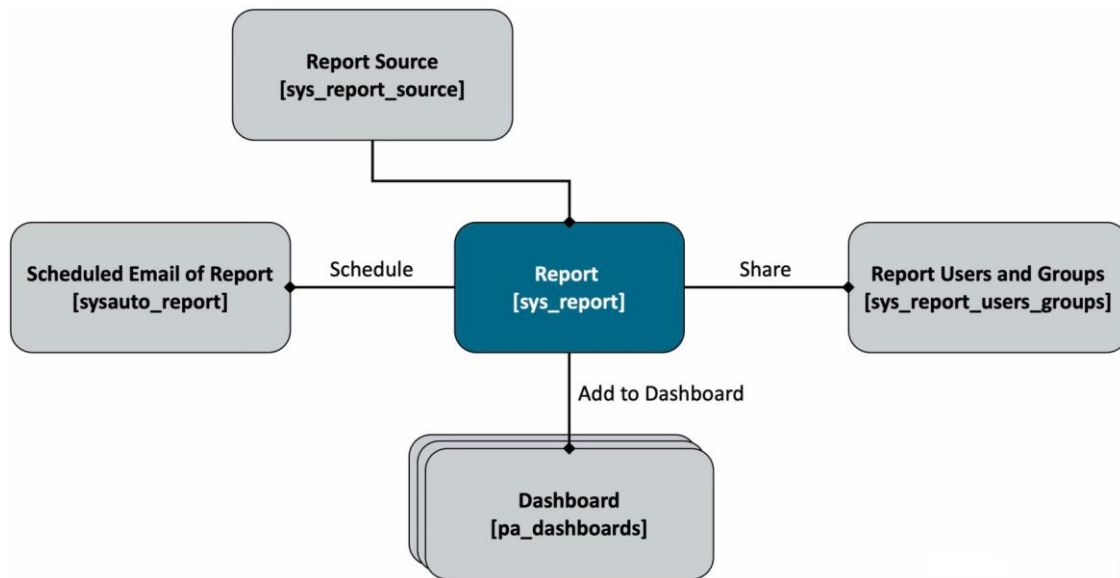


Week_1 - ServiceNow – Hands _ On

TOPIC : 13

ServiceNow Reporting Tutorial :

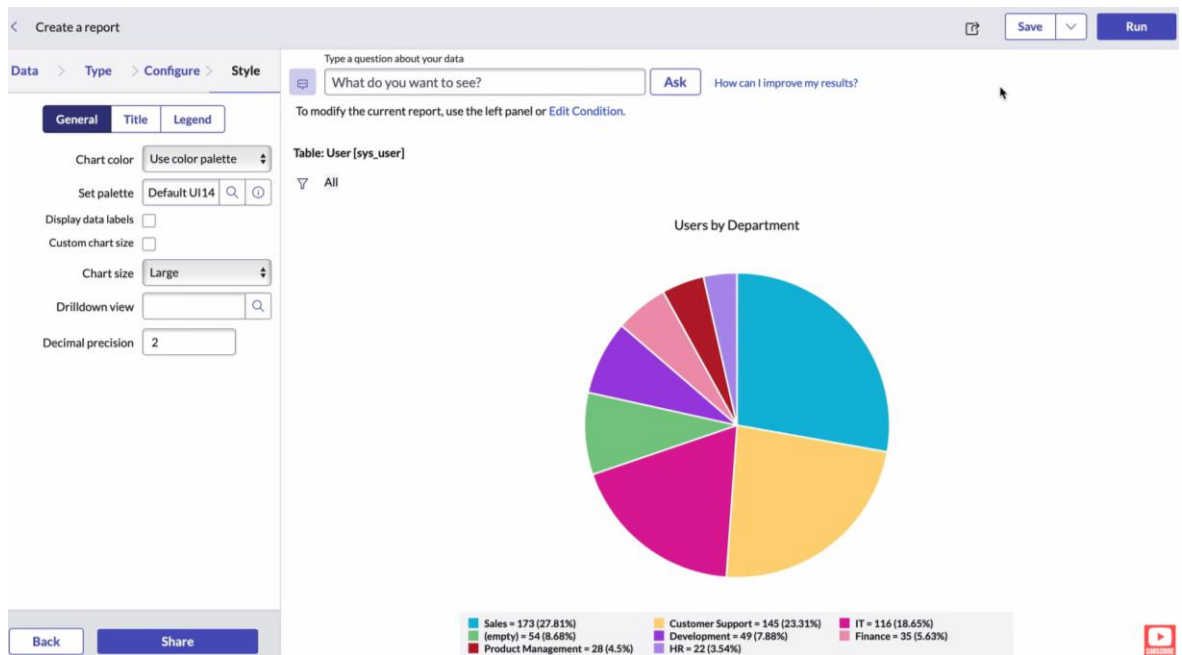
ServiceNow's reporting capabilities, the different types of reports, how to create and manage reports, and how to share reports with users, groups, or via dashboards.



ServiceNow Reporting Capabilities

ServiceNow's reporting capabilities allow users to extract insights from their data, track key performance indicators (KPIs), and identify areas for improvement. The platform offers a range of reporting features, including:

1. **Ad-hoc reporting:** Create custom reports on the fly using a drag-and-drop interface.
2. **Scheduled reporting:** Automate report generation and distribution to stakeholders.
3. **Real-time reporting:** Get instant insights into your data with real-time reports.
4. **Data analytics:** Leverage advanced analytics and machine learning algorithms to uncover hidden trends and patterns.



Types of Reports in ServiceNow

ServiceNow offers various types of reports to cater to different business needs:

1. **List reports:** Display data in a tabular format, ideal for tracking inventory, incidents, or changes.
2. **Scorecard reports:** Visualize KPIs and metrics using gauges, charts, and graphs.
3. **Summary reports:** Aggregate data to provide a high-level overview of performance metrics.
4. **Detail reports:** Drill down into specific data points to analyze trends and patterns.
5. **Calendar reports:** Display data in a calendar format, useful for tracking schedules and deadlines.

Creating Reports in ServiceNow

To create a report in ServiceNow, follow these steps:

1. **Navigate to the Reports module:** Access the Reports module from the ServiceNow navigation menu.
2. **Choose a report type:** Select the type of report you want to create (e.g., list, scorecard, summary, detail, or calendar).
3. **Define the report criteria:** Specify the data you want to include in the report, such as tables, fields, and filters.
4. **Configure the report layout:** Customize the report layout, including columns, rows, and formatting.
5. **Save and run the report:** Save the report and run it to generate the output.

Managing Reports in ServiceNow

To manage reports in ServiceNow, you can:

1. **Organize reports into folders:** Create folders to categorize and store reports.
2. **Set report permissions:** Control who can view, edit, or delete reports.
3. **Schedule report updates:** Automate report updates to ensure data freshness.
4. **Archive reports:** Store historical reports for future reference.

Sharing Reports in ServiceNow

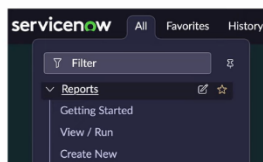
ServiceNow offers several ways to share reports with users, groups, or via dashboards:

1. **Share reports with users:** Assign reports to individual users or groups.
2. **Embed reports in dashboards:** Add reports to custom dashboards for a unified view.
3. **Export reports:** Export reports in various formats (e.g., PDF, CSV, Excel) for external sharing.
4. **Create report subscriptions:** Allow users to subscribe to reports and receive automated updates

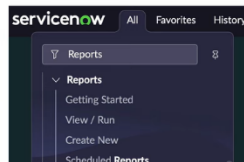
When you **schedule a report** in ServiceNow, you are inserting a record into the Scheduled Email of Report [sysauto_report] table.



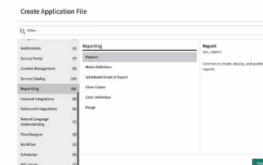
Reports > View / Run



Reports > Scheduled Reports



Studio



Scheduled Email of Report [sysauto_report] extends Scheduled Job

FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Groups	The groups to which the scheduled email report should be sent	List of References (Sys IDs of records in the Group table)
Email addresses	The hard-coded email addresses to which the scheduled email report should be sent	String
Run	The recurrence rate of the scheduled email report	String (Daily, Weekly, Monthly, On Demand, etc.)
Time	The time at which the scheduled email report should be ran	Time
Subject	The subject of the email for the scheduled email report	String
Introductory message	The content of the email for the scheduled email report	HTML

Scheduled Email of Report [sysauto_report] extends Scheduled Job		
FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Report	The report being scheduled for email	Reference (Sys ID of a record in the Report table)
Users	The users to whom the scheduled email report should be sent	List of References (Sys IDs of records in the User table)
Groups	The groups to which the scheduled email report should be sent	List of References (Sys IDs of records in the Group table)
Email addresses	The hard-coded email addresses to which the scheduled email report should be sent	String
Run	The recurrence rate of the scheduled email report	String (Daily, Weekly, Monthly, On Demand, etc.)
Time	The time at which the scheduled email report should be ran	



Scheduled Email of Report [sysauto_report] extends Scheduled Job		
FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Sys ID	The unique identifier of the record	Sys ID (String)
Report	The report being scheduled for email	Reference (Sys ID of a record in the Report table)
Users	The users to whom the scheduled email report should be sent	List of References (Sys ID of records in the User table)
Groups	The groups to which the scheduled email report should be sent	List of References (Sys ID of records in the Group table)
Email addresses	The hard-coded email addresses to which the scheduled email report should be sent	String