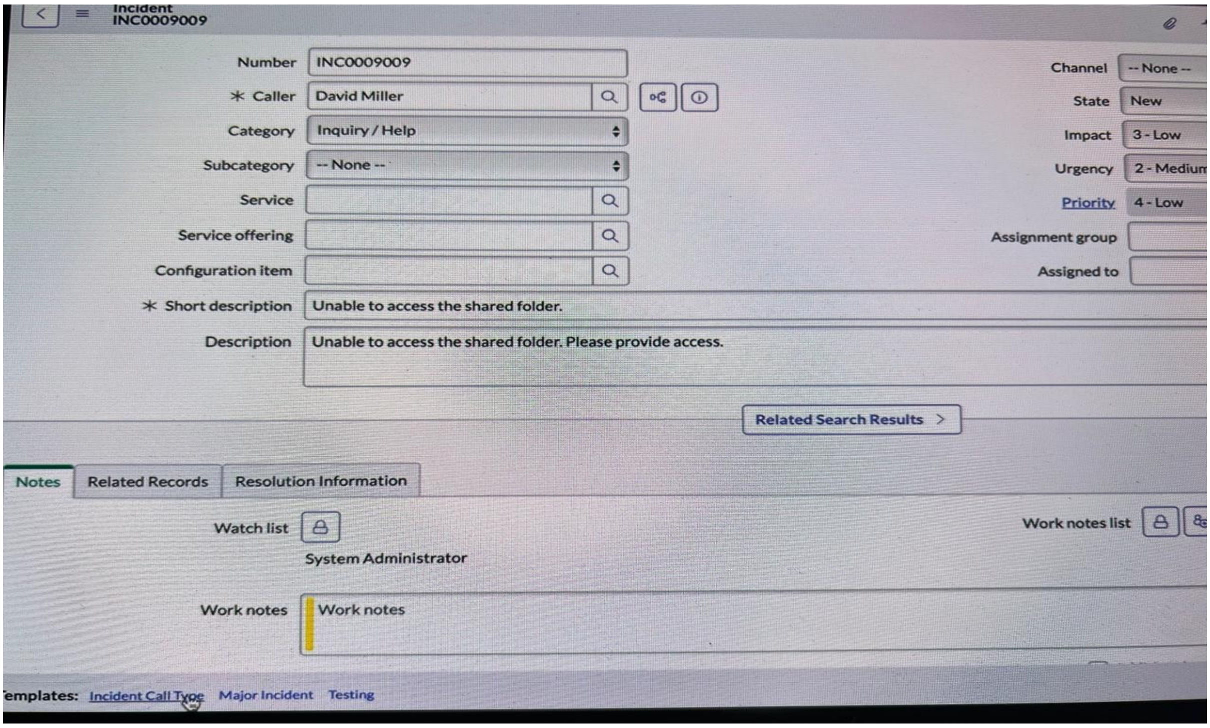
- Saving a template with the same name as the table it applies to will make it [illegible] fault template to be applied on every new user-created record

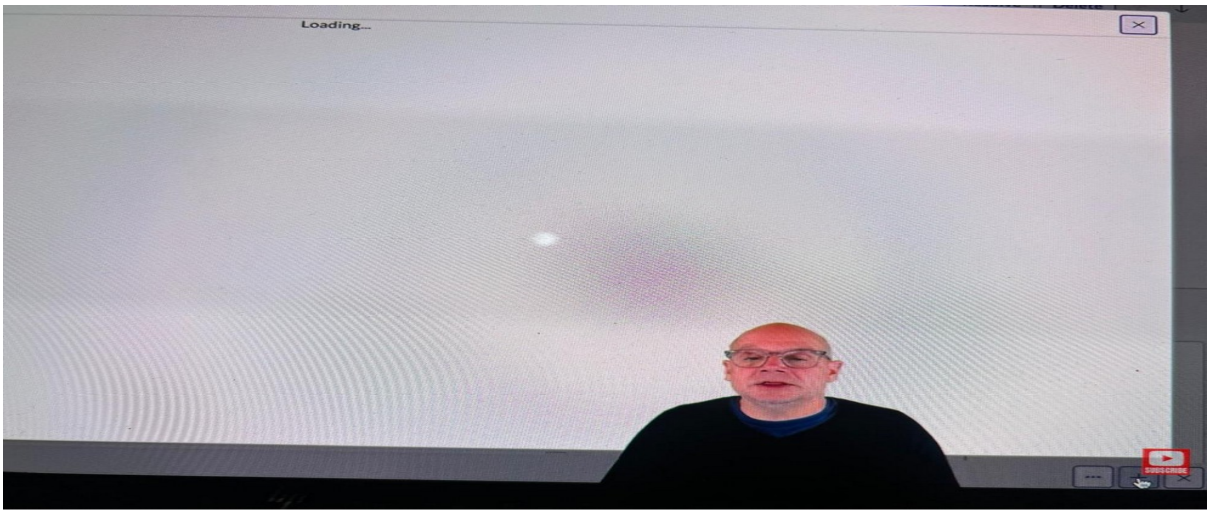
Form Templates

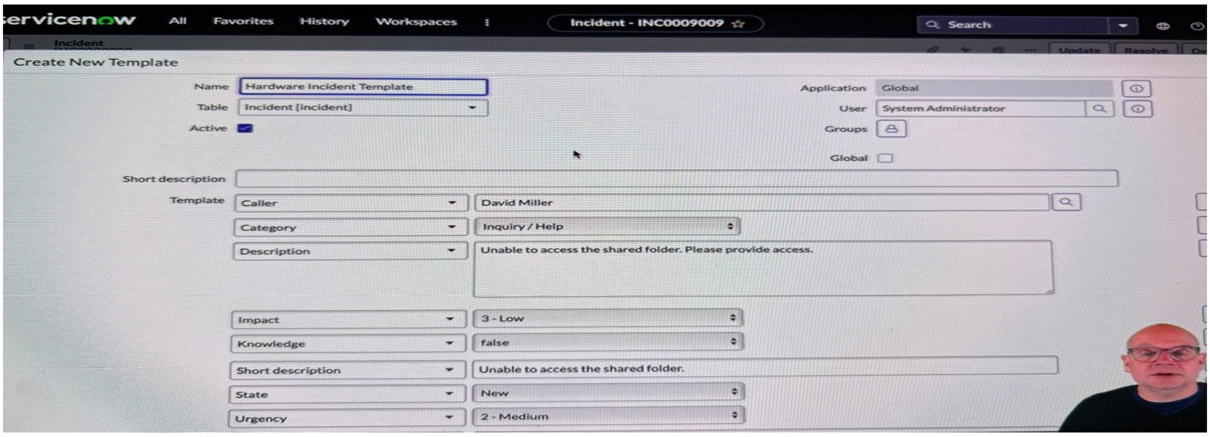
The template bar provides shortcuts to apply, edit, and create templates for the current form.

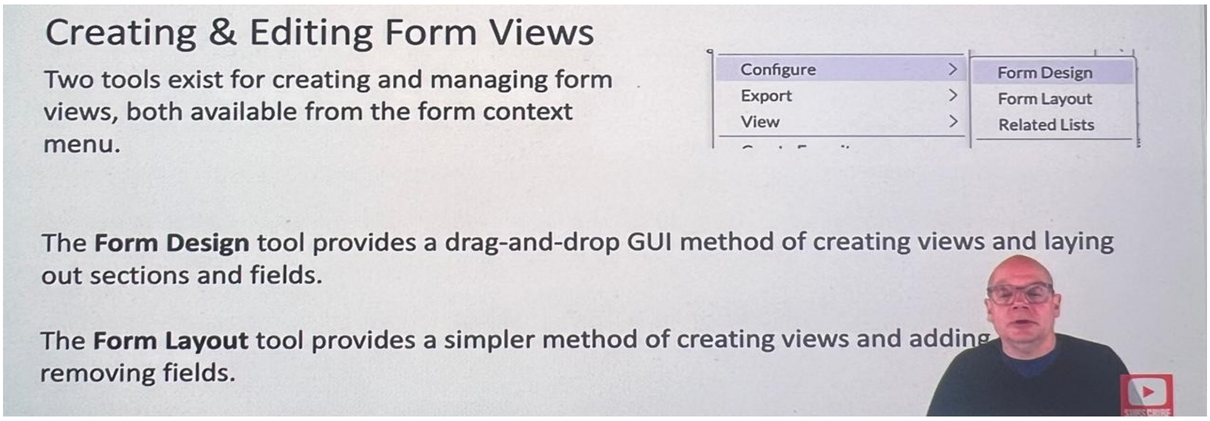


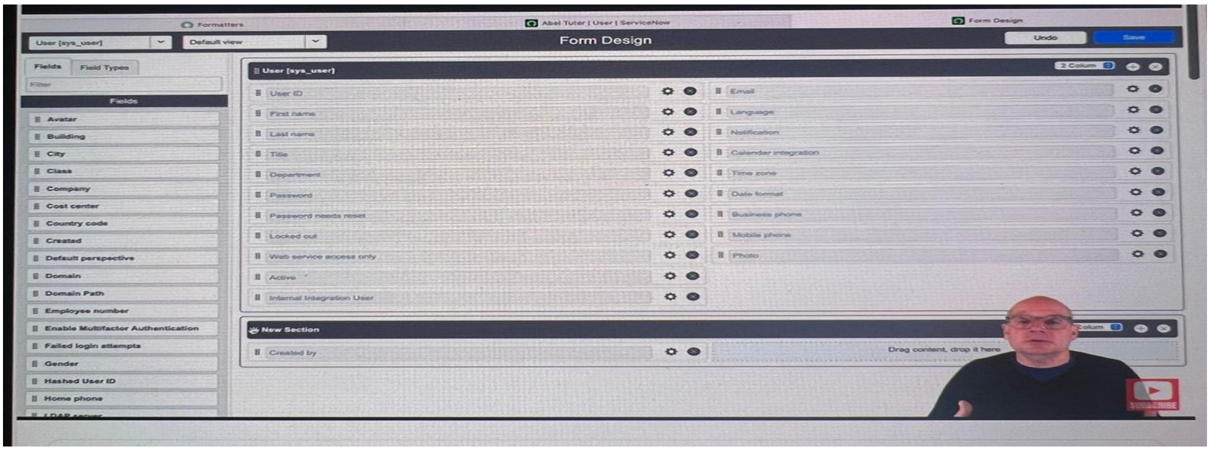

Incident
INC0009009
Update
Resolve
Delete
Number
INC0009009
* Caller
David Miller
Category
Inquiry / Help
Subcategory
-- None --
Service
Service offering
Configuration item
* Short description
Unable to access the shared folder.
Description
Unable to access the shared folder. Please provide access.
Channel
State
New
Impact
Urgency
Priority
Assignment group
Assigned to
Toggle Template Bar
Toggle Template Bar
Toggle annotations on / off
Tags
Add Tag
Related Search Results
Related Records
Resolution Information
Watch list
System Administrator
Work notes list
Work notes
Work notes
Additional comments (Custome

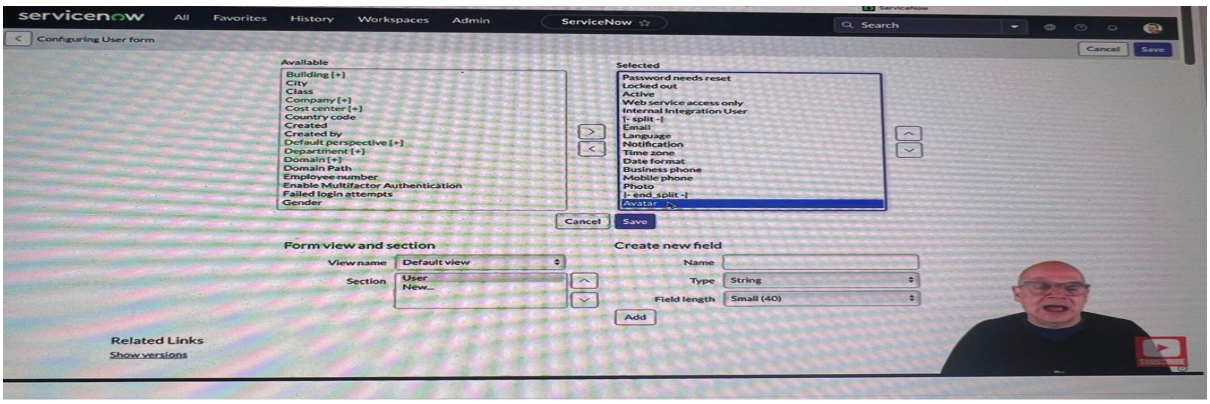

Incident
INC0009009
Number
INC0009009
* Caller
David Miller
Category
Inquiry / Help
Subcategory
-- None --
Service
Service offering
Configuration item
* Short description
Unable to access the shared folder.
Description
Unable to access the shared folder. Please provide access.
Channel
-- None --
State
New
Impact
3 - Low
Urgency
2 - Medium
Priority
4 - Low
Assignment group
Assigned to
Related Search Results
Notes
Related Records
Resolution Information
Watch list
System Administrator
Work notes list
Work notes
Work notes
Templates: Incident Call Type Major Incident Testing


Loading...

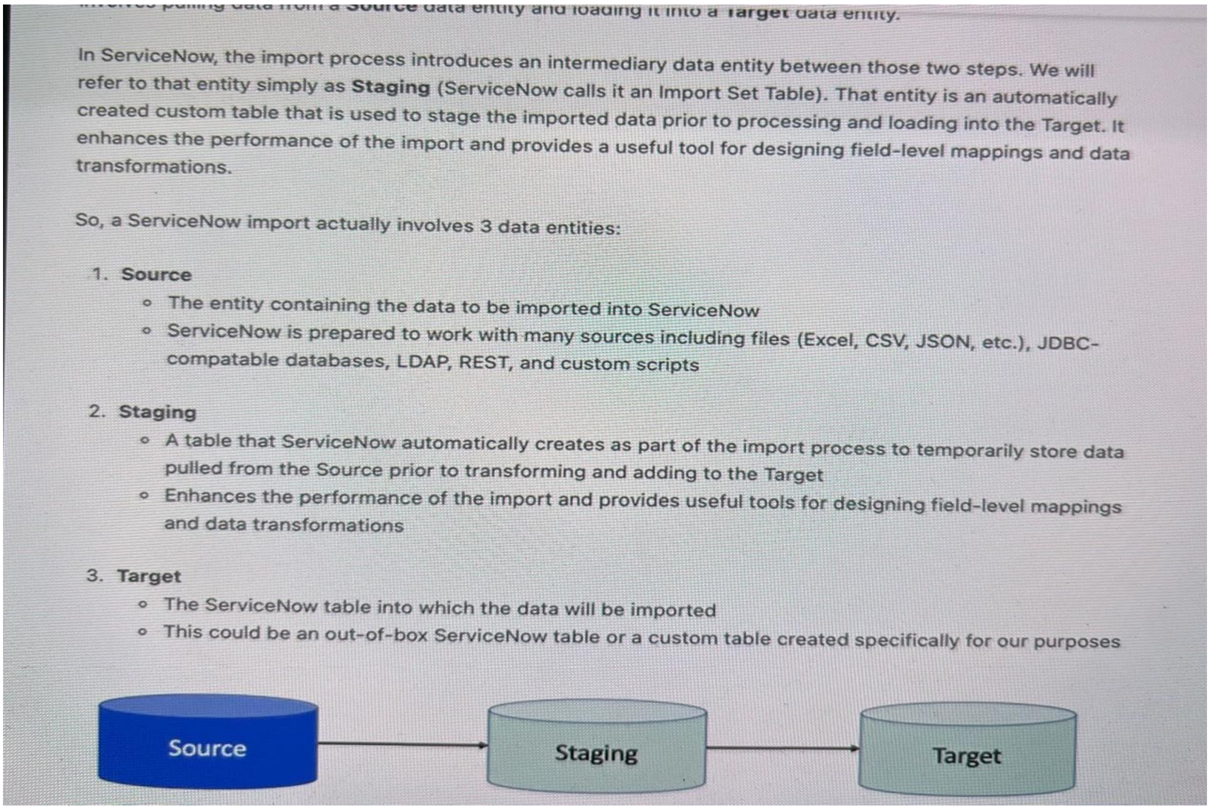

servicenow
All
Favorites
History
Workspaces
Incident - INC0009009
Search
Create New Template
Name
Hardware Incident Template
Table
Incident [incident]
Active
Application
Global
User
System Administrator
Groups
Global
Short description
Template
Caller
David Miller
Category
Inquiry / Help
Description
Unable to access the shared folder. Please provide access.
Impact
3 - Low
Knowledge
false
Short description
Unable to access the shared folder.
State
New
Urgency
2 - Medium


Creating & Editing Form Views
Two tools exist for creating and managing form views, both available from the form context menu.
Configure
Export
View
Form Design
Form Layout
Related Lists
The Form Design tool provides a drag-and-drop GUI method of creating views and laying out sections and fields.
The Form Layout tool provides a simpler method of creating views and adding removing fields.


Form Design
User [sys_user]
Default view
Undo
Save
Fields
Field Types
Avatar
Building
City
Class
Company
Cost center
Country code
Created
Default perspective
Domain
Domain Path
Employee number
Enable Multifactor Authentication
Failed login attempts
Gender
Hashed User ID
Home phone
New Section
Created by


servicenow
All
Favorites
History
Workspaces
Admin
ServiceNow
Search
Configuring User form
Cancel
Save
Available
Building [+]
City
Class
Company [+]
Cost center [+]
Country code
Created
Created by
Default perspective [+]
Department [+]
Domain [+]
Domain Path
Employee number
Enable Multifactor Authentication
Failed login attempts
Gender
Selected
Password needs reset
Locked out
Active
Web service access only
Internal Integration User
|- split -|
Email
Language
Notification
Time zone
Date format
Business phone
Mobile phone
Photo
|- end_split -|
Avatar
Cancel
Save
Form view and section
View name
Default view
Section
User
New...
Create new field
Name
Type
String
Field length
Small (40)
Add
Related Links
Show versions

INTRODUCTION TO IMPORTING DATA IN SERVICENOW


involves pulling data from a **Source** data entity and loading it into a **Target** data entity.

In ServiceNow, the import process introduces an intermediary data entity between those two steps. We will refer to that entity simply as **Staging** (ServiceNow calls it an Import Set Table). That entity is an automatically created custom table that is used to stage the imported data prior to processing and loading into the Target. It enhances the performance of the import and provides a useful tool for designing field-level mappings and data transformations.

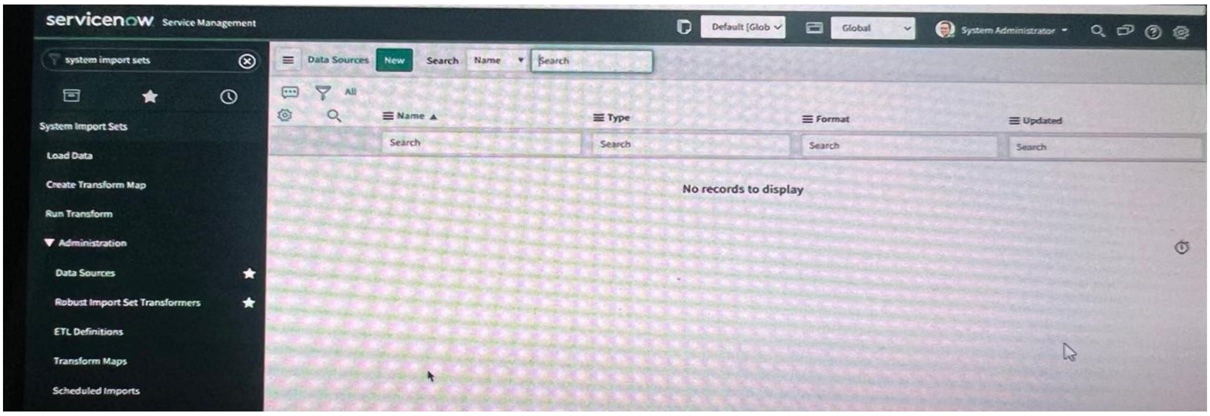
So, a ServiceNow import actually involves 3 data entities:

1. **Source**
   - The entity containing the data to be imported into ServiceNow
   - ServiceNow is prepared to work with many sources including files (Excel, CSV, JSON, etc.), JDBC-compatable databases, LDAP, REST, and custom scripts
2. **Staging**
   - A table that ServiceNow automatically creates as part of the import process to temporarily store data pulled from the Source prior to transforming and adding to the Target
   - Enhances the performance of the import and provides useful tools for designing field-level mappings and data transformations
3. **Target**
   - The ServiceNow table into which the data will be imported
   - This could be an out-of-box ServiceNow table or a custom table created specifically for our purposes

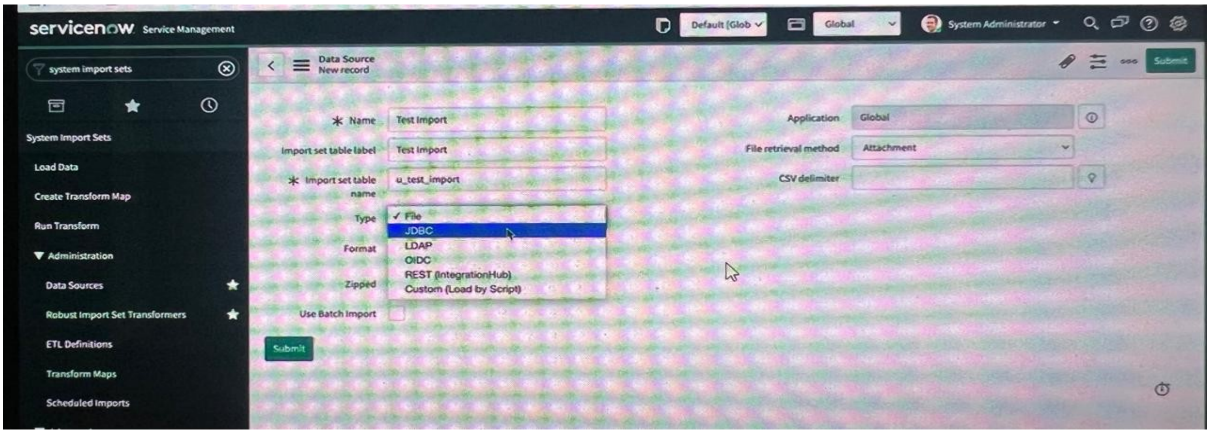
CREATING DATA SOURCE IN SERVICENOW

1.Datasource(sys_data_source)

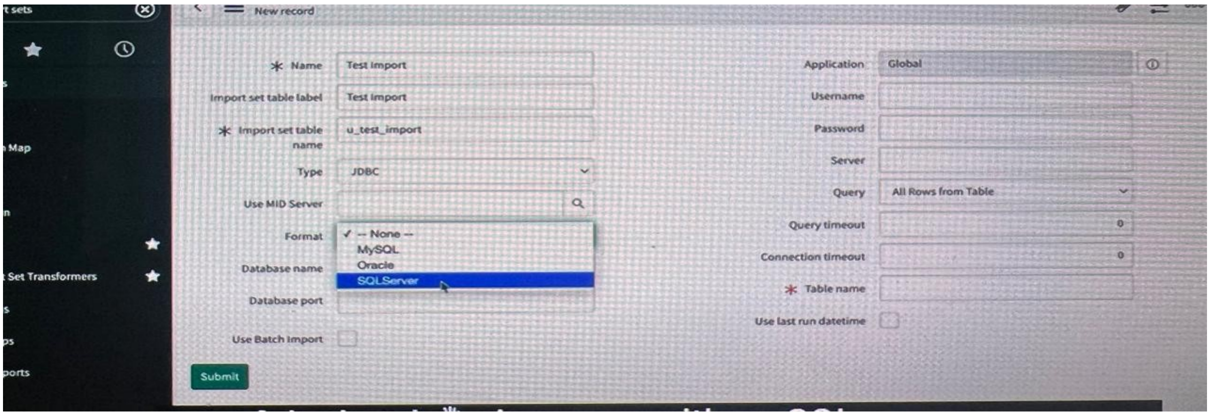
Administration>Datasources



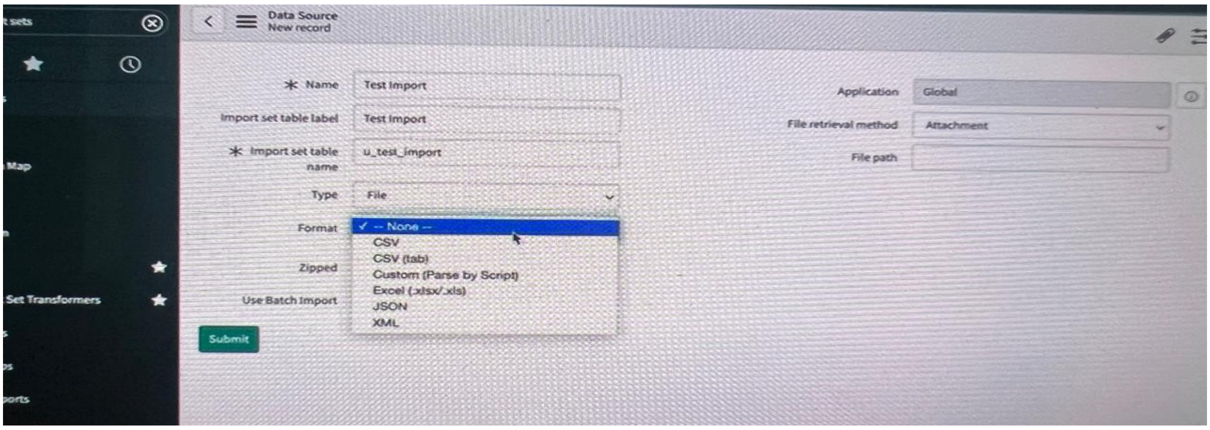
Click New



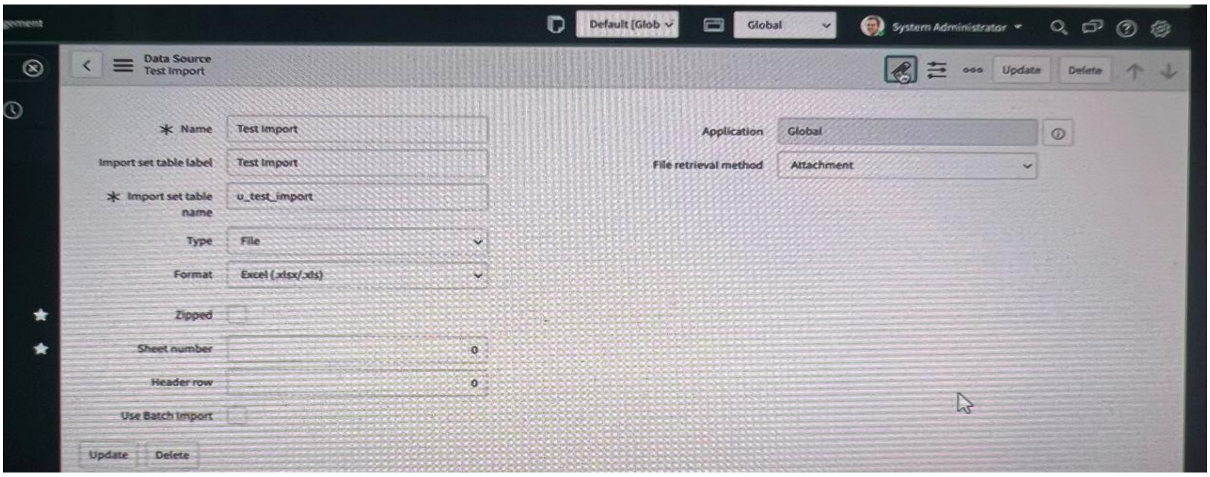
If JDBC then format options are

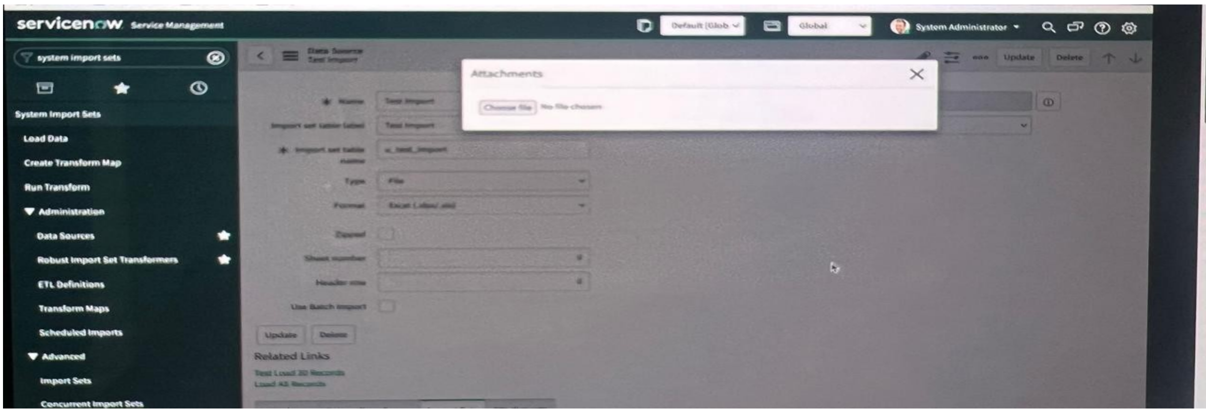


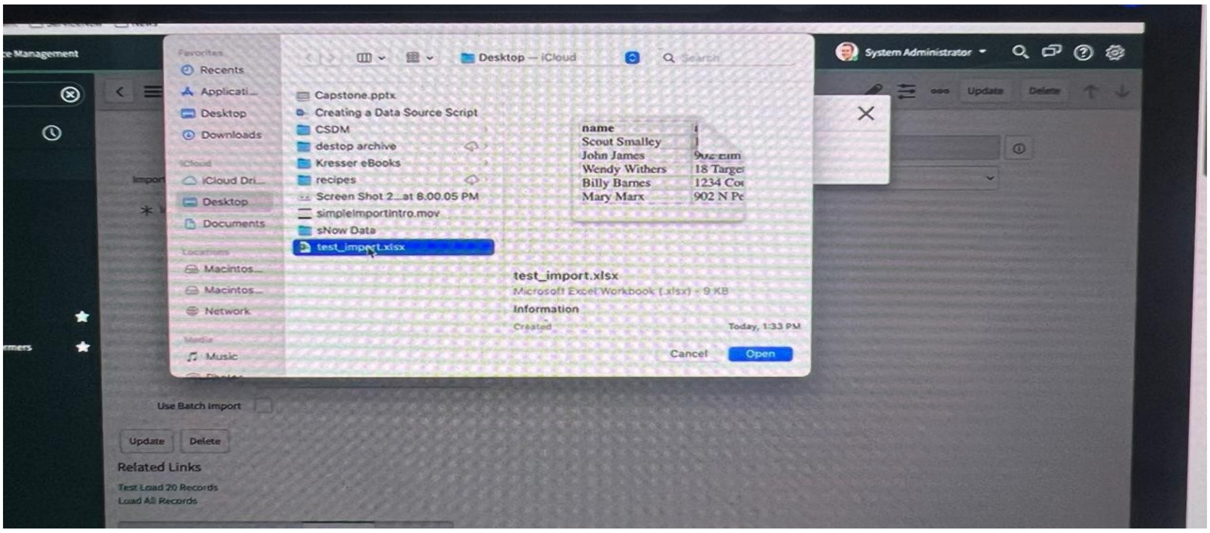
Type is choosen file then format options are



2.Load Data

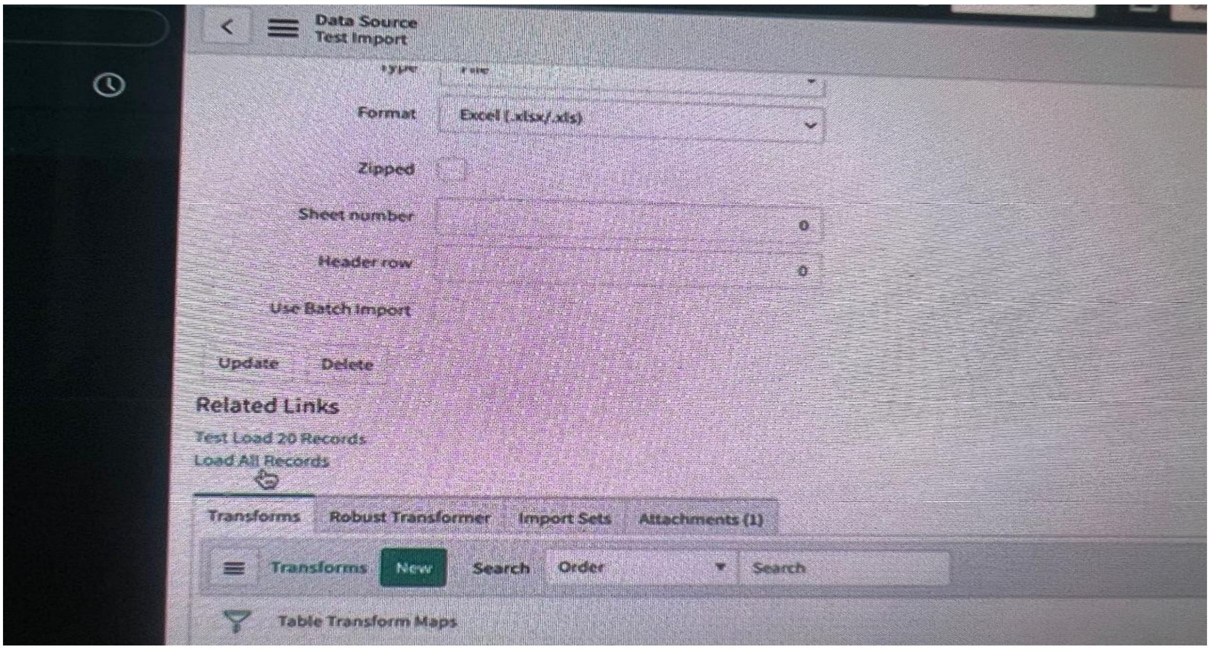


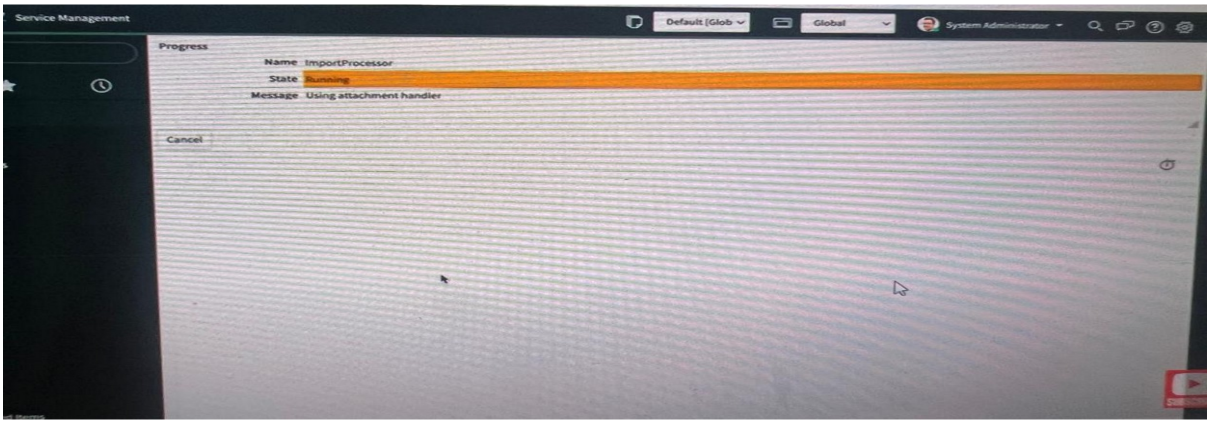


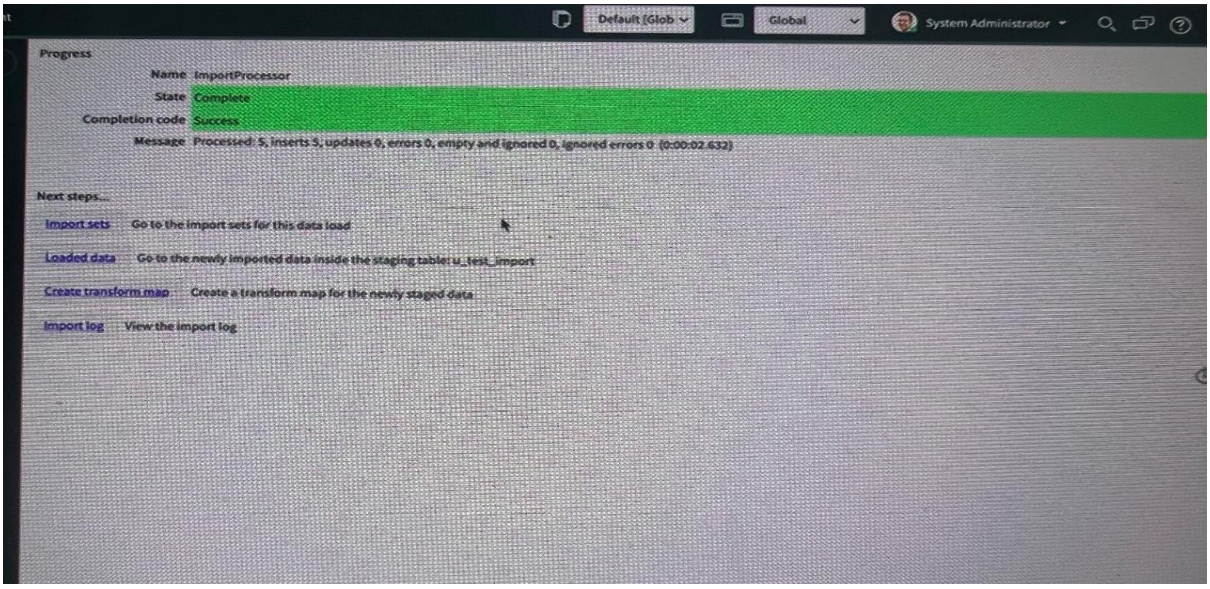


Save and update.

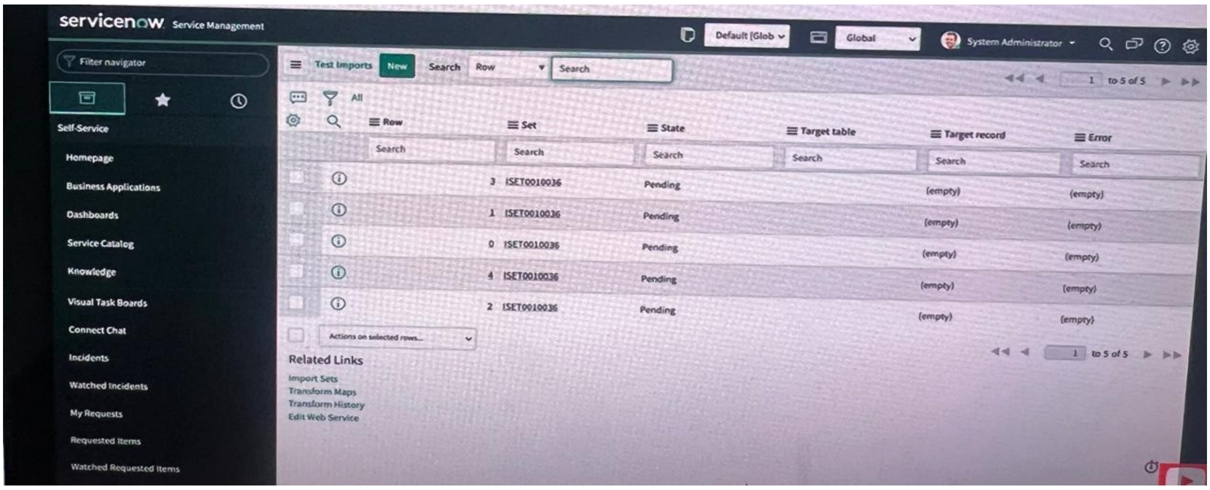
UNDERSTANDING IMPORT SETS IN SERVICENOW

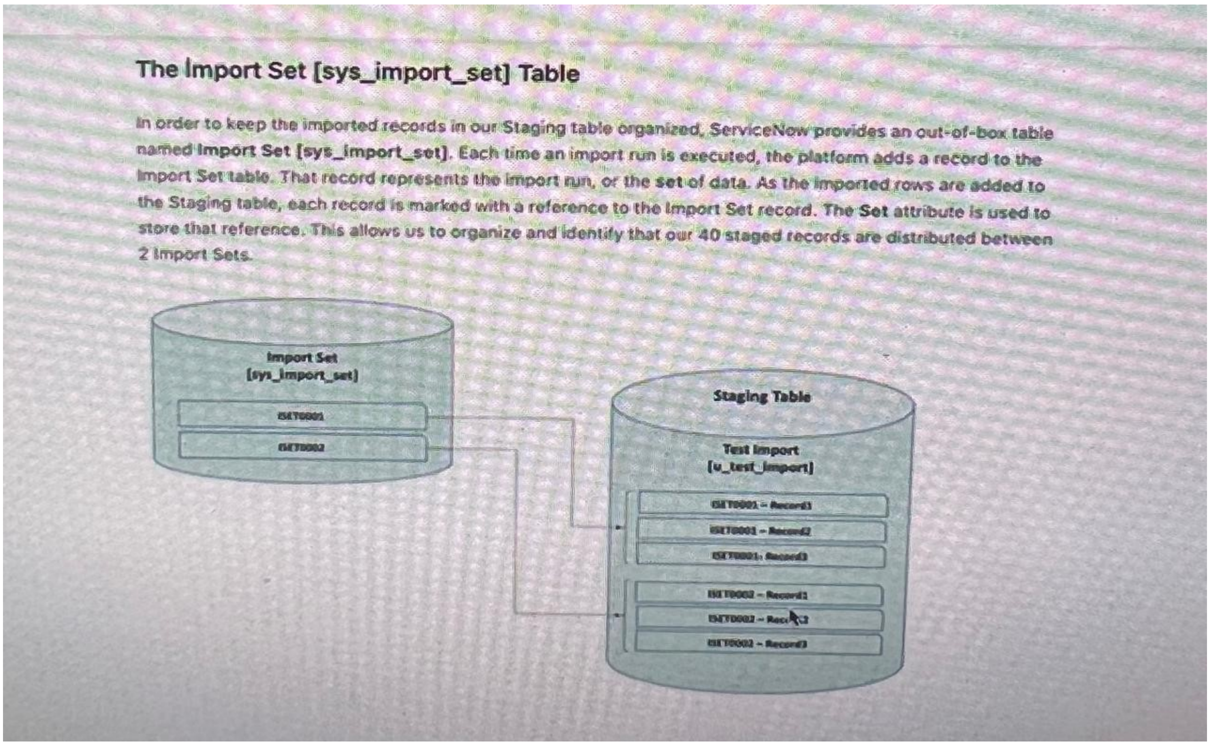






Go to ALL>importset table name(u_test_import.list)—opens the loaded data



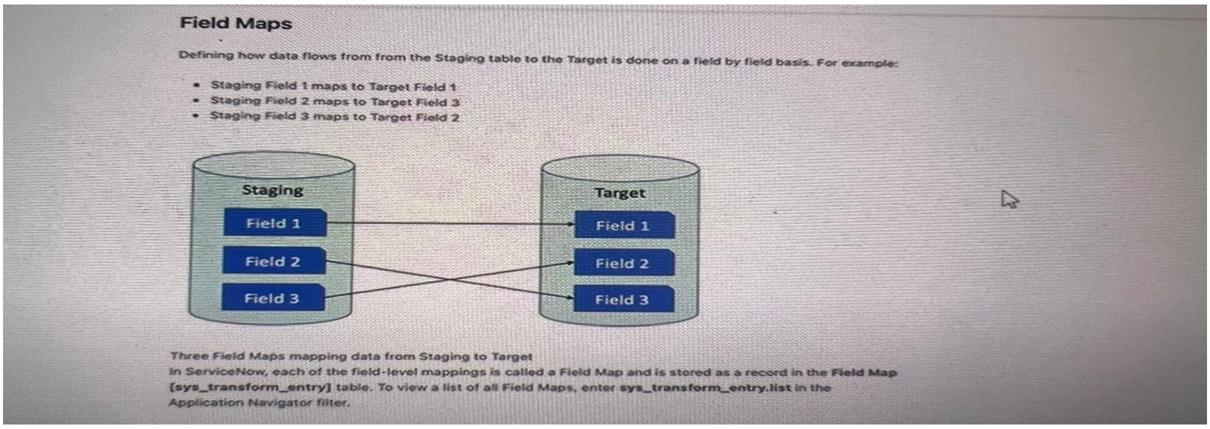


The Import Set [sys_import_set] Table

In order to keep the imported records in our Staging table organized, ServiceNow provides an out-of-box table named **Import Set [sys_import_set]**. Each time an import run is executed, the platform adds a record to the Import Set table. That record represents the import run, or the **set** of data. As the imported rows are added to the Staging table, each record is marked with a reference to the Import Set record. The **Set** attribute is used to store that reference. This allows us to organize and identify that our 40 staged records are distributed between 2 Import Sets.

TRANSFORM MAPS AND FIELD MAPS

sys_transform_entry.list

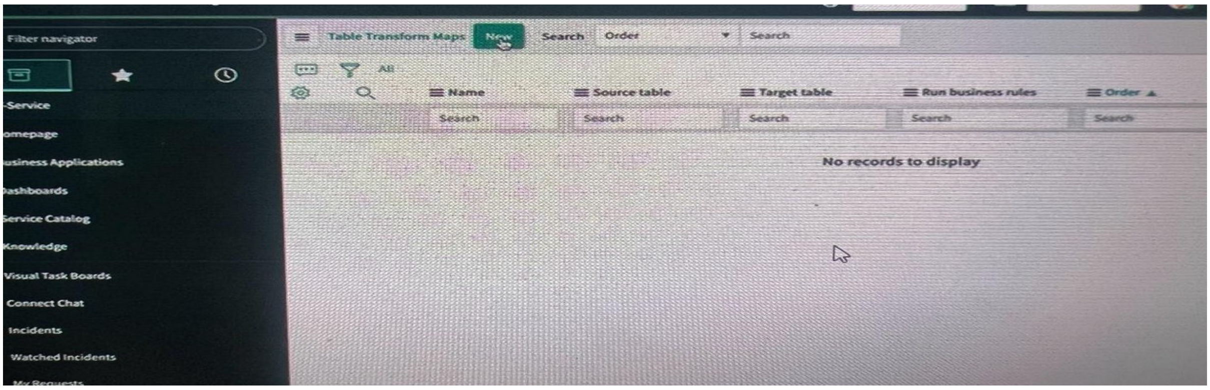


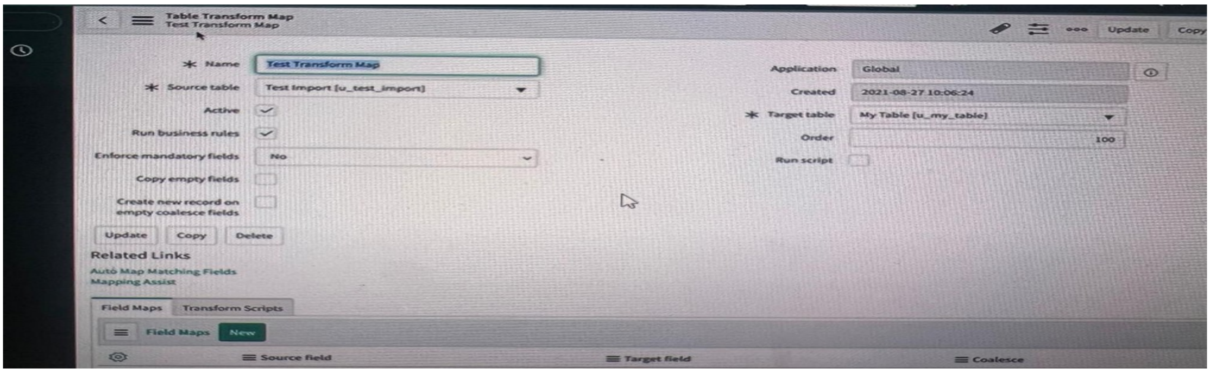
Field Maps

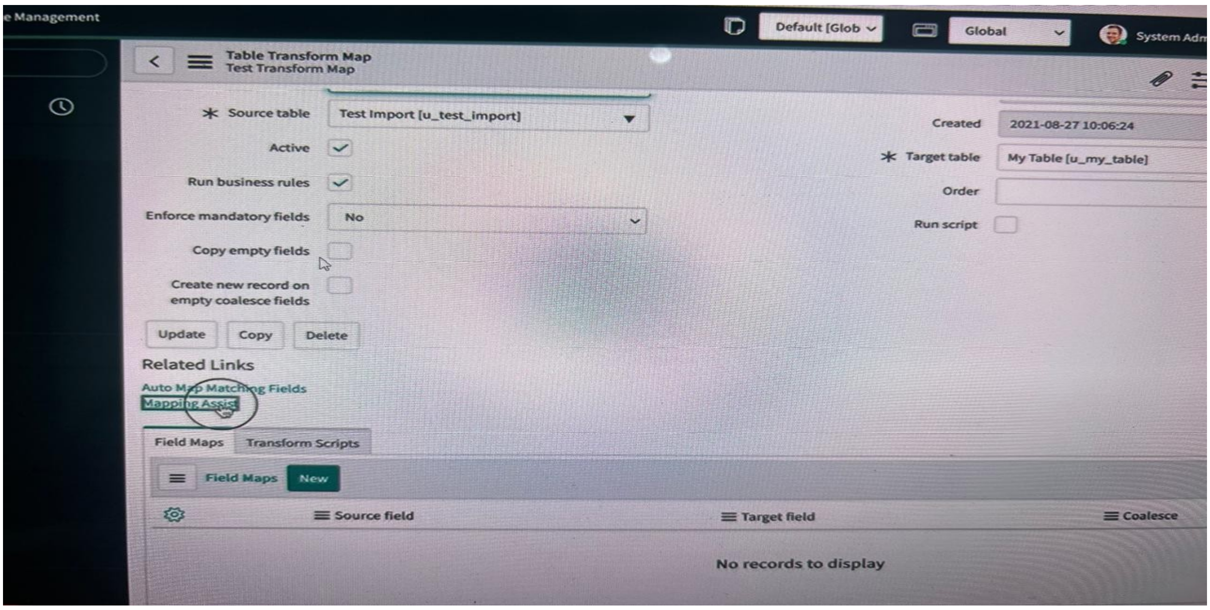
Defining how data flows from from the Staging table to the Target is done on a field by field basis. For example:

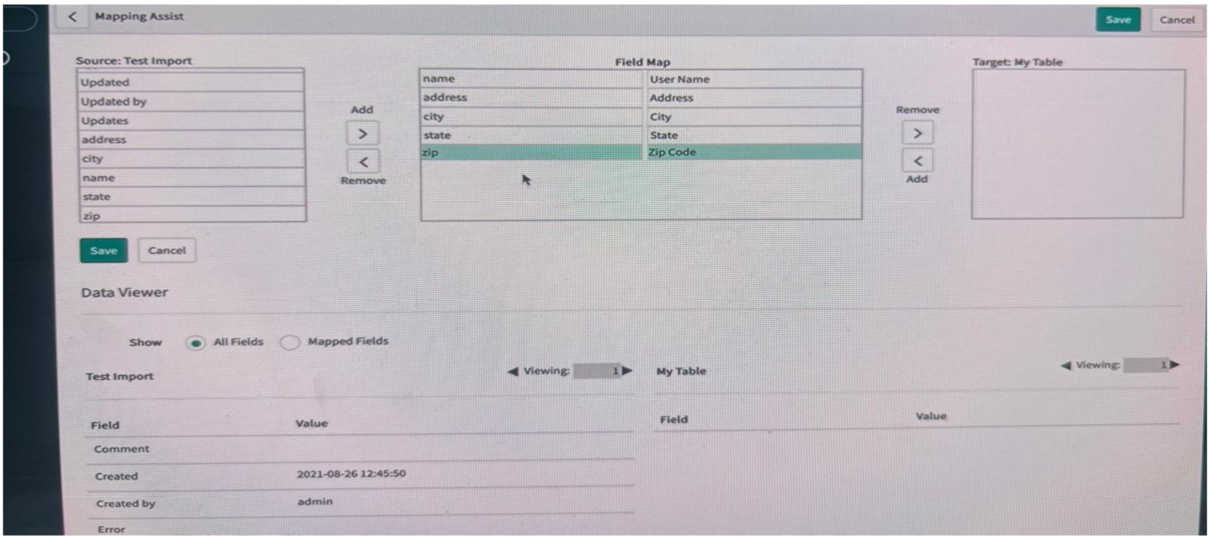
- Staging Field 1 maps to Target Field 1
- Staging Field 2 maps to Target Field 3
- Staging Field 3 maps to Target Field 2

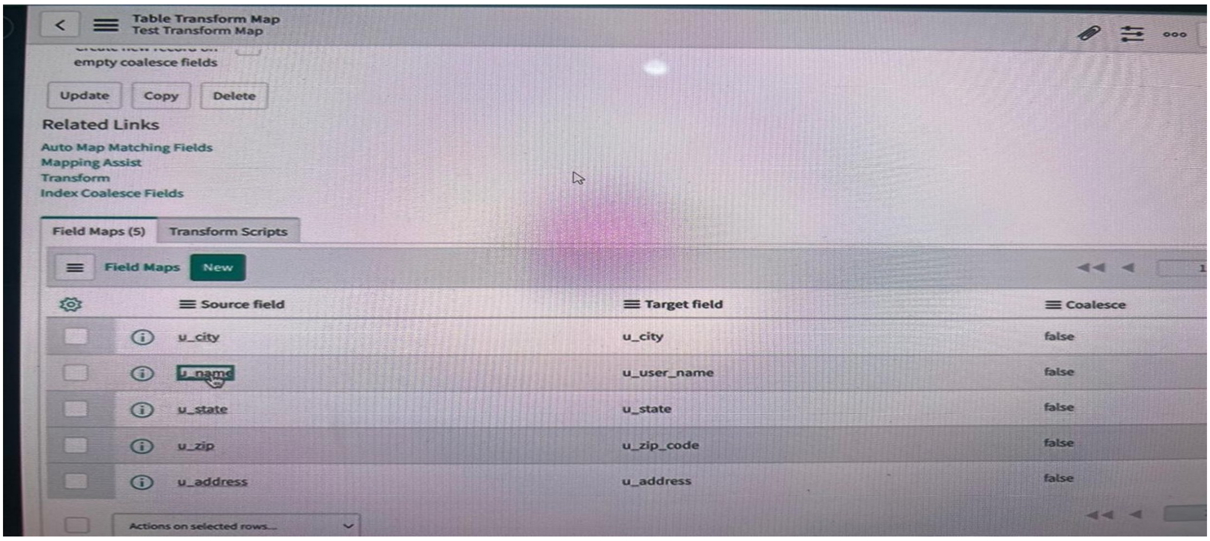
Three Field Maps mapping data from Staging to Target
In ServiceNow, each of the field-level mappings is called a Field Map and is stored as a record in the **Field Map [sys_transform_entry]** table. To view a list of all Field Maps, enter **sys_transform_entry.list** in the Application Navigator filter.

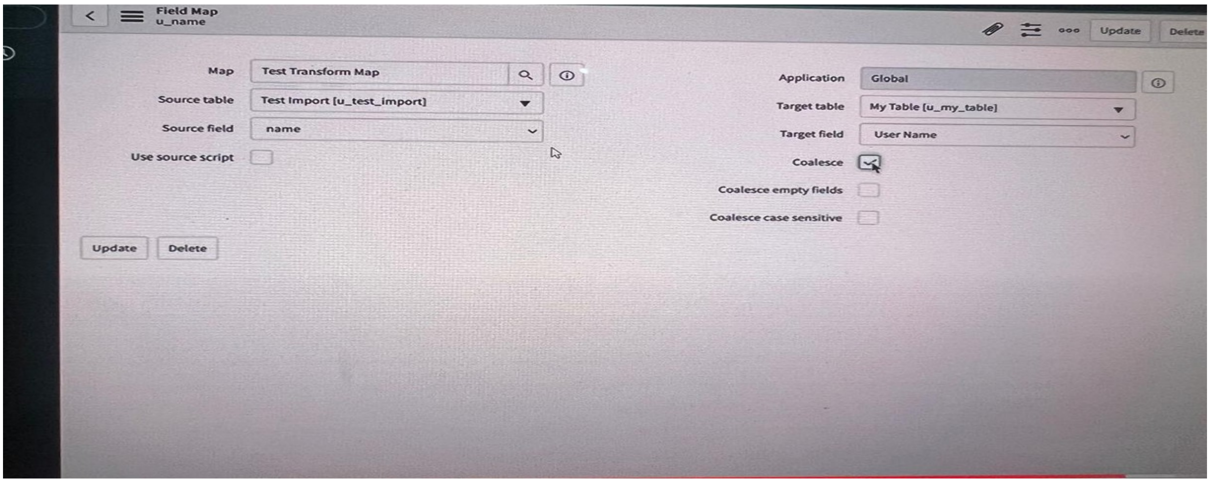






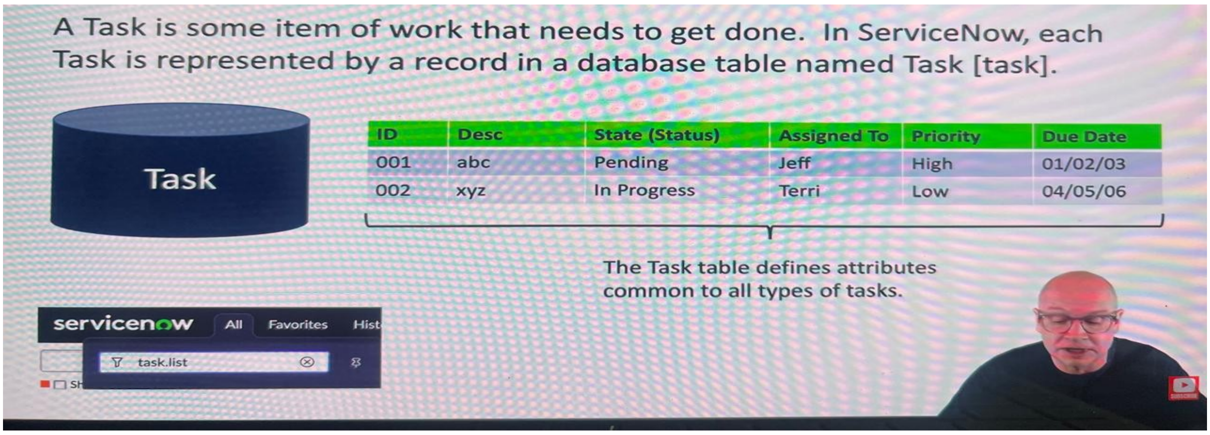


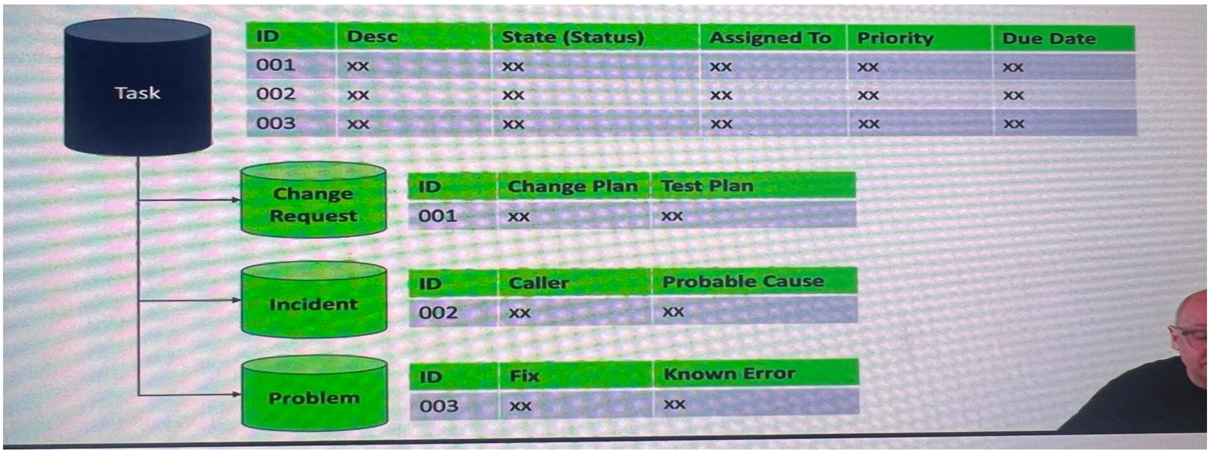


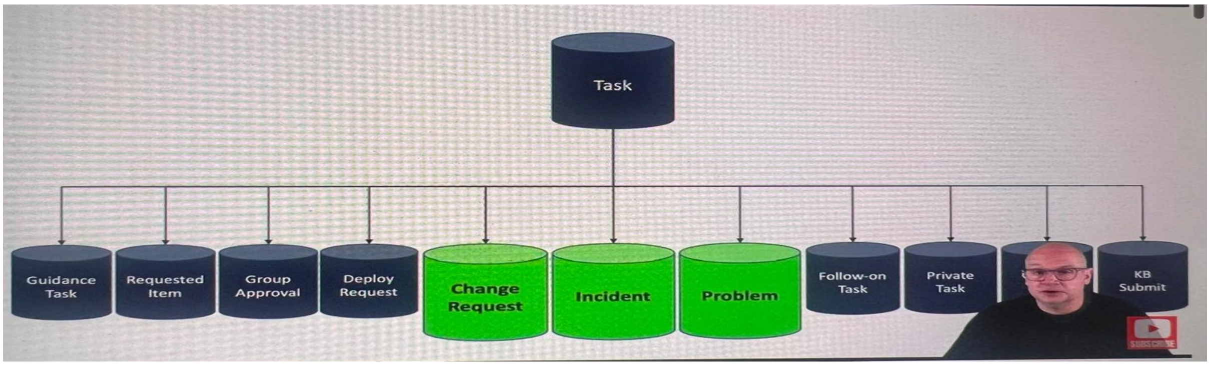


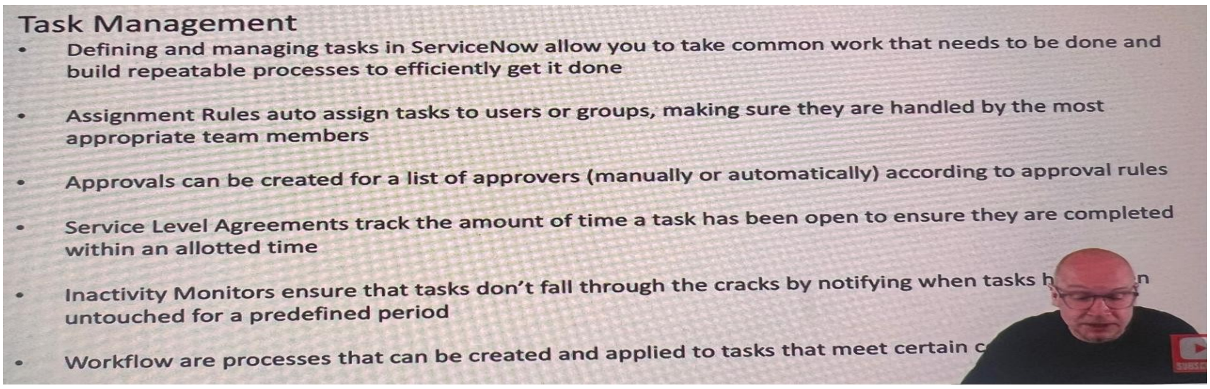
Coelasce acts as primary key.

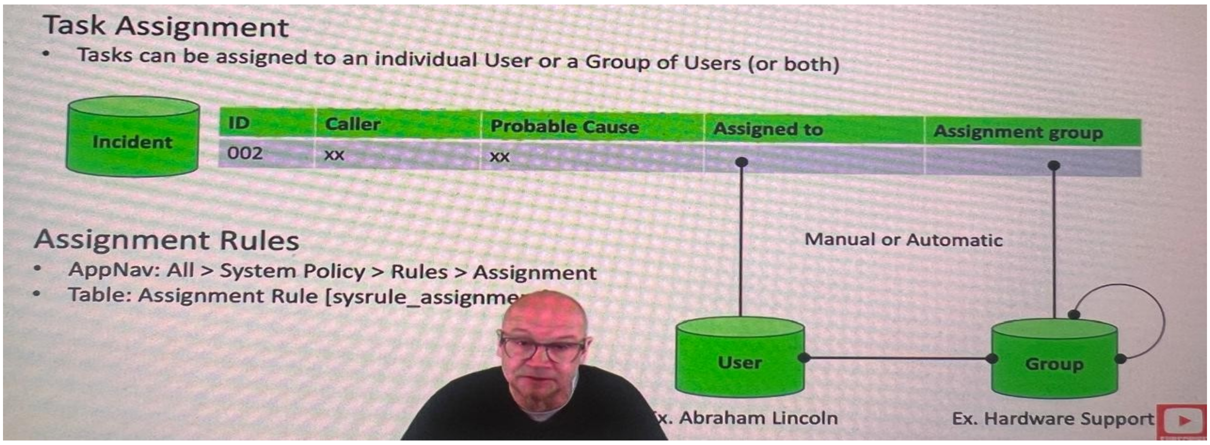
SERVICENOW INCIDENT MANAGEMENT TUTORIAL AND TASK ADMINISTRATION

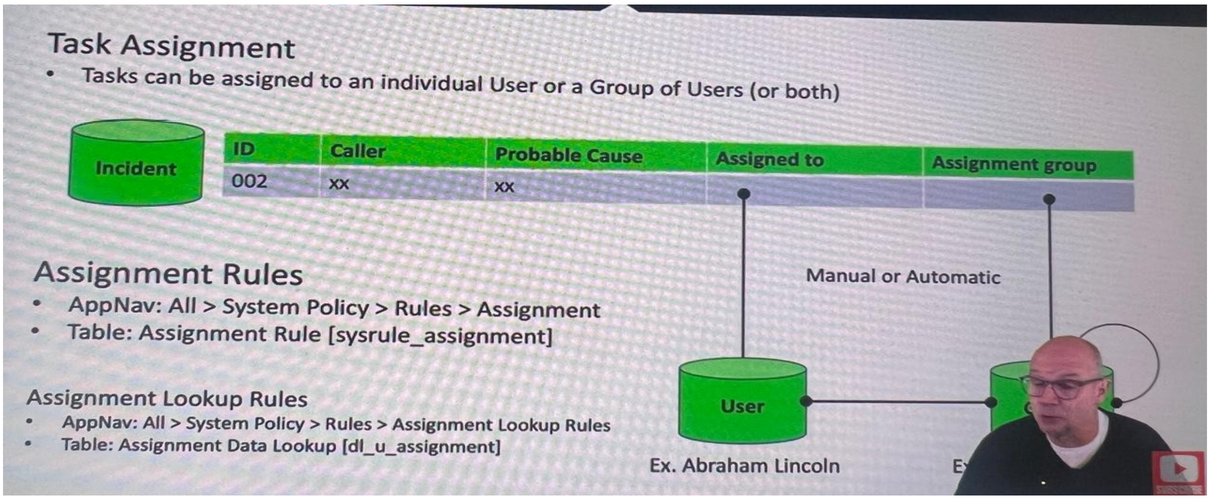


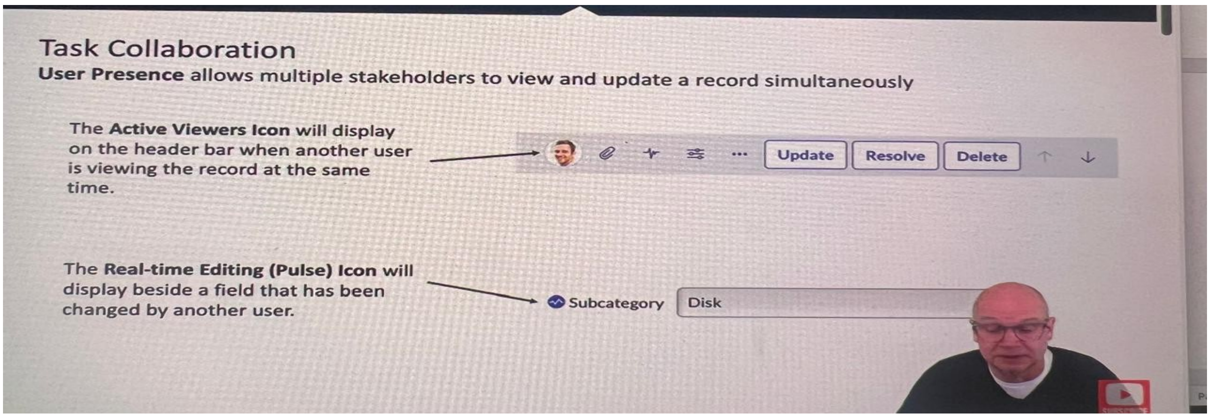








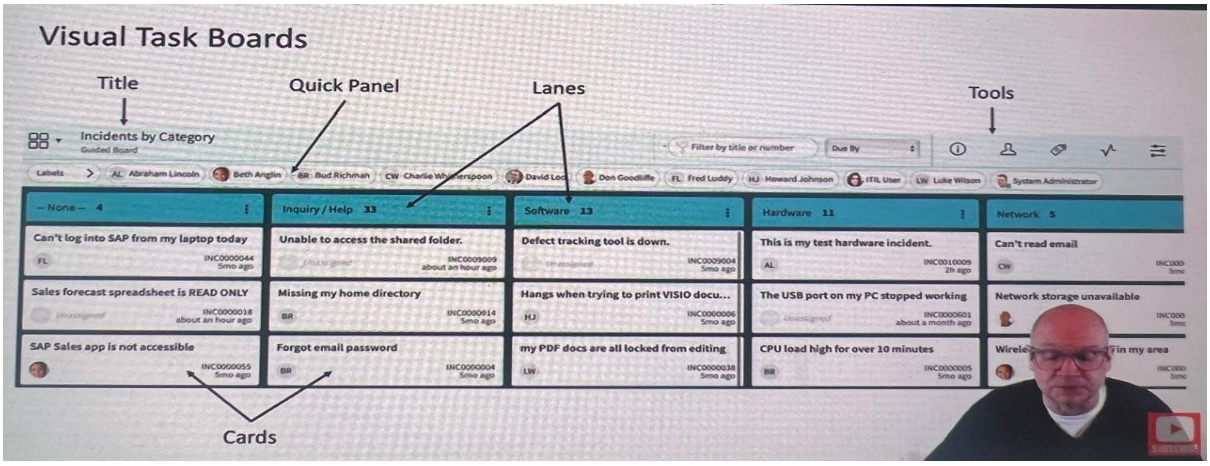


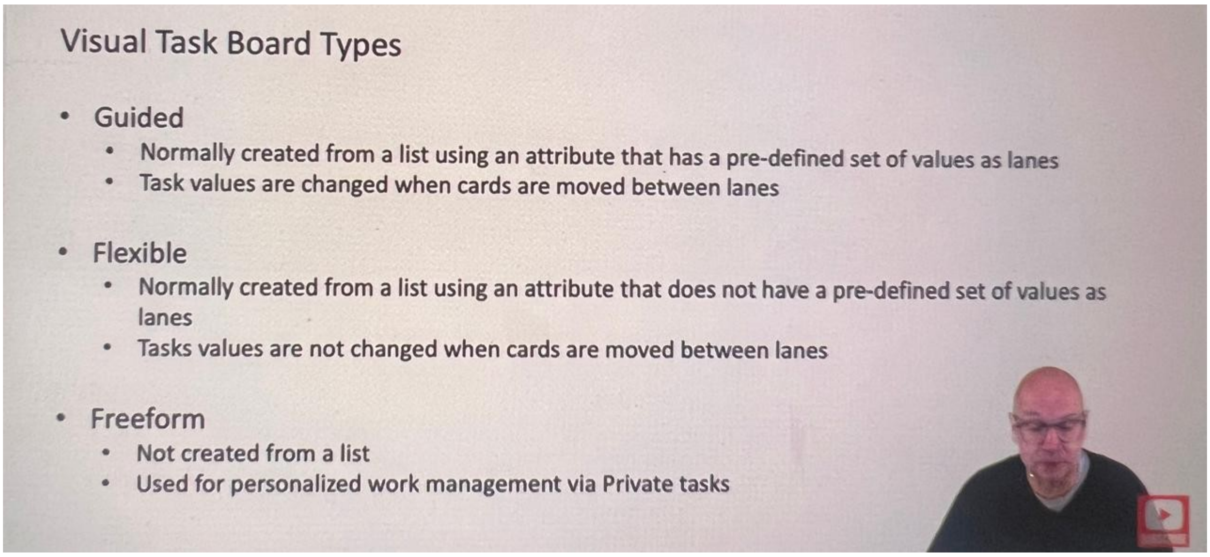


Visual task boards

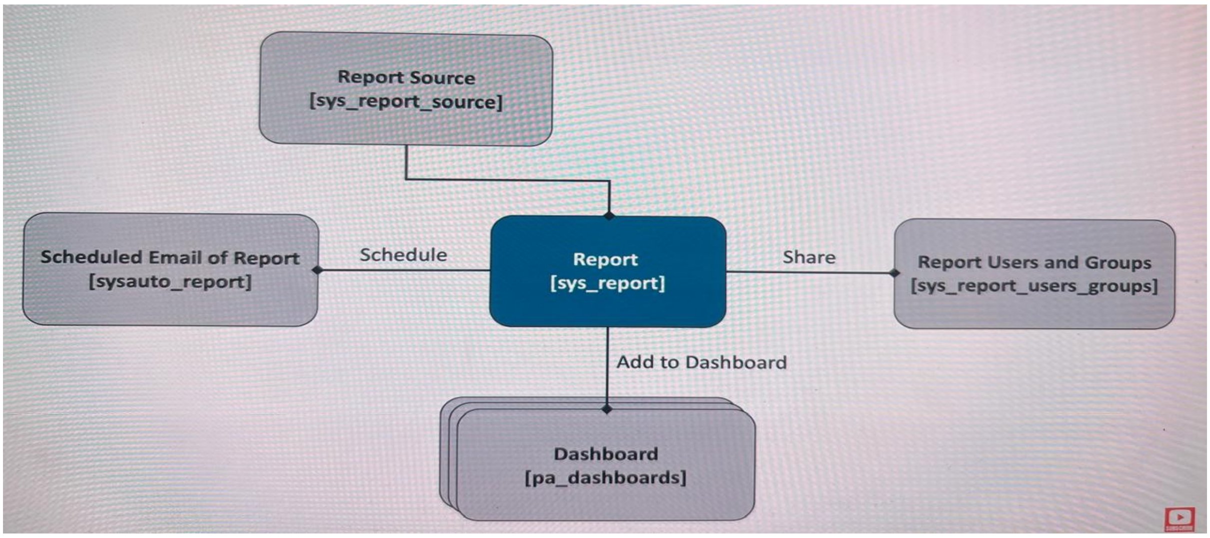
Provides a more graphical drag and drop paradigm for viewing tasks.

These are great for identifying bottlenecks or organizing your work visually

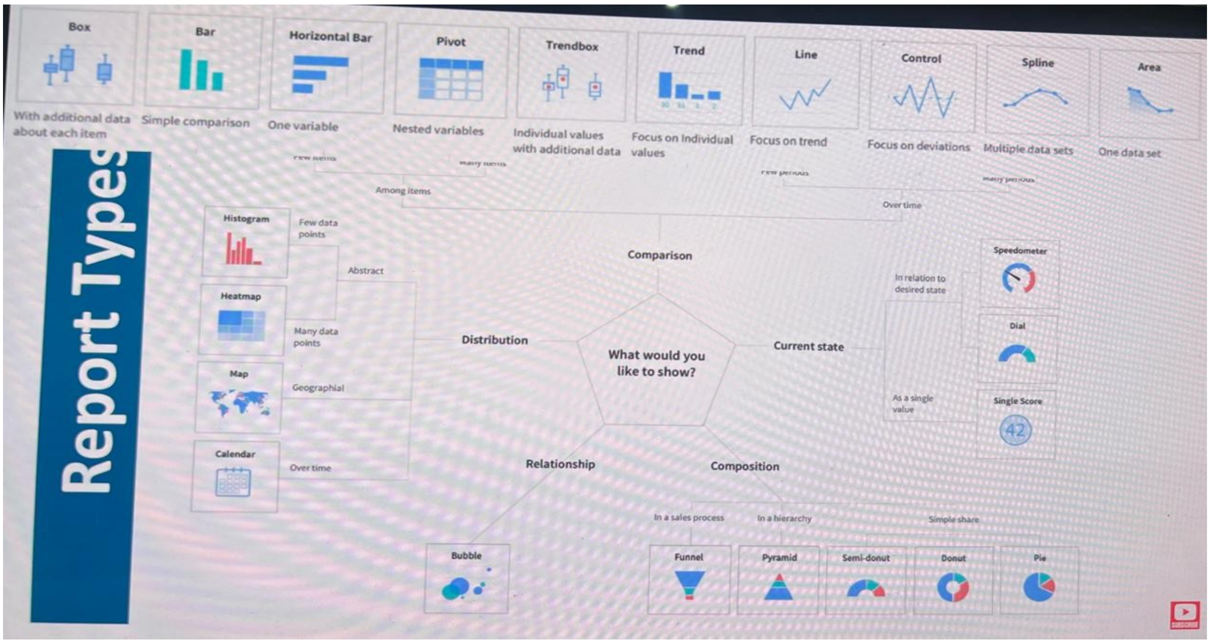




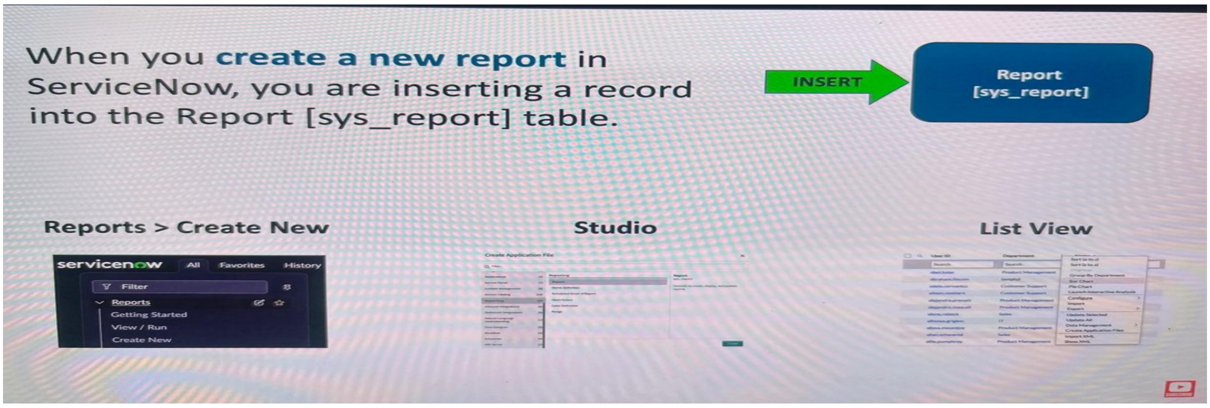
SERVICENOW REPORTING FUNDAMENTALS



Report [sys_report] extends Application File		
FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Sys ID	The unique identifier of the record	Sys ID (String)
Title	The title of the report	String
Source type	The type of data source for the report	String (Table or Data source)
Report source	The Report Source to use when applicable	Reference (Sys ID of a record in the Report Source table)
Table	The database table from which the report data is pulled	Table Name (String)
Field Name	The field the report data should be grouped on	String
Filter	The filter to be applied for the report data	Conditions (String)
Type	The type of report (visualization)	String



23-reports types

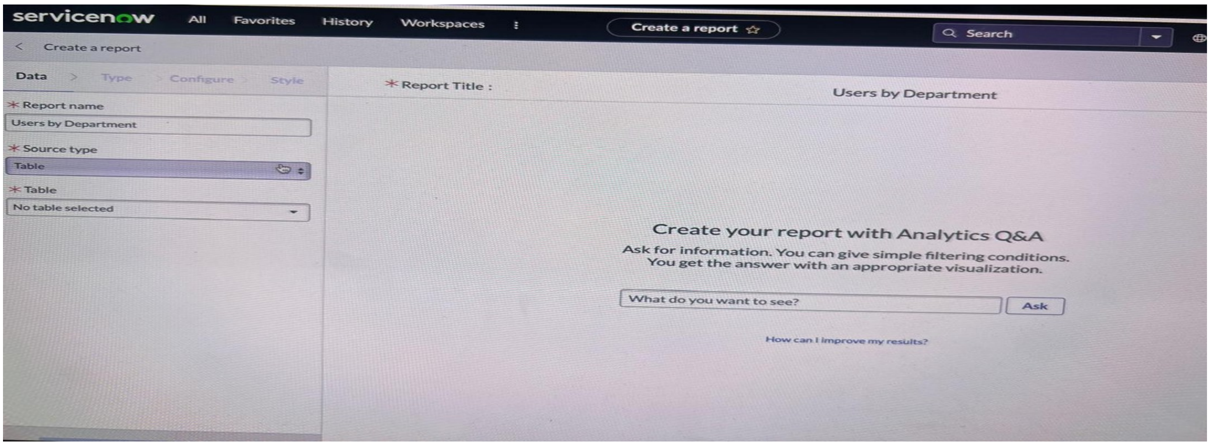


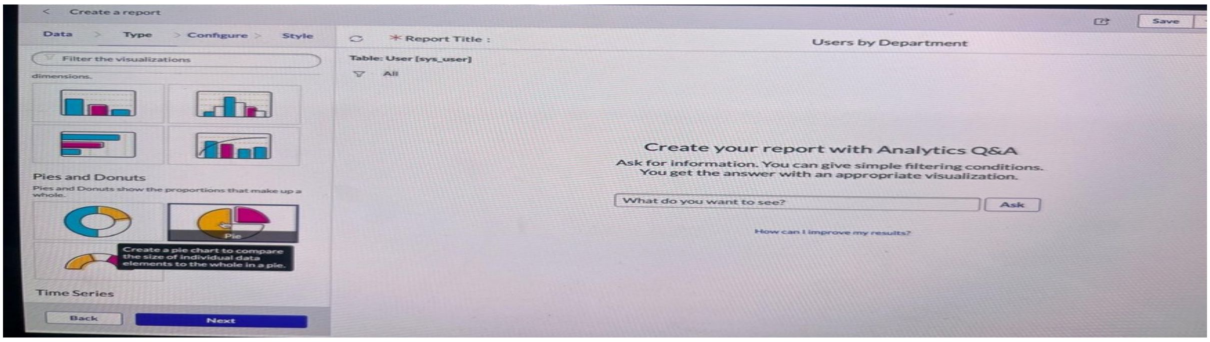
1.Data

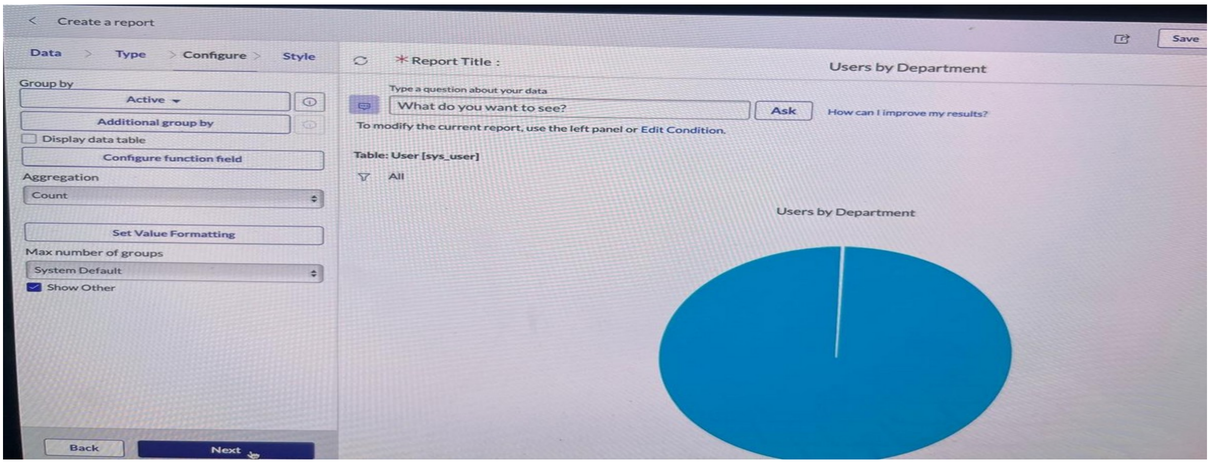
2.Type

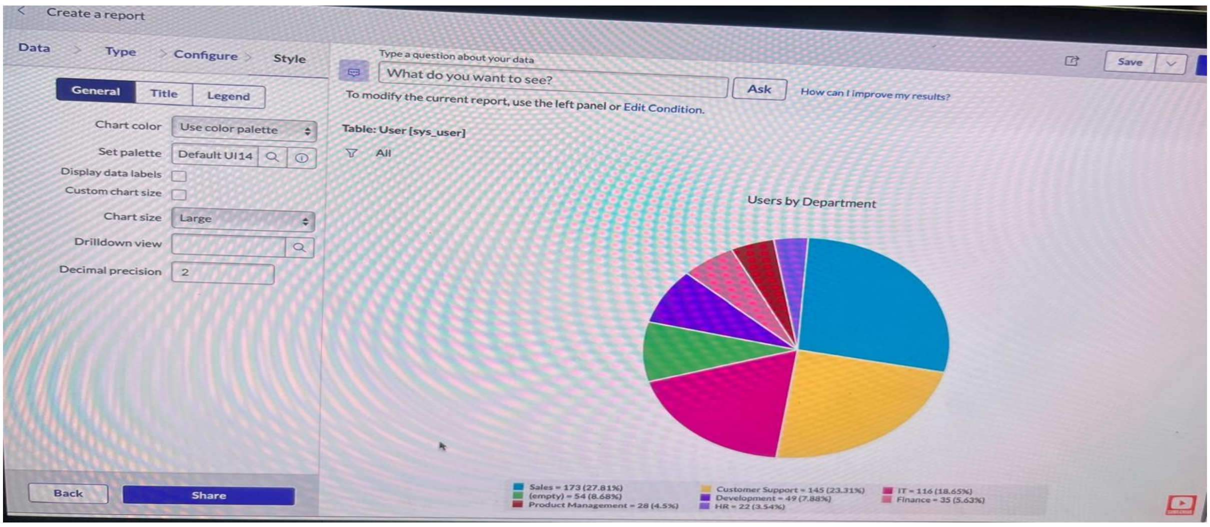
3.Configure

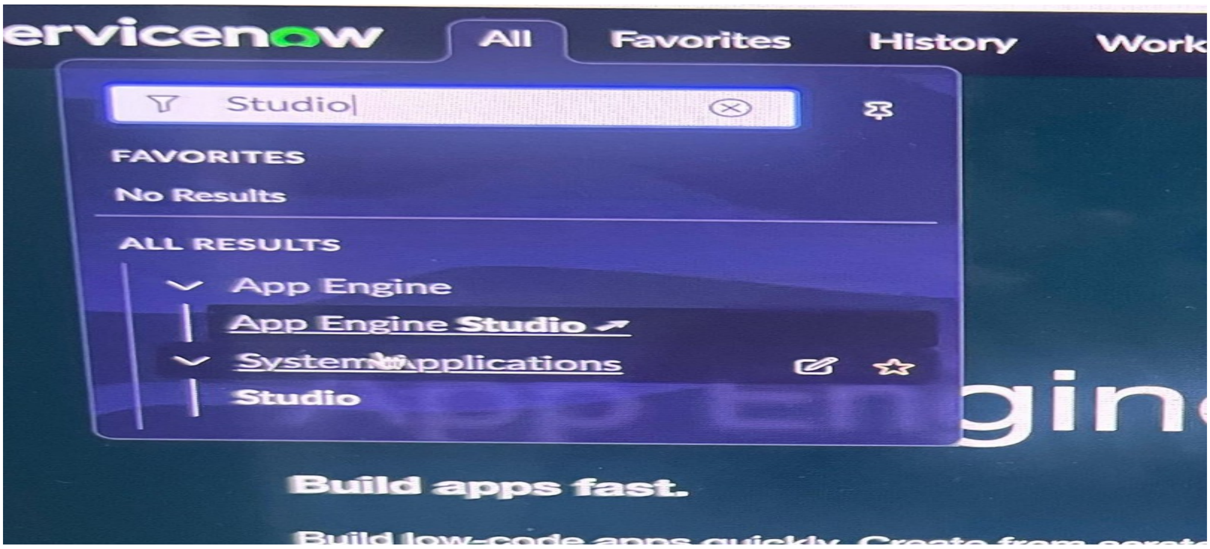
4.Style

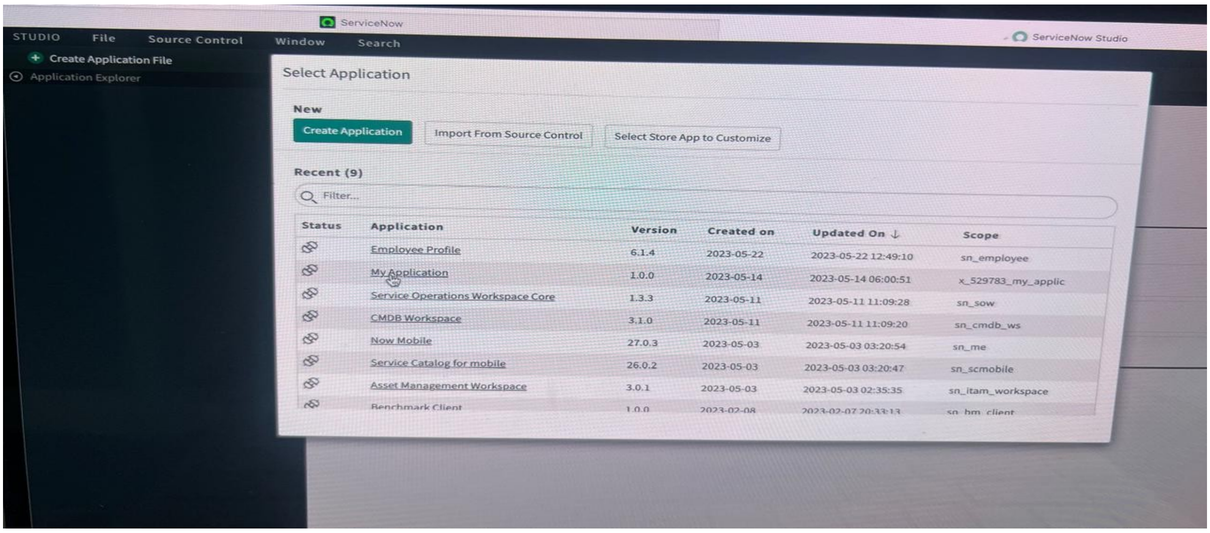

servicenow
All
Favorites
History
Workspaces
Create a report
Search
Create a report
Data
Type
Configure
Style
Report Title :
Users by Department
Report name
Users by Department
Source type
Table
Table
No table selected
Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.
What do you want to see?
Ask
How can I improve my results?

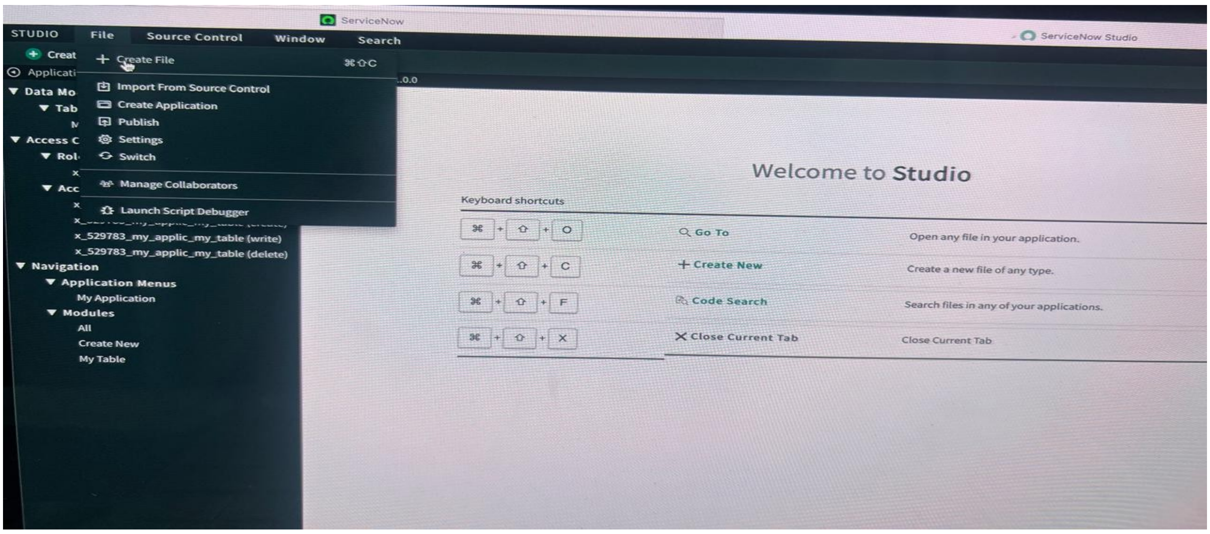

Create a report
Save
Data
Type
Configure
Style
Report Title :
Users by Department
Filter the visualizations
Table: User [sys_user]
All
Pies and Donuts
Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.
What do you want to see?
Ask
How can I improve my results?
Pie
Create a pie chart to compare the size of individual data elements to the whole in a pie.
Time Series
Back
Next

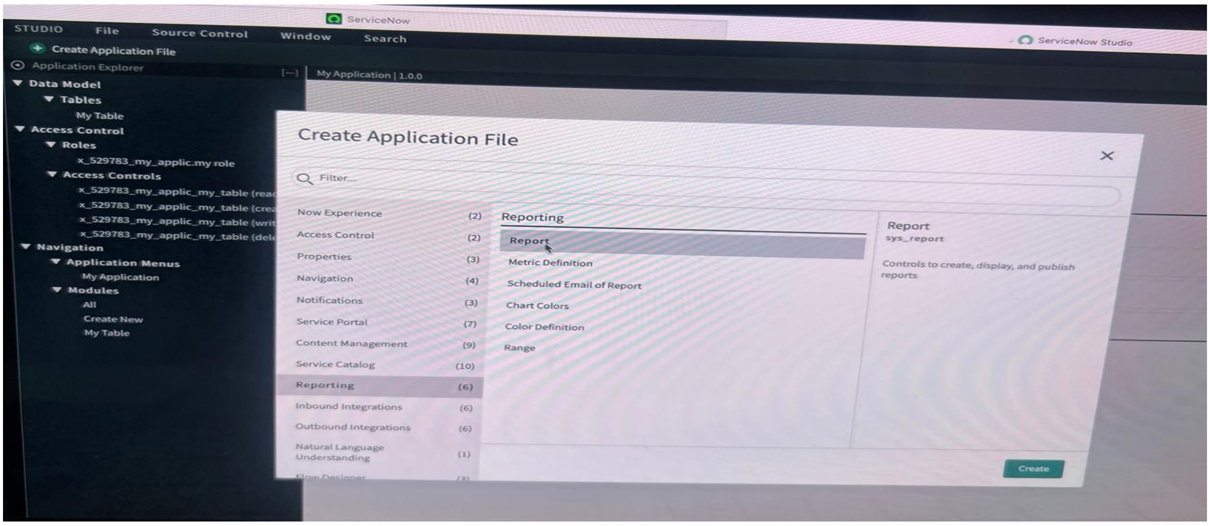

Create a report
Save
Data
Type
Configure
Style
Report Title :
Users by Department
Group by
Active
Additional group by
Display data table
Configure function field
Aggregation
Count
Set Value Formatting
Max number of groups
System Default
Show Other
Type a question about your data
What do you want to see?
Ask
How can I improve my results?
To modify the current report, use the left panel or Edit Condition.
Table: User [sys_user]
All
Users by Department
Back
Next

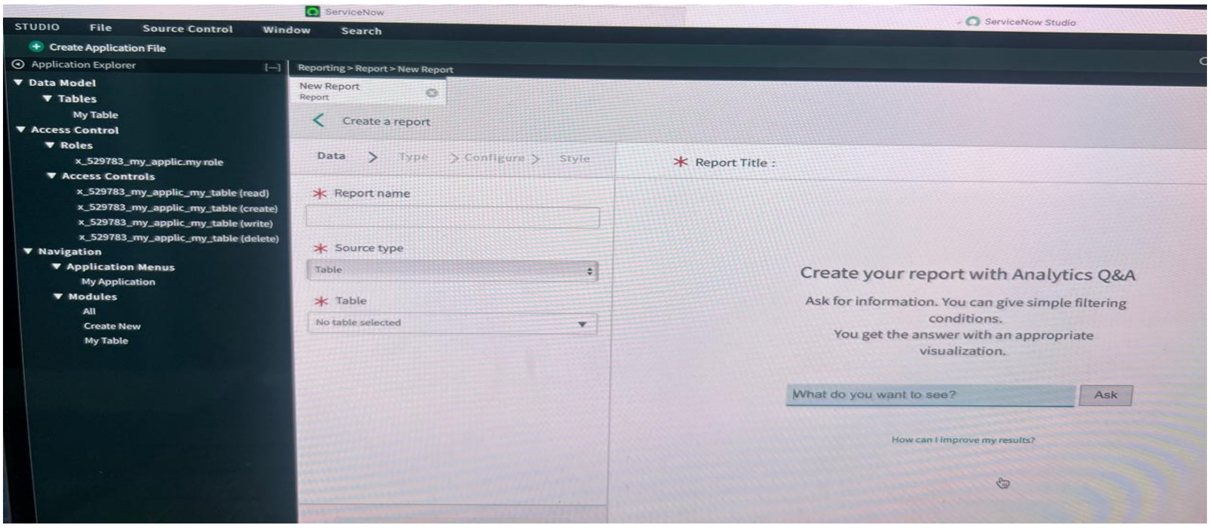

Create a report
Data
Type
Configure
Style
General
Title
Legend
Chart color
Use color palette
Set palette
Default UI14
Display data labels
Custom chart size
Chart size
Large
Drilldown view
Decimal precision
2
Type a question about your data
What do you want to see?
Ask
How can I improve my results?
Save
To modify the current report, use the left panel or Edit Condition.
Table: User [sys_user]
All
Users by Department
Sales = 173 (27.81%)
(empty) = 54 (8.68%)
Product Management = 28 (4.5%)
Customer Support = 145 (23.31%)
Development = 49 (7.88%)
HR = 22 (3.54%)
IT = 116 (18.65%)
Finance = 35 (5.63%)
Back
Share

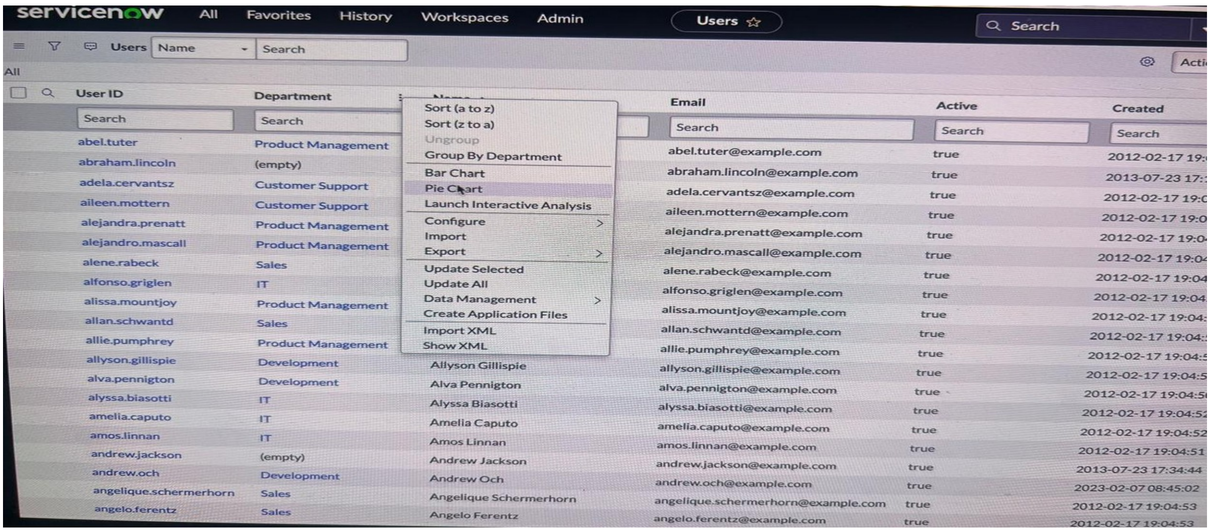

ervicenow
All
Favorites
History
Work
Studio
FAVORITES
No Results
ALL RESULTS
App Engine
App Engine Studio
System Applications
Studio
Build apps fast.

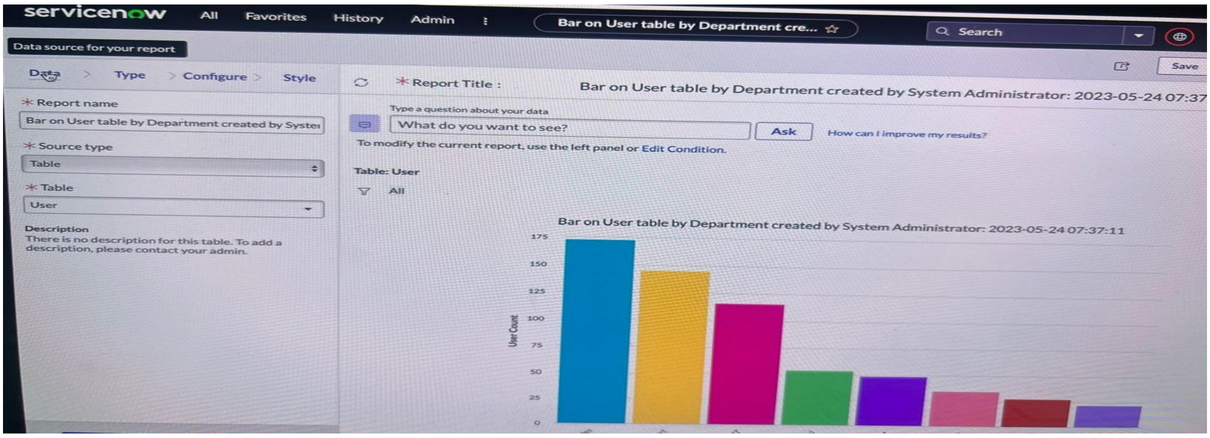

ServiceNow
STUDIO
File
Source Control
Window
Search
ServiceNow Studio
Create Application File
Application Explorer
Select Application
New
Create Application
Import From Source Control
Select Store App to Customize
Recent (9)
Filter...
Status
Application
Version
Created on
Updated On
Scope
Employee Profile 6.1.4 2023-05-22 2023-05-22 12:49:10 sn_employee
My Application 1.0.0 2023-05-14 2023-05-14 06:00:51 x_529783_my_applic
Service Operations Workspace Core 1.3.3 2023-05-11 2023-05-11 11:09:28 sn_sow
CMDB Workspace 3.1.0 2023-05-11 2023-05-11 11:09:20 sn_cmdb_ws
Now Mobile 27.0.3 2023-05-03 2023-05-03 03:20:54 sn_me
Service Catalog for mobile 26.0.2 2023-05-03 2023-05-03 03:20:47 sn_scmobile
Asset Management Workspace 3.0.1 2023-05-03 2023-05-03 02:35:35 sn_itam_workspace


ServiceNow
STUDIO
File
Source Control
Window
Search
ServiceNow Studio
Create File
Import From Source Control
Create Application
Publish
Settings
Switch
Manage Collaborators
Launch Script Debugger
x_529783_my_applic_my_table (write)
x_529783_my_applic_my_table (delete)
Navigation
Application Menus
My Application
Modules
All
Create New
My Table
Welcome to Studio
Keyboard shortcuts
Go To
Open any file in your application.
Create New
Create a new file of any type.
Code Search
Search files in any of your applications.
Close Current Tab
Close Current Tab


STUDIO File Source Control Window Search
ServiceNow
ServiceNow Studio
Create Application File
Application Explorer
Data Model
Tables
My Table
Access Control
Roles
x_529783_my_applic.my role
Access Controls
Navigation
Application Menus
My Application
Modules
All
Create New
My Table
My Application | 1.0.0
Create Application File
Filter...
Now Experience (2)
Access Control (2)
Properties (3)
Navigation (4)
Notifications (3)
Service Portal (7)
Content Management (9)
Service Catalog (10)
Reporting (6)
Inbound Integrations (6)
Outbound Integrations (6)
Natural Language Understanding (1)
Reporting
Report
Metric Definition
Scheduled Email of Report
Chart Colors
Color Definition
Range
Report
sys_report
Controls to create, display, and publish reports
Create


STUDIO File Source Control Window Search
ServiceNow
ServiceNow Studio
Create Application File
Application Explorer
Data Model
Tables
My Table
Access Control
Roles
x_529783_my_applic.my role
Access Controls
x_529783_my_applic_my_table (read)
x_529783_my_applic_my_table (create)
x_529783_my_applic_my_table (write)
x_529783_my_applic_my_table (delete)
Navigation
Application Menus
My Application
Modules
All
Create New
My Table
Reporting > Report > New Report
New Report
Report
Create a report
Data > Type > Configure > Style
Report Title :
Report name
Source type
Table
Table
No table selected
Create your report with Analytics Q&A
Ask for information. You can give simple filtering conditions.
You get the answer with an appropriate visualization.
What do you want to see?
Ask
How can I improve my results?


servicenow All Favorites History Workspaces Admin
Users
Search
Users Name Search
All
User ID
Department
Email
Active
Created
Sort (a to z)
Sort (z to a)
Ungroup
Group By Department
Bar Chart
Pie Chart
Launch Interactive Analysis
Configure
Import
Export
Update Selected
Update All
Data Management
Create Application Files
Import XML
Show XML
abel.tuter Product Management abel.tuter@example.com true
abraham.lincoln (empty) abraham.lincoln@example.com true
adela.cervantsz Customer Support adela.cervantsz@example.com true
aileen.mottern Customer Support aileen.mottern@example.com true
alejandra.prenatt Product Management alejandra.prenatt@example.com true
alejandro.mascall Product Management alejandro.mascall@example.com true
alene.rabeck Sales alene.rabeck@example.com true
alfonso.griglen IT alfonso.griglen@example.com true
alissa.mountjoy Product Management alissa.mountjoy@example.com true
allan.schwantd Sales allan.schwantd@example.com true
allie.pumphrey Product Management allie.pumphrey@example.com true
allyson.gillispie Development Allyson Gillispie allyson.gillispie@example.com true
alva.pennigton Development Alva Pennigton alva.pennigton@example.com true
alyssa.biasotti IT Alyssa Biasotti alyssa.biasotti@example.com true
amelia.caputo IT Amelia Caputo amelia.caputo@example.com true
amos.linnan IT Amos Linnan amos.linnan@example.com true
andrew.jackson (empty) Andrew Jackson andrew.jackson@example.com true
andrew.och Development Andrew Och andrew.och@example.com true 2023-02-07 08:45:02
angelique.schermerhorn Sales Angelique Schermerhorn angelique.schermerhorn@example.com true 2012-02-17 19:04:53
angelo.ferentz Sales Angelo Ferentz angelo.ferentz@example.com true 2012-02-17 19:04:53



Scheduled Email of Report [sysauto_report] extends Scheduled Job

FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Users	The users to whom the scheduled email report should be sent	List of References (Sys IDs of records in the User table)
Groups	The groups to which the scheduled email report should be sent	List of References (Sys IDs of records in the Group table)
Email addresses	The hard-coded email addresses to which the scheduled email report should be sent	String
Run	The recurrence rate of the scheduled email report	String (Daily, Weekly, Monthly, On Demand, etc.)
Time	The time at which the scheduled email report should be ran	Time
Subject	The subject of the email for the scheduled email report	String
Introductory message	The content of the email for the scheduled email report	HTML
Condition	A script containing the condition that must be met for the scheduled email report	Script (Plain)
Type	The type of the attachment for the scheduled email report	String (PDF, Excel, CSV, PNG, etc.)

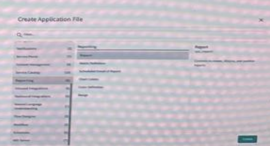
When you **schedule a report** in ServiceNow, you are inserting a record into the Scheduled Email of Report [sysauto_report] table.

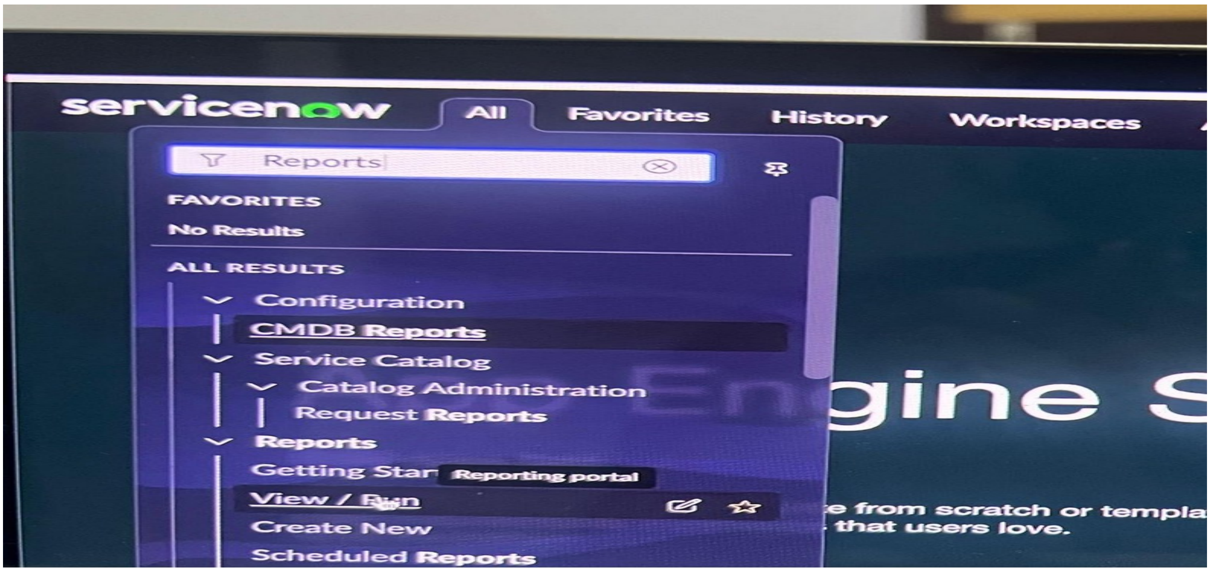
INSERT → **Scheduled Email of Report [sysauto_report]**

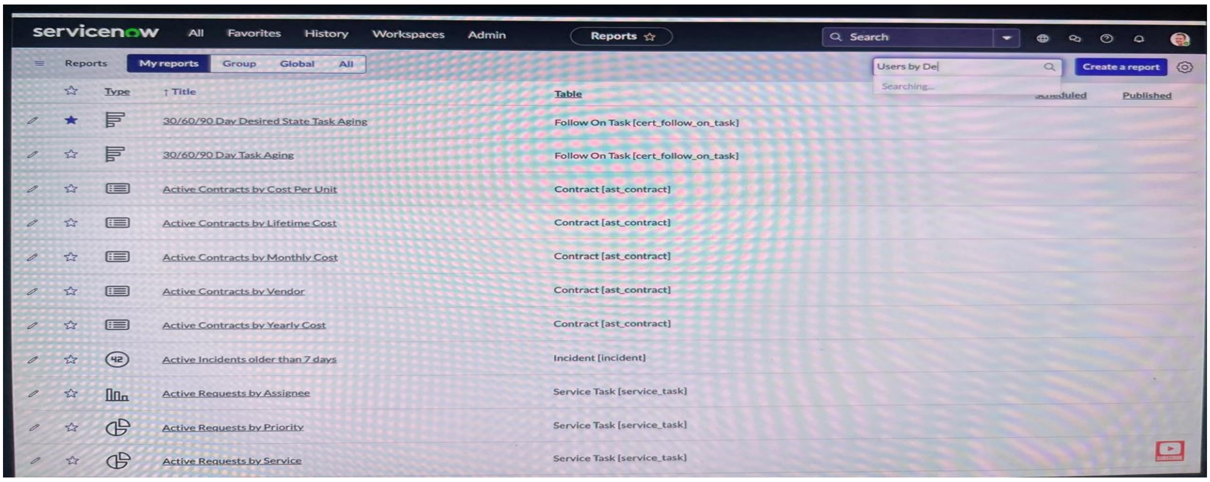
Reports > View / Run

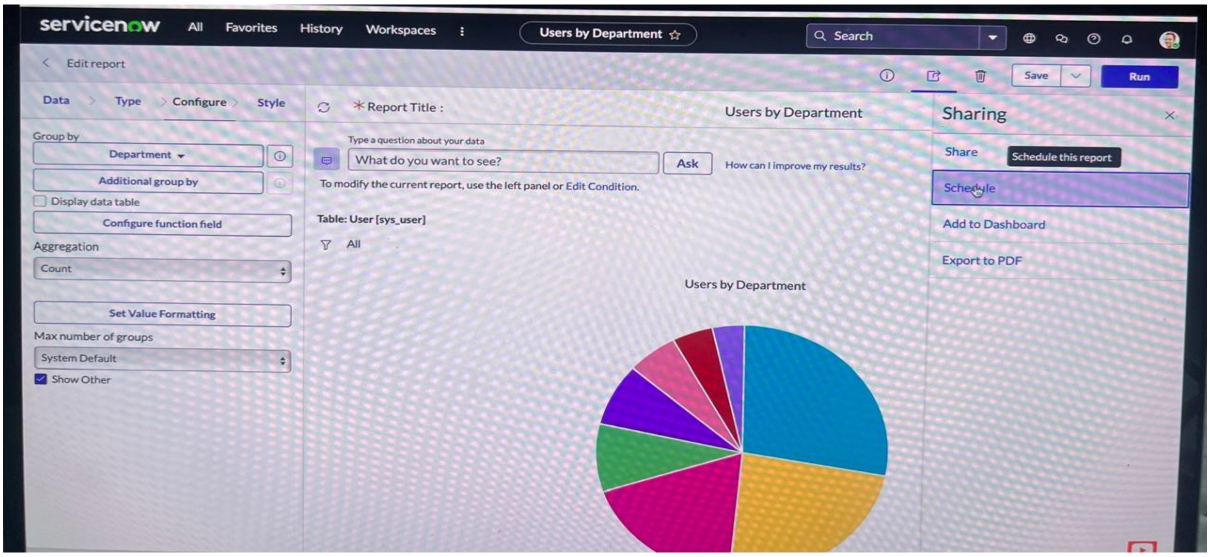
Reports > Scheduled Reports

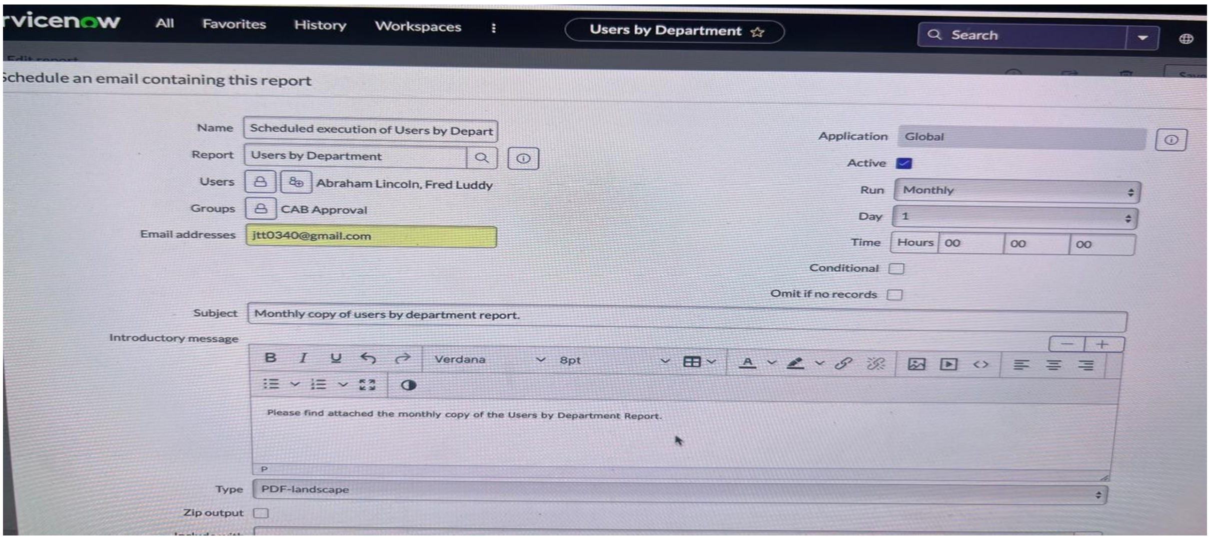
Studio

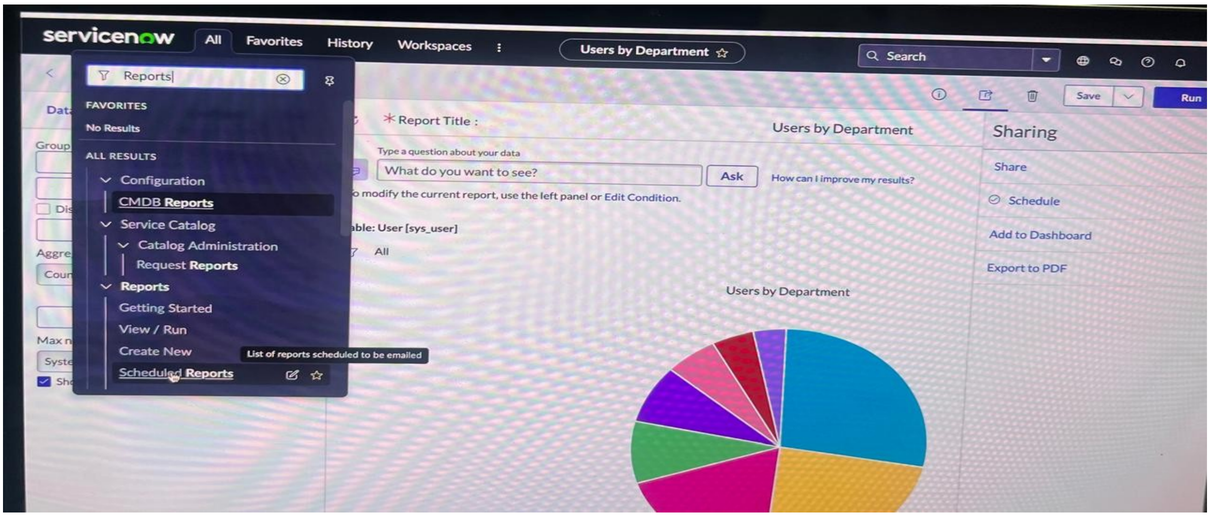


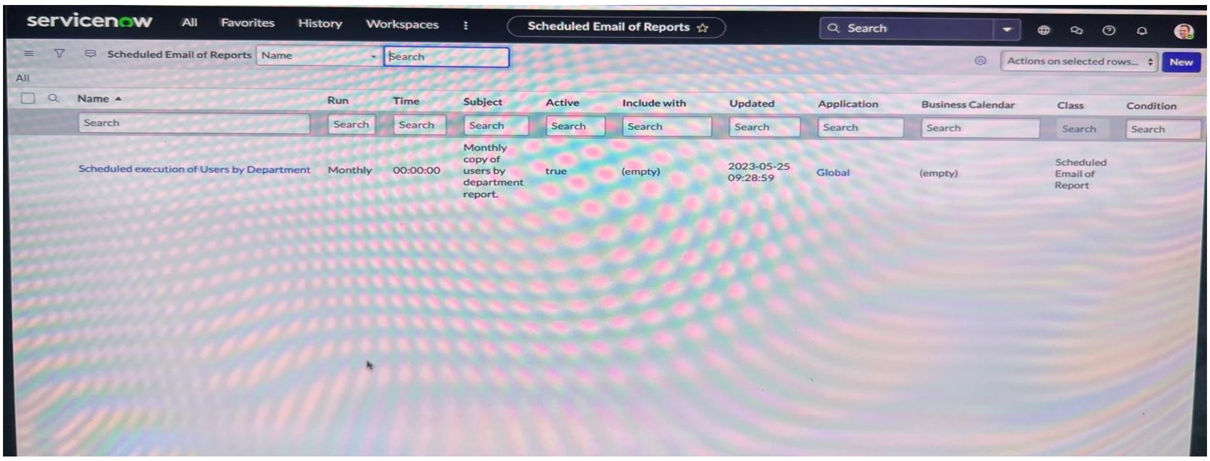

servicenow
All
Favorites
History
Workspaces
Reports
FAVORITES
No Results
ALL RESULTS
Configuration
CMDB Reports
Service Catalog
Catalog Administration
Request Reports
Reports
Getting Star
Reporting portal
View / Run
Create New
Scheduled Reports
gine S
e from scratch or templa
that users love.

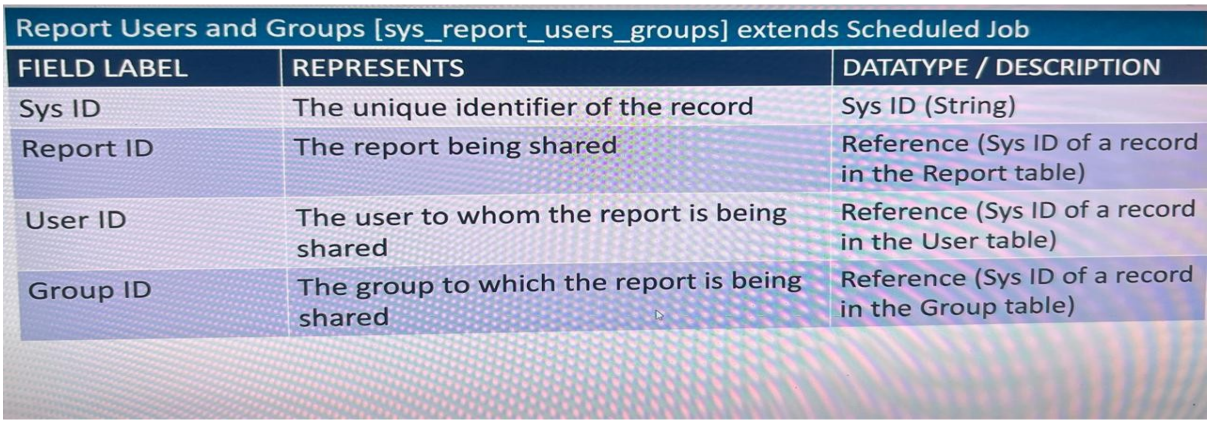

servicenow
All
Favorites
History
Workspaces
Admin
Reports
Search
Reports
My reports
Group
Global
All
Users by De
Searching...
Create a report
Type
Title
Table
Published
30/60/90 Day Desired State Task Aging
Follow On Task [cert_follow_on_task]
30/60/90 Day Task Aging
Follow On Task [cert_follow_on_task]
Active Contracts by Cost Per Unit
Contract [ast_contract]
Active Contracts by Lifetime Cost
Contract [ast_contract]
Active Contracts by Monthly Cost
Contract [ast_contract]
Active Contracts by Vendor
Contract [ast_contract]
Active Contracts by Yearly Cost
Contract [ast_contract]
Active Incidents older than 7 days
Incident [incident]
Active Requests by Assignee
Service Task [service_task]
Active Requests by Priority
Service Task [service_task]
Active Requests by Service
Service Task [service_task]


servicenow
All
Favorites
History
Workspaces
Users by Department
Search
Edit report
Save
Run
Data
Type
Configure
Style
Report Title :
Users by Department
Sharing
Group by
Department
Additional group by
Display data table
Configure function field
Aggregation
Count
Set Value Formatting
Max number of groups
System Default
Show Other
Type a question about your data
What do you want to see?
Ask
How can I improve my results?
To modify the current report, use the left panel or Edit Condition.
Table: User [sys_user]
All
Users by Department
Share
Schedule this report
Schedule
Add to Dashboard
Export to PDF


servicenow
All
Favorites
History
Workspaces
Users by Department
Search
Schedule an email containing this report
Name
Scheduled execution of Users by Depart
Report
Users by Department
Users
Abraham Lincoln, Fred Luddy
Groups
CAB Approval
Email addresses
jtt0340@gmail.com
Application
Global
Active
Run
Monthly
Day
1
Time
Hours 00 00 00
Conditional
Omit if no records
Subject
Monthly copy of users by department report.
Introductory message
Verdana
8pt
Please find attached the monthly copy of the Users by Department Report.
Type
PDF-landscape
Zip output

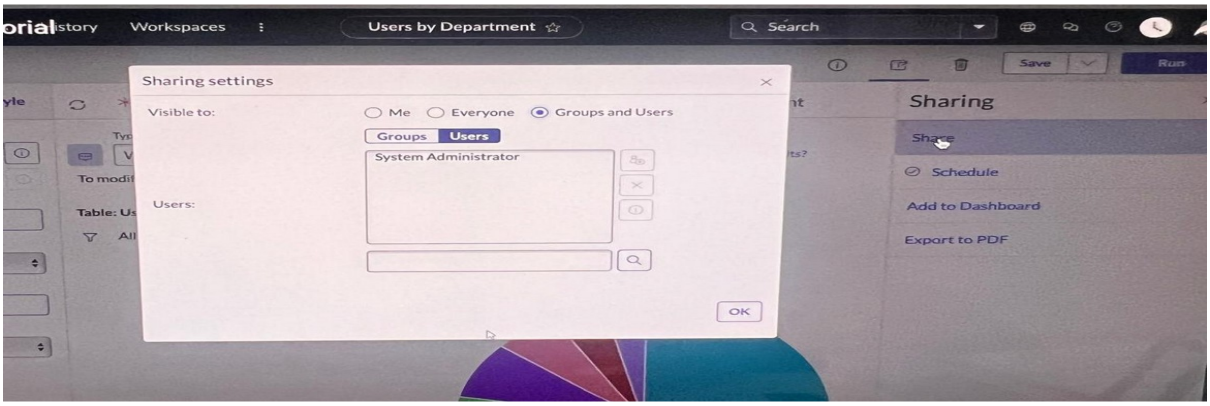

servicenow
All
Favorites
History
Workspaces
Users by Department
Search
Reports
FAVORITES
No Results
ALL RESULTS
Configuration
CMDB Reports
Service Catalog
Catalog Administration
Request Reports
Reports
Getting Started
View / Run
Create New
List of reports scheduled to be emailed
Scheduled Reports
Save
Run
Report Title :
Users by Department
Type a question about your data
What do you want to see?
Ask
How can I improve my results?
Sharing
Share
Schedule
Add to Dashboard
Export to PDF
Users by Department

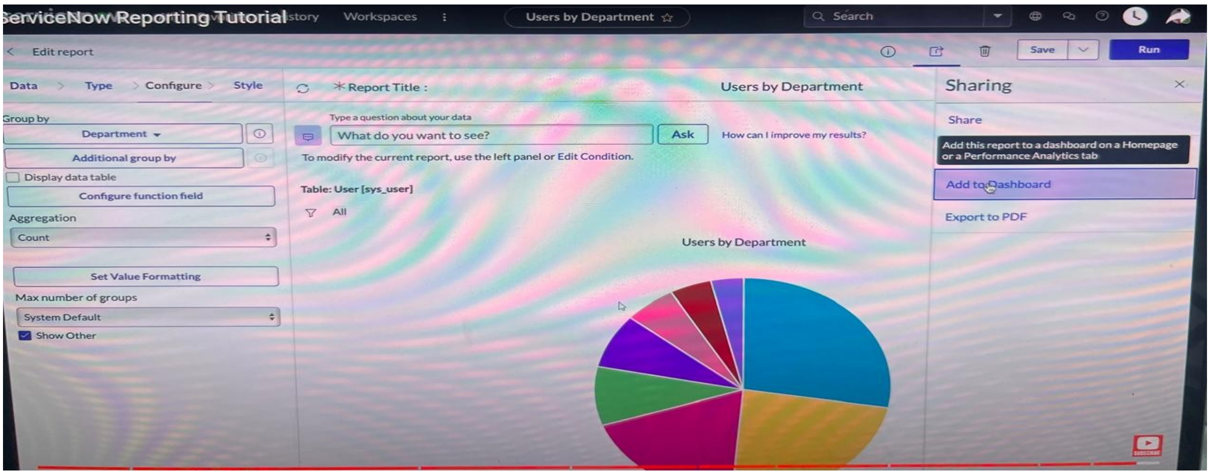

servicenow
All
Favorites
History
Workspaces
Scheduled Email of Reports
Search
Scheduled Email of Reports
Name
Actions on selected rows...
New
All
Name
Run
Time
Subject
Active
Include with
Updated
Application
Business Calendar
Class
Condition
Scheduled execution of Users by Department
Monthly
00:00:00
Monthly copy of users by department report.
true
(empty)
2023-05-25 09:28:59
Global
(empty)
Scheduled Email of Report

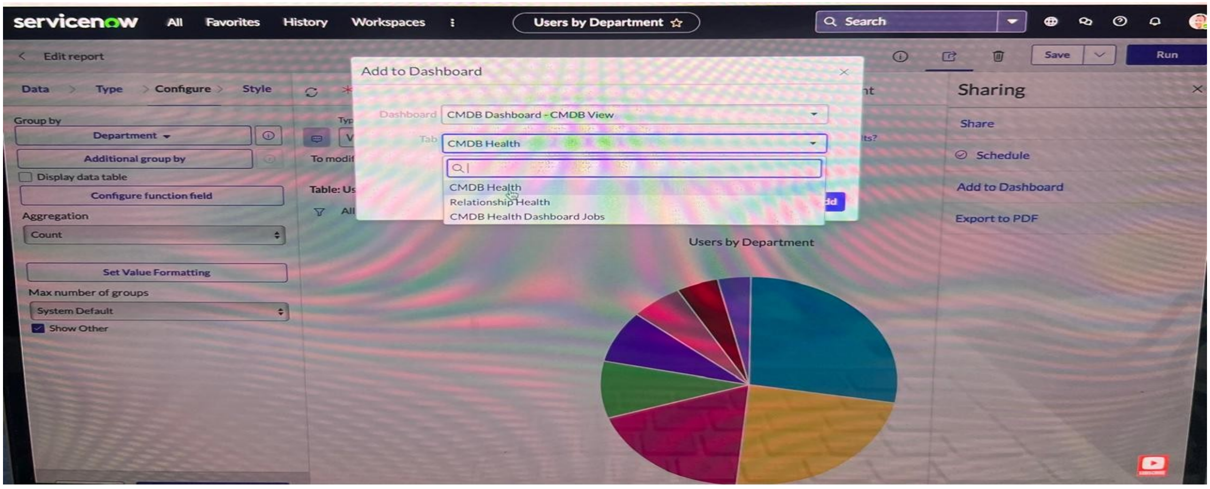


Report Users and Groups [sys_report_users_groups] extends Scheduled Job

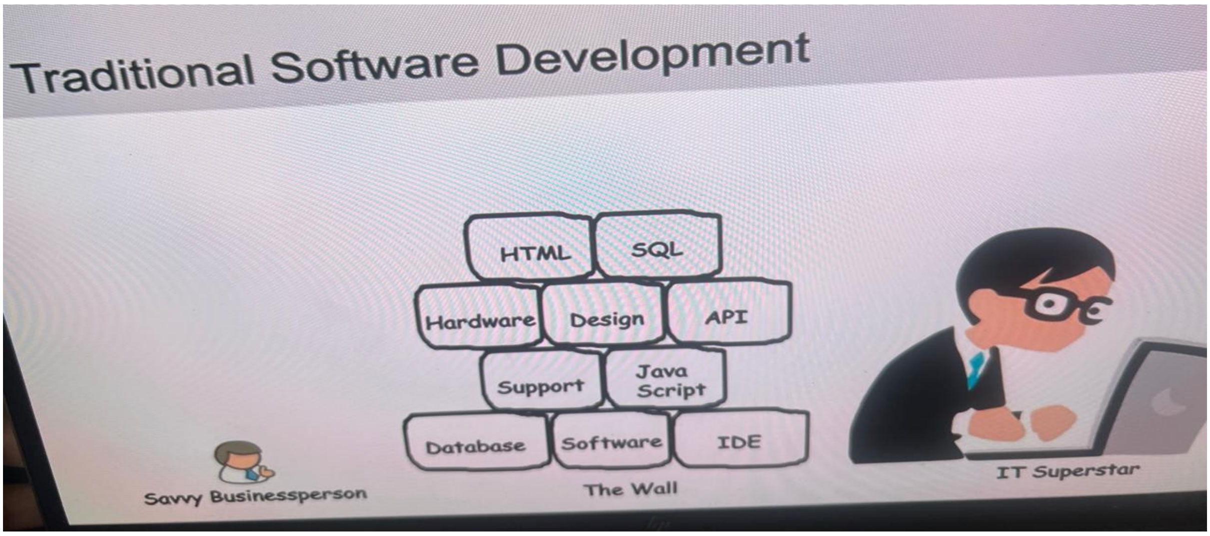
FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Sys ID	The unique identifier of the record	Sys ID (String)
Report ID	The report being shared	Reference (Sys ID of a record in the Report table)
User ID	The user to whom the report is being shared	Reference (Sys ID of a record in the User table)
Group ID	The group to which the report is being shared	Reference (Sys ID of a record in the Group table)

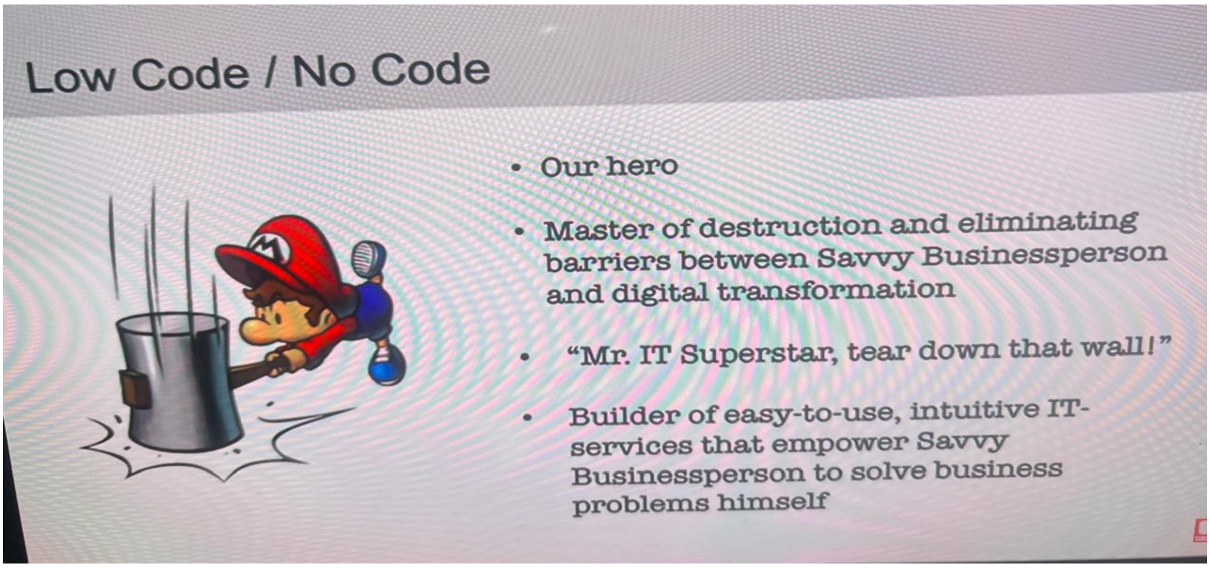


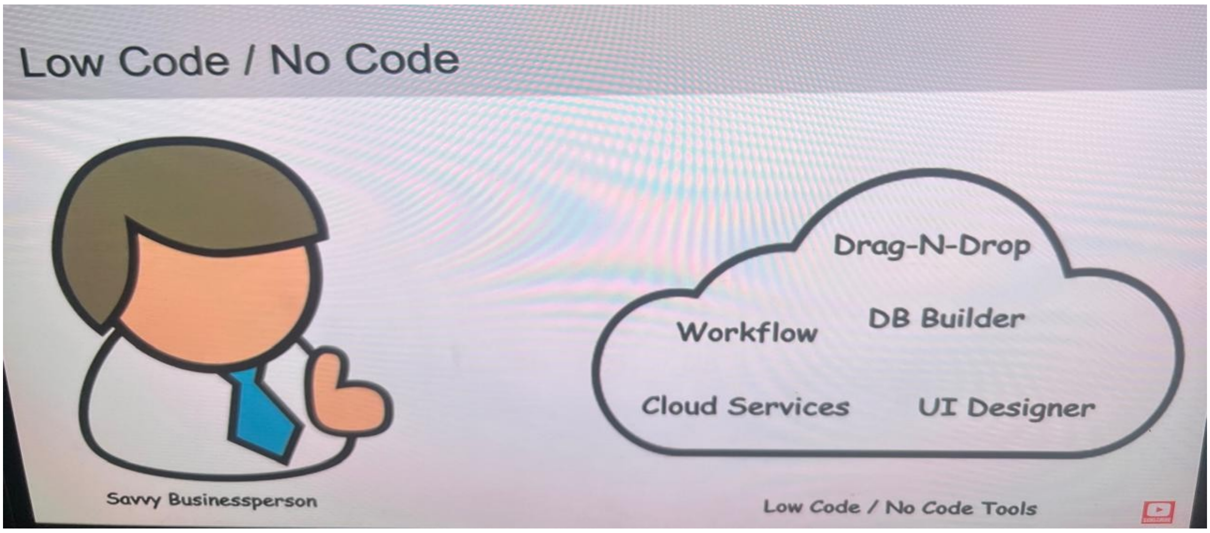




WHAT IS LOW CODE NO CODE DEVELOPMENT?



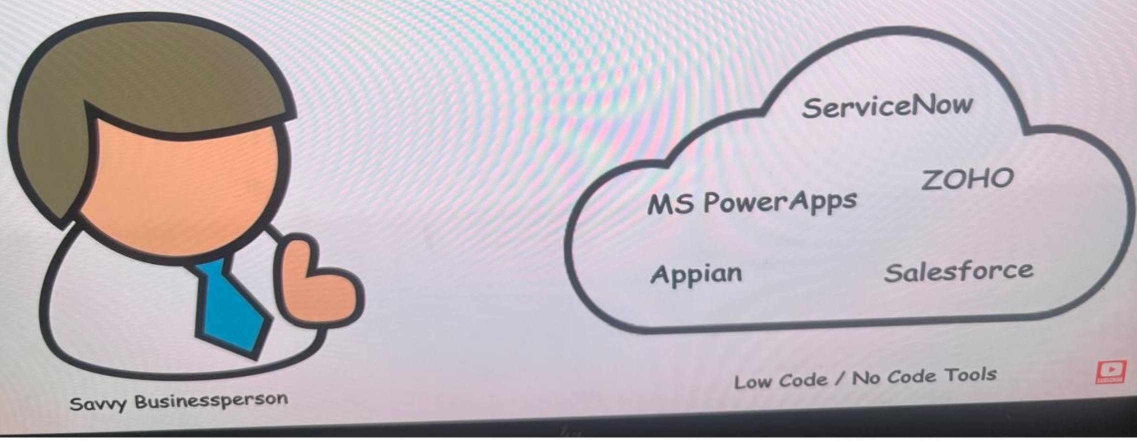




Low Code / No Code servicenow

- **App Engine Studio (AES)**: Guided experience for creating everything you need for your low code / no code applications; build tables, import spreadsheets, create workflows, UI's, manage security
- **Studio**: Dig deeper into your applications components and capabilities; IDE
- **Now Experience UI Builder**: Create workspaces and portals via drag-and-drop;
- **Flow Designer**: Use natural language to automate workflows, approvals, tasks, notifications and record operations without writing any code
- **CMDB**: Understand the entirety of your IT infrastructure; the underlying platform upon which your low code / no code apps are built.

Low Code / No Code



Low Code / No Code Pros & Cons

Pros

- Empowers the people that know the business to solve business problems themselves
- Improves agility via tools for creating IT-services quickly
- Lower costs via more apps in less time with less dependence on IT
- Increased automation opportunities

Cons

- Requires generalization which limits flexibility
- Limits technical improvements (I can code this better)

Low Code / No Code Career Opportunities

- Think 'outside the box' about how you get work done; is there a better way?
- Continue to learn IT skills to understand what IT can provide
- With power comes responsibility; start slow and simple and build from there

- Your jobs are safe
- Understand that you are the tail, not the dog
- Learn the business
- Look for ways to eliminate your job

---END---