

The Complete ServiceNow System Administrator Course

Section 7 - Core Applications



Course Outline

1 Course Introduction

2 ServiceNow Overview

3 Lists, Forms, & the UI

4 Customizations

5 Tables & Fields

6 User Administration

7 Core Applications

8 System Administration

9 Building A Custom App

Section Outline

1 Incident

2 Service Level Agreements

3 Problem

4 Change

5 CMDB

6 Service Catalog

7 Knowledge

8 Service Portal

9 Connect

10 Visual Task Boards

“The goal of Incident Management is to **restore** normal service operation as **quickly as possible**, while **minimizing impact** to business operations and ensuring quality is maintained.”

— *ServiceNow Docs*



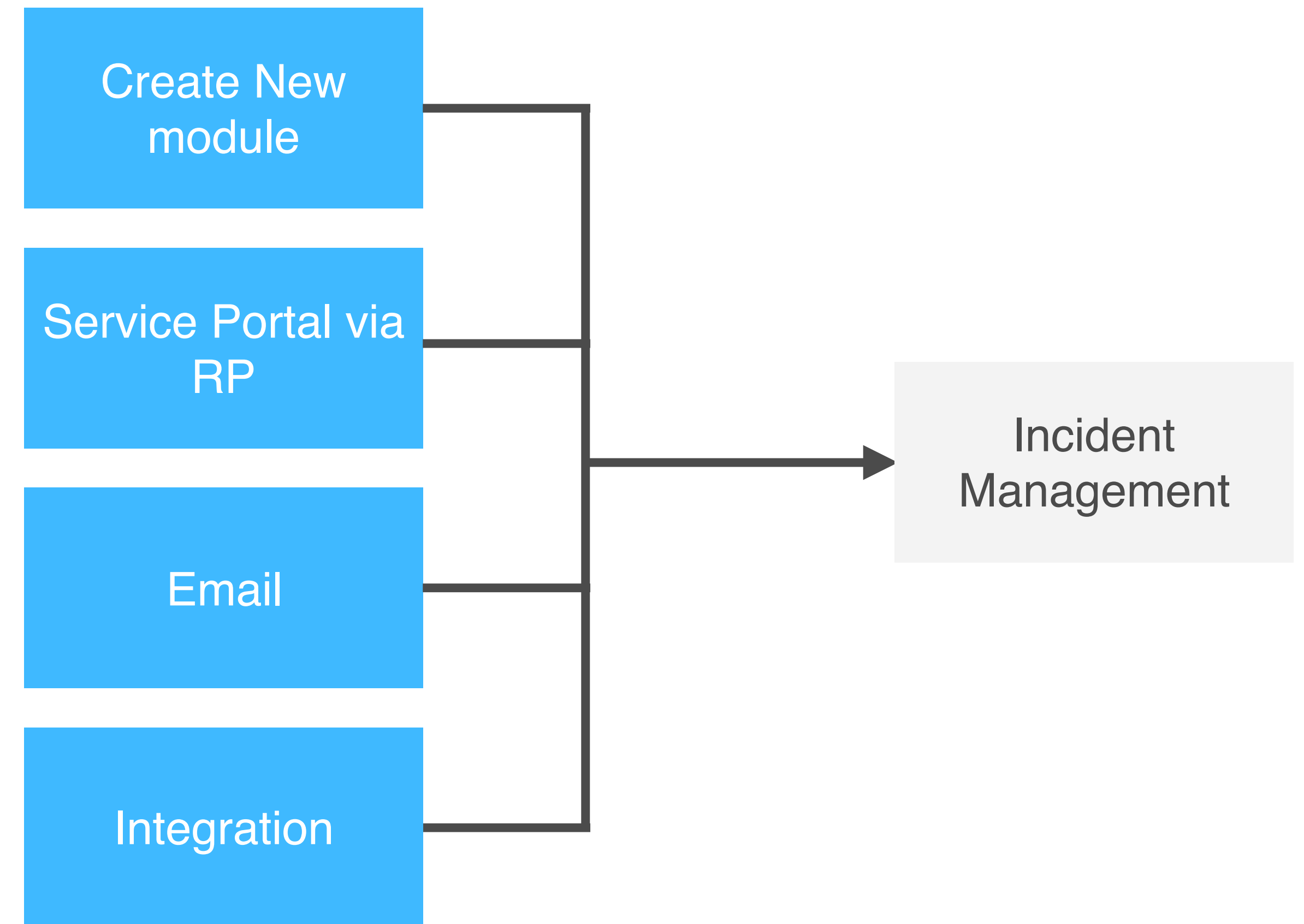
Incident Management

- Most popular
- Used for logging incidents
- Any user may create an incident
- Record in **incident** table
- Classify incidents by impact & urgency

The screenshot displays a web-based incident management interface. At the top, a header bar shows the incident title 'Incident INC0010012' and a series of action buttons: 'Follow', 'Update', 'Resolve', 'Delete', and navigation arrows. Below the header, the form is organized into two columns. The left column contains fields for 'Number' (INC0010012), 'Caller' (Abraham Lincoln), 'Category' (Inquiry / Help), 'Subcategory' (-- None --), 'Business service', and 'Configuration item'. The right column contains fields for 'Contact type' (-- None --), 'State' (New), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group', and 'Assigned to'. At the bottom, a 'Short description' field contains the text 'Performance problems with email'. A 'Related Search Results' button is located at the bottom right of the form.

Incident Management Features

- May be created from many triggers
- Out-of-box configurations
 - Contextual search
 - Data lookups
- Related records
- Email/SMS notifications
- Service Level Agreements



“A service level agreement (SLA) is a record that specifies the **time** within which **service** must be provided.”

— *ServiceNow Docs*



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SLA Definition
Priority 1 resolution (1 hour)

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Update

Delete

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 An SLA starting now will breach on 2018-05-03 22:23:16 (Actual elapsed time: 1 Hour)

Name

Priority 1 resolution (1 hour)

Type

SLA

Target

Resolution

Table

Incident [incident]

Workflow ?

SLA notification and escalation workflow

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Active

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Enable logging

☐

Application

Global

🔔

Duration type ?

User specified duration

* Duration

Days

0

Hours

01

00

00

Schedule source ?

No schedule

SLA will run 24x7 as no schedule is selected

Incident Management & SLAs

Demo

“The primary objectives of problem management are to **prevent** problems and resulting incidents from happening, to **eliminate recurring incidents**, and to **minimize the impact** of incidents that cannot be prevented.”

— *Wikipedia*



Problem Management

- Record in **problem** table
- Related incidents
- Problem tasks
- Workarounds
- Root cause

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Problem
PRB0000011

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Follow

Update

Delete

Number	PRB0000011	State	Open
Business service	<input type="text"/>	Impact	1 - High
Configuration item	SAP Enterprise Services	Urgency	1 - High
Change request	<input type="text"/>	Priority ?	1 - Critical
Major problem	<input type="checkbox"/>	Assignment group	<input type="text"/>
Knowledge	<input type="checkbox"/>	Assigned to	david.loo
Short description	Unknown source of SAP outage		
Description	Several hours ago we experienced a flood of incidents related to various SAP applications. It has been determined that there is an outage of unknown origin. We are performing root cause analysis.		

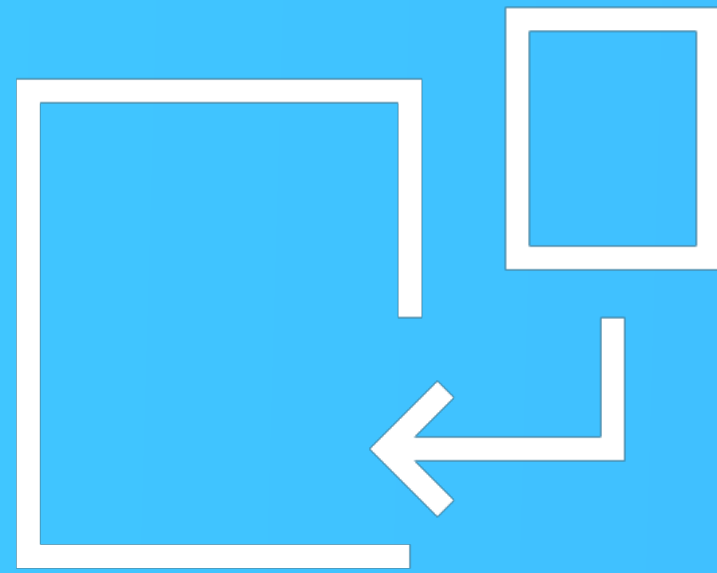
Problem Management

Demo

“The objective of change management in this context is to ensure that **standardized methods and procedures** are used for efficient and prompt handling of **all changes** to control IT infrastructure, in order to **minimize** the number and impact of any related incidents upon service.”

— *Wikipedia*

Change Management



- 3 change types
 - Normal
 - Standard
 - Emergency
- Record in **change_request** table
- Quite complex

Change Request
CHG0040007

Follow Update Delete

New Assess Authorize Scheduled Implement Review Closed Canceled

Number: CHG0040007

Requested by: admin

Category: Server Reboot

Configuration item: ApplicationServerPeopleSoft

Priority: 4 - Low

Risk: Moderate

Impact: 3 - Low

Type: Emergency

State: New

Conflict status: Not Run

Conflict last run:

Assignment group: ITSM Engineering

Assigned to:

Short description: Please reboot ApplicationServerPeopleSoft

Description:

Change Management Features



- Risk assessment
- Out-of-box workflows for all 3 change types
- Out-of-box service catalog for change proposals
- Schedules
- Calculated risks

Change Management

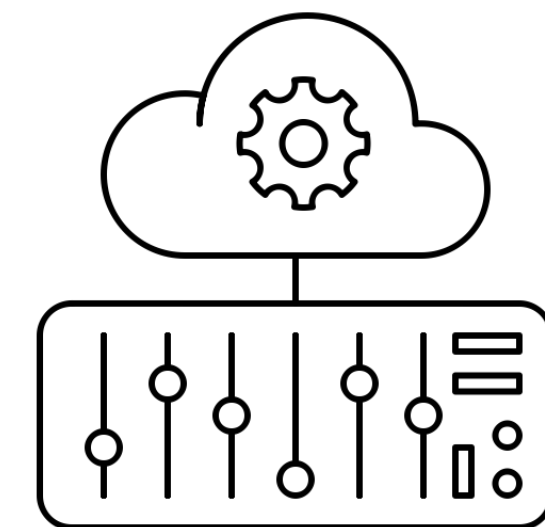
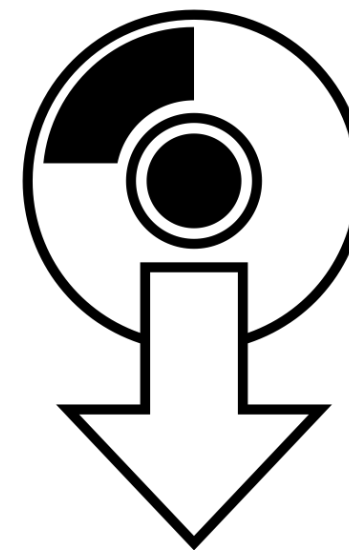
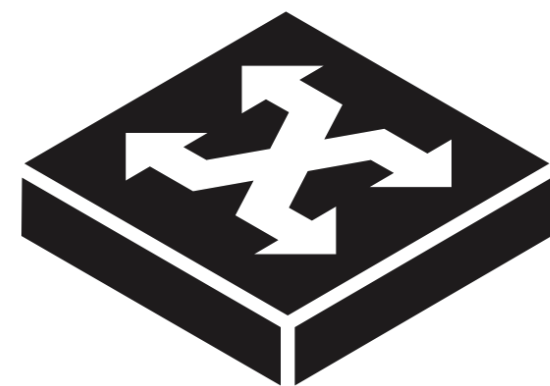
Demo

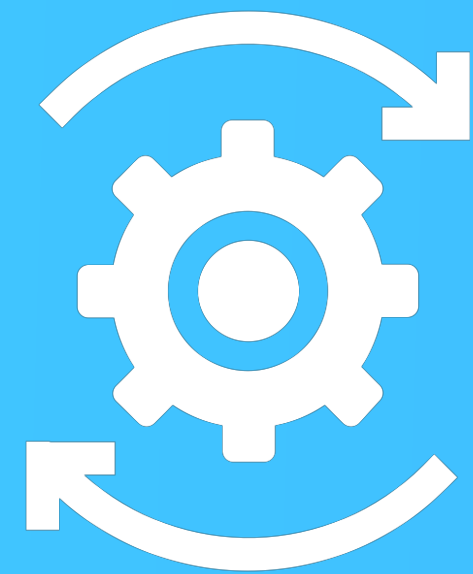
“Configuration management is a process that **tracks** all of the individual **Configuration Items** (CI) in an IT system which may be as simple as a single server, or as complex as the entire IT department.”

— *Wikipedia*

What is a Configuration Item?

- “Any component that needs to be managed in order to deliver an IT service”
- CI examples: servers, desktops, software, routers, switches
- CMDB contains many Configuration Items (CI's)
- Class = Category





Configuration Management

- Records in **cmdb_ci** table with hundreds of extending tables
- Hundreds of out-of-box CMDB tables
- Each CI class has its own table
- Relationships
- Dependency Views map
- Granularity varies by maturity
- Discovery vs manual population

Configuration Management

Demo

“With the ServiceNow Service Catalog application, create service catalogs that provide your customers with self-service opportunities.”

— *ServiceNow Docs*

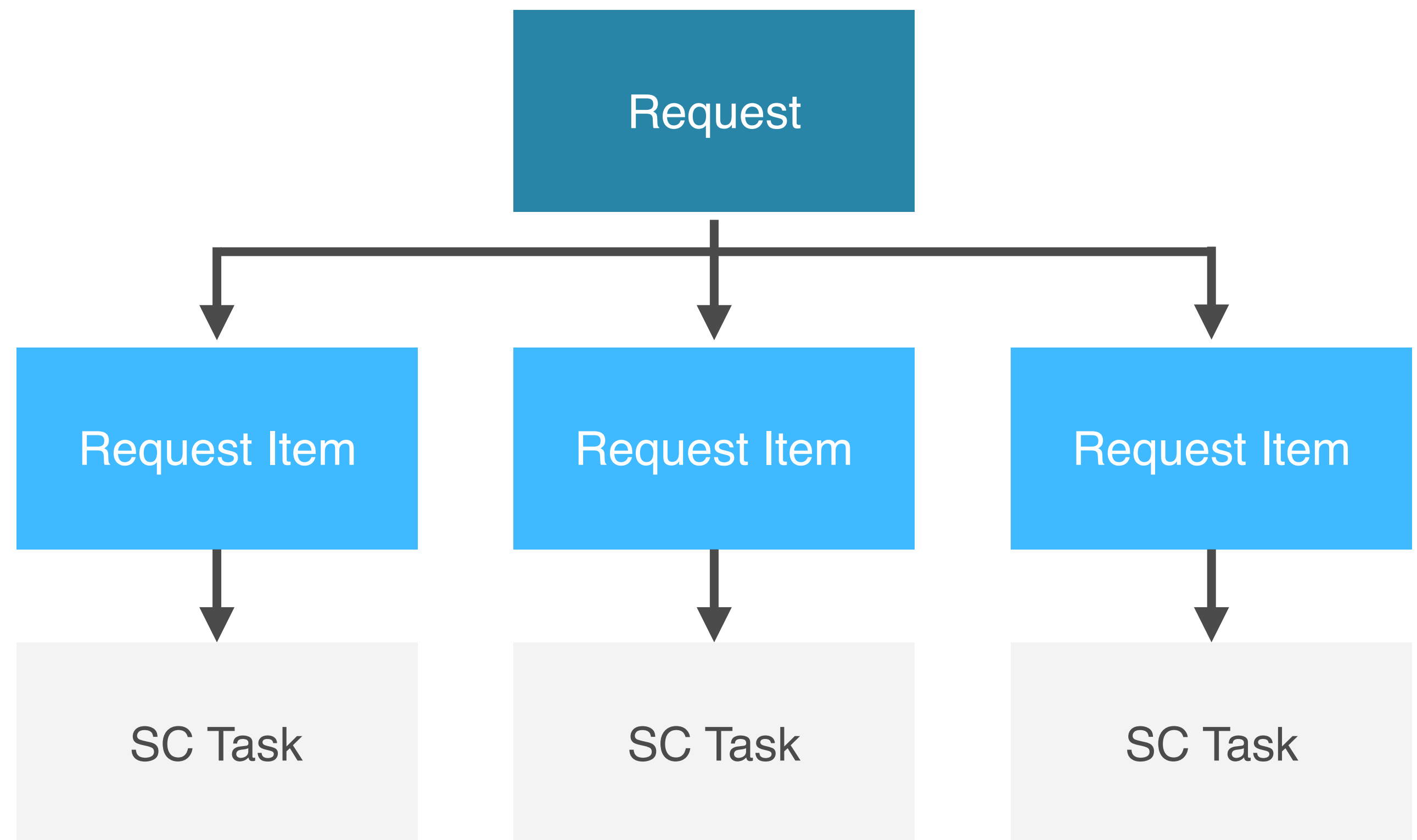


Service Catalog

- Create product offerings for your users
- Multiple catalogs & categories
- Track progress of request
- Many tables
 - sc_cat_item
 - sc_request
 - sc_req_item
 - sc_task
 - sc_cart

Service Catalog Features

- Requests, Request Items, SC Tasks
- Record producers
- Order guides
- Variable sets
- Workflows
- User criteria

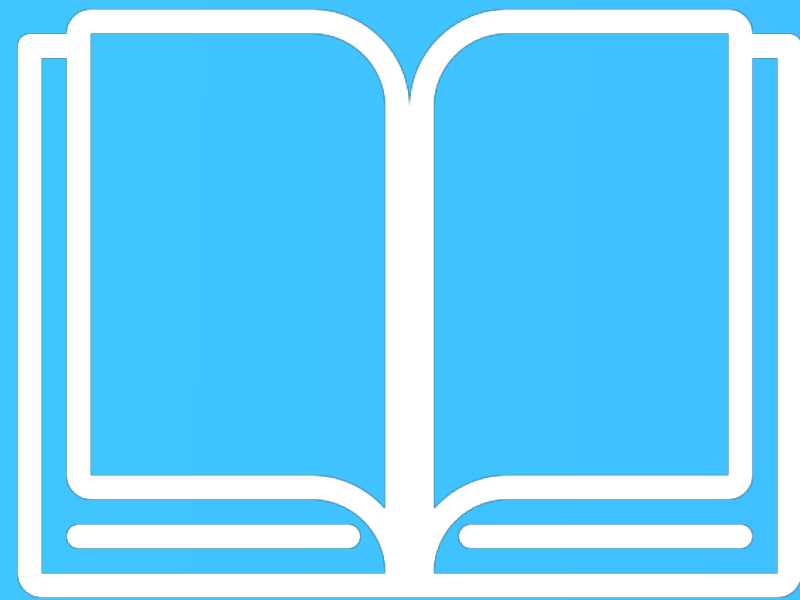


Service Catalog

Demo

“The ServiceNow Knowledge Management (KM) application enables the sharing of information in knowledge bases. These knowledge bases contain articles that provide users with information such as self-help, troubleshooting, and task resolution.”

— *ServiceNow Docs*

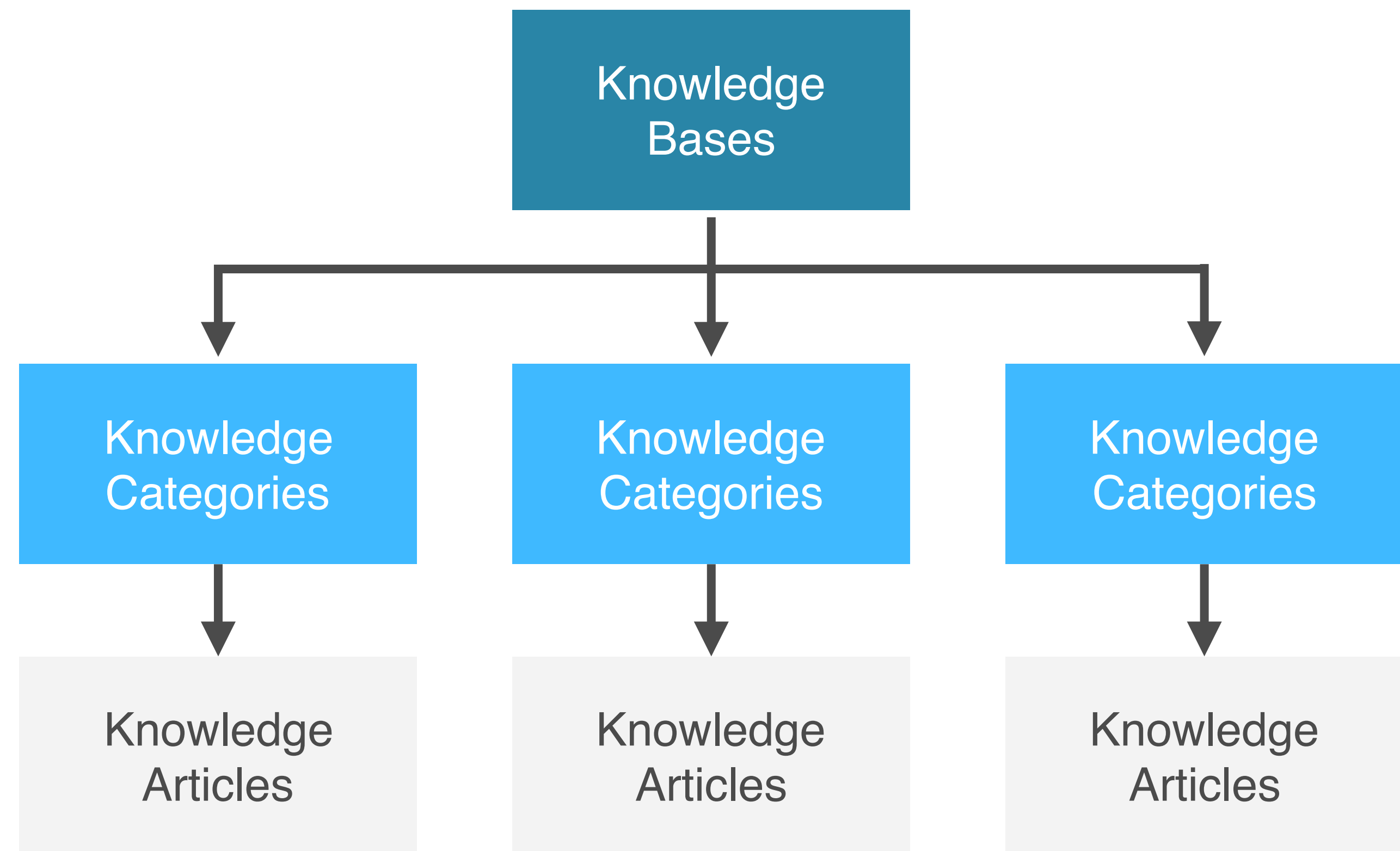


Knowledge Management

- Sharing of information across organization
- Troubleshooting, self-help, task resolution, procedures, etc.
- Knowledge bases, categories, articles

Knowledge Management Features

- Multiple knowledge bases
- Approval process w/ workflows
- i18n support
- Public articles
- Article feedback
- Article lifetime
- Article population

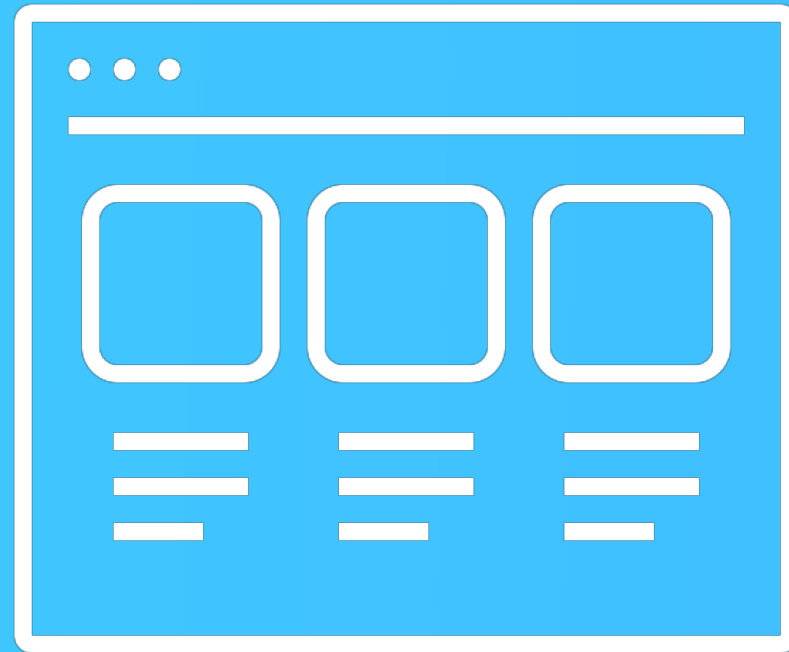


Knowledge Management

Demo

“Service Portal is an alternative to the Content Management System (CMS) and a simple way to create portals for end users. It is a portal framework that allows administrators to build a mobile-friendly self service experience for users. It interacts with parts of the ServiceNow platform, so users can access specific platform features using Service Portal.”

— *ServiceNow Docs*



Service Portal

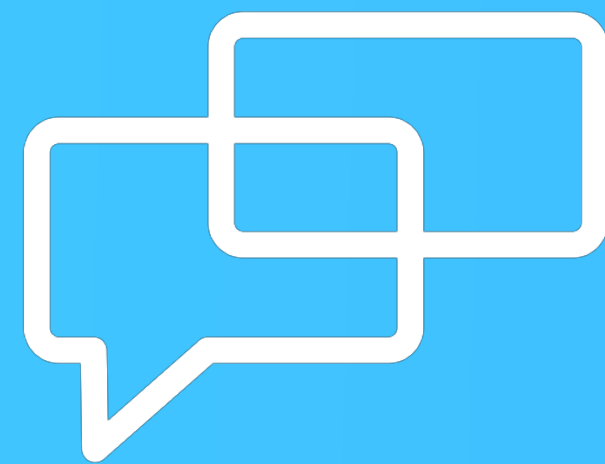
- Create portals for end users as alternative to platform view
- Provides better UI & UX
- Responsive
- Replaces archaic CMS
- Leverages Bootstrap & AngularJS

Service Portal

Demo

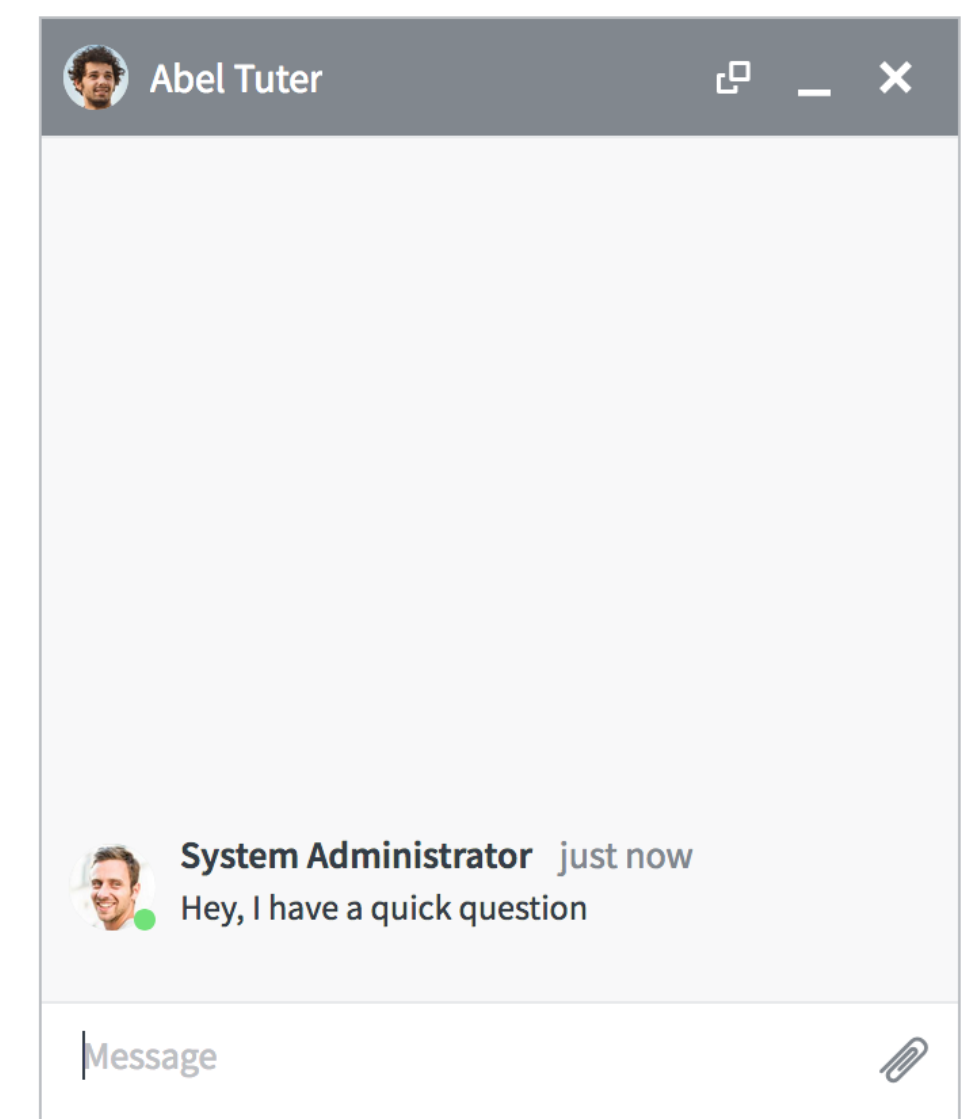
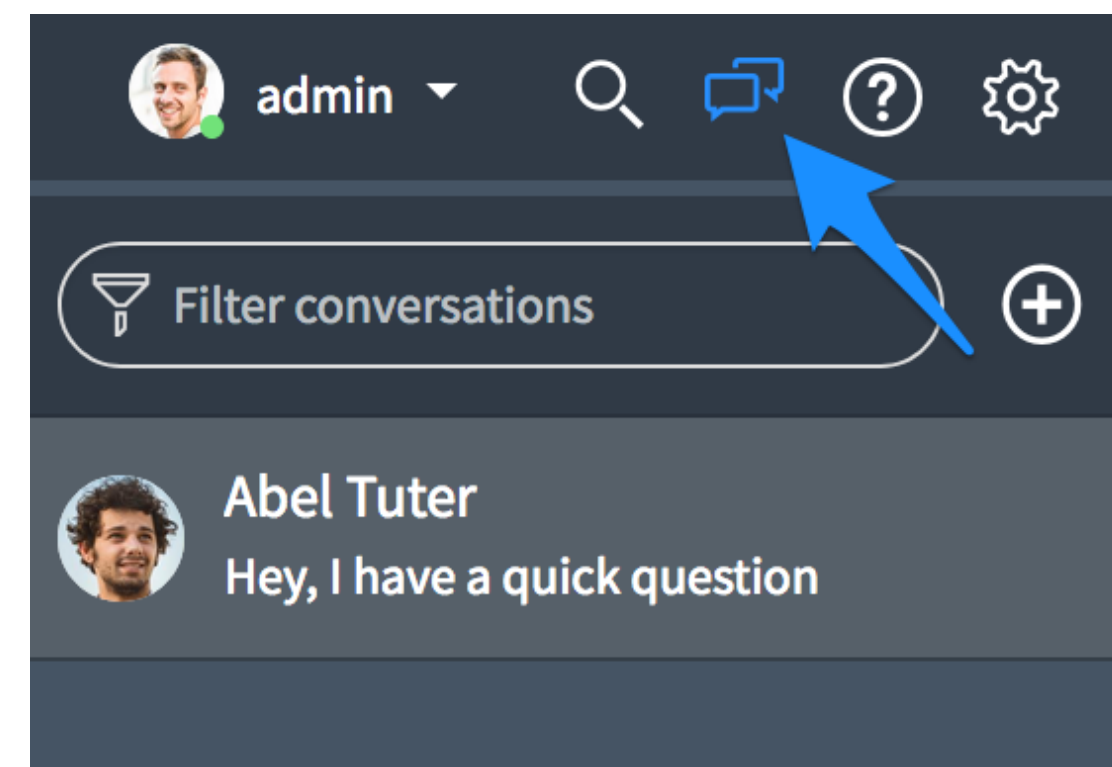
“ServiceNow Connect is a real-time messaging platform that connects you to your coworkers, bypassing email and static documents.”

— *ServiceNow Docs*



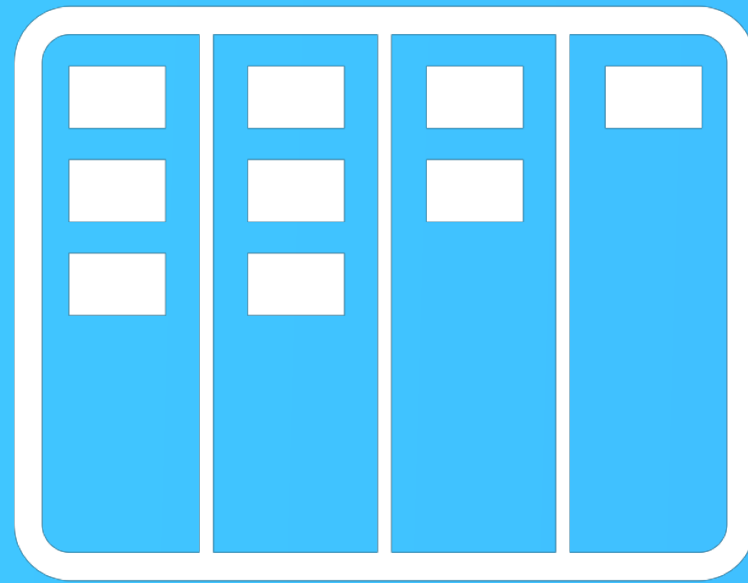
Connect

- Messaging platform in ServiceNow
- Integrates to other parts of the platform
- Connect Chat & Connect Support
- Multi-queue support



“Visual Task Boards (VTB) transform the navigation of lists and forms into an interactive graphical experience. With Visual Task Boards, you can view and update multiple task records, which appear as cards that can be moved between lanes.”

— *ServiceNow Docs*



Visual Task Boards

- Interactive graphical user interface for working with task records
- Tasks are viewed as cards
- Lanes represent the state of the card
- Freeform or data-driven

Connect & Visual Task Boards

Demo