WEEK-2

# ServiceNow Administration Fundamentals

## List & Filters and Forms in ServiceNow.

Lists display records from data tables, and elements include the main list, title bar, filters, breadcrumbs, columns, and context menu.

Users can control list views, apply filters, and create favourites for frequently used lists. Filters can also be saved for future use.

## Introduction to Task Management in ServiceNow.

Overview of task management, including task assignment, collaboration, and tracking tasks in ServiceNow.

Definition of a task in ServiceNow; tasks can be records assigned to users or groups, including incidents and requests.

Tasks are essential for tracking progress and actions assigned to teams or individuals, like resolving IT issues or onboarding new employees.

## Service Catalog

* Shows how to create different catalogs and manage services and products under them.

Explains categories within the Service Catalog and the parent-child relationship between them.

Demonstrates the backend configuration of catalog items and the end-user view.

## tables and tasks in servicenow

In ServiceNow, tables are fundamental components used to store and manage data within the platform. Each table holds data related to a specific function or module

In ServiceNow, the concept of "tasks" is central because many processes and operations revolve around task management. A task in ServiceNow can refer to various types of records depending on the context, such as incidents, change requests, or service requests.

## ACL

An ACL (Access Control List) is a set of rules that defines which users or groups have permission to perform specific actions on a record or field. ACLs are crucial for maintaining data security and ensuring that users only have access to the data they need.

## Configuration Management Database (CMDB)

The Configuration Management Database (CMDB) in ServiceNow is a central repository used to manage and maintain information about Configuration Items (CIs) and their relationships. The CMDB helps organizations understand and manage their IT infrastructure and services, providing a comprehensive view of how various components interact and depend on each other.

## Integration

Integration Hub, which allows for no-code integrations using Flow Designer. It comes with different subscription packages offering various spokes for integration.

## Explanation of events in ServiceNow and how they are generated.

Introduction to events, which are log records generated when notable actions occur. Events can be generated using business rules, scripts, flows, or workflows.

Explanation of the event registry, where events are recorded, and event logs, used to monitor and troubleshoot event generation.

## Update Sets

Update Sets in ServiceNow are used to capture and move customizations and configurations from one instance of ServiceNow to another. They are essential for managing changes and ensuring that customizations are consistently applied across development, test, and production environments.