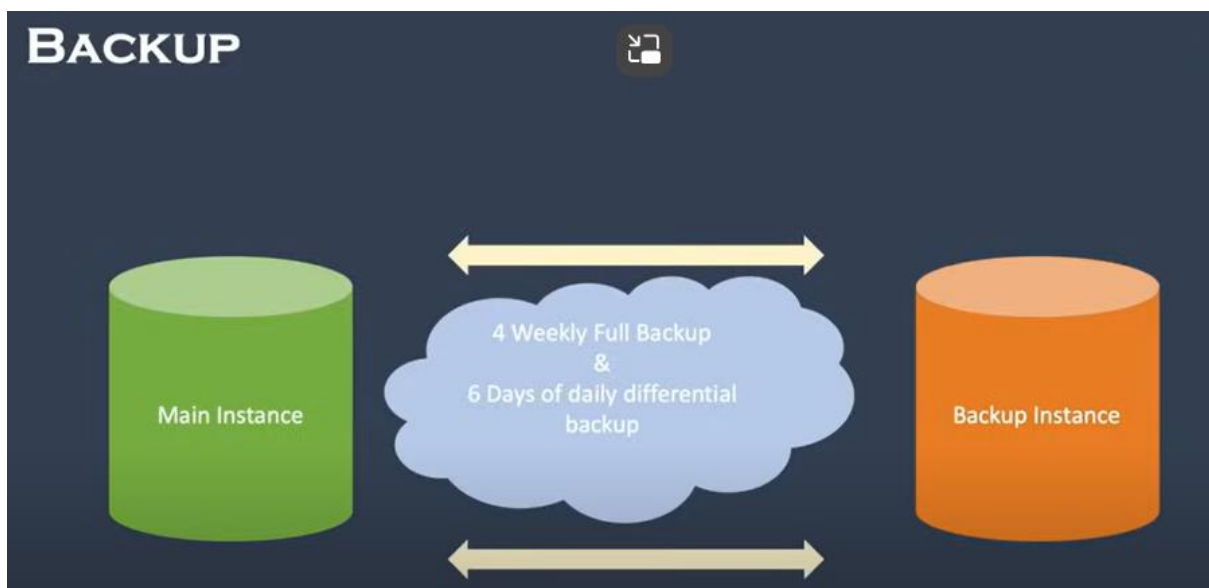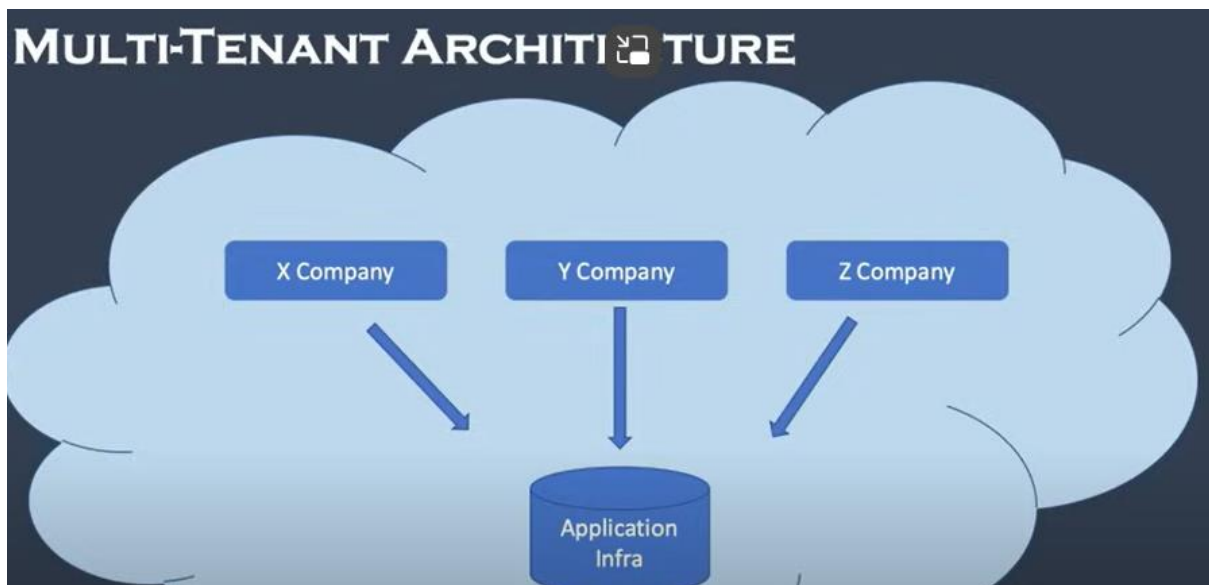# COGNIZANT WEEK-2

Servicenow Architecture:

Application platform as a service.

Single data model

Multi instance

High availability data canters.

Frequent backups

To interact with servicenow there are 3 ways:

    User interface

    Mobile interface

    Portal interface

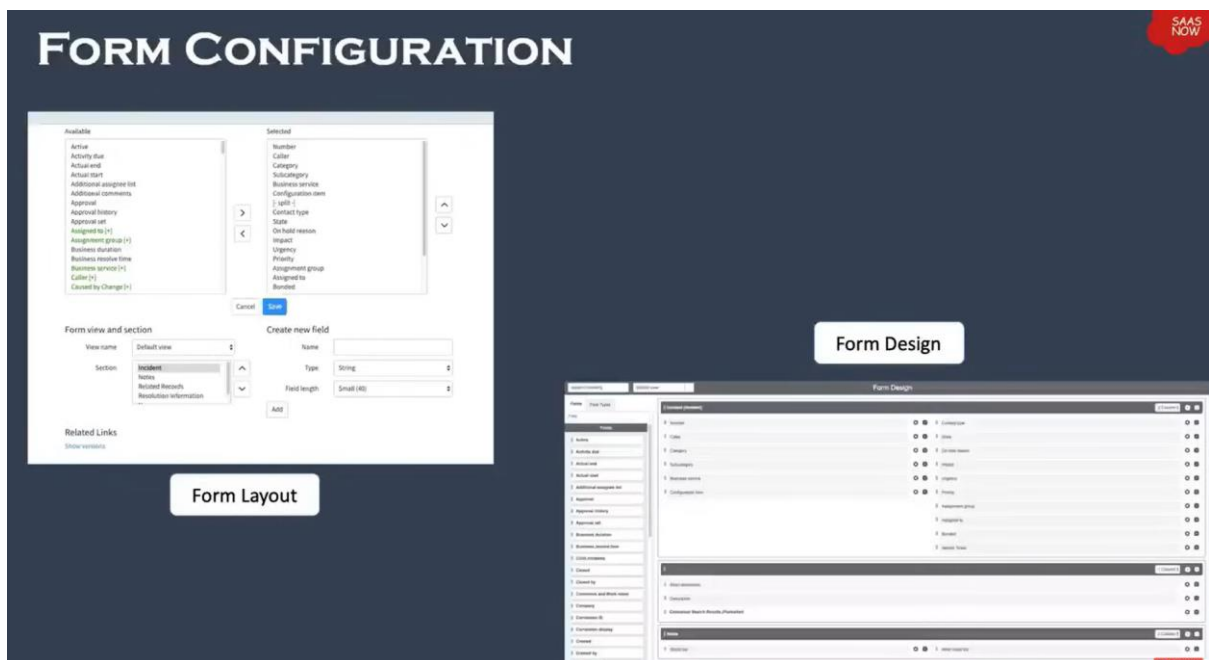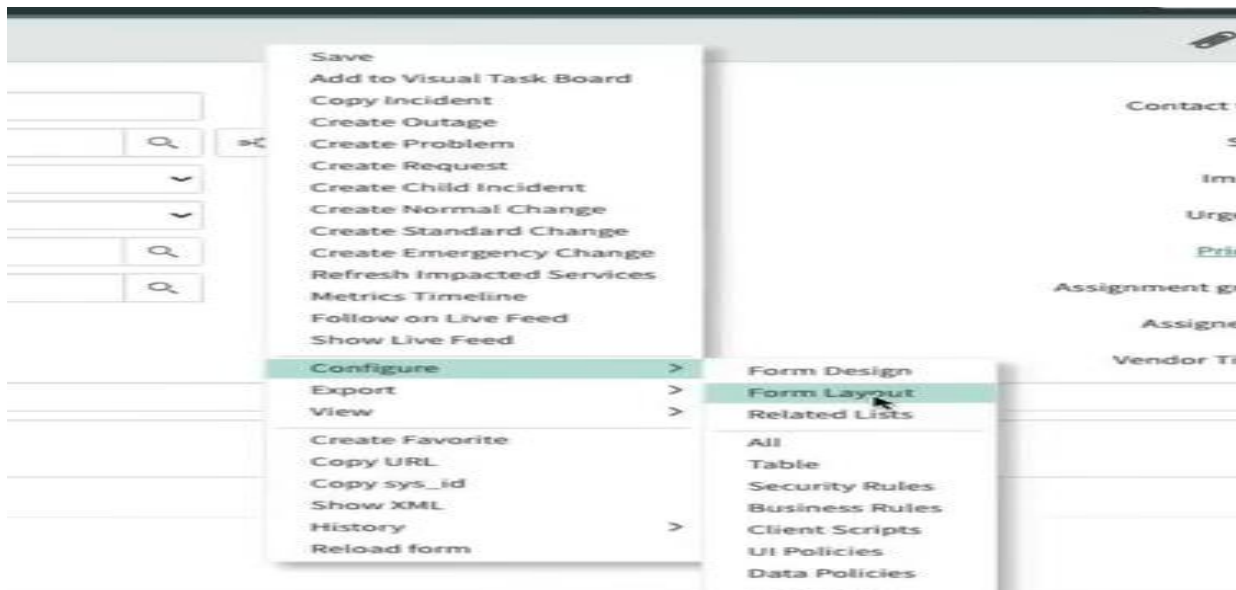**Servicenow supports different browsers:**

    Chrome

    Firefox

    Edge

Form Configuration

The fields and layout of the form can be configured , this can be done servicenow admins.
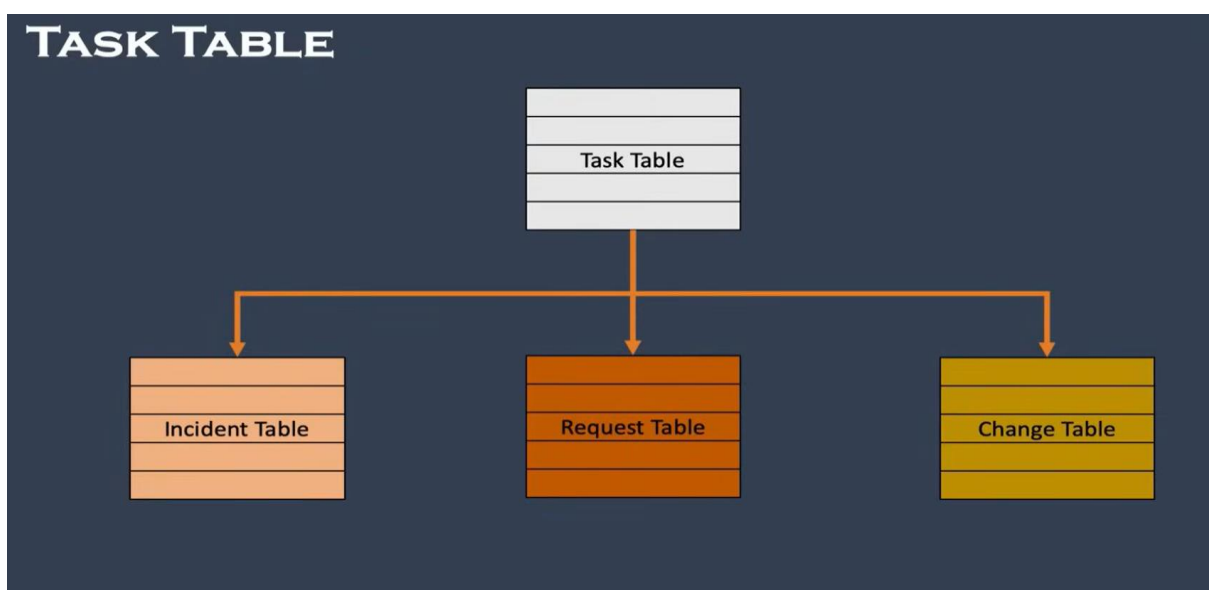
Form layout-   we can create new field and change layout.

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.

TASK TABLE

Functionalities associated with tasks:

Approvals

Assignments

Service level agreements

Task Assignment:

A task can be assigned to

Group

User

Task table

Notification form

Notification:

Who will receive

When to send

What it contains
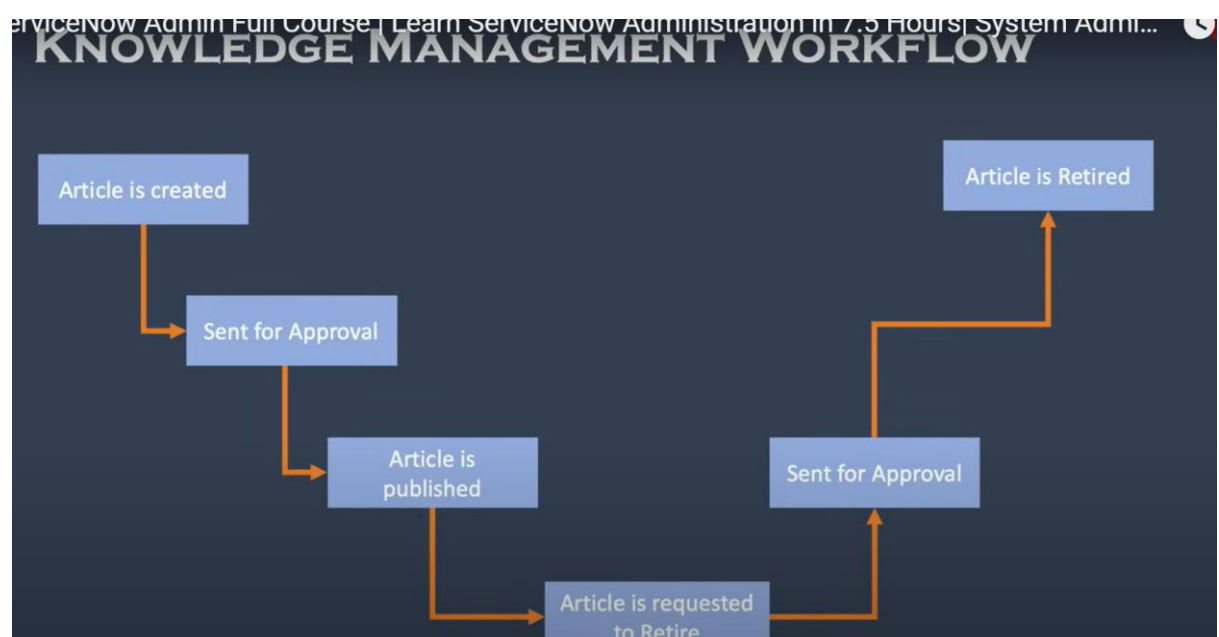
Service Catalog components

REQUEST OUTPUT

```
              Form is submitted
                     │
                     ▼
              Request(sc_request)
         │                         │
         ▼                         ▼
Request Item (sc_req_item)   Request Item (sc_req_item)
    │         │                  │             │
    ▼         ▼                  ▼             ▼
Catalog Task  Catalog Task   Catalog Task   Catalog Task
(sc_task)     (sc_task)      (sc_task)      (sc_task)
```
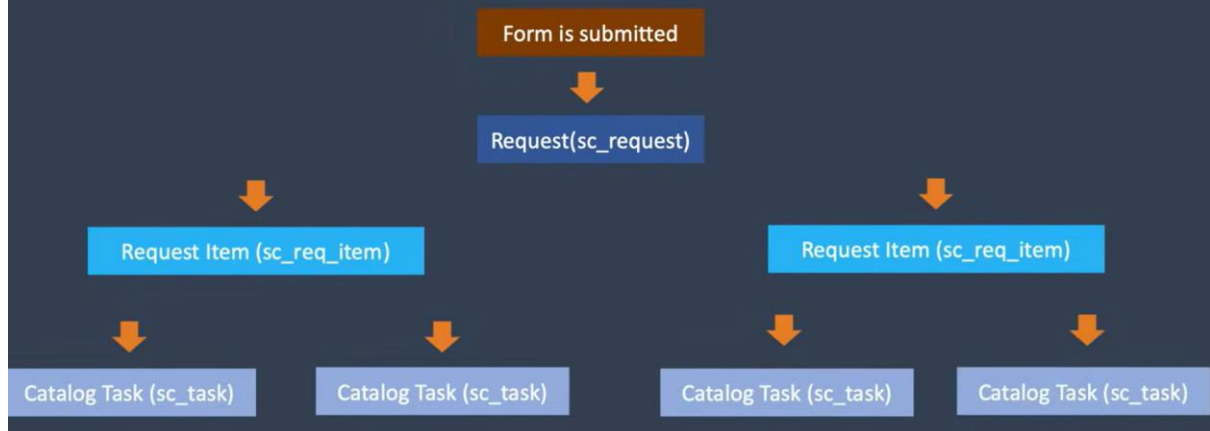
SERVICENOW DATA STRUCTURE

One to Many

```
        Table A
       /       \
      ▼         ▼
  Table B     Table C
```

Many to Many

```
  Table B  →  Table C
      ↖   Table A   ↗
      ↙           ↘
  Table B  →  Table C
```
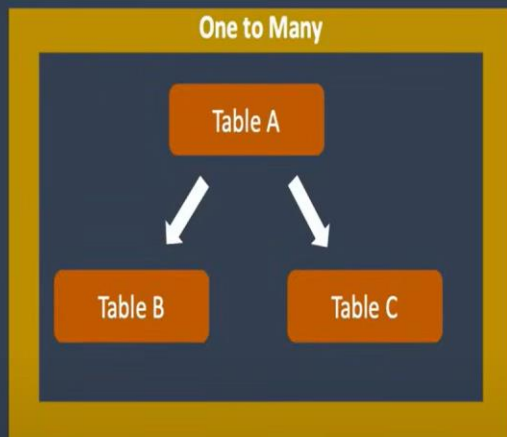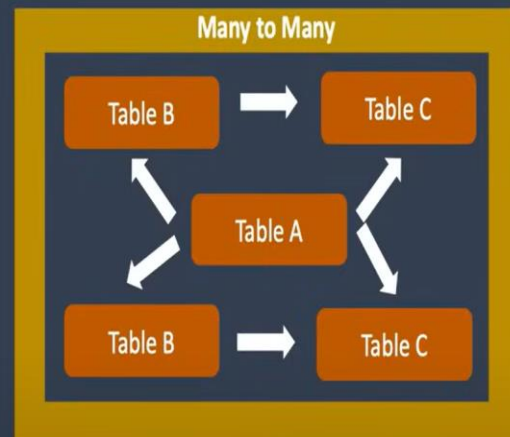
Core and custom tables:

Core:

Incident

Task

Change

Custom:

Leave

Mapping table

Matrix
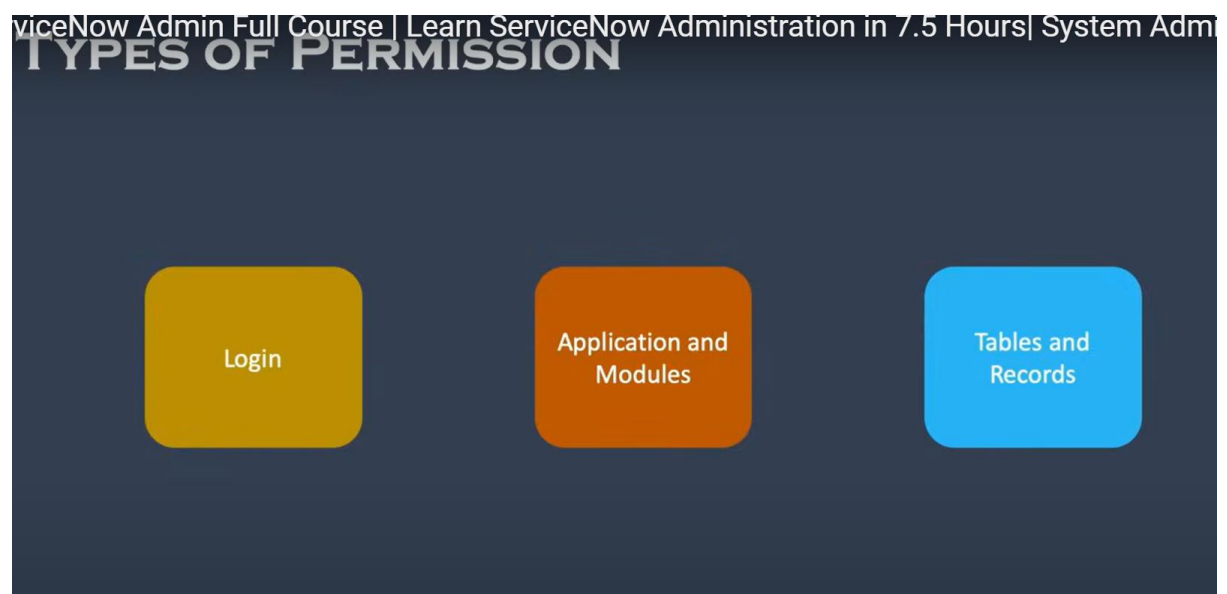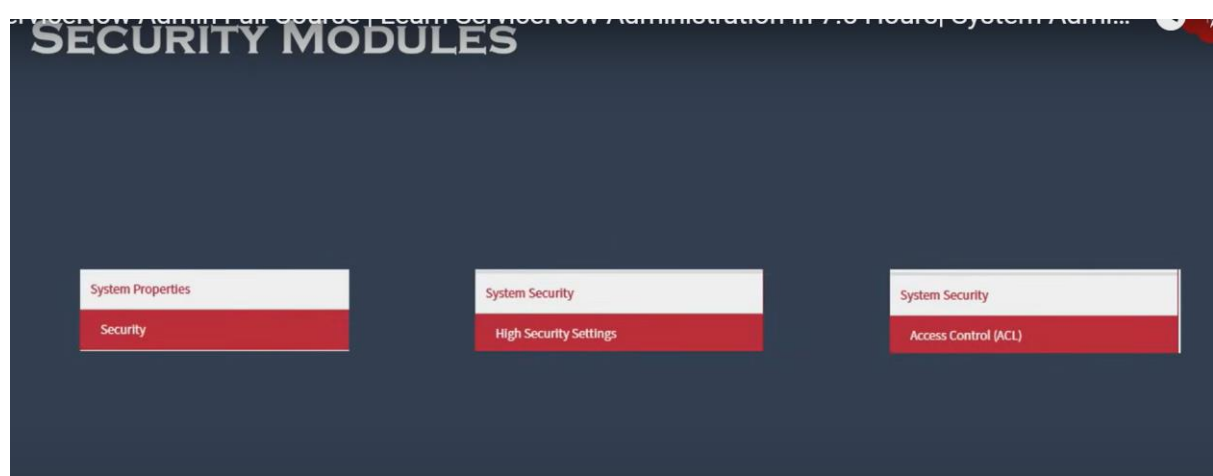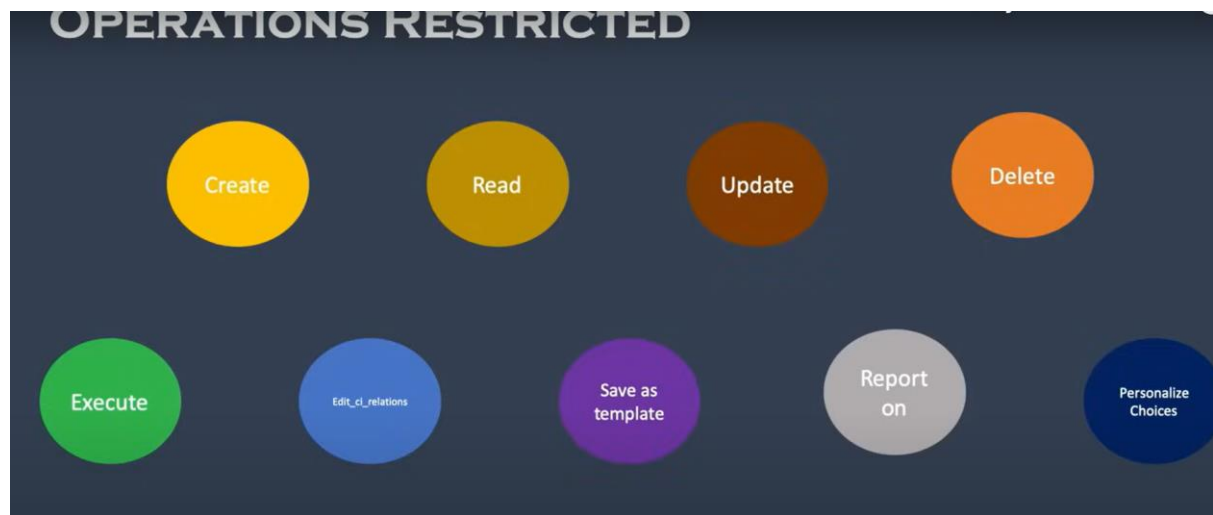
assets

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

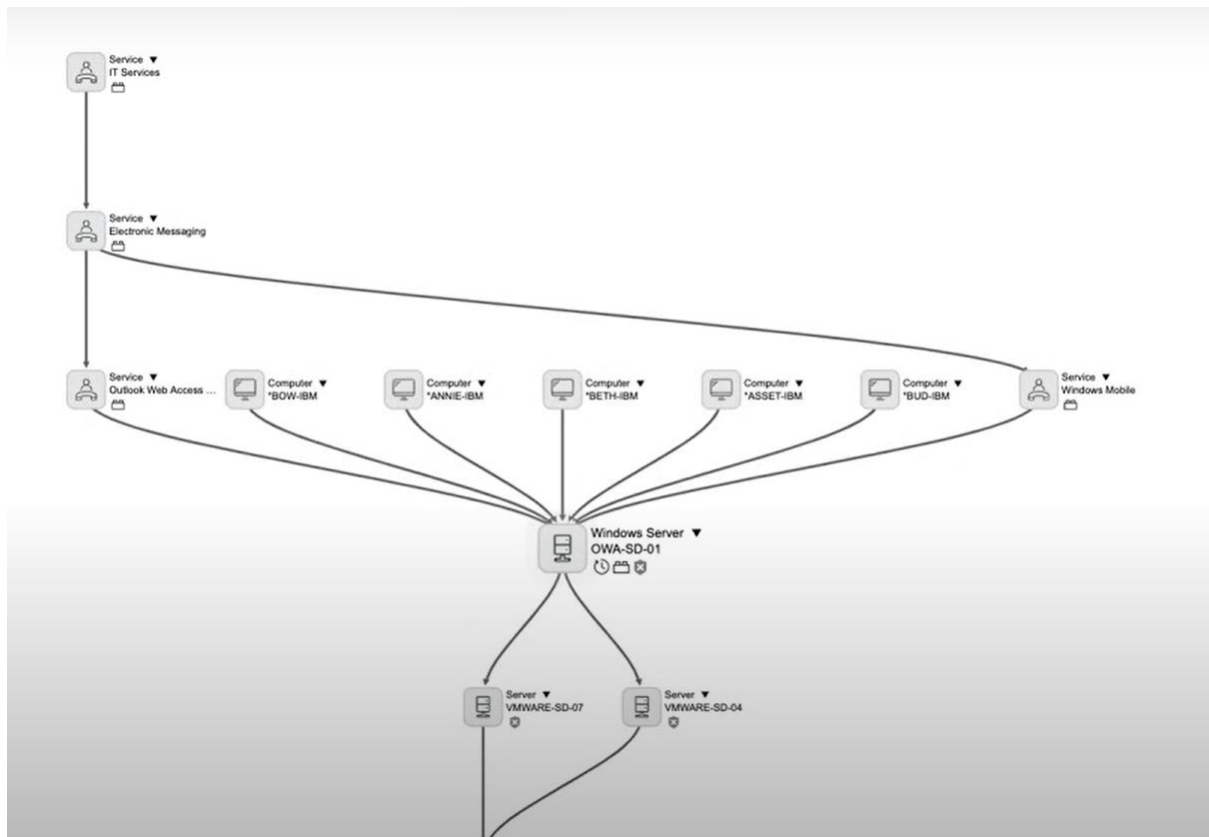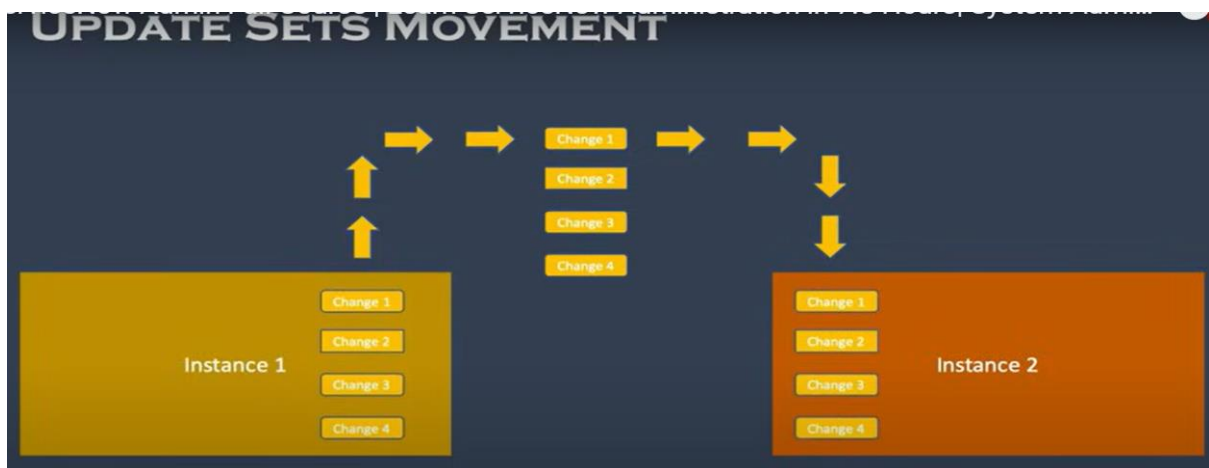An update set is a group of configuration changes that can be moved from one instance to another. This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment.

UPDATE SETS MOVEMENT

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