

WEEK-4 HANDSON DOCUMENT

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- ServiceNow is a cloud-based platform, which mainly developed for workflow and process automation as per ITIL principles.
- It is highly customizable and also can be used for other purposes.

FUNCTIONS OF SERVICENOW

- IT Service Management: Automates the entire IT service delivery, including ticketing, tracking and resolving issues.
- Workflows Automation: Enables user to create workflows for automating manual tasks.
- Self-Service Portal: Allows employees or customers to report issues and request services.
- Integrations: ServiceNow integrates with various third-party tools and apps for a seamless IT ecosystem.



CONFIGURE AND PERSONALIZE SERVICENOW

- UI Customization: Admins can customize the look and feel by configuring themes, logos and UI elements
- Workflows: Create custom workflows tailored to business needs, automating multi-steps tasks.

- Business Rules: Write scripts that execute based on specific conditions.
- Notifications: Set up email and SMS notifications for different events.
- Roles and Permissions: Define what users can see and do within the platform.
- Forms and Fields: you can modify existing forms or create new ones for better data capture.

INCIDENT MODULE

It tracks IT-related incidents reported by users.

Features:

- Logging and categorizing incidents.
- Assigning incidents to technicians.
- Managing the incident life cycle from creation to resolution.
- Service Level Agreements for ensuring timely resolution.

The screenshot displays the Incident Module form for incident INC0000041. The form is divided into two main sections: a 2-column layout for incident metadata and a 1-column layout for the incident description.

2-column layout fields:

- Number:** INC0000041
- Channel:** Phone
- * Caller:** Bow Ruggeri
- State:** In Progress
- Category:** Hardware
- Impact:** 1 - High
- Subcategory:** -- None --
- Urgency:** 3 - Low
- Service:** (empty)
- Priority:** 3 - Moderate
- Service offering:** (empty)
- Assignment group:** (empty)
- Configuration item:** (empty)
- Assigned to:** ITIL User

1-column layout fields:

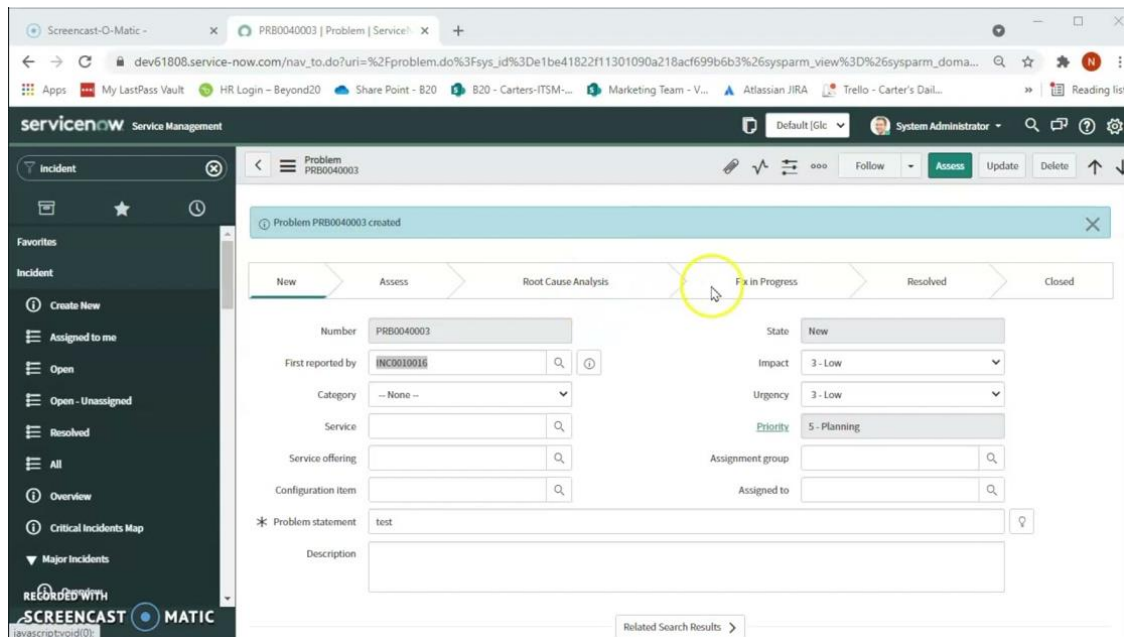
- * Short description:** My desk phone does not work
- Description:** Unable to dial out or receive calls. Phone is plugged in but there's no dial tone.

PROBLEM MODULE

If focuses on identifying and resolving the root causes of recurring incidents.

Features:

- Problem identification and recording.
- Root cause analysis.
- Workarounds and permanent fixes.
- Linking problems to related incidents.



CHANGE MODULE

It manages changes to IT infrastructure, minimizing the disruption while deploying updates or new services.

Features:

- Logging and reviewing change requests.
- Change approval workflows.
- Assessing the impact and risk of changes.
- Planning and scheduling change implementations.

LISTS

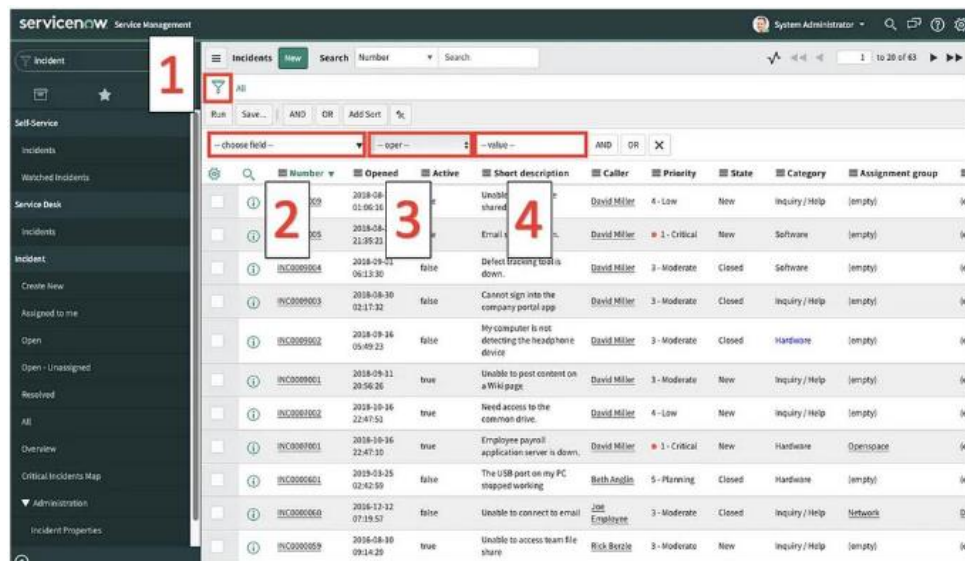
A list is a well-organized spreadsheet that helps you keep track of important information from a database

- 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

Customization:

- Add, remove or reorder columns.

- Apply list configurations to sort, filter and group records.
- Personalize views by defining list layouts and conditions.



FORMS

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 read-only based on the situation.

Customization:

- Modify fields, layout and sections.
- Configure forms actions
- Apply field rules to control visibility and access based on conditions.

Needit [x_58872_needit_needit]

Default view

Form Design

Fields

Field Types

Filter

Fields

Activity due

Actual end

Actual start

Additional assignee list

Additional comments

Approval

Approval history

Approval set

Assignment group

Needit [x_58872_needit_needit]

2 Column

Number

Priority

Assigned to

State

Configuration item

Parent

Active

1 Column

Short description

Description

Work notes