

## COGNIZANT WEEK-2

### Servicenow Architecture:

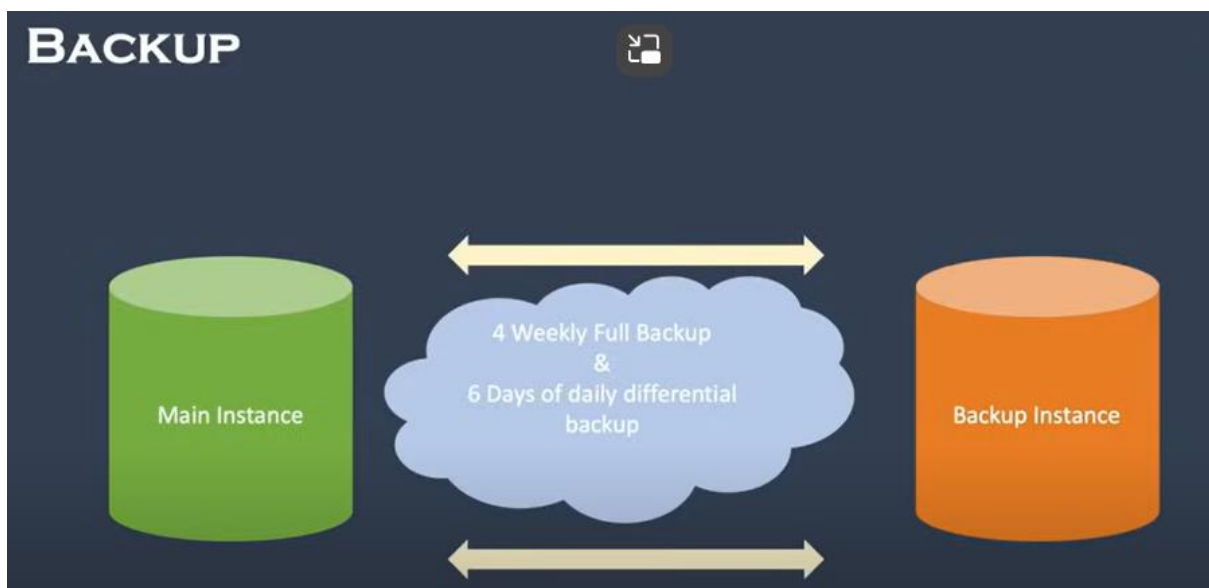
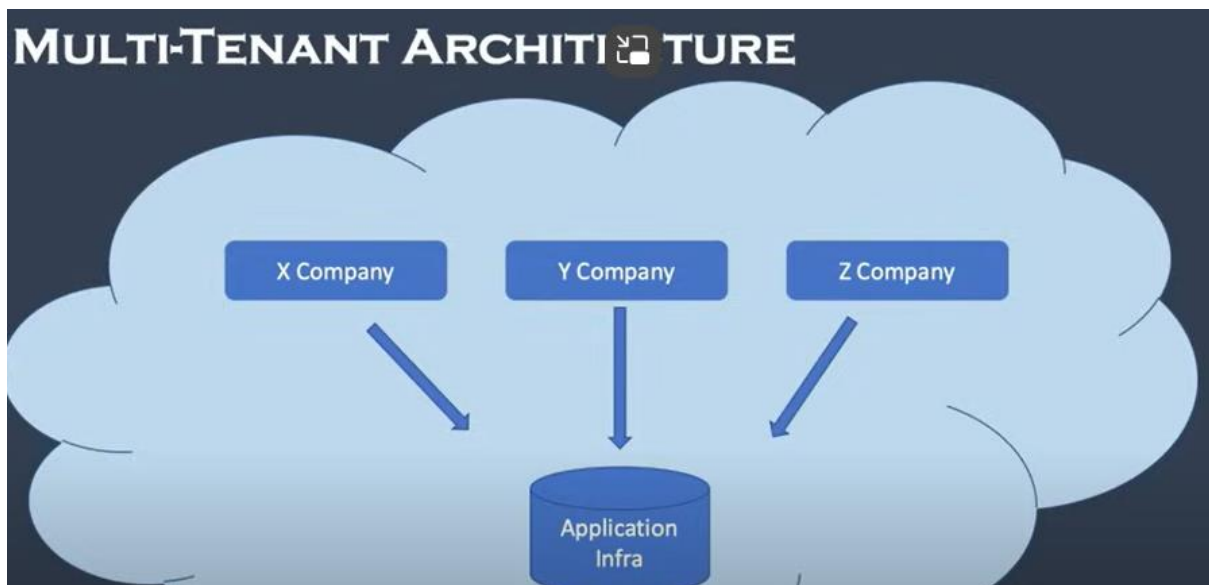
Application platform as a service.

Single data model

Multi instance

High availability data centers.

Frequent backups



**To interact with servicenow there are 3 ways:**

User interface

Mobile interface

Portal interface

**Servicenow supports different browsers:**

Chrome

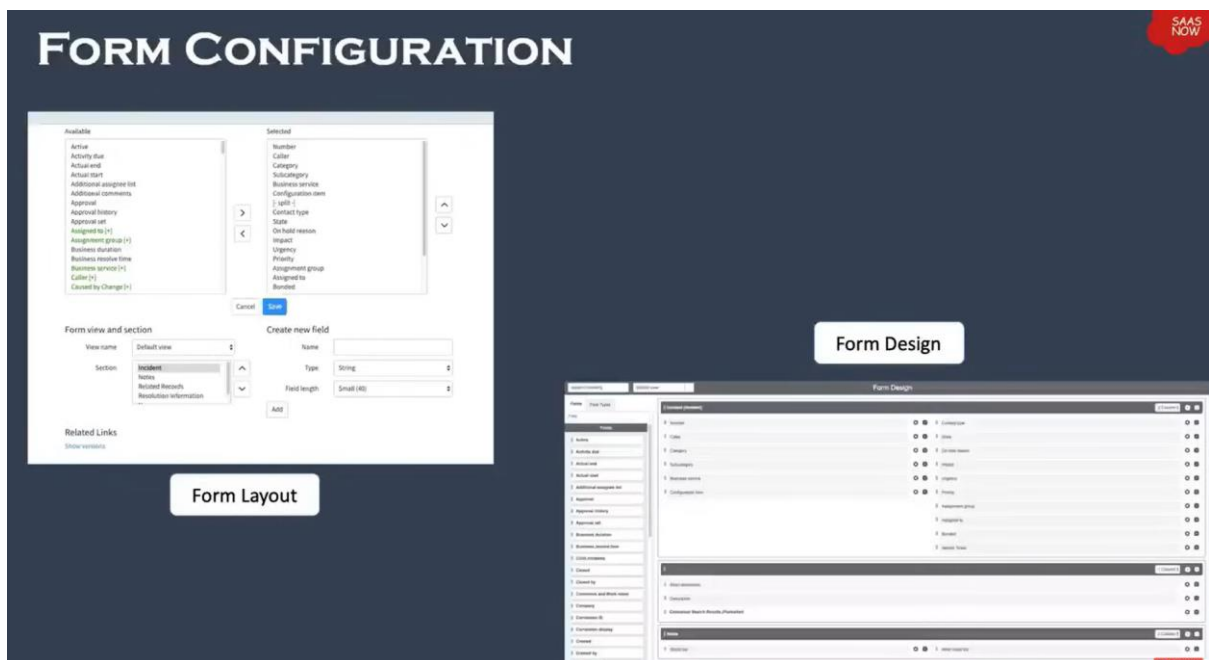
Firefox

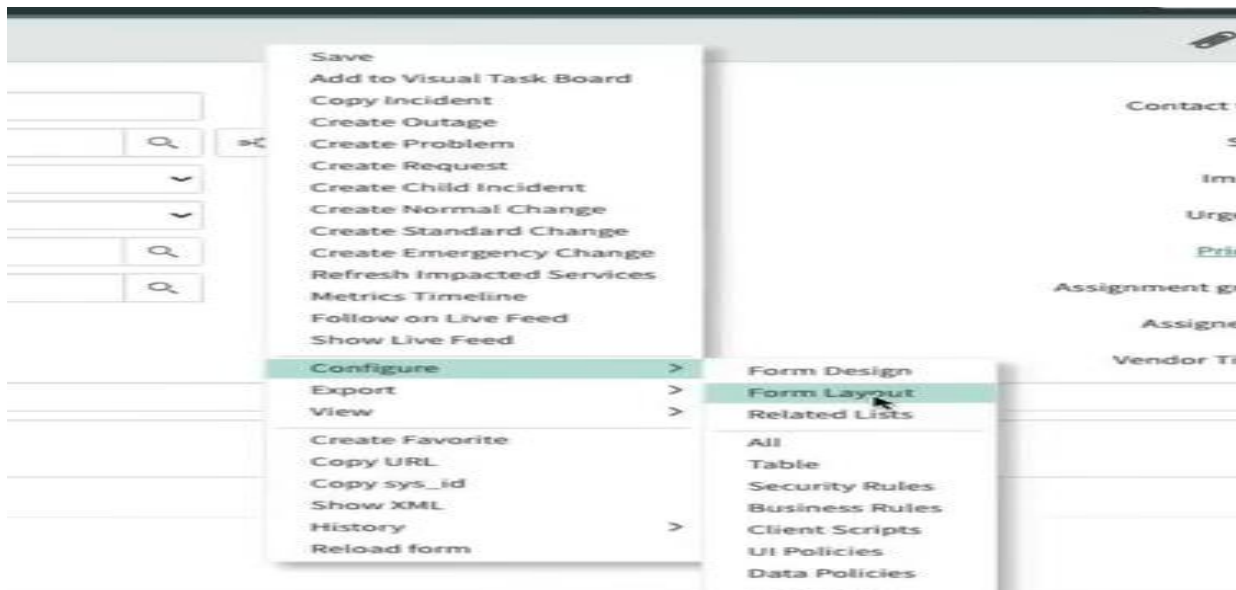
Edge



## Form Configuration

The fields and layout of the form can be configured , this can be done servicenow admins.

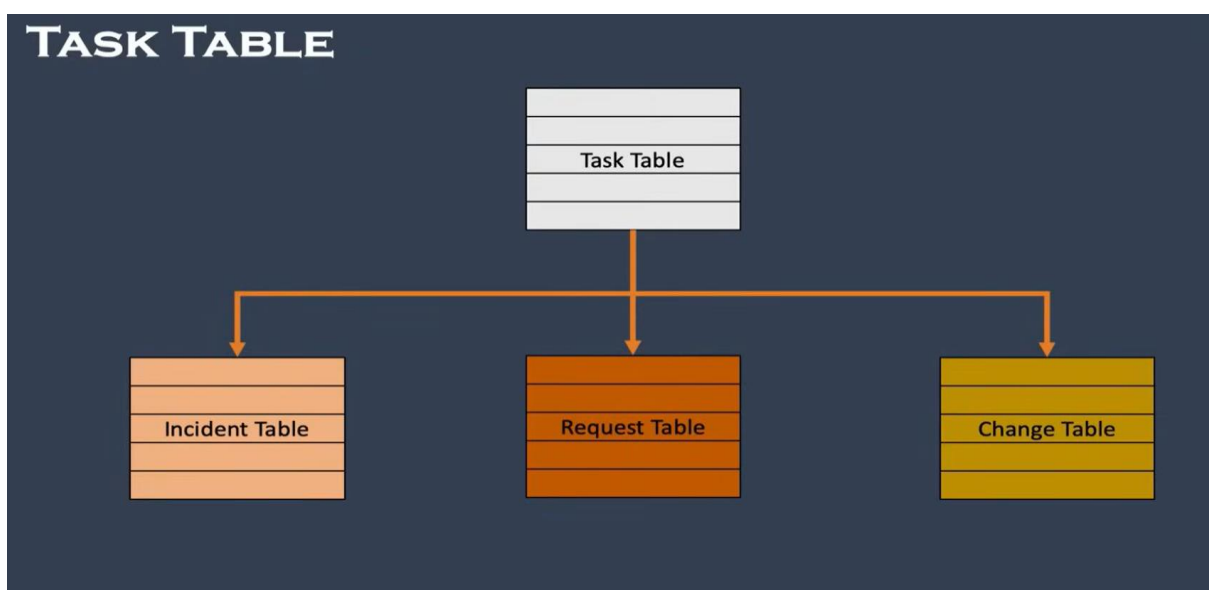




Form layout- we can create new field and change layout.

## WHAT IS A TASK

A task is any record that can be assigned or completed by a user in ServiceNow. Users create tasks and are notified as the task moves along a workflow. Tasks can be assigned to specific users or user groups.



## Functionalities associated with tasks:

Approvals

Assignments

Service level agreements

## Task Assignment:

A task can be assigned to

Group

User

## Task table

The screenshot shows the configuration page for the 'Task' table in ServiceNow. At the top, there's a header with a back arrow, a hamburger menu, and the text 'Table Task'. Below this is a teal banner with the text: 'A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table.' Underneath the banner, there are two fields: '\* Label' with a value of 'Task' and '\* Name' with a value of 'task'. Below these fields are tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a 'Table Columns' section with a 'New' button and a search bar. Below the search bar is a 'Dictionary Entries' section. At the bottom, there are icons for 'Column label', 'Tuna', 'Reference', and 'Max I'.

## Notification form

The screenshot shows the configuration page for a notification form in ServiceNow. The title bar reads 'Notification Item Designer Category Request Opened (Advanced view)'. The form has several fields: 'Name' (Item Designer Category Request Opened), 'Type' (EMAIL), 'Active' (checked), and 'Allow Digest' (unchecked). There are also fields for 'Table' (Item Designer Category Request [cat\_item\_category...]), 'Category' (Service Catalog), and 'Description'. Below these fields is a section titled 'When to send, Who will receive, What it will contain'. This section has three tabs: 'When to send', 'Who will receive', and 'What it will contain'. The 'What it will contain' tab is active, showing a 'Content type' dropdown (HTML and plain text), 'Include attachments' (checked), 'Omit watermark' (checked), 'Push Message Only' (checked), and 'Email template' (Unsubscribe and Preferences). The 'Subject' field contains the text 'Request for new Item Designer Category opened on your behalf - \$title'. The 'Message HTML' field contains a rich text editor with the text: 'A request for a new Item Designer Category, \$title, has been opened on your behalf. You will be notified once the request has been approved and the category created, or if your request is rejected.' At the bottom, there is a 'Message text' field.

## Notification:

Who will receive

When to send

What it contains

# KNOWLEDGE FORM

Knowledge  
New record

Number KB0010001 **Number**

Article type HTML

Workflow Draft

Source Task

Attachment link ☐

Display attachments ☐

\* Knowledge base

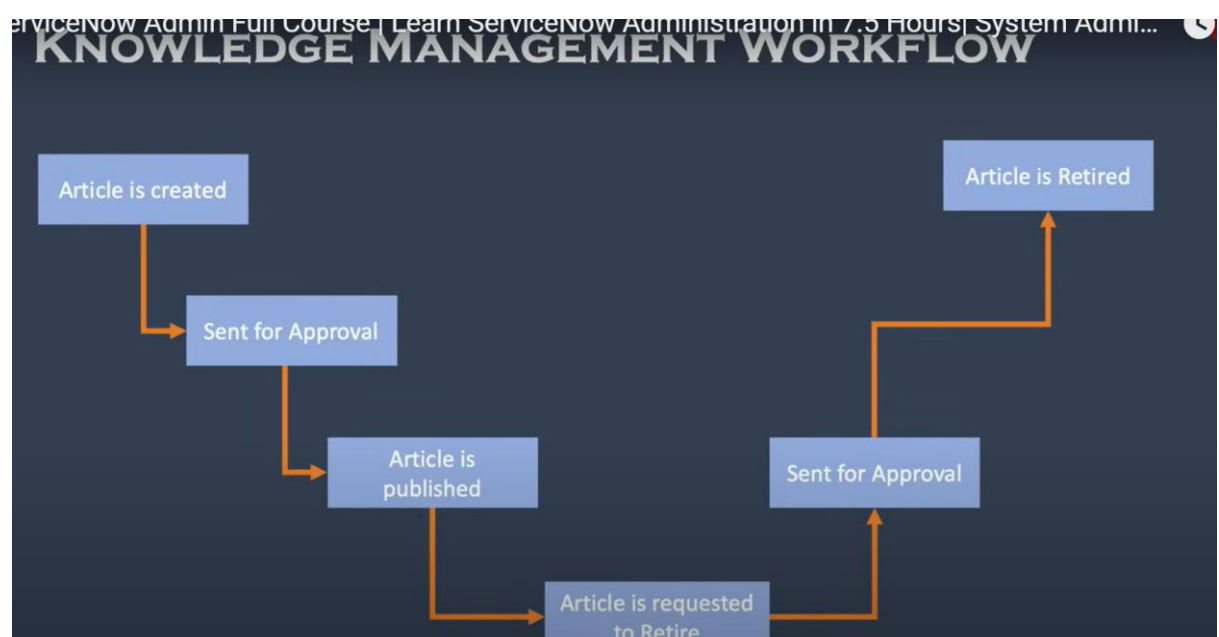
Category

Valid to

\* Short description

Article body

Search for Duplicates



# SERVICE CATALOG ROLES



admin



Catalog Admin



Catalog  
Manager

Service Catalog components

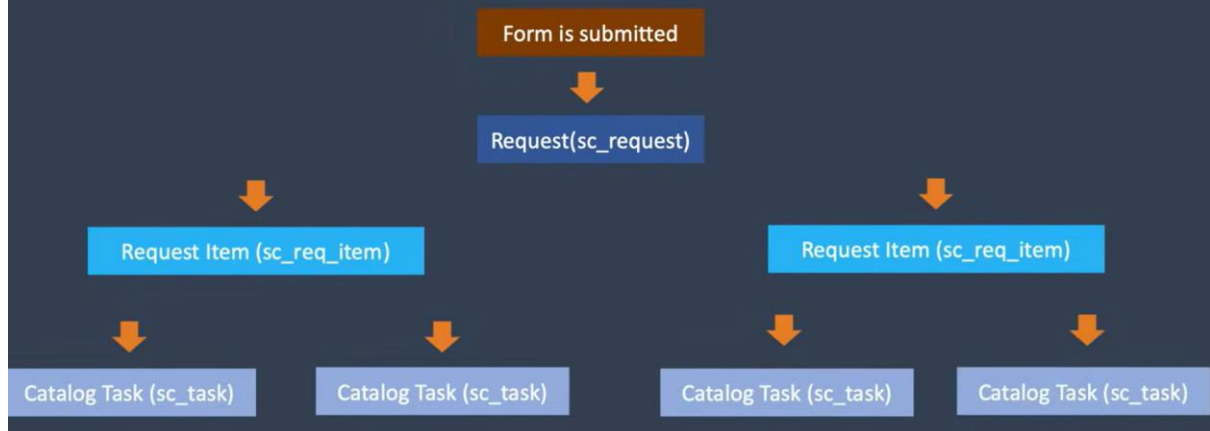
## SERVICE CATALOG COMPONENTS

Order Form

Variables

Variable Sets

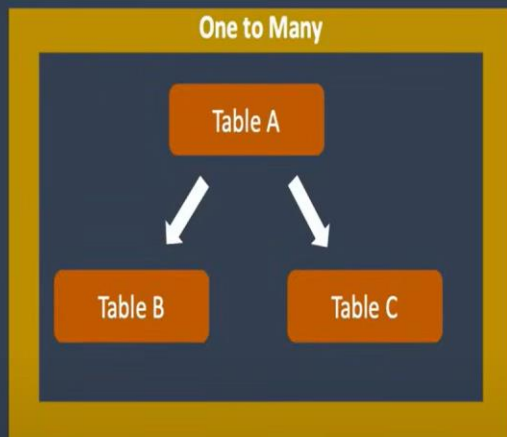
## REQUEST OUTPUT



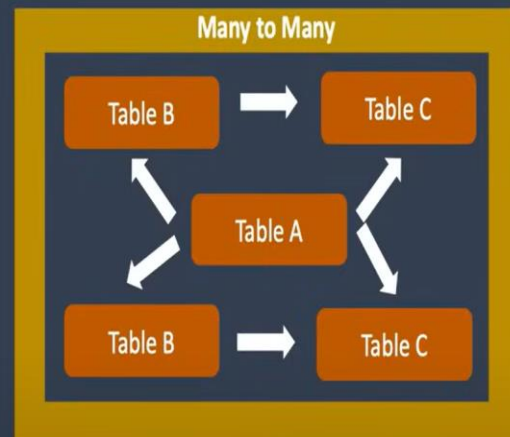
## SERVICENOW DATA STRUCTURE



### One to Many



### Many to Many



Core and custom tables:

**Core:**

Incident

Task

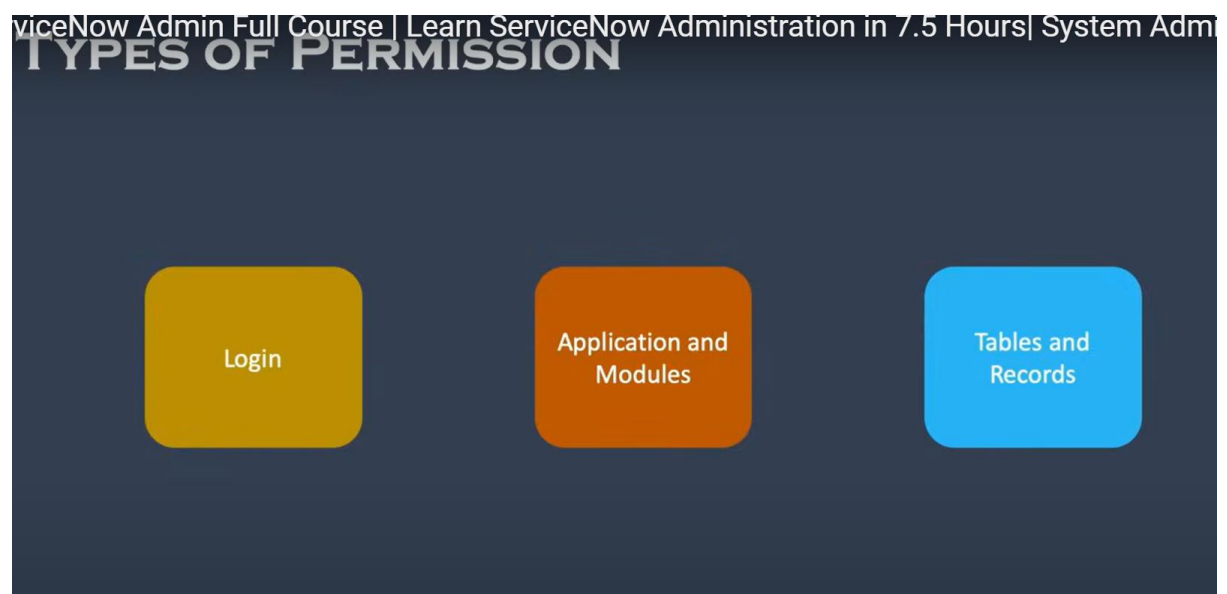
Change

**Custom:**

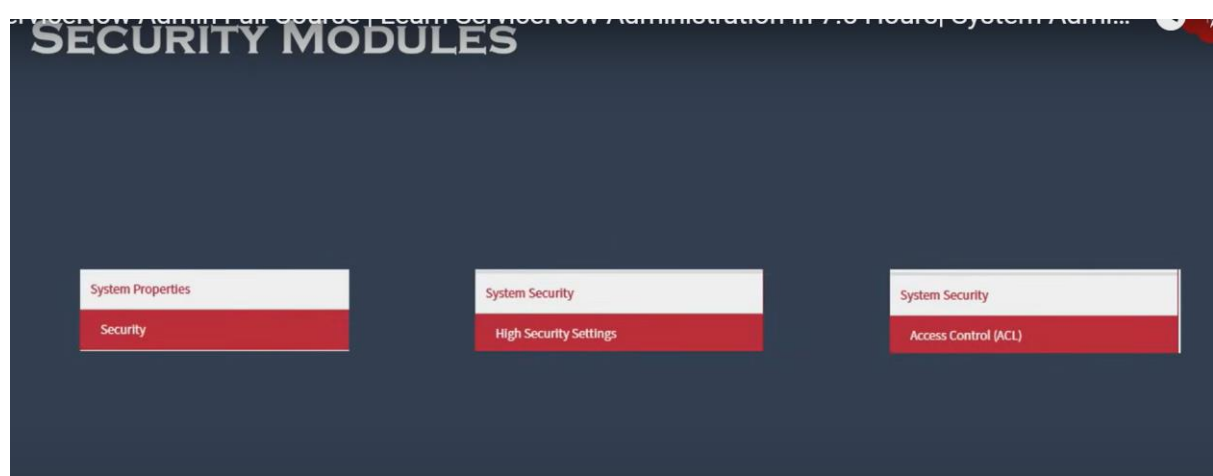
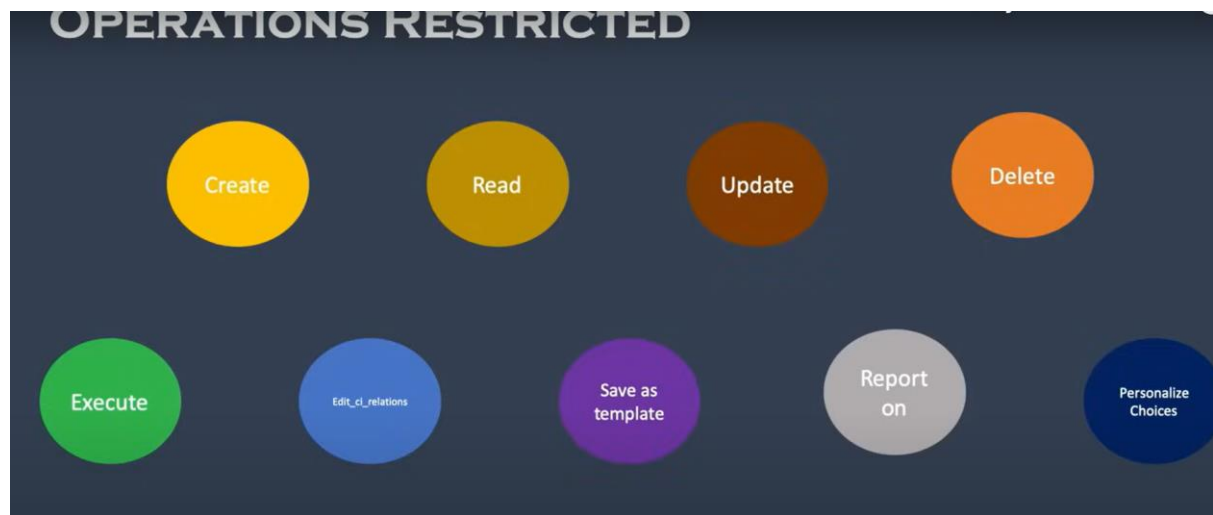
Leave

Mapping table

Matrix







assets

## IMPORT SETS COMPONENTS

Data Source

Import Set Table

Transform Map

Mapping Assist

Coalesce

Target Table

## WHAT IS CMDB

## WHAT IS CMDB?

Configuration Management Database

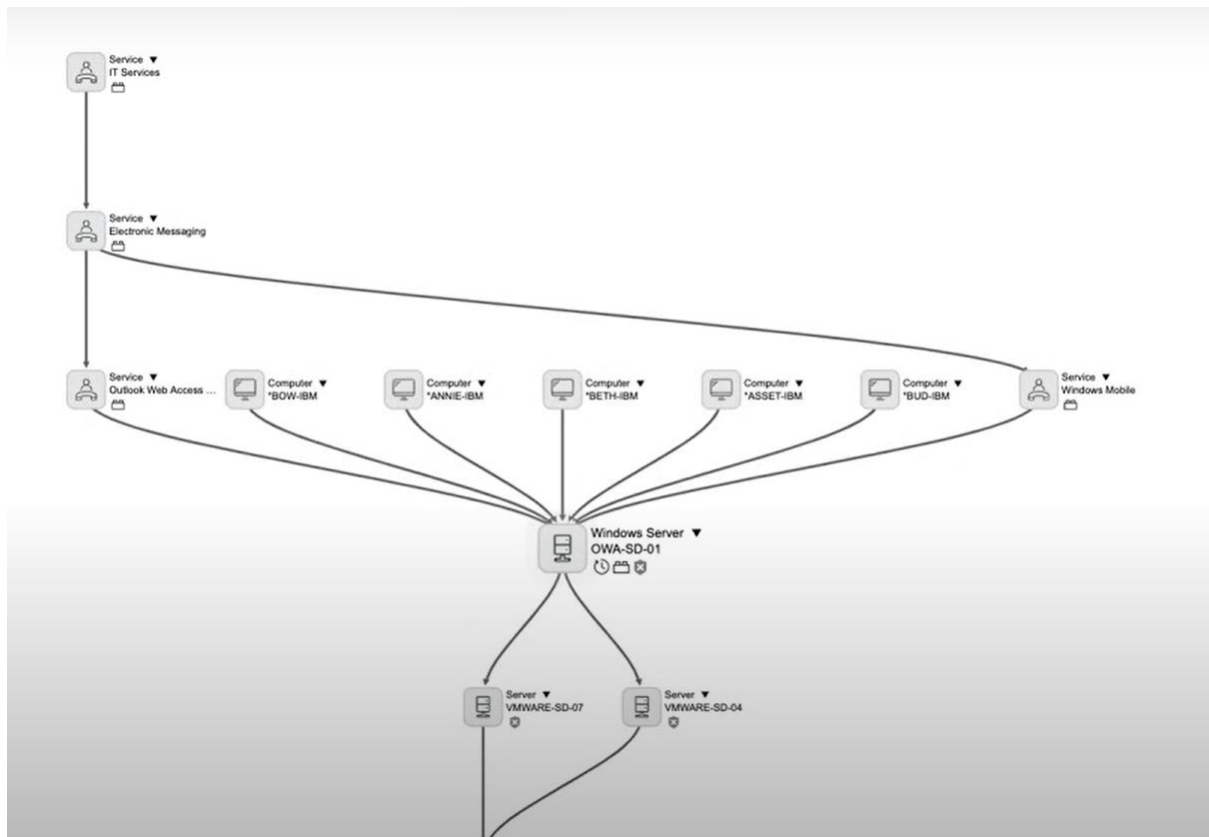
Repository which stores information about the configuration items of any organization

Stores the relationship between different configuration items

## WHAT IS CONFIGURATION ITEM?

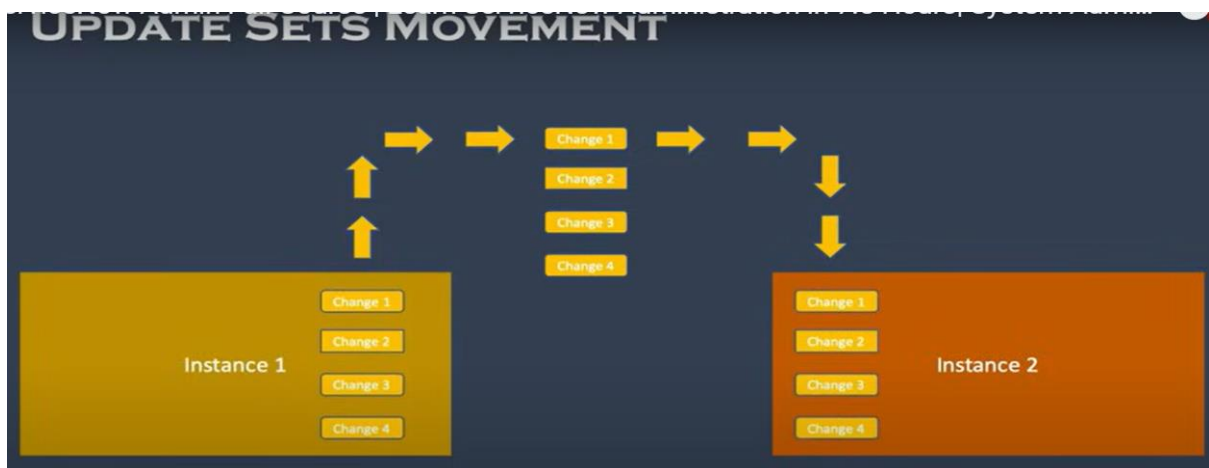
Tangible or Intangible devices or applications

Computers, Servers, Business Service, Database Instance



WHAT IS UPDATE SET

An update set is a group of configuration changes that can be moved from one instance to another. This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment.



## WHEN TO USE UPDATE SETS

Changes you want to keep in every instance

All the changes which can change the baseline and can give impact

Changes needs to be tested in Lower instance before moving to Production



## UPDATE SETS PLANNING PROCESS

Same version Instance

Correct Update Set is Selected

Instance is cloned

Identify Path for update Set movement

Plan when to commit Update Sets in Prod

Clear Naming Convention

Preview and Commit

Review before moving

