ServiceNow Enrichment: Youth Programs

# Day One:

## ServiceNow Foundations e-Learning: 2 hours and 45 minutes

Steps:

1. Navigate to [the website](https://www.servicenow.com/services/training-and-certification/foundations-elearning.html).
2. Sign in and navigate to [the main page](https://community.servicenow.com/community?id=community_article&sys_id=a2dc2a65dbd0dbc01dcaf3231f96197e).
3. Work through the videos completing Parts 1-4.
4. Take notes while you watch the videos.

# Day Two:

## ServiceNow Foundations e-Learning: 2 hours

Steps:

1. Navigate to [the website](https://www.servicenow.com/services/training-and-certification/foundations-elearning.html).
2. Sign in and navigate to [the main page](https://community.servicenow.com/community?id=community_article&sys_id=a2dc2a65dbd0dbc01dcaf3231f96197e).
3. Click the “Register” link and follow the prompts.
4. Work through the videos completing Parts 5-7.
5. Take notes while you watch the videos.

## ServiceNow Simulator: 1 hour and 30 minutes

Steps:

1. [Watch this video](https://players.brightcove.net/5993042352001/ROIuYES7V_default/index.html?videoId=6154783468001) that explains what a Simulator is and why and how to use it.
2. Enroll in the Simulator ([Get Started with the Now Platform Simulator](https://nowlearning.service-now.com/lxp?id=overview&sys_id=2843cb2c1b5d249030c3ff72cd4bcbbc&type=course)) from Day 1 Steps 5-8 above, and navigate to it.
3. Complete the following activities in the simulator:

### Now Platform User Interface Activity

* Log into the Simulator Instance by using the “Go to Simulator” button.
* You will be signed in as an administrator.
* Impersonate Abel Tuter. You will notice the changes in role-based security. Collapse all the applications.
* Create a Favourite for the Change Password module in Abels Favourites.
* Set the colour to purple; set the Icon to a key.
* Check to make sure the changes were adopted.

### Branding Activity

Make the following changes for a customer in the Global Application Scope:

* Have the header banner read: Simulator Intwance
* Make the background colour #4790e7

### Lists and Filters Activity

The Hardware Group needs to see additional information when looking at Service Catalog Requests.

| * Navigate to the Service Catalog > Open Records > Requests module in the application navigator to display the List view for the Requests (sc\_request) table. Then create a new List view called '*Delivery*' to show the following fields in the order shown.  | • | Number | | --- | --- | | • | Requested for | | • | Due date | | • | Urgency | | • | Delivery address |   After creating your new view, be sure to select it within the list view, to display it: |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| * Create a saved filter for the list. Begin by filtering your list view to only display *Active* requests, where the Assignment group is the *Hardware group* and the Stage is *Requested*. Then use the Save.. button to save the filter with the name '*Hardware Requests*' and ensure *Everyone* can access it. |
| * Apply the *Hardware Requests* filter to your list view, then create a Favorite to save the link to the list view in your Favorites list. |
| * *Personalize* the new *Delivery* list view to meet your individual needs. Click the Personalise List cog icon in the top-left of the list header to add the *Escalation* field to the list just before *Delivery address*. |
| * Select the Validate Task button in the header above. If it fails and you feel like you're really stuck, navigate to the Simulator Task Information > Lists and Filters Activity module in your Simulator instance for additional hints and instructions if needed. |

### Forms Usage Activity

The product development group wants to speed up and simplify the creation of Contracts for non-disclosure agreements.

* Navigate to the Contact > Contracts > All module in the application navigator. Create a form template for the Contract form that anyone can use to apply the necessary field values specific to non-disclosure agreement contracts. Name the form template '*Create NDA Contract'* and have it set only the following four fields:

Contract Model: NDA

Contract Administrator: Karla Ken

Approver: Bud Richman

Options: 1 Year

* Test the *Create NDA Contract* form template by creating a new non-disclosure agreement for the vendor *Apple.* You may enter any value for the *Contract Number.* Stay on the same form by using *Save,* rather than *Update.*
* Make use of *Insert and Stay* to create a second non-disclosure agreement using the same values but change the vendor to *Google*.

### Forms Configuration Activity

To help roll out a new tiered support program for customers, partners, and suppliers, you will modify the Company form to capture the important information..

* Navigate to the User Administration > Companies module in the application navigator.
* Within the *Default View* of the Company form, add the existing *Rank tier* field beneath the *Vendor* checkbox.
* Modify the *Rank tier* field on the Company form to include a new choice with a *Label* of '*Global Partner'* and *Value* of *'global'*.
* Create a new string field called *Tier ID* and add it to the *Default View* of the Company form, placing it beneath the *Rank tier* field. The new field should have the following properties:
* Name: u\_tier\_id
* Type: String
* Max Length: 40
* Label: Tier ID
* Add the new *Tier ID* field to the *Customer View* as well, by placing it beneath the *Customer* field.

### Task Management Activity

A high-risk Change Request needs to be assigned fast. The customer should also be notified that assistance will contact them soon.

* Find the Change Request record with a Number of *CHG0000001* the quickest way possible.
* Update the assignment of the Change Request to *Beth Anglin* in the software group.
* On the *Notes* tab, add a customer visible comment reading: “*Thank you for your patience. Beth Anglin, our support engineer, will be contacting you shortly to coordinate the rollback of the instance.”*
* The customer would like to automate the assignment of some incidents by category to the specific teams responsible for those types of incidents. Use the *Assignment Lookup Rules* to configure the instance so that:  
  + *Hardware* category incidents should be auto-assigned to the Hardware group.
  + *Software* category incidents should be auto-assigned to the Software group.
* Create Incident records to verify that the newly created assignment rules work as expected.

# Day Three:

## Assessments:

### Review [Flashcards](https://quizlet.com/255127535/domain-1-user-interface-and-navigation-flash-cards/).

### Do the [online quiz](https://servicenowgyan.com/servicenow-fundamentals/).

### Take a screenshot of your quiz results and upload it to your relevant Blackboard folder. [ServiceNow Quiz - ServiceNowGyan](https://servicenowgyan.com/servicenow-fundamentals/)