# WEEK-2 HANDS-ON REPORT

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ServiceNow Administration is all about keeping the platform running smoothly and efficiently. It involves managing different environments, like development, testing and production and knowing how to navigate the system to configure forms, tables and set the right security measures. Admins ensure that users have the right access to the right tools by managing roles and permissions.

They handle key tasks like managing data tables, setting up workflows to automate routine processes and creating notifications to keep everyone informed. Admins also oversees the Service Catalog, where employees can easily request services, while keeping security measures strong to protect sensitive information.
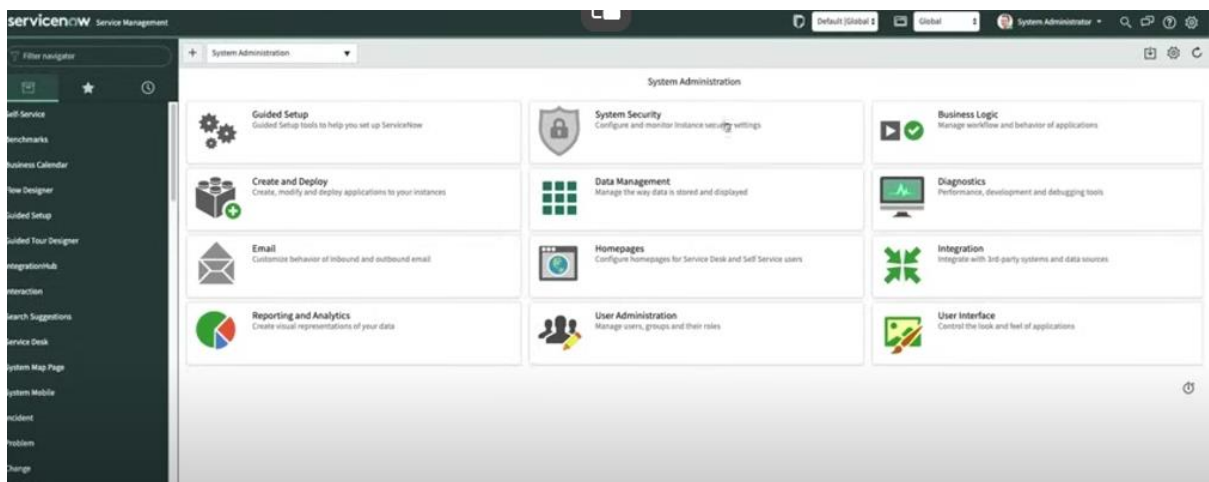
Lets gets into the features used in this one by one

LISTS

A list is a well-organized spreadsheet that helps you keep track of important information from a database

- Rows: Each row represent a single record
- Columns: Each column is a specific field that holds details about those records such as "Name" or "Email"
- Data Values: It is the value where row meets column

LIST VIEWS:

These are customized versions of lists designed to highlight the information that matters most for specific tasks

- Specific Fields: A list view can focus on just the fields that are relevant to a user's role
- Work Activities: By filtering the information, list views help users concentrate on what they need to know

SORT CONTROLS:

It helps organize records in a way that makes sense for the user.

- Order Field: This sorts records based on a logical sequence.
- Number Field: It arranges numeric data in either ascending or descending order.
- Name Field: It sorts based on alphabets.
- Specific Field: This allows sorting based on some criteria.

LIST CONFIGURATIONS:

These are helpful tools that allow us to narrow down a large dataset to find exactly what you need. They enable us to isolate a specific subset of data in a table list. The components in this are discussed below:

- Field: This is the specific attribute or column you want to filter by
- Value: This is the specific data point you want to match within the chosen field.
- Operator: This is the condition we apply to the field to determine hoe to filter the data
    1. Equals
    2. Not Equal
    3. Greater than
    4. Less than
    5. Contains

FORM CUSTOMIZATION AND CONFIGURATION IN SERVICENOW:

Customizing forms in ServiceNow is all about making them work better for users. We can easily add, remove or rearrange fields to ensure that the forms meets specific needs. Plus, with UI policies, you can create dynamic behaviors that allow certain fields to be mandatory or rad-only based on the situation.

To enhance usability, we can design multiple views for different users and roles, which helps improve how the form is presented and interacted with. Managing access controls is essential to ensure that users can only interact with the parts of the form they are authorized to access.

By using a variety of field types like Choice, references and date we can effectively capture different kinds of information, making the form more relevant. In ServiceNow, data is organized into tables that hold records and fields, with each field representing specific pieces of information, such as Reference, Date or Choice. Last but not the least, Formatters play a key role in simplifying and clarifying how data is presented on forms. This helps users quickly understand the information they see, enhancing overall efficiency, ultimately improving the user experience.

# FORMATTERS AND RELATED LISTS:

FORMATTERS:

It is a special element that displays helpful information not found in standard fields. Some of the basic formatters are mentioned below:

- Activity: It shows related activities.
- Process: It illustrates the associated workflow.
- Parent Breadcrumbs: It provides easy navigation to parent records.

- Approval Summarizer: It displays a summary of approval requests.
- CI Relations: It highlights relationships to configuration items.

RELATED LISTS:

- It displays records linked to the current record, giving users quick access to relevant information.
- These lists spear as tabs at the bottom of the form, making it easy for users to navigate and manage related records without losing their context.
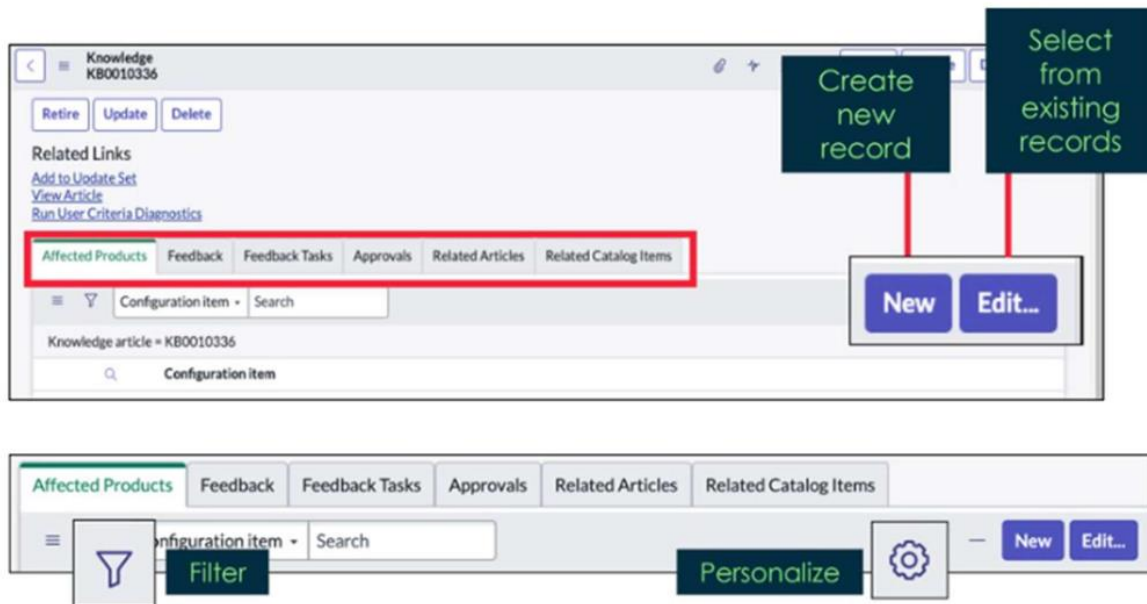
SERVICENOW INFRASTRUCTURE OVERVIEW:

- Relational Database: ServiceNow operates on a relational database that organizes data into structured tables for easy access and management.
- Data Values: The actual data stored at the intersection of a field and a record.
- Field Attributes: Each field has a Label, Name and Value
- Reference Fields: Special fields that link to records in other tables.
- Creating Reference Fields: Administrators can create and configure reference fields.
- Tables, Records, and Fields:
    1. Tables: Primary structures in the database that hold related data.
    2. Records: Individual entries in a table, representing specific instances
    3. Fields: Columns within a table that store specific data points

TABLE RELATIONSHIPS

There were four table relationships, let's have a brief into of them:

- One-to-Many: One record can relate to many records.
- Many-to-Many: Multiple records in one table can relate to multiple records in another.
- Database Views: Custom views presenting data from multiple tables.

- Extensions: New tables created from existing tables, inheriting properties while adding new features.

SECURITY MANAGEMENT OVERVIEW

ServiceNow implements multiple security layers to control users access and perform CRUD Operations on tables. System Administrators typically utilize three key security modules they are discussed below:

- System Properties: This module allows admins to configure general security settings for the instance. It is found under ALL->System Security->Access Control
- ACL: Defines the permissions for records determining which users can perform CRUD operations. It is found under ALL->System Security->Access Control
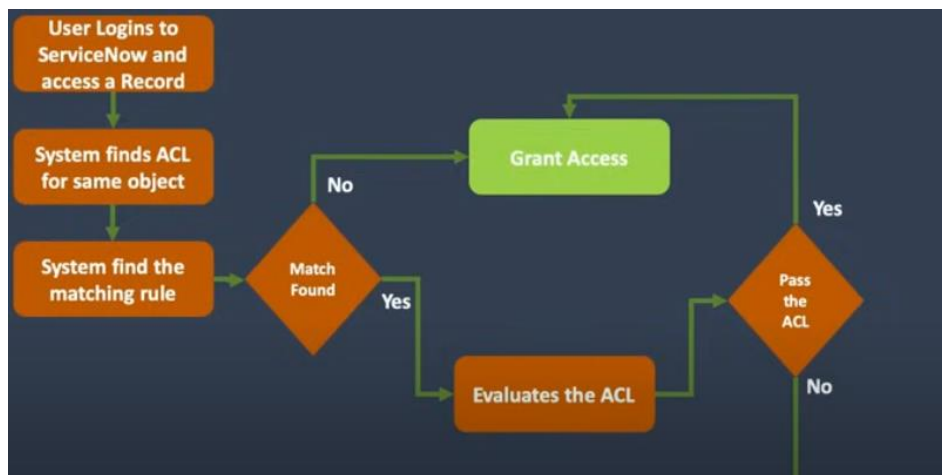
- High Security Settings: Accessible via ALL->System Security->High Security Settings

IMPORTING DATA IN SERVICENOW

The key steps to import data into ServiceNow:

- Prepare data: Organize in spreadsheet format with matching column headers.
- Choose method: Select Transform Maps or Import Sets based on complexity.
- Upload file: Use "System Import Sets" > "Load Data" to upload your file.
- Create/select Transform Map: Map source columns to target fields.
- Run import: Execute the Transform Map or Import Set.
- Check target table and validate imported data.

CONFIGURATION MANAGER DATABASE(CMDB)

It is like the backbone of our IT infrastructure, housing all Configuration items whether they are software or hardware. It provides a clear picture of your assets complete with access permissions for roles likes asset, itil and cmdb_read. With Dependency Views, you can visualize how these CIs are connected and monitor their status.
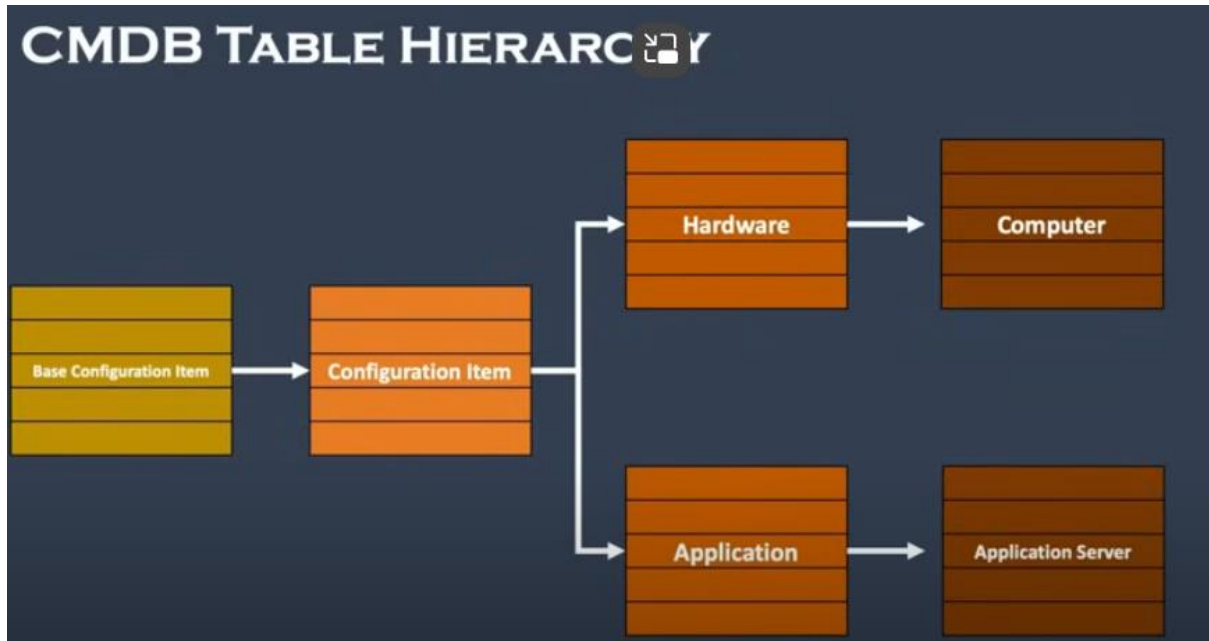
COMMON SERVICE DATA MODEL

It provides a structured way to manage data within in ServiceNow, ensuring everything is organized and reliable. Think of it as blueprint for our data architecture.

Discovery and Service Mapping:

- Discovery scans network to find devices and applications and automatically update the CMDB
- Service Mapping maps out the relationships and dependencies between CIs, giving us a complete view of your IT services.

PORTALS

ServiceNow offers user-friendly portals to access information easily. Lets discuss intro of Some of them :

- Employee Centre for employee resources.
- Service Portal for browsing knowledge bases and service catalogs
- Knowledge portal for searching articles
- CAB Workbench for managing CAB meetings
- ISC to track security controls and metrics.

KNOWLEDGE MANAGEMENT

This module helps us to create and share reports that provide insights into our business processes. We can use pre-built reports, customize our own, apply filters and even setup interactive dashboards to visualize data effectively

REPORTING

These tools make it easy to generate and share insights, featuring various types of reports like charts and heatmaps to track performance.

UI POLICIES AND BUSINESS RULES

- UI Policies are rules that change how forms behave dynamically, like making fields mandatory or hidden
- Business Rules are scripts that automate tasks, set defaults and trigger workflows based on conditions helping to streamline our operations.