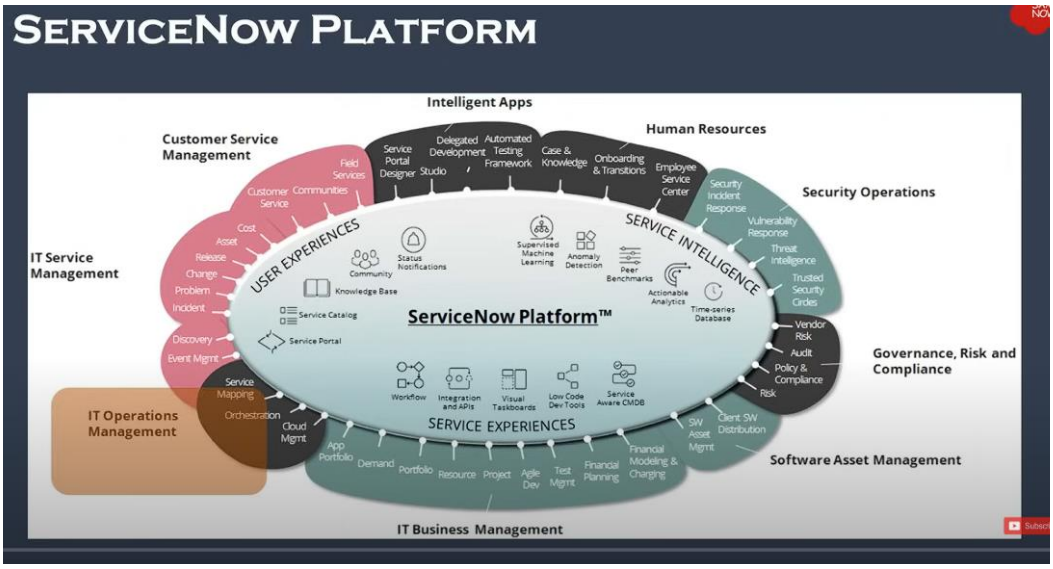
Platform Overview and Architecture



ServiceNow Platform:

ServiceNow is a cloud-based platform offering "Application Platform as a Service" (aPaaS).It is versatile, supporting various organizational functions like IT, HR, finance, and security.Initially known as a ticketing tool, it has evolved into a platform for automating business processes.

ServiceNow Architecture:

Single Platform: Automates business processes across the enterprise.

Single Data Model: Built on a flexible table schema with core capabilities and reusable components.

Multi-Instance Architecture: Each customer's data, applications, and customizations reside in a unique software stack (an instance). Instances are isolated but can communicate with each other.

High Availability: ServiceNow provides advanced data centers with redundancy to ensure continuous availability in case of failures.

Backup: ServiceNow performs four full weekly backups and daily differential backups for six days to protect data.

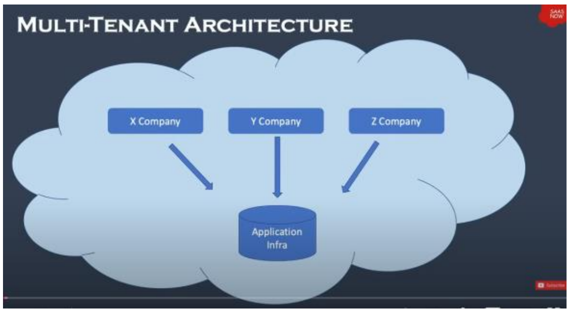
Application Platform As A Service

Single Data Model

Multi-Instance

High Availability Architecture Data Centers

Frequent Backups



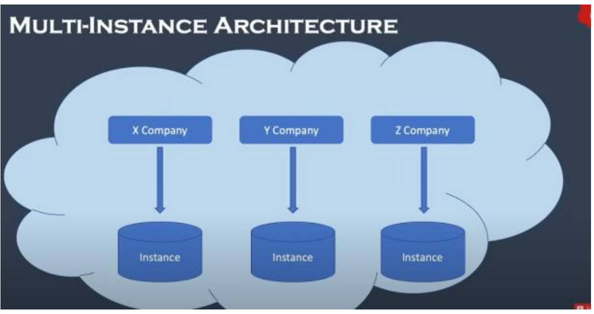
MULTI-TENANT ARCHITECTURE

X Company

Y Company

Z Company

Application Infra



MULTI-INSTANCE ARCHITECTURE

X Company

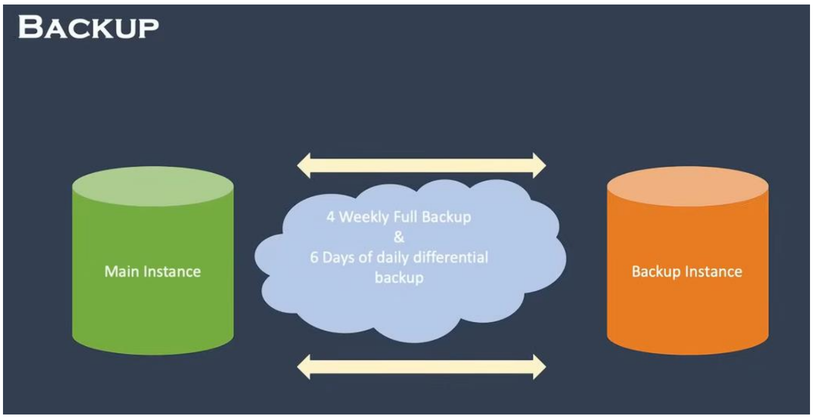
Y Company

Z Company

Instance

Instance

Instance



BACKUP

Main Instance

4 Weekly Full Backup & 6 Days of daily differential backup

Backup Instance

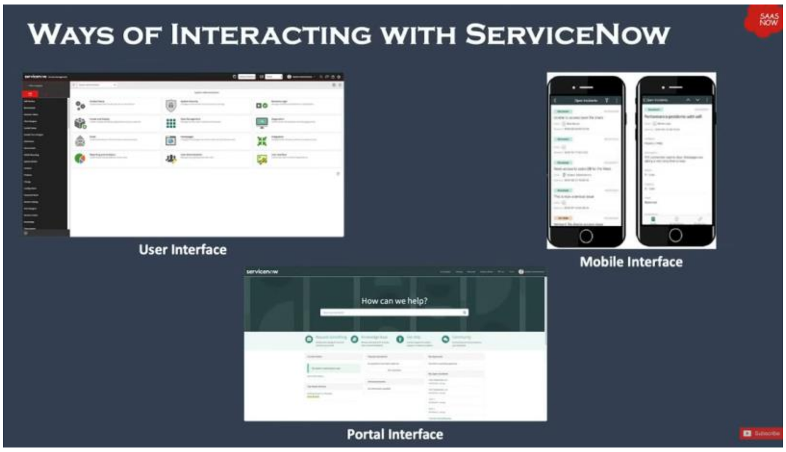
User Interface and Branding

Ways to Interact with ServiceNow:

Native UI: The primary web interface for interacting with ServiceNow. It includes features like real-time form updates, activity streams, and an application navigator.

Mobile Apps: ServiceNow provides mobile applications (ServiceNow Agent, Now Mobile, and ServiceNow Onboarding) for users to access the platform on the go.

Service Portal: A user-friendly, customizable interface where users can access services, search knowledge articles, and submit requests.



WAYS OF INTERACTING WITH SERVICENOW

User Interface

Mobile Interface

Portal Interface

Supported Browsers:

ServiceNow supports major browsers like Chrome, Microsoft Edge, Firefox, and Safari. Chrome and Safari are recommended for the best experience.

Mobile Apps:

SN Agent: A mobile application designed for agents to manage tasks, incidents, and other workflows on the go.

Now Mobile: An app for employees to access the ServiceNow platform for requests, approvals, and other functions.

SN Onboarding: A mobile app focused on onboarding processes, providing new hires with a seamless experience.

Accessing the Service Portal: The Service Portal can be accessed by appending /sp to the domain URL. It provides a customizable and responsive user interface for end-users to interact with the ServiceNow platform.

Supported Authentication Methods:

Local Database: Users log in with a username and password stored in the ServiceNow database.

Single Sign-On (SSO): Enables users to authenticate using external identity providers, like without needing separate credentials for ServiceNow.

OAuth 2.0: Involves using a client ID and secret for secure authentication.

LDAP: Allows integration with corporate directories for authentication.

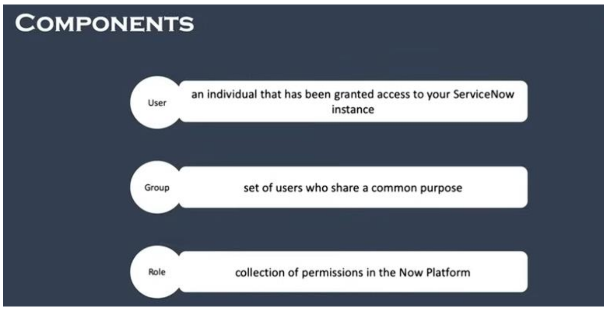
Multi-factor Authentication (MFA): Supported through services like Google Authenticator, adding an extra layer of security.

Digest Token: Encrypts the username and password for secure communication.

Role-Based Access Control (RBAC)

Roles: Access to different parts of the platform is managed through roles, such as admin, itil, knowledge_admin, and approver. Users assigned specific roles have permissions tailored to their responsibilities.

Out-of-the-Box (OOB) Roles: These are pre-configured roles provided by ServiceNow for common use cases, such as admin or catalog_admin.

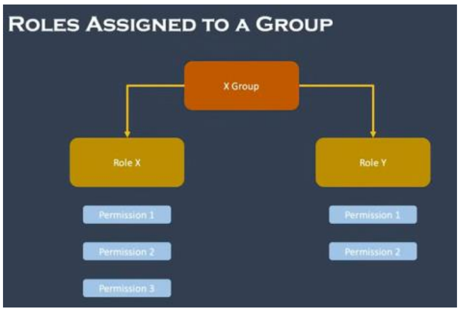


COMPONENTS

User — an individual that has been granted access to your ServiceNow instance

Group — set of users who share a common purpose

Role — collection of permissions in the Now Platform



ROLES ASSIGNED TO A GROUP

X Group

Role X

Role Y

Permission 1

Permission 2

Permission 3

Permission 1

Permission 2

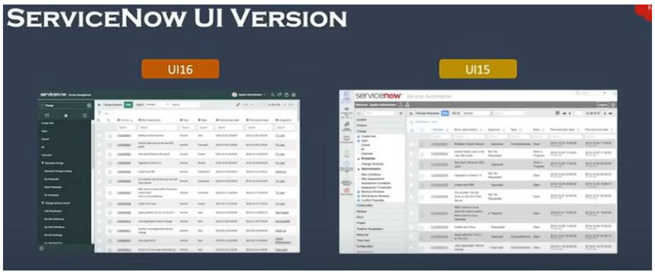
Branding:

ServiceNow allows customization of the user interface to align with organizational branding. This includes changing logos, themes, and colors to reflect the company's identity.

UI Versions:

UI 15: Includes additional elements like an edge on the left side of the screen for easier navigation.

UI 16: The default interface with updated design elements and functionality.



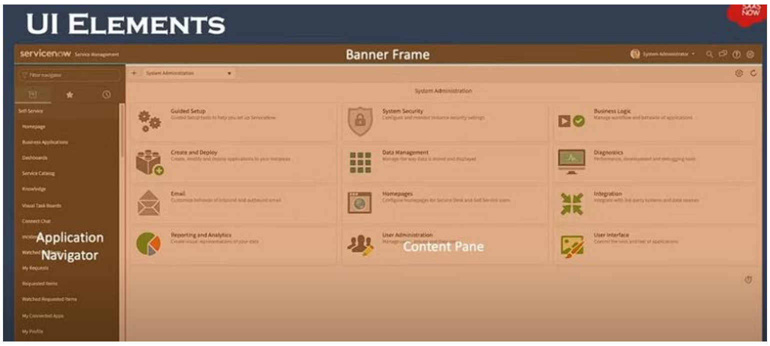
Switching UI Versions: Users can switch between UI 15 and UI 16 via the settings menu.

UI Elements:

Banner Frame: The top section of the interface, displaying the company logo, instance name, user menu, global search, chat, help, and settings.

Application Navigator: Located on the left side, it includes tabs for all applications, favorites, and history.

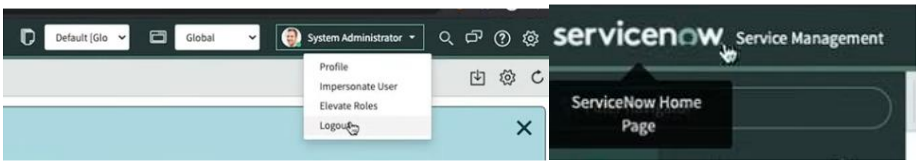
Content Pane: The main area where the selected application or module is displayed.

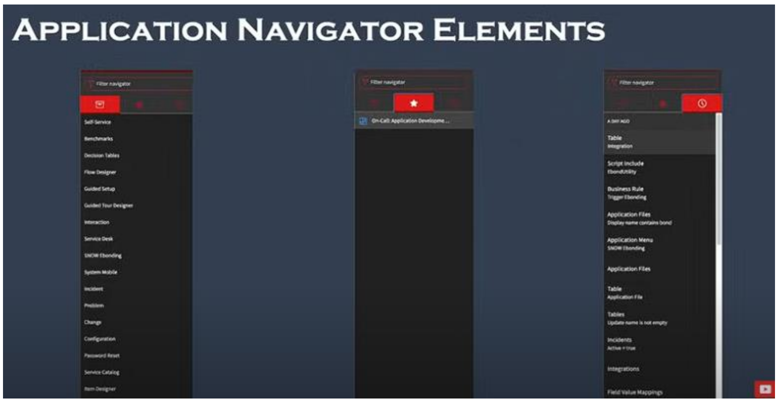


Branding (UI 16):

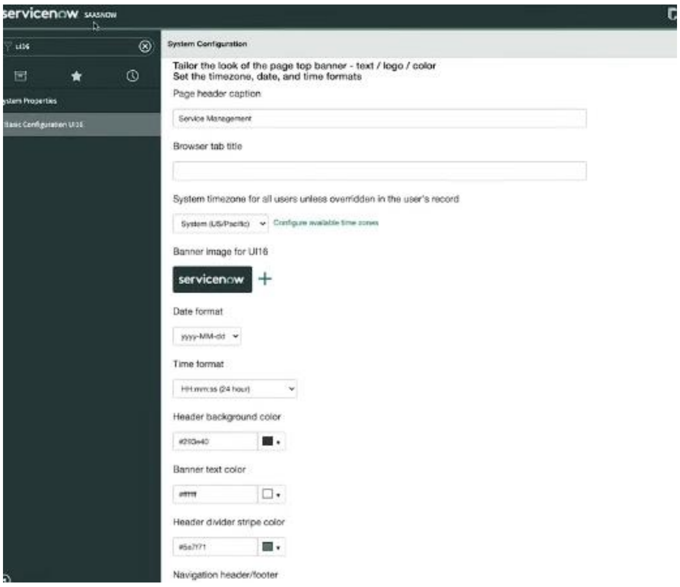
Basic Configuration: Allows customization of the UI to align with company branding. This includes changing the title and banner image.

Welcome Page Content: Managed under the System UI module, where short descriptions and additional information can be added.





Application Navigator Elements



System Configuration

Tailor the look of the page top banner - text / logo / color
Set the timezone, date, and time formats

Page header caption: Service Management

Browser tab title:

System timezone for all users unless overridden in the user's record: System (US/Pacific) Configure available time zones

Banner image for UI16: servicenow +

Date format: yyyy-MM-dd

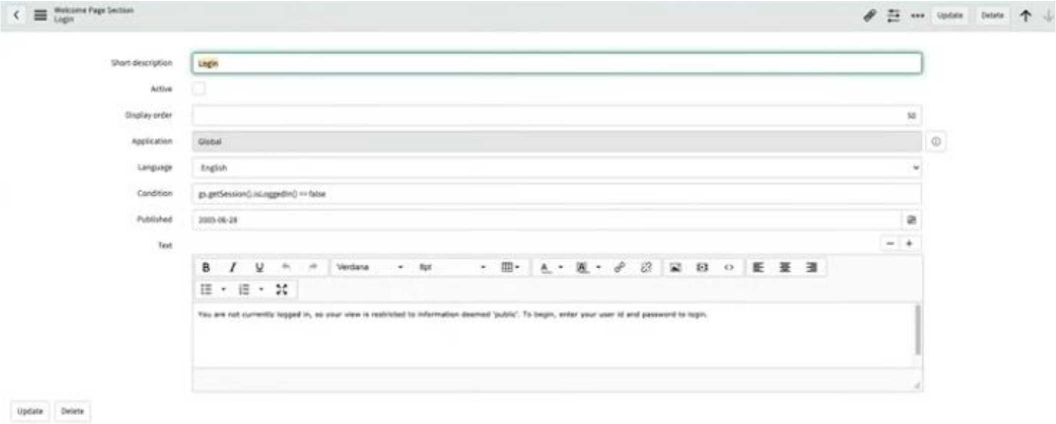
Time format: HH:mm:ss (24 hour)

Header background color: #293e40

Banner text color: #ffffff

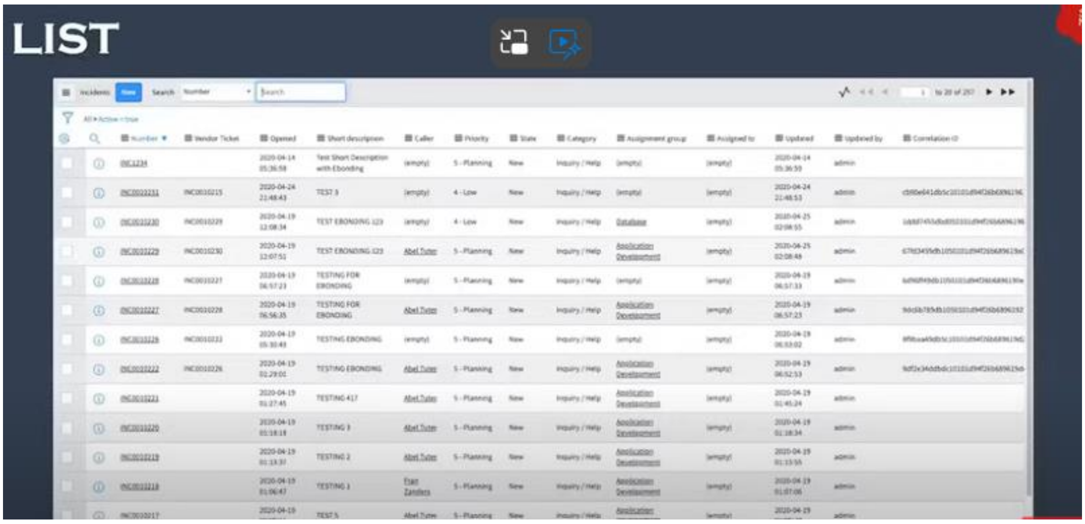
Header divider stripe color: #5e7f71

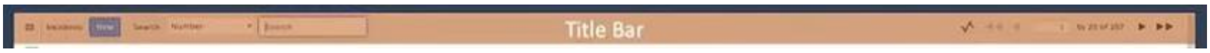
Navigation header/footer

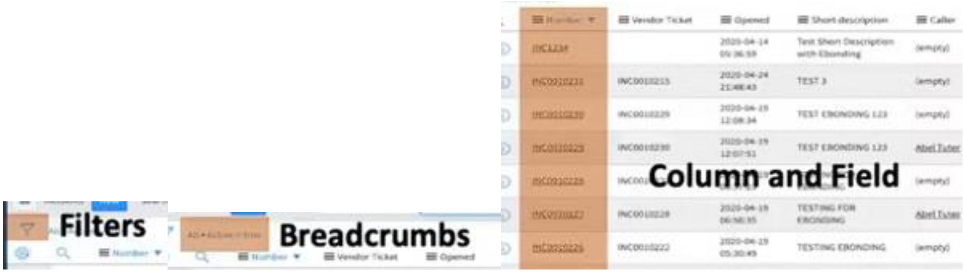


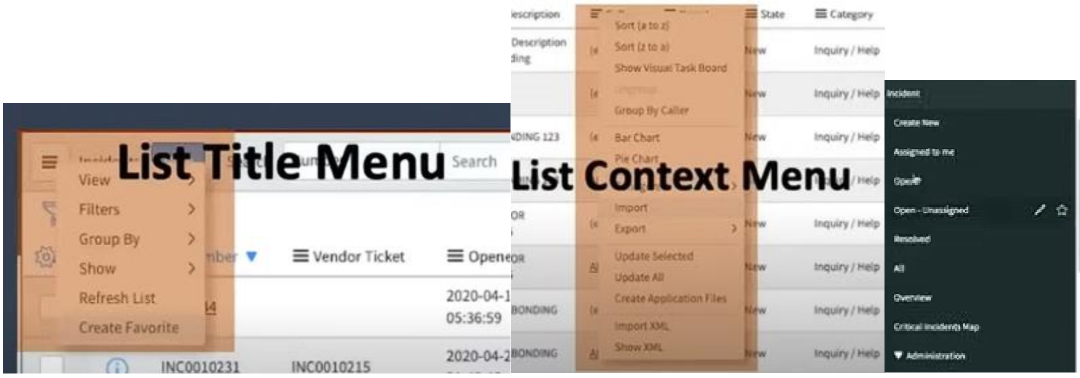
Short description	Login
Active	□
Display order	50
Application	Global
Language	English
Condition	gs.getSession().isLoggedIn() == false
Published	2005-06-28
Text	You are not currently logged in, so your view is restricted to information deemed 'public'. To begin, enter your user id and password to login.

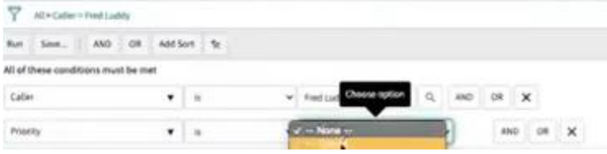
List & Filters and Forms











List Components:

Main List: Displays records from a table (e.g., incidents).

Title Bar: Located at the top of the list, it shows the name of the list and may include options to manage or modify the list.

Filters: Allow you to apply conditions to refine the displayed data. You can use various filter criteria to view specific records.

Breadcrumbs: Show the applied filter conditions in a hierarchical manner, helping users understand the current filter settings and navigate back to previous conditions if needed.

Columns/Fields: Represent the data attributes from the table, such as the "Number" field that stores the record number.

List Title Menu: Provides options to manage the list, such as applying filters, grouping data, adjusting the number of records displayed, refreshing the list, and creating favorites.

List Context Menu: Offers additional functionalities such as sorting, converting lists into charts, exporting/importing data, and updating records. It provides a right-click menu with various options.

Operations:

Filtering: Apply conditions to view specific records (e.g., incidents by user or priority). Filters can be saved for reuse.

Grouping: Organize data by a field (e.g., incidents by state or priority) for better analysis.

Refreshing: Update the list to reflect recent changes or new data.

Creating Favorites: Save specific list views or filter configurations for quick access.

Views and Personalization:

Views: Create custom views to display specific fields or data sets (e.g., major incidents view).

Personalization: Add or remove fields from the list view to suit user needs.

Export/Import:

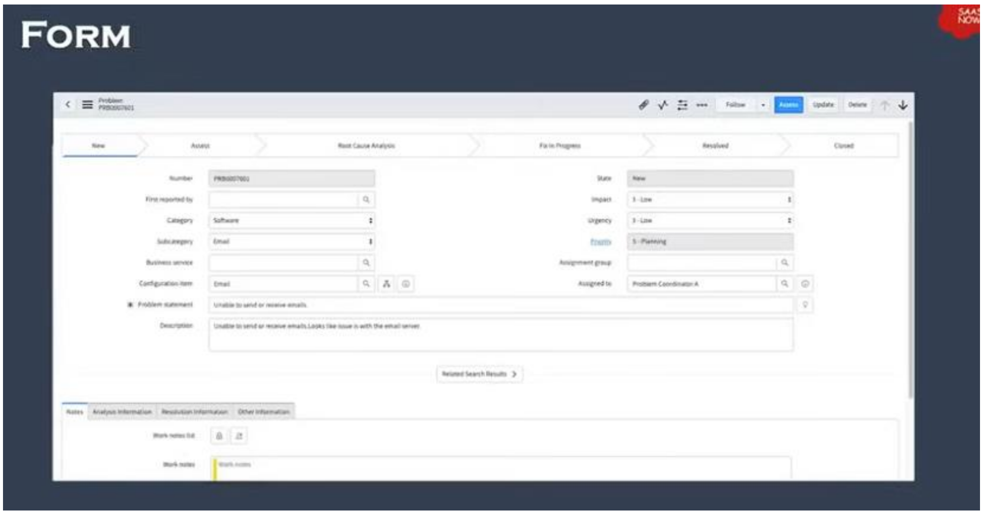
Export: Save data in formats like Excel, CSV, XML, JSON, or PDF.

Import: Add new data using XML or other supported formats.

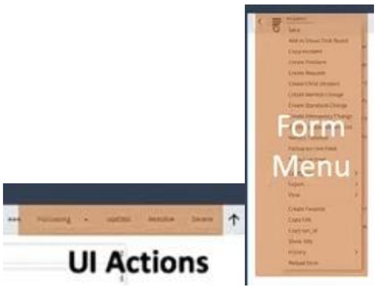
Advanced Features:

List Layout: Modify which fields are shown or hidden.

Update Selected/Update All: Edit multiple records at once or based on conditions



Number	PRB0007601	State	New
First reported by		Impact	3 - Low
Category	Software	Urgency	3 - Low
Subcategory	Email	Priority	5 - Planning
Business service		Assignment group	
Configuration item	Email	Assigned to	Problem Coordinator A
* Problem statement	Unable to send or receive emails.		
Description	Unable to send or receive emails.Looks like issue is with the email server.		
Work notes list			
Work notes	Work notes		



Form Components:

Content Frame: Displays record details.

Form Title: Shows the record's name.

Form Buttons (UI Actions): Includes "Submit" (saves and exits), "Save" (saves and keeps the form open), and other actions like "Update" and "Delete."

Form Menu: Provides options for additional actions and configurations.

Field Types:

Mandatory Fields: Required fields indicated with a red asterisk.

Read-Only Fields: Non-editable fields used to display static data.

Field Examples:

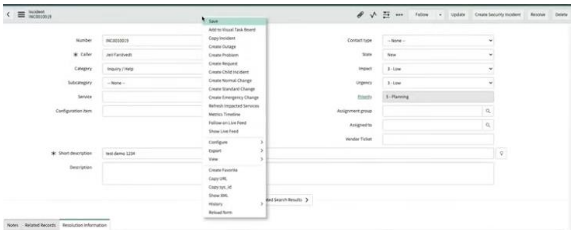
Choice Fields: Dropdown options (e.g., Impact).

Reference Fields: Show data from other tables (e.g., Caller referencing the Users table).

Related Lists:

Function: Display related records from other tables at the form's bottom.

Configuration: Manage via "Configure > Related Lists."



Incident
INC0010019

Number: INC0010019
Caller: Jeri Farstvedt
Category: Inquiry / Help
Subcategory: -- None --
Service:
Configuration item:
Short description: test demo 1234
Description:

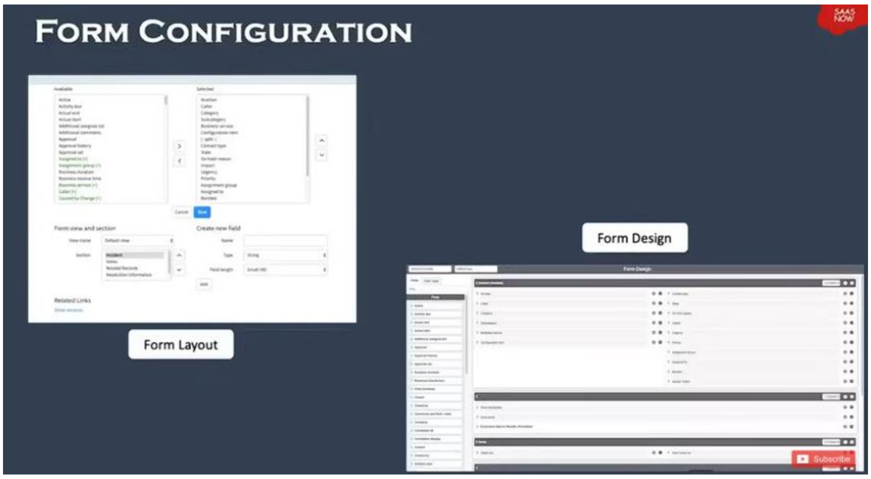
Contact type: -- None --
State: New
Impact: 3 - Low
Urgency: 3 - Low
Priority: 5 - Planning
Assignment group:
Assigned to:
Vendor Ticket:

Activities: 3

System Administrator — Field changes • 2020-05-31 03:34:17
Assigned to: Fred Luddy
Incident state: In Progress was New

System Administrator — Work notes • 2020-05-31 03:33:41
vdfgdfgg

System Administrator — Field changes • 2020-05-31 03:31:40
Impact: 3 - Low
Incident state: New
Opened by: System Administrator
Priority: 5 - Planning



FORM CONFIGURATION

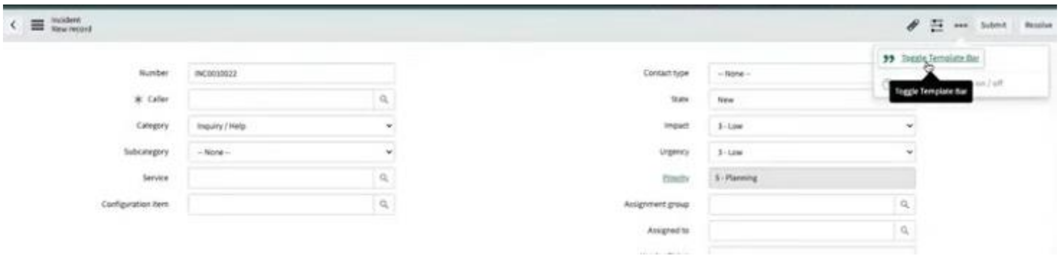
Form Layout

Form Design

Form Layout and Design:

Form Layout: Configure field positions and visibility. Access via "Configure > Form Layout."

Form Design: Advanced UI for drag-and-drop customization. Access via "Configure > Form Design."



Incident
New record

Number: INC0010022
Caller:
Category: Inquiry / Help
Subcategory: -- None --
Service:
Configuration item:

Contact type: -- None --
State: New
Impact: 3 - Low
Urgency: 3 - Low
Priority: 5 - Planning
Assignment group:
Assigned to:

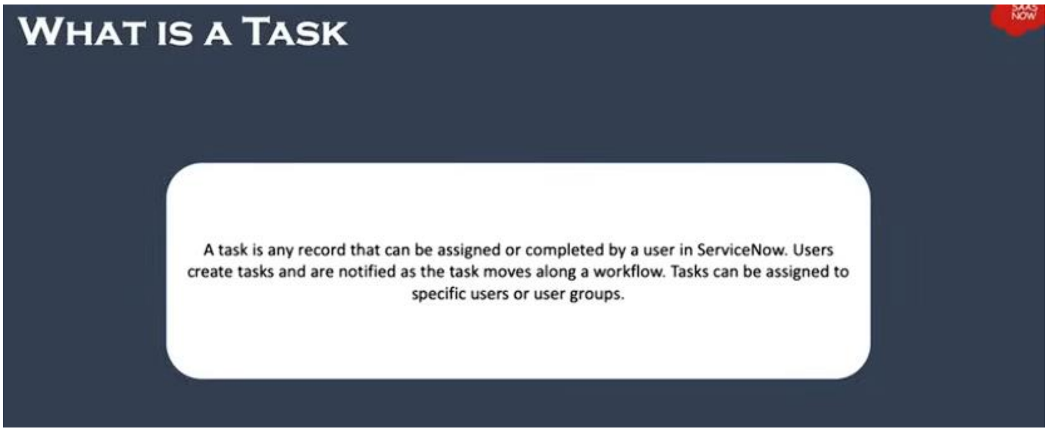
Templates:

Purpose: Predefine common field values for streamlined record creation.

Usage: Accessible through the "Create New" button; templates auto-fill fields with predefined values.

Task management

A task in ServiceNow is any record that can be assigned and completed by users. Tasks track actions and progress within various workflows. Examples include incident records, problem records, and change requests. Tasks can be assigned to individual users or groups and are crucial for managing and resolving issues effectively.

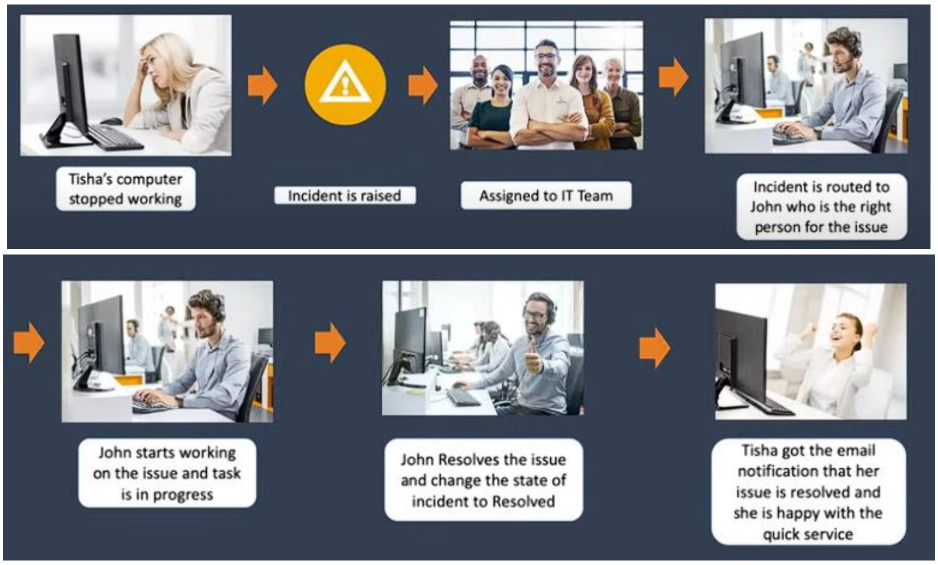


WHAT IS A TASK

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.

Task workflow

For instance, if an employee named Tisha faces a computer issue and raises an incident, it gets assigned to the IT team. John, an IT specialist, is then tasked with resolving it. Once John resolves the issue, he updates the incident status to "Resolved," and Tisha receives a notification about the resolution.



Tisha's computer stopped working

Incident is raised

Assigned to IT Team

Incident is routed to John who is the right person for the issue

John starts working on the issue and task is in progress

John Resolves the issue and change the state of incident to Resolved

Tisha got the email notification that her issue is resolved and she is happy with the quick service

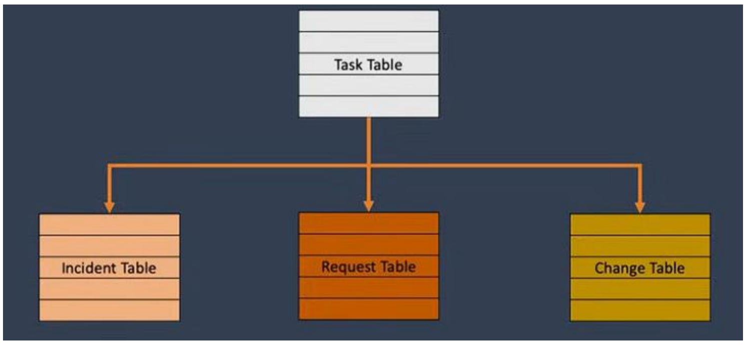


Table and Extensions

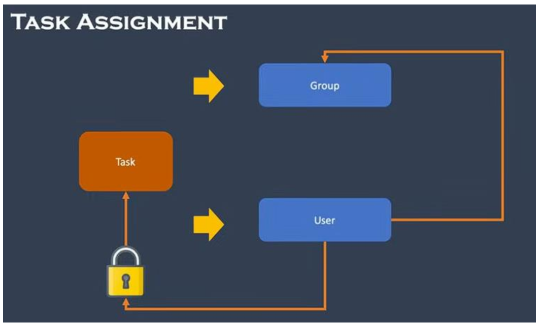
The core table for tasks in ServiceNow is the **Task** table, which many other tables extend from, such as:

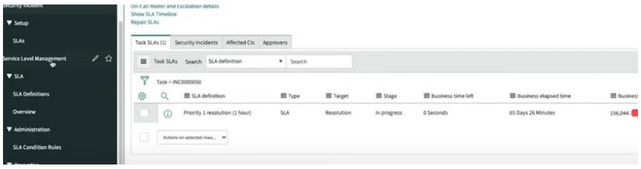
- **Incident Table**
- **Change Table**
- **Problem Table**
- **Request Table**

These extended tables inherit fields from the Task table and may include additional specific fields.

Task Assignment

Tasks can be assigned in various ways:





Task = INC0000050

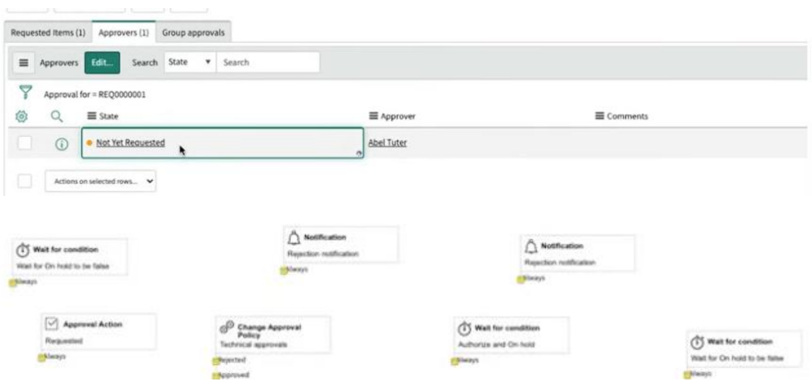
SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Busines
Priority 1 resolution (1 hour)	SLA	Resolution	In progress	0 Seconds	65 Days 26 Minutes	156,044.7

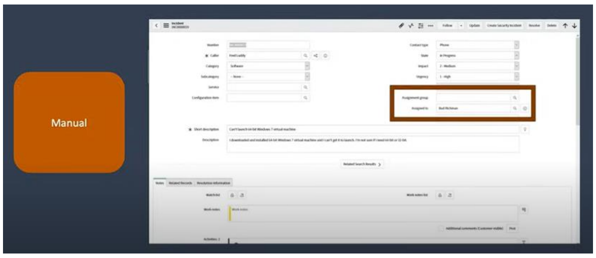
Task Functionalities

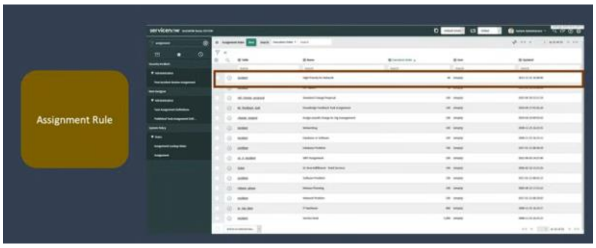
Approvals: Tasks can require approvals which can be managed manually or through workflows.

Assignments: Tasks can be assigned manually or automatically through assignment rules.

SLAs (Service Level Agreements): SLAs track whether tasks meet agreed-upon timelines. If not met, the SLA is considered breached.

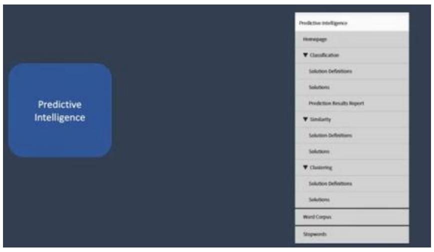


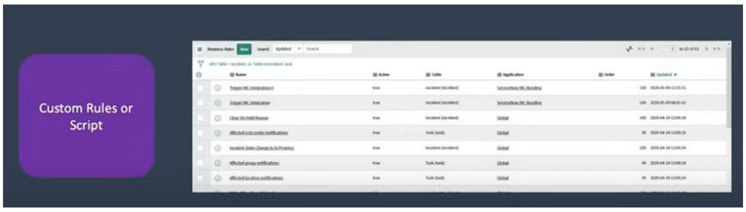




Manual Assignment: Users can assign tasks manually to themselves or others.

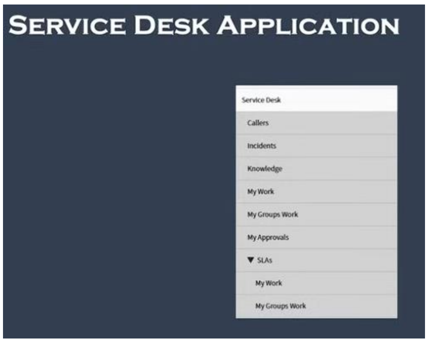
Assignment Rules: Automated rules set values for assignment fields based on predefined conditions.





Predictive Intelligence: Machine learning algorithms predict assignment fields based on historical data.

Custom Rules/Scripts: Administrators can create custom scripts for task assignment.



Service Desk Application

The Service Desk application in ServiceNow provides a centralized place for users to view and manage all their tasks, including:

My Work: Tasks assigned to the user.

My Group's Work: Tasks assigned to the user's group.

My Approvals: Tasks waiting for user approval.

SLA: Information on SLA compliance.

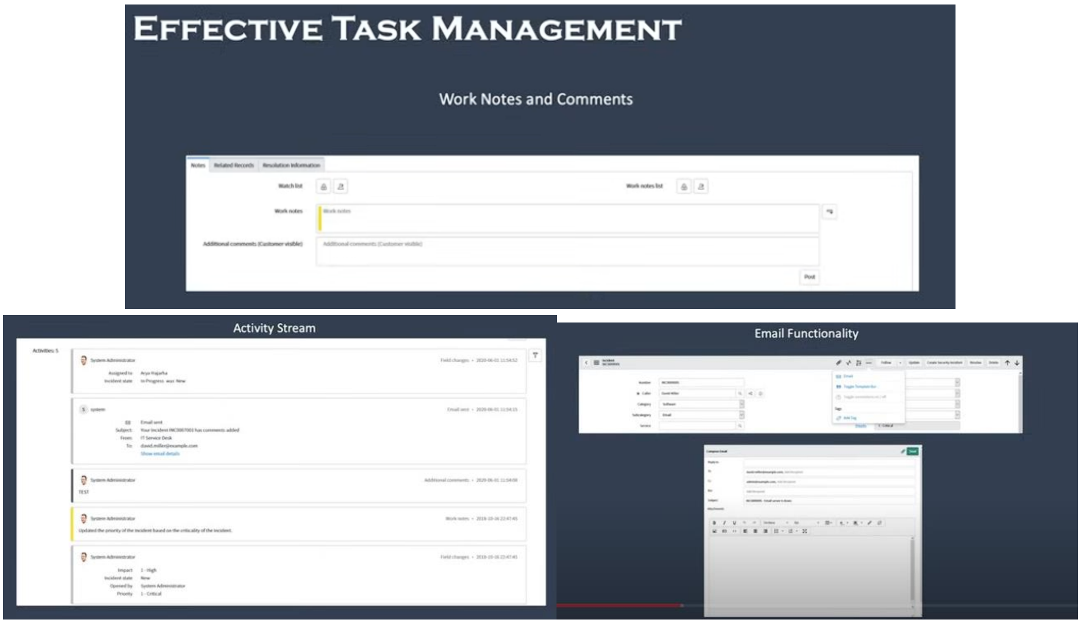
Effective Task Management

To manage tasks effectively:

Work Notes and Comments: Use these to update progress and communicate with other stakeholders.

Activity Stream: Shows all activities related to a task, including updates and comments.

Email Functionality: Allows sending custom emails related to the task.

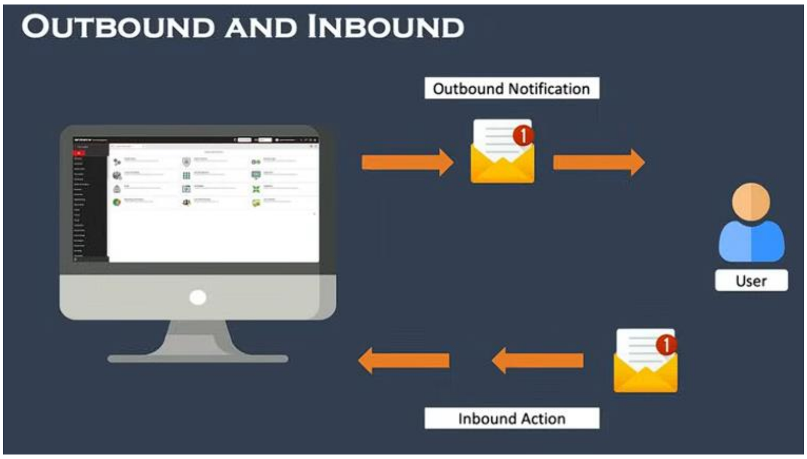


Notifications

Types of Notifications

Outbound Notifications: These are sent by ServiceNow to users based on specific events, such as an incident being assigned to a group. Users receive these notifications via email or mobile push notifications.

Inbound Notifications: Users can respond to these notifications by sending emails to ServiceNow, which can then trigger actions like creating or updating records in ServiceNow.



Notification Management in ServiceNow

System Notification Application:

Email: Manages email notifications. Includes modules for digest intervals, email scripts, notification categories, and templates.

Push: Manages mobile push notifications.

Provider: Configures notifications for agent workspace and virtual agents.

Key Modules:

Digest Intervals: Reduces the number of emails sent by aggregating notifications into a single email sent at defined intervals.

Notifications: Lists all notifications and allows the creation of new ones.

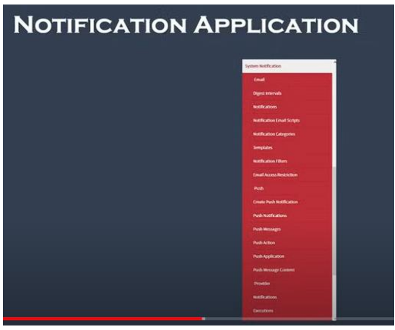
Notification Email Scripts: Contains scripts for customizing email content.

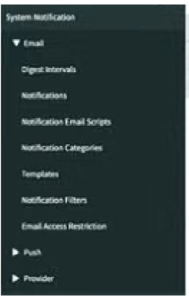
Notification Categories: Helps in organizing and categorizing notifications.

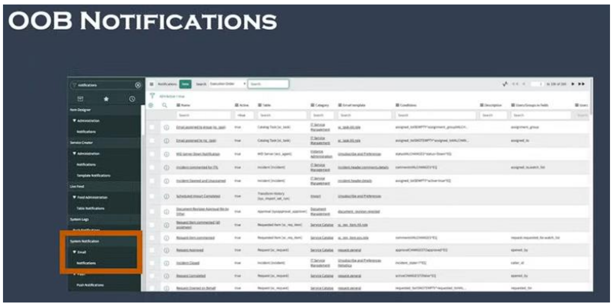
Templates: Reusable content for email subject and body.

Notification Filters: Allows filtering notifications based on conditions like critical issues.

Email Access Restrictions: Restricts access to specific types of email notifications.







Creating a New Notification

Fields to Configure:

Name: Identifier for the notification.

Table: Select the table for which the notification is applicable (e.g., Incident).

Category: Defines the category of the notification.

Sections in the Notification Form:

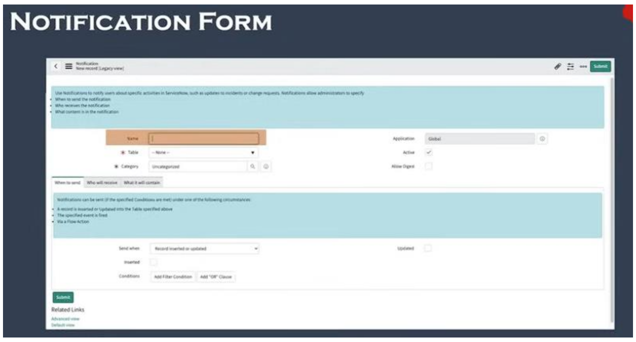
When to Send: Defines the condition for sending the notification.

Options include record insertion/update, event, or triggered by a flow designer.

Who Will Receive: Specifies recipients (users, groups) and whether the notification is subscribable.

What It Will Contain: Configures the content of the notification.

Includes content type (HTML, plain text), subject, message body, email template, and sender/receiver email addresses.



NOTIFICATION FORM

Notification
New record [Legacy view]

Use Notifications to notify users about specific activities in ServiceNow, such as updates to incidents or change requests. Notifications allow administrators to specify
- When to send the notification
- Who receives the notification
- What content is in the notification

Name:
Table: -- None --
Category: Uncategorized
Application: Global
Active: ✓
Allow Digest: □

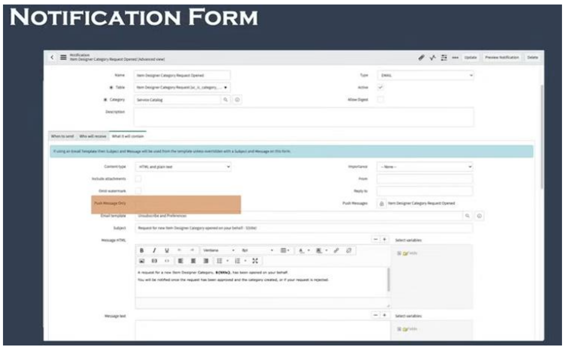
When to send | Who will receive | What it will contain

Notifications can be sent (if the specified Conditions are met) under one of the following circumstances:
- A record is inserted or Updated into the Table specified above
- The specified event is fired
- Via a Flow Action

Send when: Record inserted or updated
Updated: □
Inserted: □
Conditions: Add Filter Condition | Add "OR" Clause

Submit

Related Links
Advanced view
Default view



NOTIFICATION FORM

Notification
Item Designer Category Request Opened [Advanced view]

Update | Preview Notification | Delete

Name: Item Designer Category Request Opened
Table: Item Designer Category Request [sc_ic_category_...]
Category: Service Catalog
Description:
Type: EMAIL
Active: ✓
Allow Digest: □

When to send | Who will receive | What it will contain

If using an Email Template then Subject and Message will be used from the template unless overridden with a Subject and Message on this form.

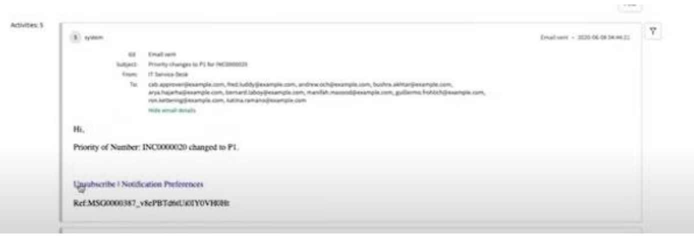
Content type: HTML and plain text
Include attachments: □
Omit watermark: □
Push Message Only
Email template: Unsubscribe and Preferences
Subject: Request for new Item Designer Category opened on your behalf - ${title}
Importance: -- None --
From:
Reply to:
Push Messages: Item Designer Category Request Opened

Message HTML:
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.

Message text:

Testing Notifications

After creating a notification, test it by updating records to match the notification's trigger conditions and verify that the notification is sent correctly.



Activities: 5

system — Email sent • 2020-06-08 04:44:22

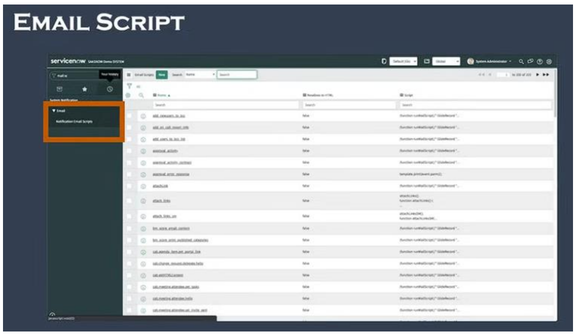
Email sent
Subject: Priority changes to P1 for INC0000020
From: IT Service Desk
To: cab.approver@example.com, fred.luddy@example.com, andrew.och@example.com, bushra.akhtar@example.com, arya.hajarha@example.com, bernard.laboy@example.com, manifah.masood@example.com, guillermo.frohlich@example.com, ron.kettering@example.com, katina.ramano@example.com
Hide email details

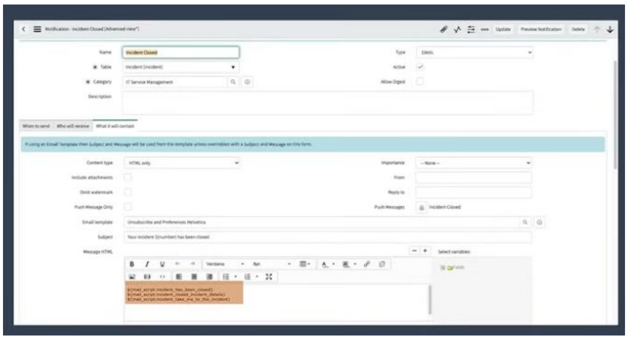
Hi,

Priority of Number: INC0000020 changed to P1.

Unsubscribe | Notification Preferences

Ref:MSG0000387_v8ePBTd6U0IY0VH0Bt




Notification - Incident Closed [Advanced view]

Name: Incident Closed

Table: Incident [incident]

Category: IT Service Management

Type: EMAIL

Active: ✓

When to send | Who will receive | What it will contain

If using an Email Template then Subject and Message will be used from the template unless overridden with a Subject and Message on this form.

Content type: HTML only

Importance: -- None --

Push Messages: Incident Closed

Email template: Unsubscribe and Preferences Helvetica

Subject: Your incident ${number} has been closed

Message HTML:

```
${mail_script:incident_has_been_closed}
${mail_script:incident_closed_incident_details}
${mail_script:incident_take_me_to_the_incident}
```

Inbound Actions

Purpose: Configures actions to be performed when emails are received, such as creating or updating records.

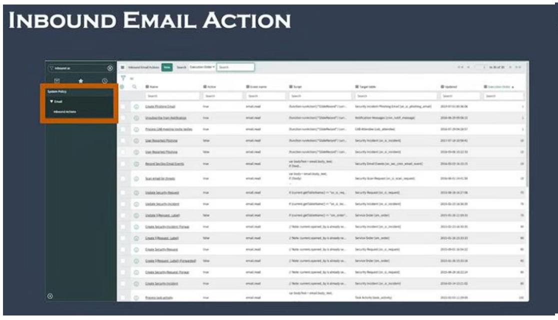
Fields:

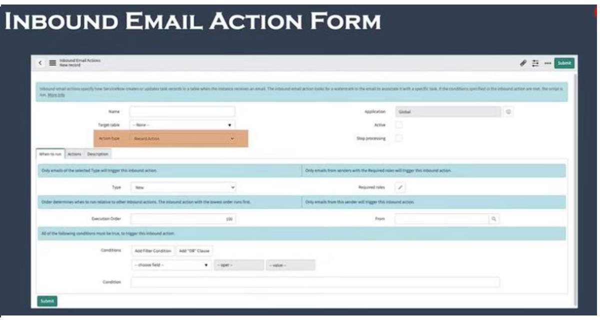
Name: Identifier for the inbound action.

Target Table: The table where actions are to be applied.

Action Type: Defines what should happen when the email is received (e.g., create, update, respond).

Conditions: Specifies criteria for when the action should be triggered.





Inbound Email Actions
New record

Inbound email actions specify how ServiceNow creates or updates task records in a table when the instance receives an email. The inbound email action looks for a watermark in the email to associate it with a specific task. If the conditions specified in the inbound action are met, the script is run. More info

Name:

Target table: -- None --

Action type: Record Action

Application: Global

Active: □

Stop processing: □

When to run | Actions | Description

Only emails of the selected Type will trigger this inbound action.

Type: New

Only emails from senders with the Required roles will trigger this inbound action.

Required roles:

Order determines when to run relative to other inbound actions. The inbound action with the lowest order runs first.

Execution Order: 100

Only emails from this sender will trigger this inbound action.

From:

All of the following conditions must be true, to trigger this inbound action.

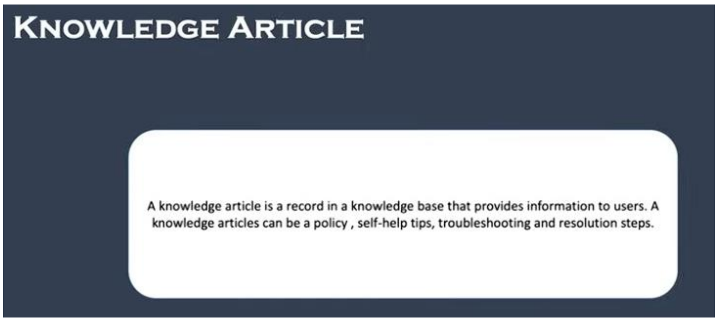
Conditions: -- choose field -- | -- oper -- | -- value --

Condition:

Knowledge Management

Knowledge management involves managing knowledge articles such as policies, self-help tips, troubleshooting documents, and resolution steps.

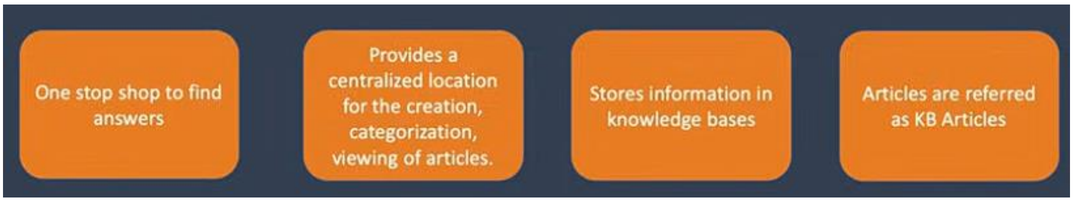
It centralizes the creation, categorization, and viewing of articles, providing a one-stop solution for users to find answers and get quick help.



KNOWLEDGE ARTICLE

A knowledge article is a record in a knowledge base that provides information to users. A knowledge articles can be a policy , self-help tips, troubleshooting and resolution steps.

Benefits of Knowldege Management

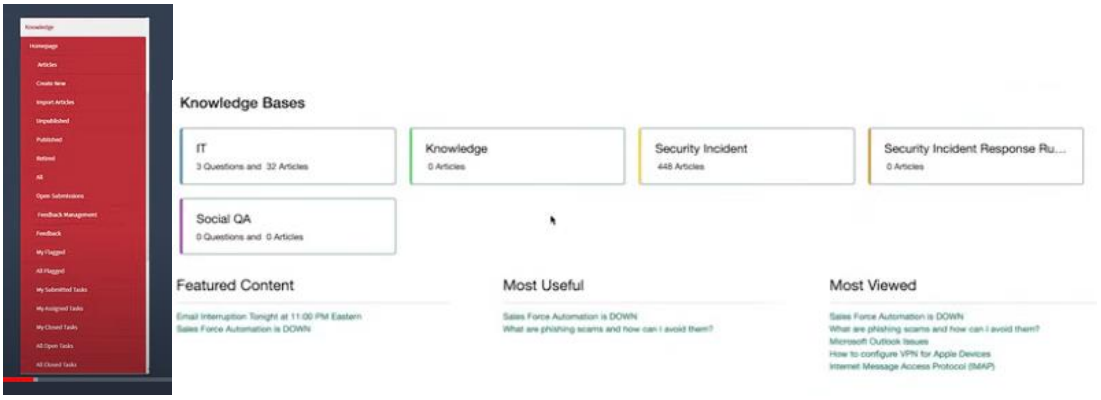


- One stop shop to find answers
- Provides a centralized location for the creation, categorization, viewing of articles.
- Stores information in knowledge bases
- Articles are referred as KB Articles

Knowledge Application

The Knowledge Management application in ServiceNow allows users with appropriate roles to create and manage knowledge articles.

Access the Knowledge Management application by typing "knowledge" in the Application Navigator.



Knowledge Bases

IT 3 Questions and 32 Articles	Knowledge 0 Articles	Security Incident 448 Articles	Security Incident Response Ru... 0 Articles
Social QA 0 Questions and 0 Articles			

Featured Content

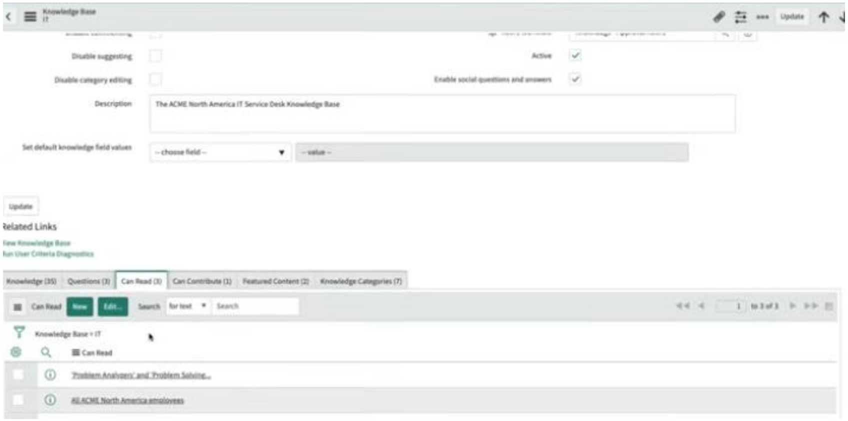
- Email Interruption Tonight at 11:00 PM Eastern
- Sales Force Automation is DOWN

Most Useful

- Sales Force Automation is DOWN
- What are phishing scams and how can I avoid them?

Most Viewed

- Sales Force Automation is DOWN
- What are phishing scams and how can I avoid them?
- Microsoft Outlook Issues
- How to configure VPN for Apple Devices
- Internet Message Access Protocol (IMAP)



Disable suggesting □ Active ☑

Disable category editing □ Enable social questions and answers ☑

Description: The ACME North America IT Service Desk Knowledge Base

Set default knowledge field values: -- choose field -- ▾ -- value --

Related Links

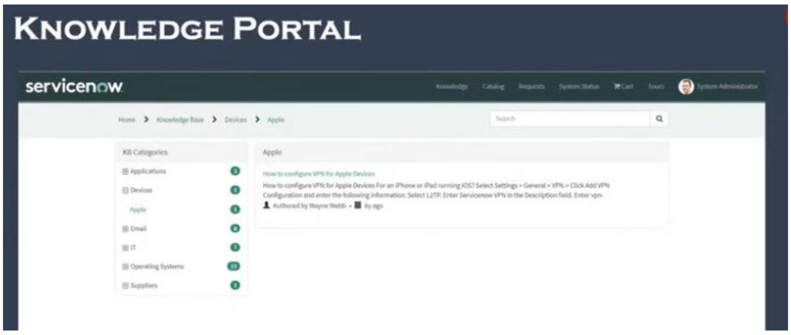
- View Knowledge Base
- Run User Criteria Diagnostics

Knowledge Base = IT

Can Read
'Problem Analyzers' and 'Problem Solving...
All ACME North America employees

Knowledge Portal:

An advanced UI for accessing knowledge articles, allowing for improved user interaction and customization.

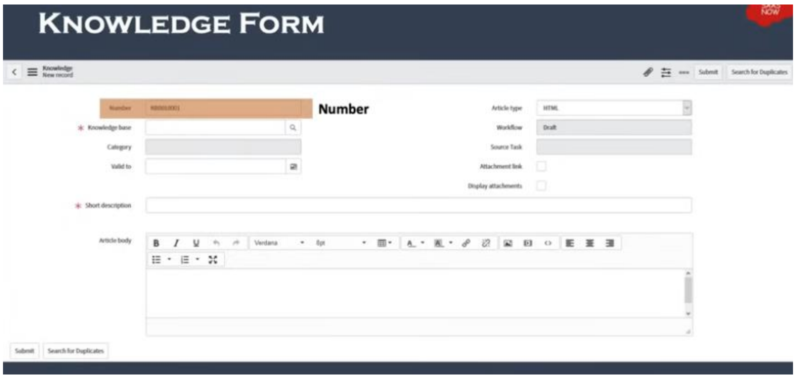


KNOWLEDGE PORTAL

How to configure VPN for Apple Devices

How to configure VPN for Apple Devices For an iPhone or iPad running iOS? Select Settings > General > VPN > Click Add VPN Configuration and enter the following information: Select L2TP. Enter Servicenow VPN in the Description field. Enter vpn-

Authored by Wayne Webb • 4y ago



KNOWLEDGE FORM

Number	KB0010001	Article type	HTML
* Knowledge base		Workflow	Draft
Category		Source Task	
Valid to		Attachment link	□
		Display attachments	□
* Short description			

Key Components of the Knowledge Form:

Number: Automatically generated identifier for the article.

Knowledge Base: The specific knowledge base where the article will be created. This helps in categorizing and managing articles effectively.

Category: The category within the selected knowledge base that the article falls into. Categories help in organizing articles by topic or type.

Valid To: The date until which the article is considered valid. After this date, the article may be retired or removed.

Short Description: A brief summary or title of the article that provides a quick insight into its content.

Article Type: Defines the format of the article. Common types include HTML or Wiki. This affects how the content is rendered.

Workflow: Specifies the stages the article will go through before being published, such as Draft, Review, and Publish. The workflow ensures proper review and approval processes are followed.

Source Task: Indicates if the article was created from an existing task or record. This helps in tracking the origin of the content.

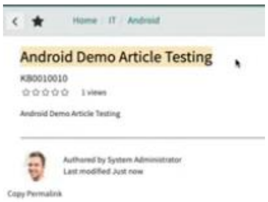
Attachment Link: Option to attach a document that users can download. When checked, the article will include a link to download the attached file instead of displaying the content directly.

Display Attachments: If checked, any attachments associated with the article will be visible at the bottom of the article page.

Article Body: The main content of the article where detailed information, instructions, or solutions are provided.

Submit Button: Saves and creates the article based on the provided information.

Search for Duplicates: A button to check if similar articles already exist in the knowledge base. This helps in avoiding duplication and consolidating information.



Home / IT / Android

Android Demo Article Testing

KB0010010

☆☆☆☆☆ 1 views

Android Demo Article Testing

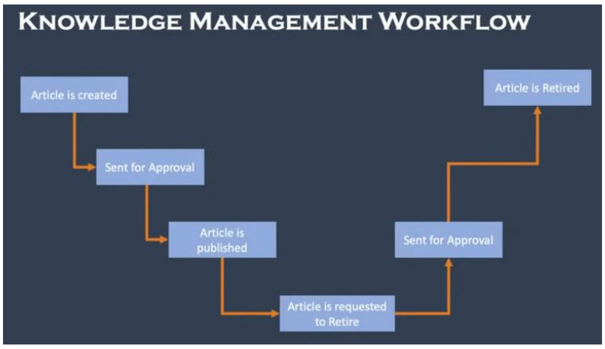
Authored by System Administrator
Last modified Just now

Copy Permalink

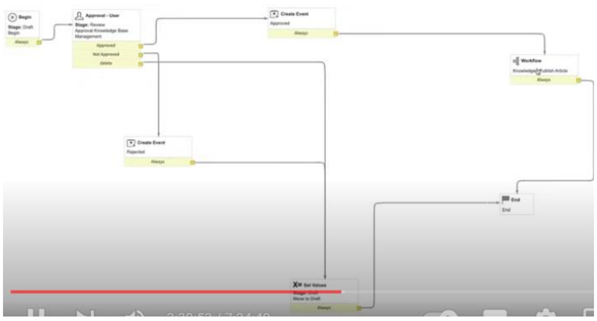
Feedback and Ratings:

Users can rate articles, flag them, and provide feedback on their helpfulness.

Feedback is tracked and managed in the Feedback Management section.

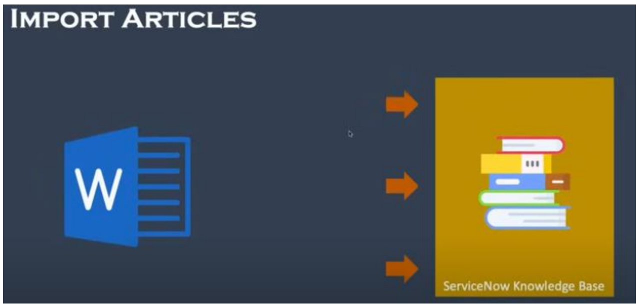


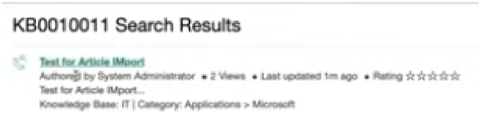
KNOWLEDGE MANAGEMENT WORKFLOW



Articles follow a workflow from draft to approval, publication, or retirement.

Custom workflows can be created as needed.





KB0010011 Search Results

Test for Article IMport
Authored by System Administrator • 2 Views • Last updated 1m ago • Rating ☆☆☆☆☆
Test for Article IMport...
Knowledge Base: IT | Category: Applications > Microsoft

Articles can be imported from DOC or DOCX files into ServiceNow. Attachments can be included, and the content can be previewed and managed.

Definition: A request ordering system for services and products offered by various departments within an organization.

Examples:

Cloud server requests from the hosting team.

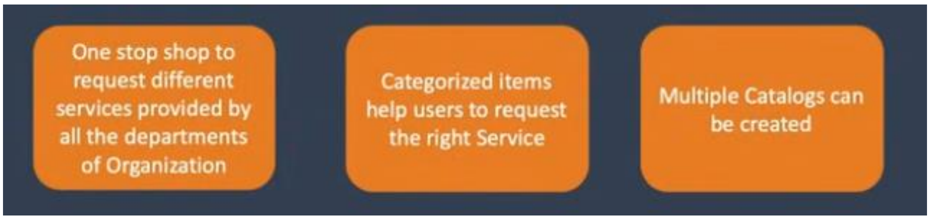
Password reset services provided by the Windows team.

Benefits of Service Catalog

Centralized Ordering: Acts as a one-stop shop for requesting different services across departments.

Categorization: Services are organized into categories for easier navigation, similar to shopping on Amazon.

Tracking: Users can track their requests and see estimated delivery times.



One stop shop to request different services provided by all the departments of Organization

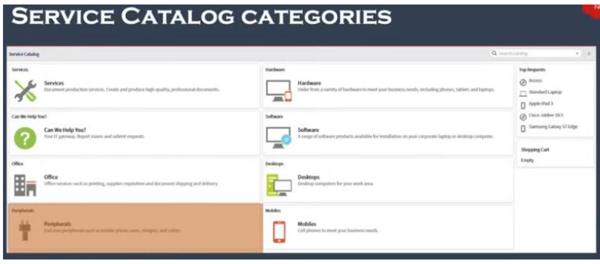
Categorized items help users to request the right Service

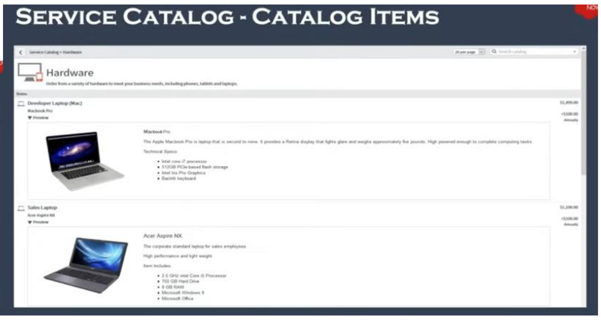
Multiple Catalogs can be created

Catalog Categories

Purpose: Logical groupings of services/products to help users find the right service.

Management: Categories can be created and maintained under the Service Catalog application.





Catalog Items

Definition: Services or products offered, such as hardware or software.

Management: Items are managed through the Service Catalog application, including setting prices, delivery times, and visibility.

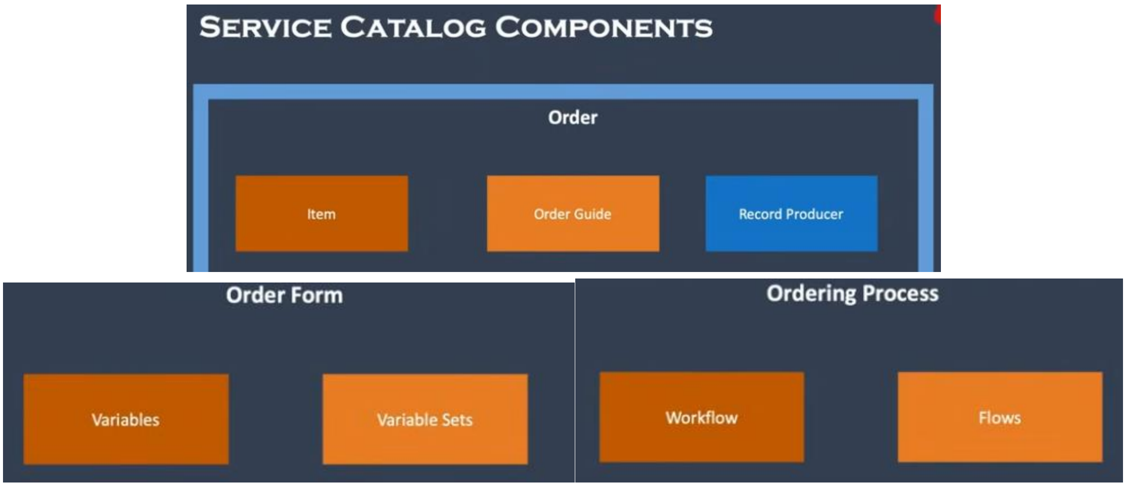
Catalog Roles

Admin: Full access to configure and manage the Service Catalog.

Catalog Admin: Manages catalogs, categories, and items but cannot do scripting.

Catalog Manager: Updates and manages service catalogs, including assigning editors.

Catalog Editor: Edits and updates catalogs, categories, and items but cannot manage other editors.

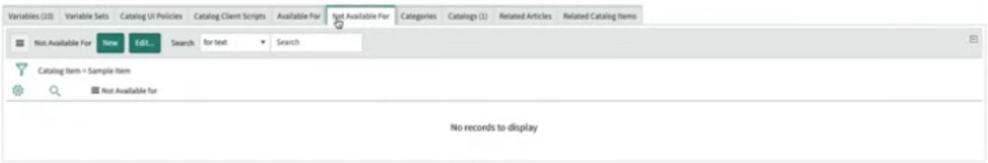


Catalog Components

Order: The service or product itself.

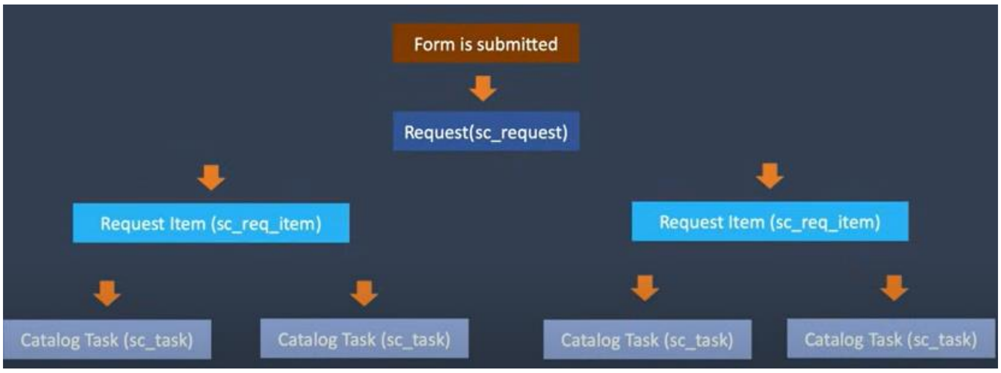
Order Form: Includes variables and variable sets for user input.

Ordering Process: Handled through workflows or flows for processing requests.



Catalog Item = Sample Item

No records to display



When a request is submitted, it creates records in different tables:

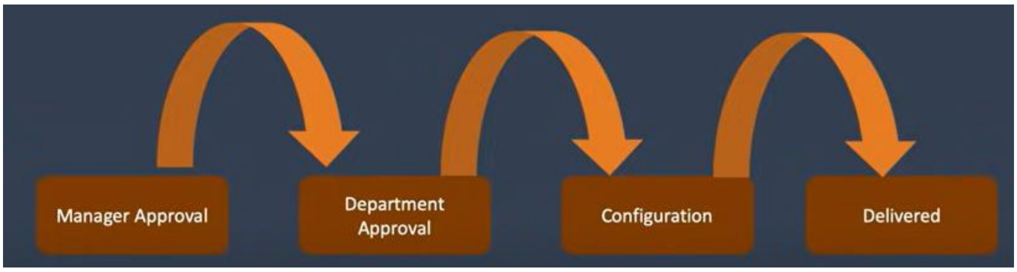
sc_request for the overall request.

sc_req_item for individual items in the request.

sc_task for tasks assigned to teams for processing

Request Stages

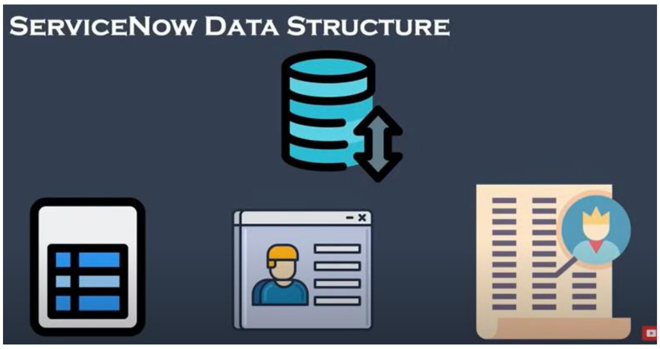
Requests go through various stages, such as approval and fulfillment. Stages can be customized to fit specific business requirements.

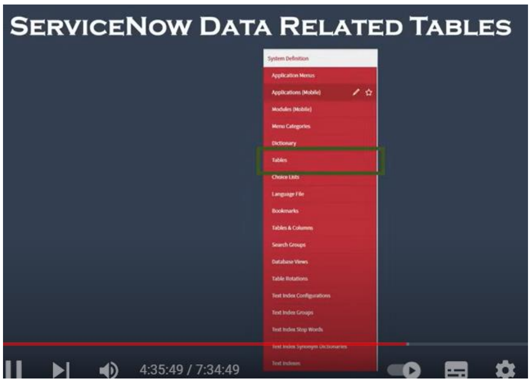


Tables and Fields:

Tables: ServiceNow stores data in tables, which are database components that store records. Each table consists of rows (records) and columns (fields).

Fields: Fields are columns in a table that hold specific pieces of data about a record. They can be of different types such as strings, numbers, dates, etc.



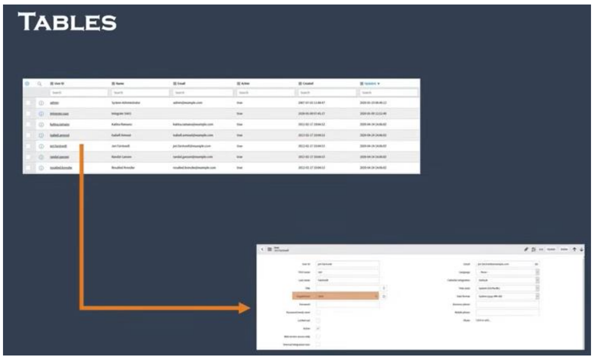


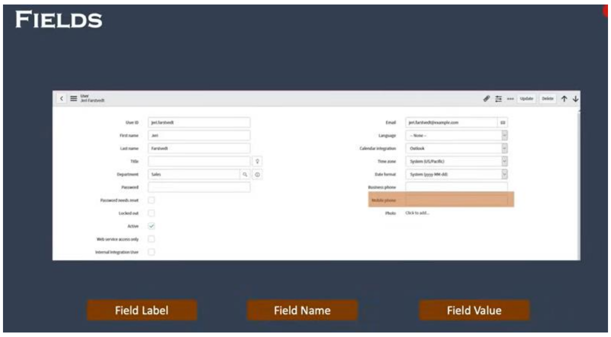
System Definition:

Tables Module: Shows a list of all tables in your ServiceNow instance. This includes both core and custom tables.

Tables and Columns Module: Provides a detailed view of tables and their fields. Allows for the creation of new tables and indexing.

Dictionary: Contains definitions for each table and field, including field attributes like label, name, and type.





Field Management:

Field Types: Different types of fields can be created, such as strings, choices, references, etc.

Field Attributes: Includes field label (display name), field name (backend name), and field value (data stored).

Table Relationships:

One-to-Many: One table references multiple records in another table (e.g., a user table referenced in the incident table).

Many-to-Many: Two tables are related to each other with multiple records in each (e.g., group and role tables).

Extended Relationship: Tables inherit fields from a parent table (e.g., incident and problem extending the task table).

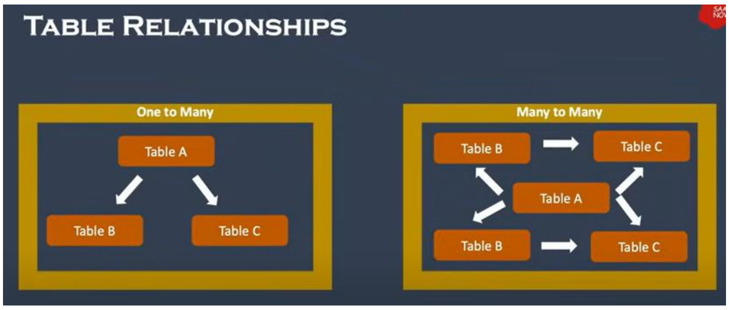


TABLE RELATIONSHIPS

One to Many

Table A

Table B

Table C

Many to Many

Table B

Table C

Table A

Table B

Table C

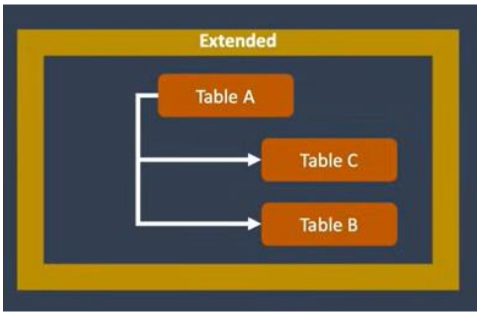

Extended

Table A

Table C

Table B

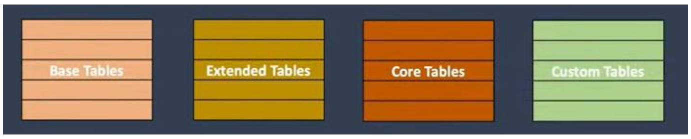
Creating and Managing Tables:

Base Tables: Tables not extended from any other table. Example: task table.

Extended Tables: Tables that inherit fields from a parent table. Example: incident table extends task table.

Core Tables: Predefined tables provided by ServiceNow. Example: incident, change, problem.

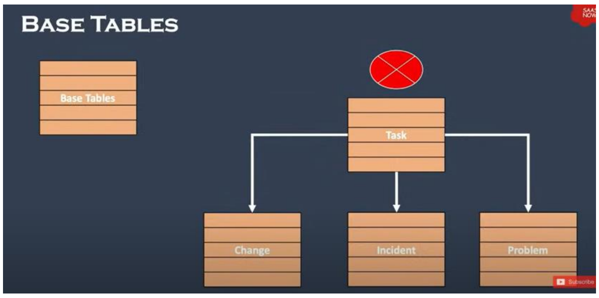
Custom Tables: Tables created by administrators or developers to meet specific business needs


Base Tables

Extended Tables

Core Tables

Custom Tables


BASE TABLES

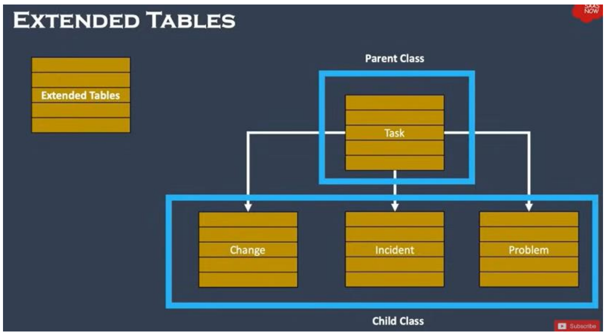
Base Tables

Task

Change

Incident

Problem


EXTENDED TABLES

Extended Tables

Parent Class

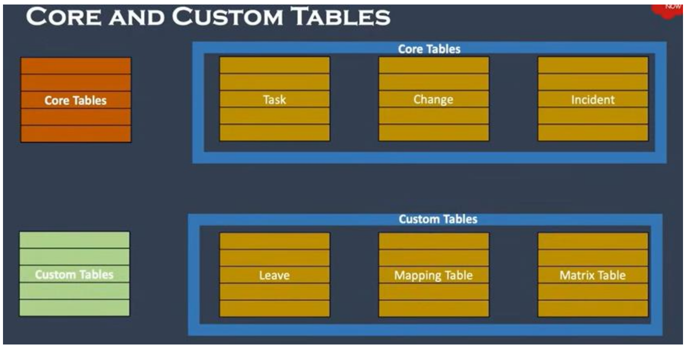
Task

Change

Incident

Problem

Child Class


CORE AND CUSTOM TABLES

Core Tables

Core Tables

Task

Change

Incident

Custom Tables

Custom Tables

Leave

Mapping Table

Matrix Table

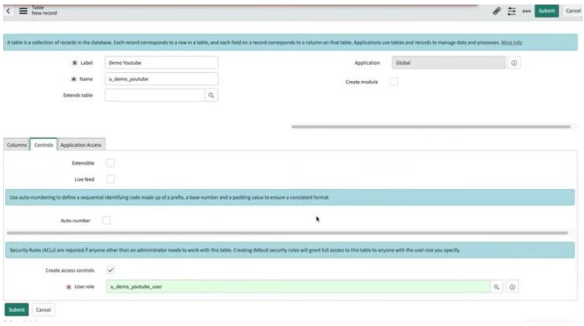


Table
New record

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. Applications use tables and records to manage data and processes. More Info

✱ Label	Demo Youtube	Application	Global
✱ Name	u_demo_youtube	Create module	□
Extends table			

Columns | Controls | Application Access

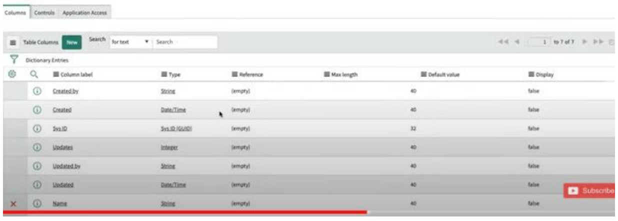
Extensible	□
Live feed	□

Use auto-numbering to define a sequential identifying code made up of a prefix, a base number and a padding value to ensure a consistent format

Auto-number	□

Security Rules (ACLs) are required if anyone other than an administrator needs to work with this table. Creating default security rules will grant full access to this table to anyone with the user role you specify.

Create access controls	☑
✱ User role	u_demo_youtube_user



Columns | Controls | Application Access

Table Columns — Search: for text — 1 to 7 of 7

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false
Updated by	String	(empty)	40		false
Updated	Date/Time	(empty)	40		false
Name	String	(empty)	40		false

Schema Map: A graphical representation of table relationships. Shows how tables are related, including references and extensions.

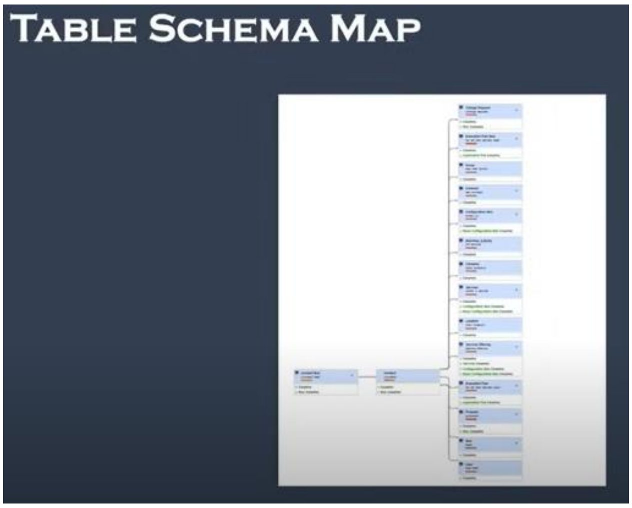


TABLE SCHEMA MAP

ACL (Access Control List):

A security rule in ServiceNow that restricts access to tables, records, or fields.

Purpose: To control user permissions at various levels (table, record, field) and ensure that data access is restricted based on roles and conditions.

Types of Permission

Login Security: Controlled by user groups and roles.

Application and Module Security: Visibility based on roles.

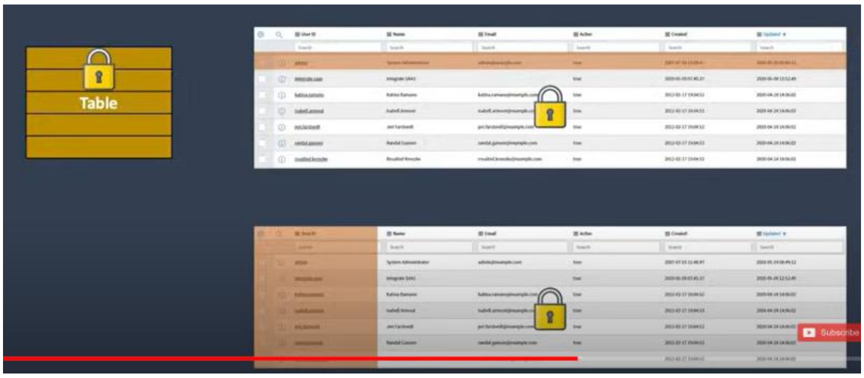
Table and Record Security: Controlled by ACLs.

Login

Application and Modules

Tables and Records

Access Control



Operations restricted

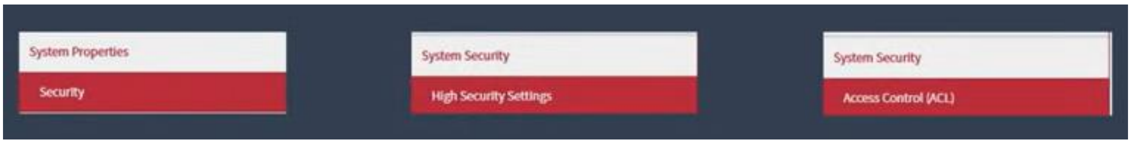
CRUD Operations: Create, Read, Update, Delete.

ServiceNow-Specific Operations: Execute scripts, add CI relations, save as template, create reports, personalize choices.

Execute
Edit_ci_relations
Save as template
Report on
Personalize Choices

Security modules

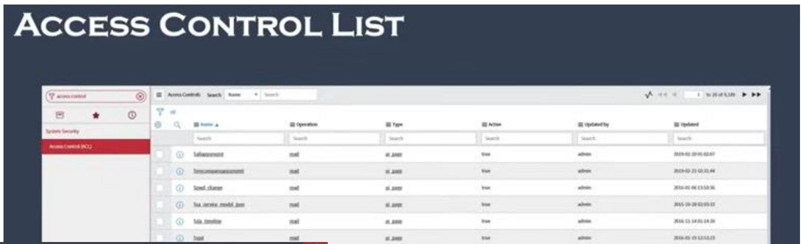
Under system security application

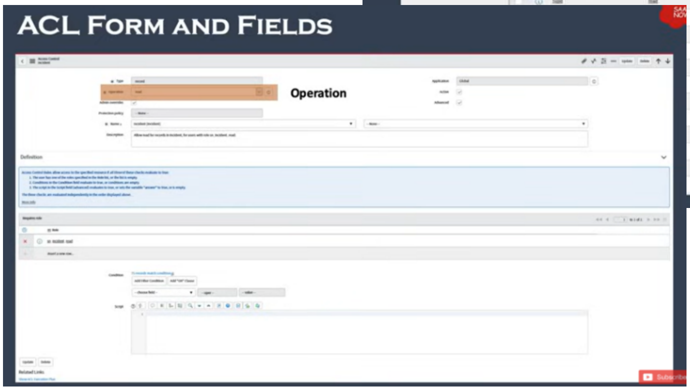


Security: Configures overall security settings like authentication and encryption.

High Security Settings: Manages stringent security measures, such as IP restrictions.

Access Control (ACL): Defines and manages access rules for tables, records, and fields based on roles and conditions.


ACCESS CONTROL LIST


ACL FORM AND FIELDS

Name: Descriptive name of the ACL rule.

Type: Type of access control (e.g., record, field, table).

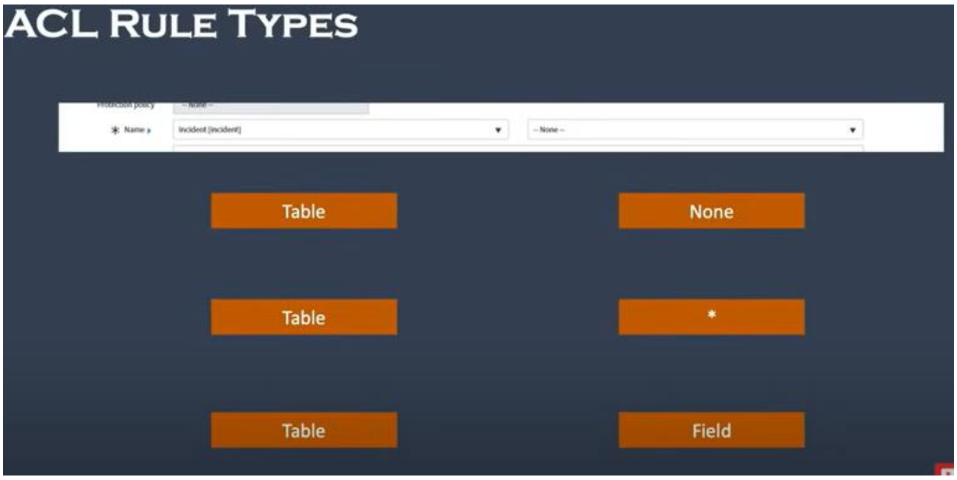
Operation: Specifies the operation (e.g., read, write, create, delete) the ACL rule applies to.

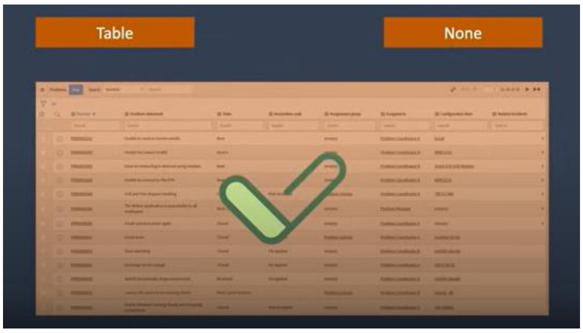
Table: The table to which the ACL rule applies.

Condition: Conditions that must be met for the ACL rule to be applied.

Script: Custom script to define complex access control logic.

Role: Roles that have the permission defined by the ACL.


ACL RULE TYPES



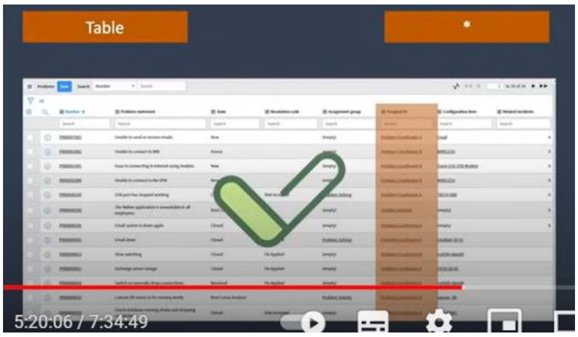
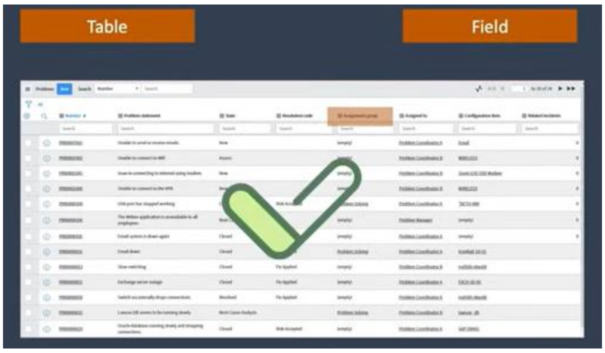


Table.none: Applies to the entire table *Table*. *:Applies to all fields within the table.



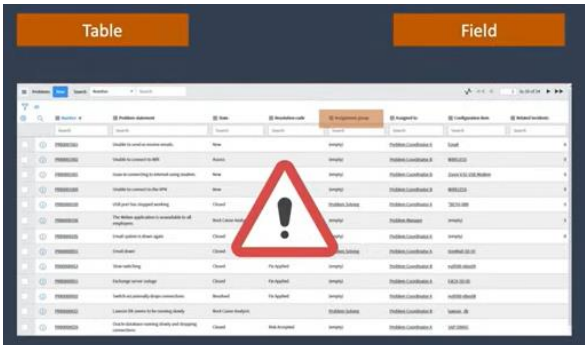
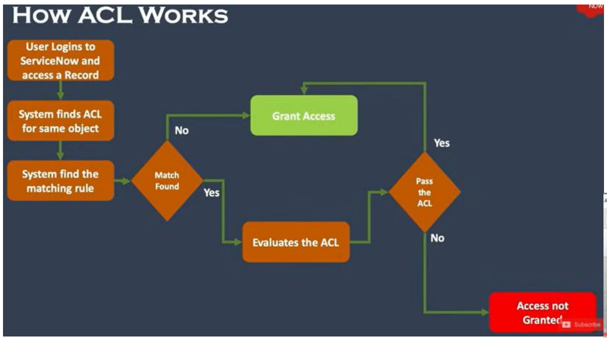
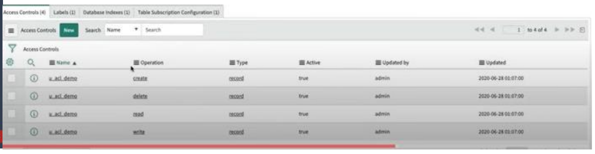


Table.field: Applies to a specific field within the table.

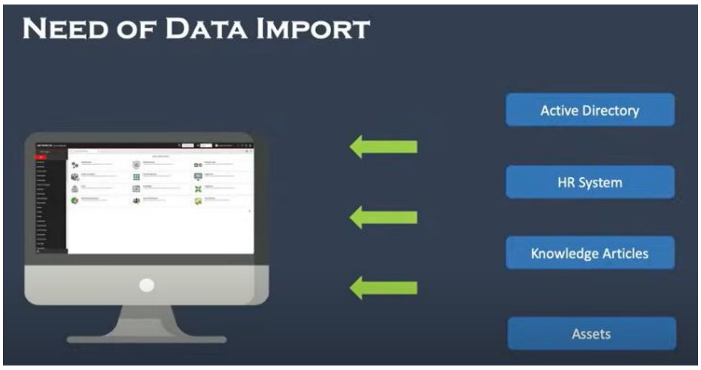

How ACL Works
User Logins to ServiceNow and access a Record
System finds ACL for same object
System find the matching rule
Match Found
No
Yes
Grant Access
Evaluates the ACL
Pass the ACL
Yes
No
Access not Granted


Access Controls (4) Labels (1) Database Indexes (1) Table Subscription Configuration (1)

Access Controls New Search Name Search 1 to 4 of 4

Access Controls

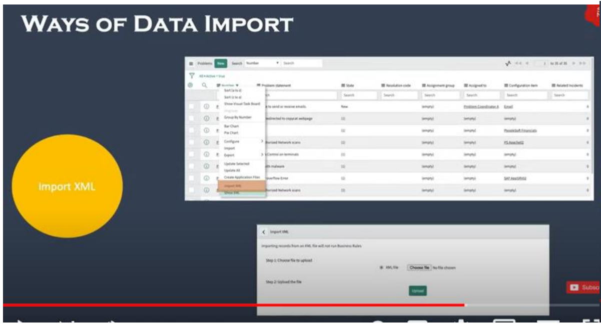
Name ▲	Operation	Type	Active	Updated by	Updated
u_acl_demo	create	record	true	admin	2020-06-28 01:07:00
u_acl_demo	delete	record	true	admin	2020-06-28 01:07:00
u_acl_demo	read	record	true	admin	2020-06-28 01:07:00
u_acl_demo	write	record	true	admin	2020-06-28 01:07:00

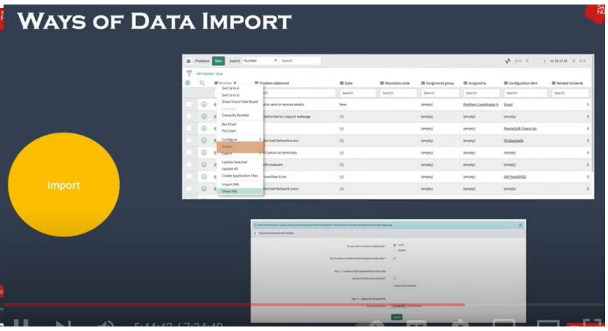


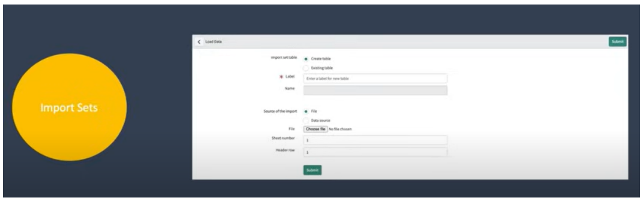
Need for Data Import:

Bulk upload data to avoid manual entry.

Examples include importing user data from Active Directory, employee data from HR systems, knowledge articles, and asset information







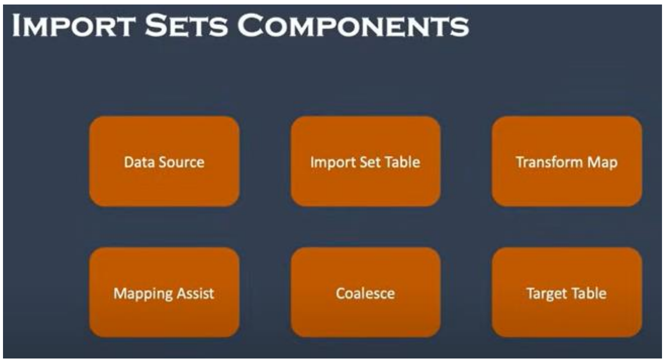
Ways to Import Data:

Import XML: Use XML files for moving data between ServiceNow instances. Useful for transferring data directly.

Import Sets: Core functionality for importing data from various sources (files, LDAP, etc.). Uses staging tables to process data before updating target tables.

Transform Maps: Define relationships between source data fields and ServiceNow target table fields. Maps fields automatically or manually.

Data Sources: Specify the origin of the data, such as files, LDAP, or JDBC connections.



Import Sets Components

Data Source

Import Set Table

Transform Map

Mapping Assist

Coalesce

Target Table

Import Set Components:

Data Source: Where data originates from (e.g., file, LDAP, JDBC).

Import Set Table: Temporary staging table where data is initially loaded.

Transform Map: Maps fields from the import set table to target tables.

Coalesce Fields: Check for existing records before importing data to update or insert new records.

Target Table: Final table where processed data is saved.

Steps to Import Data:

Create an Import Set: Define the source of data and load it into the import set table.

Create a Transform Map: Map source data fields to target table fields.

Run Transform: Process data from the import set table to the target table.

Monitor and Troubleshoot: Check import progress, errors, and logs.

Data Import Tools in ServiceNow:

System Import Sets Application: Manage import sets, create transform maps, load data, and view logs.

Scheduling Imports: Automate regular data imports from sources.

step-by-step process for importing data into ServiceNow using the Import Sets and Transform Maps features.

Save Excel File: Prepare and save your data in an Excel file.

Load Data:

Navigate to System Import Sets > Load Data.

Select your file, define the header row, and submit to load data into the staging table.

Create Transform Map:

Create a Transform Map to map fields from the staging table to the target table.

Use Mapping Assist to match fields and save the Transform Map.

Transform Data:

Run the Transform Map to move data from the staging table to the target table.

Check the Import Set log for success.

Configure Coalesce Fields:

Set Coalesce fields in the Transform Map to update existing records instead of creating duplicates.

Apply Data Policies:

Create Data Policies to enforce rules like mandatory fields.

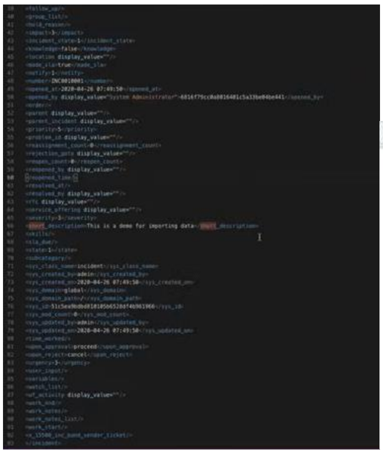
Test by importing data that should be rejected if it violates the policy.

Handle Errors:

Review import logs and correct any issues with Coalesce fields or Data Policies.

Explore CMDB:

Understand CMDB tables, CI classes, and relationships to manage configuration items effectively.



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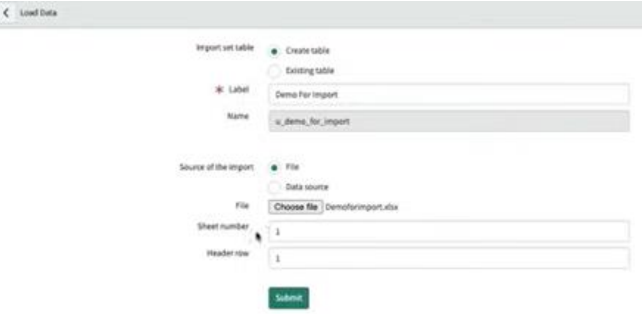


Load Data

Import set table ● Create table ○ Existing table

* Label: Demo For Import

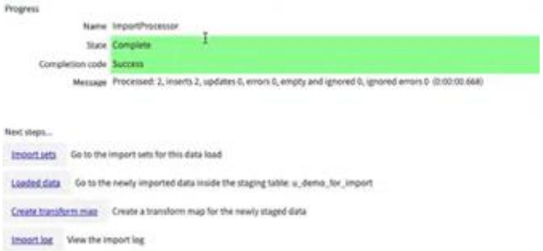
Name: u_demo_for_import

Source of the import ● File ○ Data source

File: Choose file Demoforimport.xlsx

Sheet number: 1

Header row: 1



Progress

Name: ImportProcessor

State: Complete

Completion code: Success

Message: Processed: 2, inserts 2, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:00.668)

Next steps...

Import sets — Go to the import sets for this data load

Loaded data — Go to the newly imported data inside the staging table: u_demo_for_import

Create transform map — Create a transform map for the newly staged data

Import log — View the import log

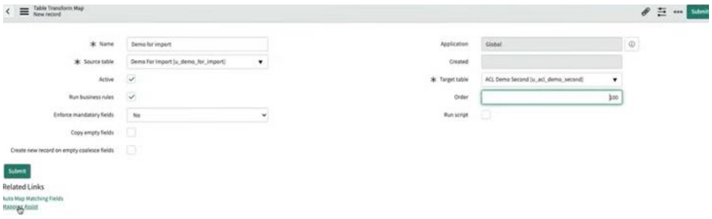


Table Transform Map
New record

* Name: Demo for import

* Source table: Demo For Import [u_demo_for_import]

Active: ☑

Run business rules: ☑

Enforce mandatory fields: No

Copy empty fields: ☐

Create new record on empty coalesce fields: ☐

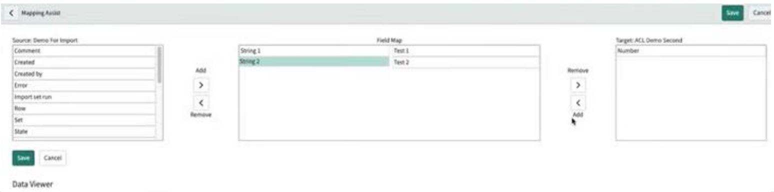
Application: Global

Created:

* Target table: ACL Demo Second [u_acl_demo_second]

Order: 100

Run script: ☐



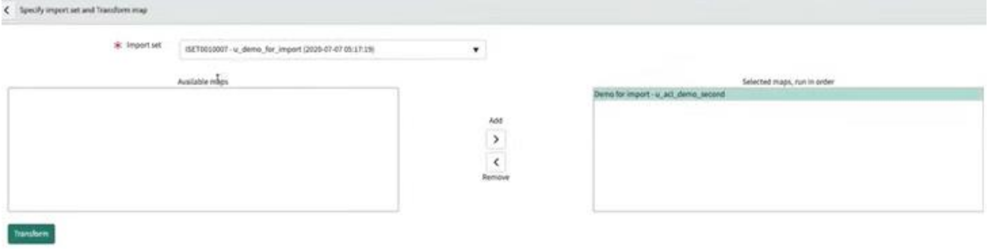
Mapping Assist

Source: Demo For Import: Comment, Created, Created by, Error, Import set run, Row, Set, State

Field Map:

String 1	Test 1
String 2	Test 2

Target: ACL Demo Second: Number

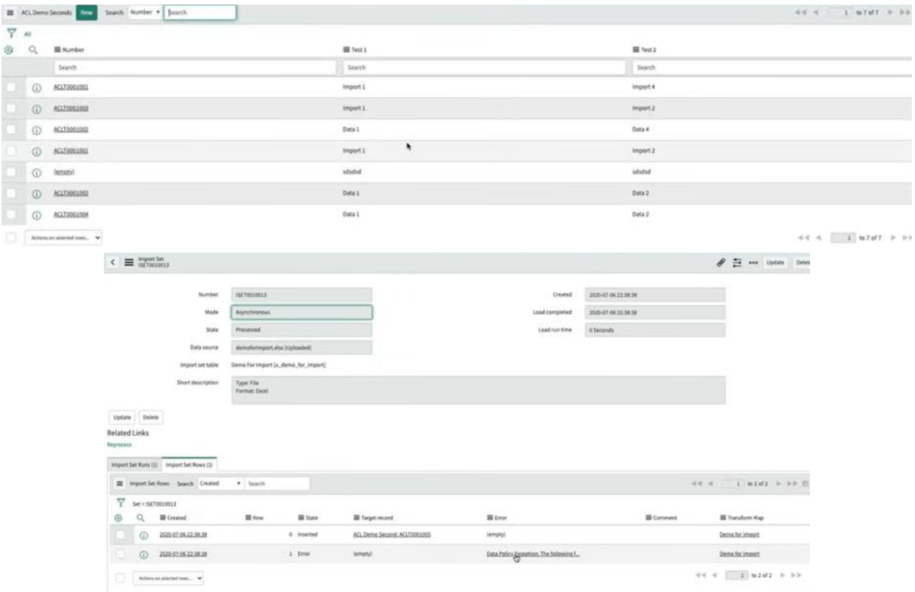


Specify import set and Transform map

* Import set: ISET0010007 - u_demo_for_import (2020-07-07 05:17:19)

Available maps

Selected maps, run in order: Demo for import - u_acl_demo_second



Number	Test 1	Test 2
ACLT0001001	Import 1	Import 4
ACLT0001003	Import 1	Import 2
ACLT0001002	Data 1	Data 4
ACLT0001001	Import 1	Import 2
(empty)	sdsdsd	sdsdsd
ACLT0001002	Data 1	Data 2
ACLT0001004	Data 1	Data 2

Import Set
ISET0010013

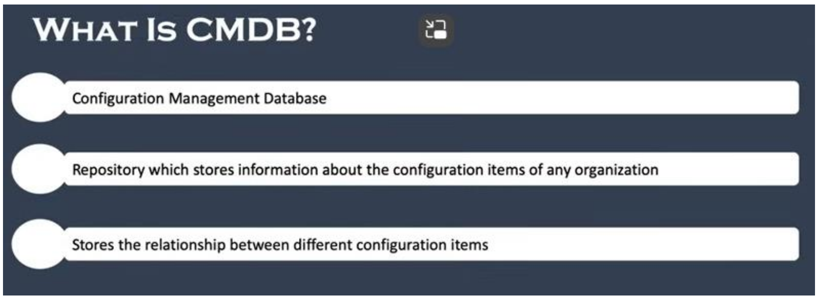
Number: ISET0010013
Mode: Asynchronous
State: Processed
Data source: demoforimport.xlsx (Uploaded)
Import set table: Demo For Import [u_demo_for_import]
Short description: Type: File
Format: Excel

Created: 2020-07-06 22:38:38
Load completed: 2020-07-06 22:38:38
Load run time: 0 Seconds

Set = ISET0010013

Created	Row	State	Target record	Error	Comment	Transform Map
2020-07-06 22:38:38	0	Inserted	ACL Demo Second: ACLT0001005	(empty)		Demo for import
2020-07-06 22:38:38	1	Error	(empty)	Data Policy Exception: The following f...		Demo for import

Actions on selected rows...
1 to 2 of 2

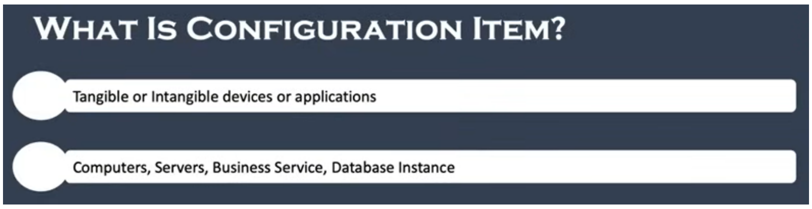


WHAT IS CMDB?

- Configuration Management Database
- Repository which stores information about the configuration items of any organization
- Stores the relationship between different configuration items

CMDB

Is a database that stores information about configuration items (CIs), such as computers, servers, applications, and their relationships. It helps manage and track these items within an organization.



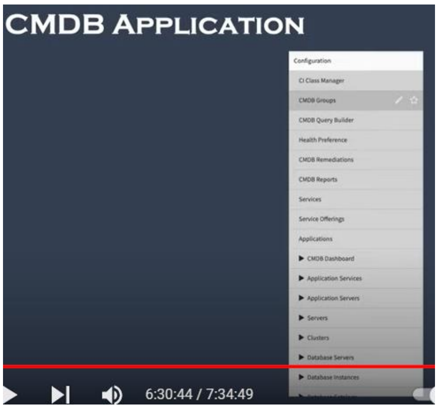
WHAT IS CONFIGURATION ITEM?

- Tangible or Intangible devices or applications
- Computers, Servers, Business Service, Database Instance

A **Configuration Item (CI)** is any component that needs to be managed in order to deliver an IT service. In ServiceNow, a CI can be:

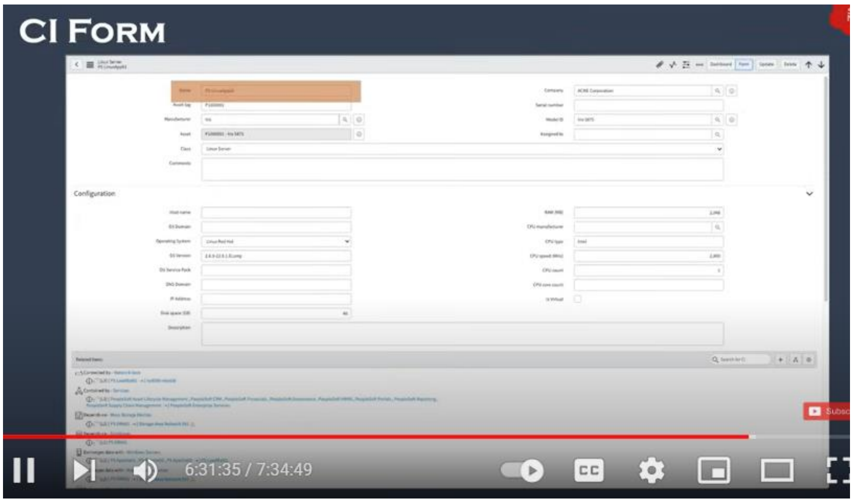
Tangible: Physical items like computers, servers, or network devices.

Intangible: Non-physical items like software applications, databases, or services.



CMDB APPLICATION

The **CMDB (Configuration Management Database) application** in ServiceNow is a foundational module used to manage and maintain information about Configuration Items (CIs) within an organization



CI FORM

In ServiceNow, a **CI (Configuration Item) form** is used to view and manage details of a specific Configuration Item within the CMDB.

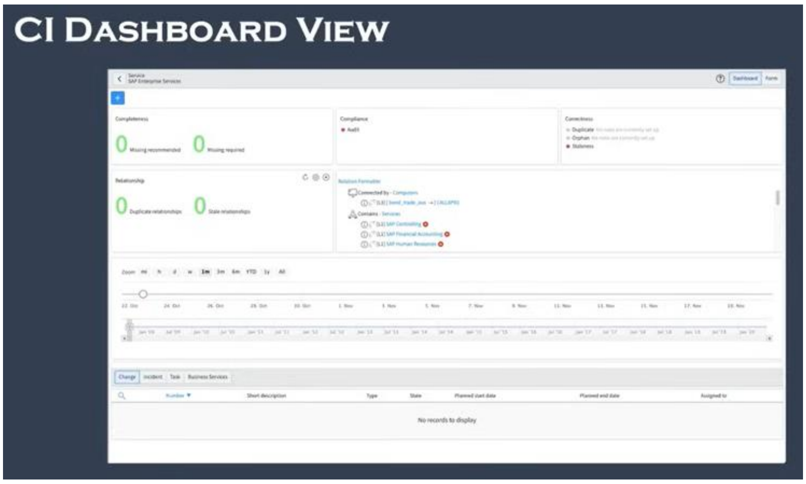
Form Header: Displays CI name and options for actions like save or delete.

Form Fields: Basic information and attributes specific to the CI class.

Related Lists: Shows related CIs, change history, and attachments.

Tabs: Sections for general details and specific attributes.

Contextual Actions: Links to related change requests, incidents, and service catalog items.



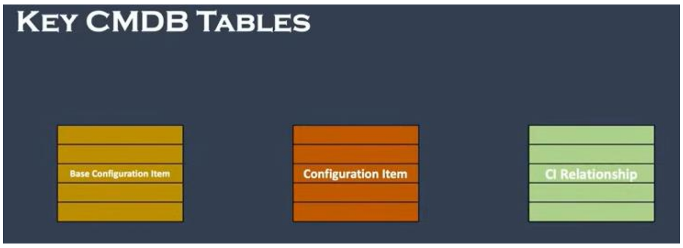
CI (Configuration Item) Dashboard View in ServiceNow provides a visual summary of Configuration Items, offering insights into their status, relationships, and key metrics.

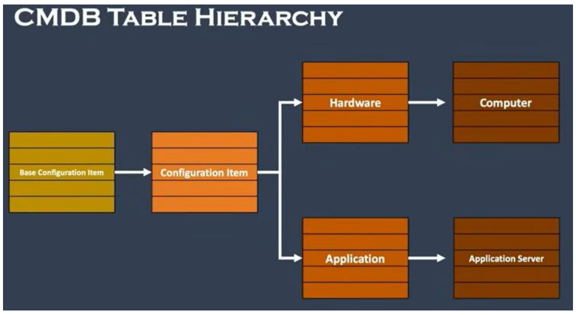
Widgets: Graphs, charts, and reports displaying CI data such as status distributions, change requests, and incidents.

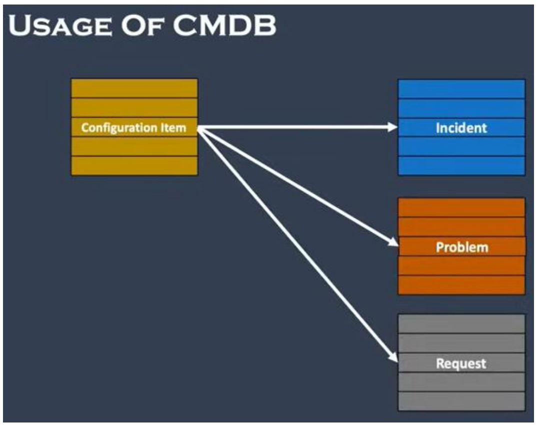
Filters: Options to view CIs based on criteria like type, status, or location.

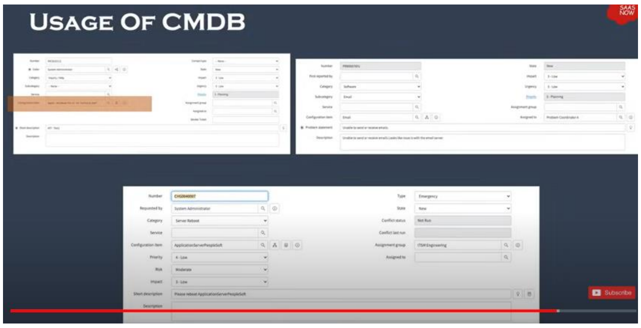
Maps: Visual representations of CI relationships or physical locations.

Lists: Summaries of CIs, including critical or recently updated items.





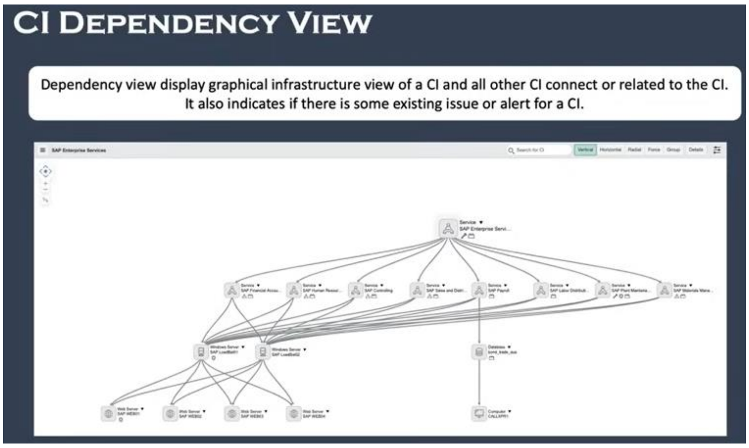




Usage of CMDB.

Incident and Change Management: Identifies which CIs are impacted during incidents or changes to ensure effective resolution.

Impact Analysis: Assesses how changes to one CI might affect other related CIs.



CI DEPENDENCY VIEW

Dependency view display graphical infrastructure view of a CI and all other CI connect or related to the CI. It also indicates if there is some existing issue or alert for a CI.

CI Dependency View

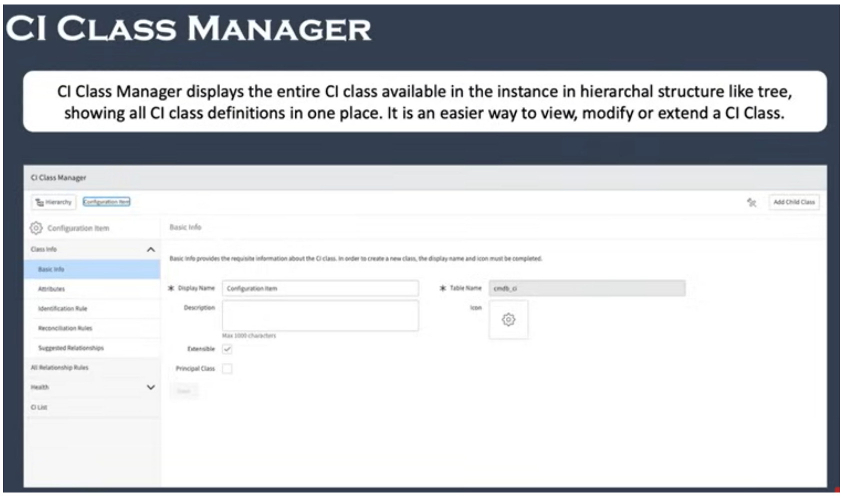
Purpose: Provides a visual representation of how CIs are interrelated, showing dependencies and interactions.

Benefits:

Impact Analysis: Helps to evaluate the potential impact of changes on other CIs.

Troubleshooting: Facilitates identification of dependencies that may be contributing to issues.

Change Planning: Assists in planning changes by understanding potential impacts on dependent CIs.



CI CLASS MANAGER

CI Class Manager displays the entire CI class available in the instance in hierarchal structure like tree, showing all CI class definitions in one place. It is an easier way to view, modify or extend a CI Class.

CI Class Manager

Basic Info

Basic Info provides the requisite information about the CI class. In order to create a new class, the display name and icon must be completed.

✱ Display Name: Configuration Item

✱ Table Name: cmdb_ci

Description:

Max 1000 characters

Extensible ☑

Principal Class □

Purpose: Manages Configuration Item (CI) classes within the CMDB.

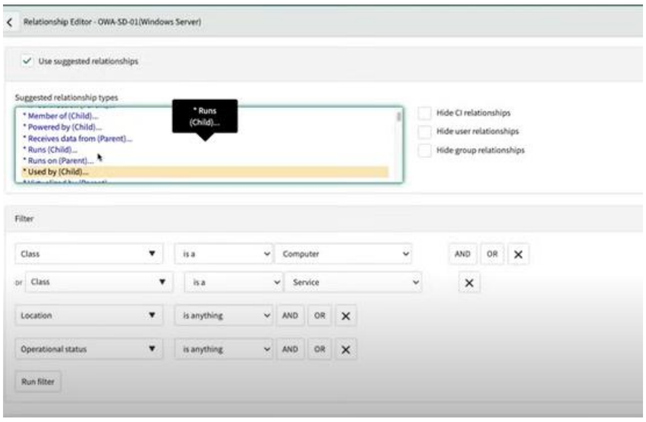
Functions:

Define and Manage Classes: Create and manage CI classes, their attributes, and relationships.

Class Hierarchies: Set up parent-child relationships among different CI classes.

Attributes and Fields: Define specific attributes and fields for each CI class.

Relationship Types: Specify and manage types of relationships between different CIs.



Relationship Editor - OWA-SD-01(Windows Server)

☑ Use suggested relationships

Suggested relationship types

- * Member of (Child)...
- * Powered by (Child)...
- * Receives data from (Parent)...
- * Runs (Child)...
- * Runs on (Parent)...
- * Used by (Child)...

□ Hide CI relationships
□ Hide user relationships
□ Hide group relationships

Filter

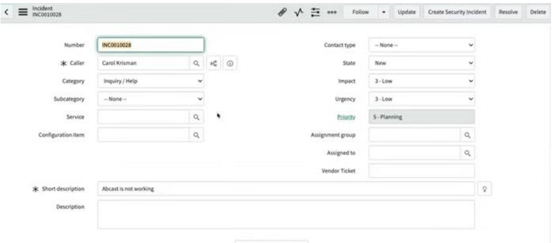
Class ▼ | is a | Computer | AND | OR | ✕

or Class ▼ | is a | Service | ✕

Location ▼ | is anything | AND | OR | ✕

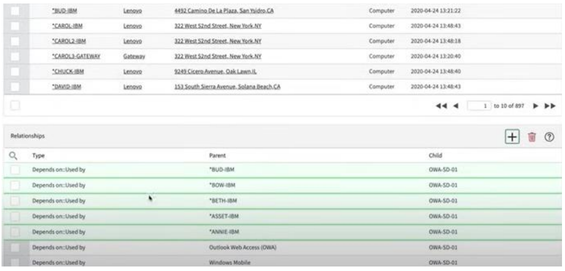
Operational status ▼ | is anything | AND | OR | ✕

Run filter



Incident
INC0010028

Number	INC0010028	Contact type	-- None --
* Caller	Carol Krisman	State	New
Category	Inquiry / Help	Impact	3 - Low
Subcategory	-- None --	Urgency	3 - Low
Service		Priority	5 - Planning
Configuration item		Assignment group	
		Assigned to	
		Vendor Ticket	
* Short description	Abcast is not working		
Description			

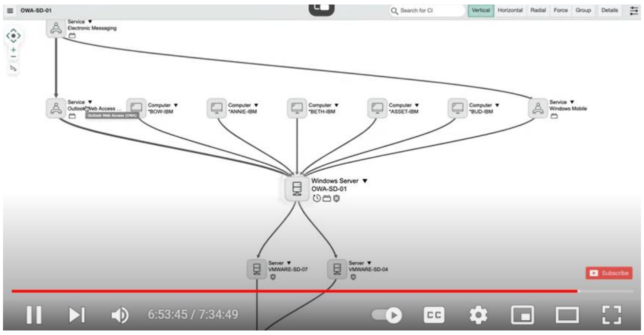


*BUD-IBM	Lenovo	4492 Camino De La Plaza, San Ysidro,CA	Computer	2020-04-24 13:21:22
*CAROL-IBM	Lenovo	322 West 52nd Street, New York,NY	Computer	2020-04-24 13:48:43
*CAROL2-IBM	Lenovo	322 West 52nd Street, New York,NY	Computer	2020-04-24 13:48:18
*CAROL3-GATEWAY	Gateway	322 West 52nd Street, New York,NY	Computer	2020-04-24 13:20:40
*CHUCK-IBM	Lenovo	9249 Cicero Avenue, Oak Lawn,IL	Computer	2020-04-24 13:48:40
*DAVID-IBM	Lenovo	153 South Sierra Avenue, Solana Beach,CA	Computer	2020-04-24 13:48:43

1 to 10 of 897

Relationships

Type	Parent	Child
Depends on::Used by	*BUD-IBM	OWA-SD-01
Depends on::Used by	*BOW-IBM	OWA-SD-01
Depends on::Used by	*BETH-IBM	OWA-SD-01
Depends on::Used by	*ASSET-IBM	OWA-SD-01
Depends on::Used by	*ANNIE-IBM	OWA-SD-01
Depends on::Used by	Outlook Web Access (OWA)	OWA-SD-01
Depends on::Used by	Windows Mobile	OWA-SD-01



Key CMDB Tables

cmdb_ci: The fundamental table for storing Configuration Items (CIs). All other CI tables extend from this base table.

cmdb_ci_computer: Details about computer hardware, including servers and desktops.

cmdb_ci_server: A specialized table for server-related CIs.

cmdb_ci_network: Contains network-related CIs, like routers and switches.

cmdb_ci_database: Information about database servers.

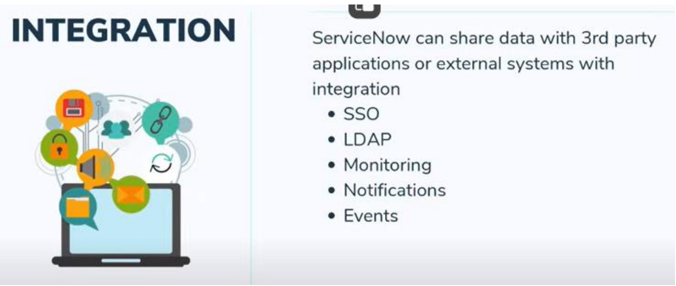
cmdb_ci_application: Manages application-related CIs.

CMDB Table Hierarchy

Base Table: cmdb_ci

Extends: cmdb_ci_computer, cmdb_ci_server, cmdb_ci_network

cmdb_ci_database , cmdb_ci_application



INTEGRATION

ServiceNow can share data with 3rd party applications or external systems with integration

- SSO
- LDAP
- Monitoring
- Notifications
- Events

Login and Integration :

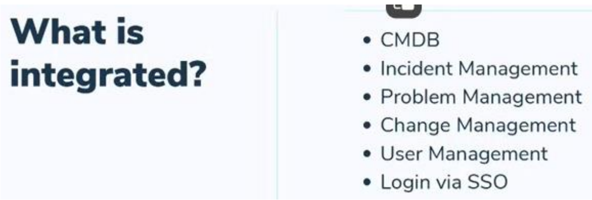
ServiceNow provides multiple methods for integrating with other systems:

Web Services: Utilize REST or SOAP APIs for data exchange.

LDAP (Lightweight Directory Access Protocol): Integrate with directory services for user authentication and data synchronization.

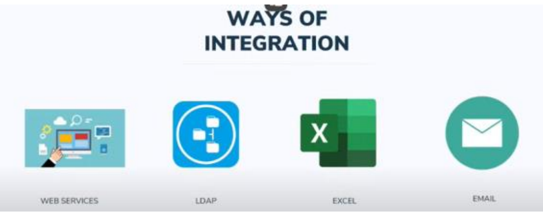
Excel: Import and export data through Excel spreadsheets.

Email: Use email integration for notifications and data processing.

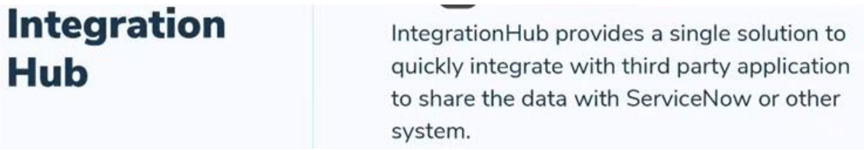


What is integrated?

- CMDB
- Incident Management
- Problem Management
- Change Management
- User Management
- Login via SSO



WAYS OF INTEGRATION



Integration Hub

IntegrationHub provides a single solution to quickly integrate with third party application to share the data with ServiceNow or other system.

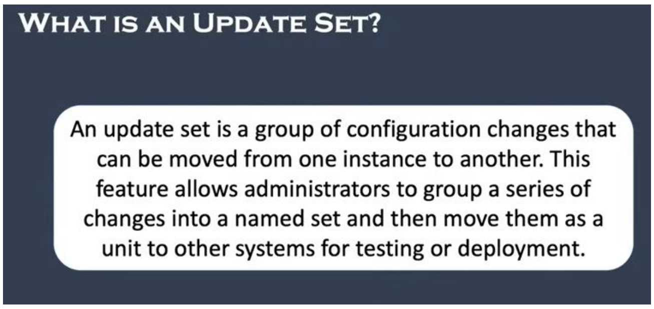
Integration Hub:

Purpose: Integration Hub offers a streamlined solution for integrating with third-party applications and sharing data with ServiceNow or other systems.

Features:

No-Code Integration: Utilizes Flow Designer to create integrations without writing code.

Spokes: Pre-built integration connectors for various applications.



WHAT IS AN UPDATE SET?

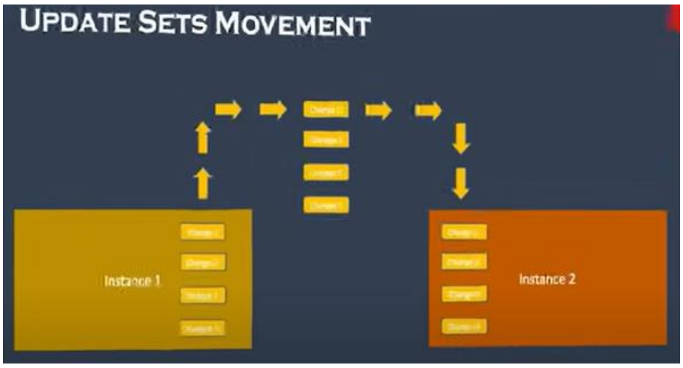
An update set is a group of configuration changes that can be moved from one instance to another. This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment.

Update Sets

A collection of configuration changes grouped together that can be moved from one instance to another. This feature enables administrators to consolidate and transfer changes as a single unit.

Purpose: To manage and migrate configuration changes between ServiceNow instances (e.g., from development to production).

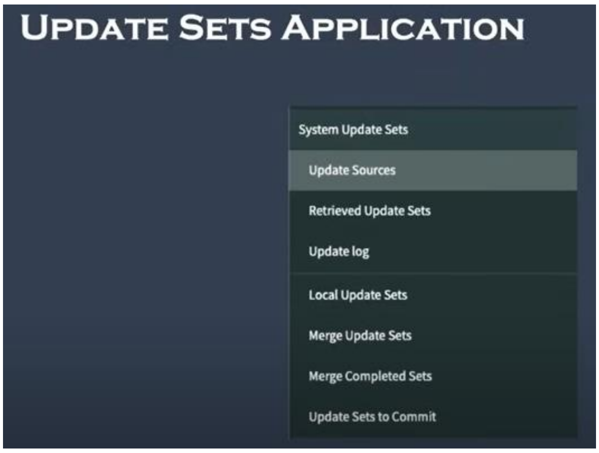
Example: If you modify a form by adding fields and a UI action button, these changes are captured in an update set, allowing you to move all these changes together to another instance.



Update Set Movement:

Process: Changes made in one instance (e.g., development) are captured in an update set and then moved to another instance (e.g., production) for testing or deployment.

Diagram: Development Instance → Production Instance. Changes are captured in update sets and replicated in the target instance.



UPDATE SETS APPLICATION

Update Sets Application:

System Update Sets Module: Manage update sets through various modules:

Update Sources: Configure remote instances for update set retrieval.

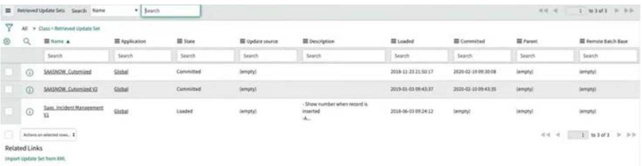
Retrieved Update Sets: View update sets pulled from other instances.

Update Log: Log of actions related to update sets.

Local Update Sets: Update sets specific to the current instance.

Merge Update Sets: Combine multiple update sets into one.

Update Sets to Commit: Review and commit update sets for installation.



Retrieved Update Sets Search: Name Search 1 to 3 of 3

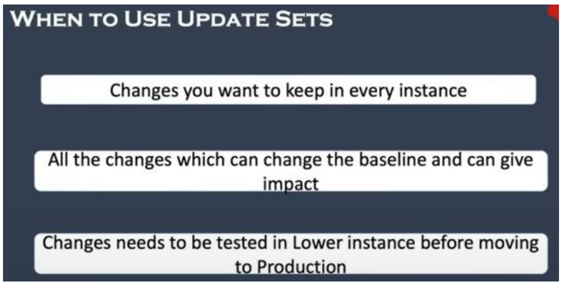
All > Class = Retrieved Update Set

Name ▲	Application	State	Update source	Description	Loaded	Committed	Parent	Remote Batch Base
SAASNOW_Cutomized	Global	Committed	(empty)		2018-11-23 21:50:17	2020-02-10 09:30:08	(empty)	(empty)
SAASNOW_Cutomized V2	Global	Committed	(empty)		2019-01-03 09:43:37	2020-02-10 09:43:35	(empty)	(empty)
Saas_Incident Management V1	Global	Loaded	(empty)	- Show number when record is inserted -A...	2018-06-03 09:24:12	(empty)	(empty)	(empty)

Actions on selected rows... 1 to 3 of 3

Related Links

Import Update Set from XML



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

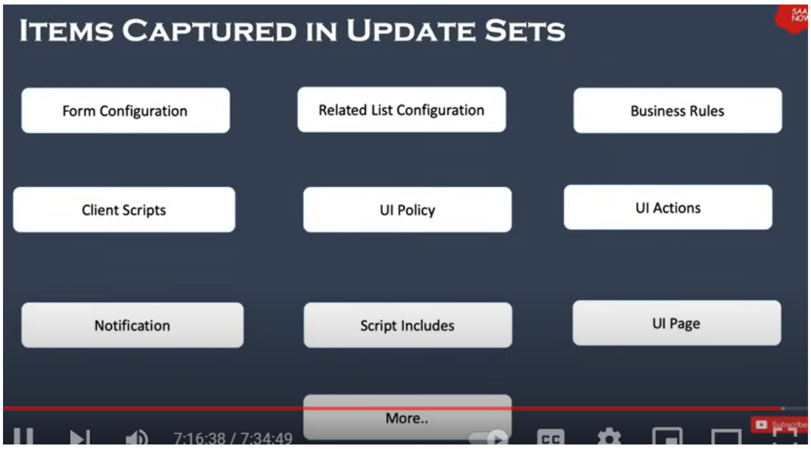
Changes needs to be tested in Lower instance before moving to Production

Use Cases:

Consistency Across Instances: Move changes from development to production to ensure consistency.

Impactful Changes: Capture significant changes that affect the baseline configuration.

Testing: Ensure changes are tested in lower environments before moving to production.



ITEMS CAPTURED IN UPDATE SETS

Form Configuration

Related List Configuration

Business Rules

Client Scripts

UI Policy

UI Actions

Notification

Script Includes

UI Page

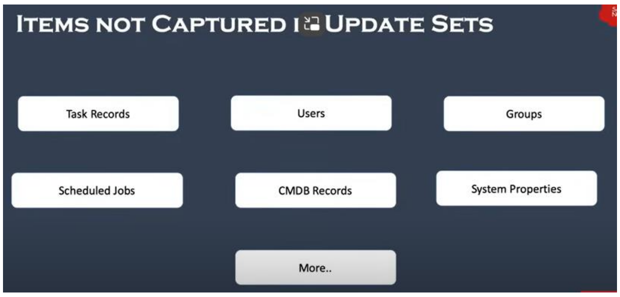
More..

Automatically Captured:

Form configurations, business rules, client scripts, UI policies, UI actions, notifications, script includes, UI pages.

Not Captured:

Task records (e.g., incidents, changes), user data, groups, scheduled jobs, CMDB records, system properties.



ITEMS NOT CAPTURED I UPDATE SETS

Task Records

Users

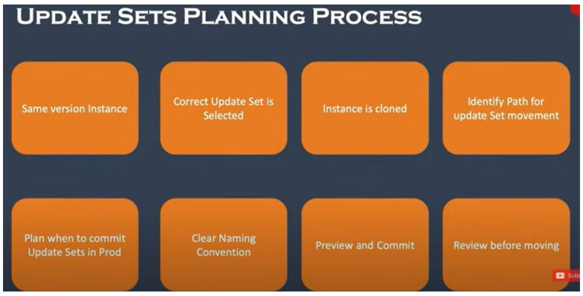
Groups

Scheduled Jobs

CMDB Records

System Properties

More..



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

Version Consistency: Ensure both source and target instances are on the same ServiceNow version.

Correct Update Set: Verify the right update set is selected during development.

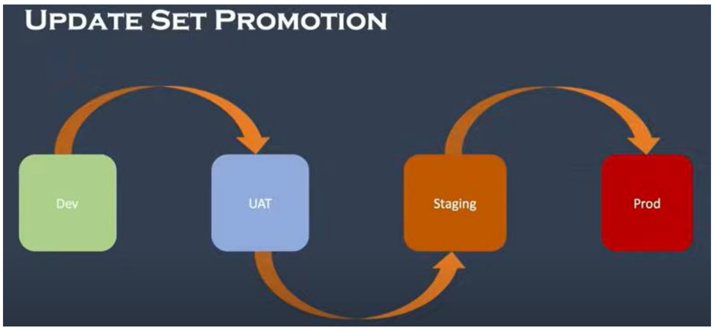
Instance Cloning: Clone production to lower instances to maintain data consistency.

Update Set Path: Define a clear path for update set movement (e.g., Dev → UAT → Staging → Production).

Commit Planning: Plan and schedule update set commits carefully to avoid surprises.

Naming Convention: Use a clear and consistent naming convention for update sets.

Preview and Commit: Review and fix any issues before committing the update set.



UPDATE SET PROMOTION

Development to Production: Move update sets through different stages:

Dev Instance: Capture and test changes.

UAT Instance: Conduct user acceptance testing.

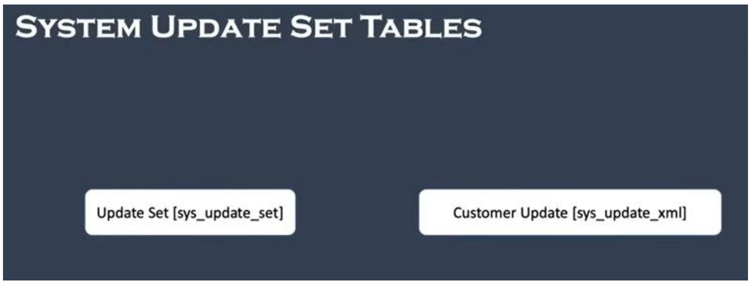
Staging Instance: Perform pre-production testing.

Production Instance: Implement changes.

System Update Set Tables:

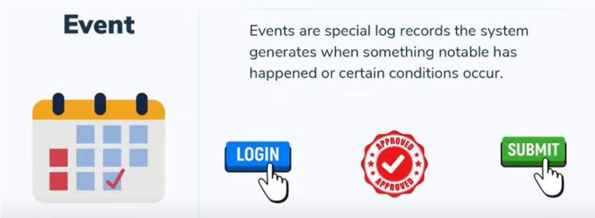
Update Set Table: Stores details about update sets (e.g., sys_update_set).

Customer Update Table: Contains XML-formatted changes related to an update set



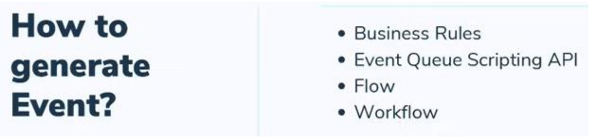
SYSTEM UPDATE SET TABLES

Update Set [sys_update_set]
Customer Update [sys_update_xml]



Event

Events are special log records the system generates when something notable has happened or certain conditions occur.

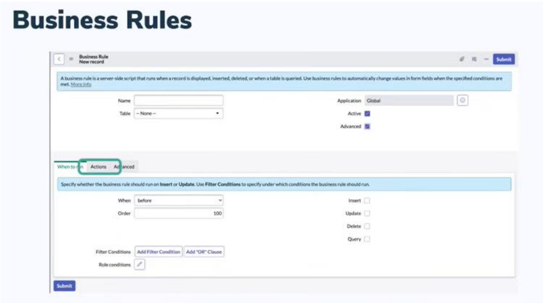


How to generate Event?

- Business Rules
- Event Queue Scripting API
- Flow
- Workflow

Events

Are special log records generated when something notable happens in ServiceNow. These events can be triggered by various conditions or actions and are used to perform specific actions or trigger notifications based on those events.


Business Rules

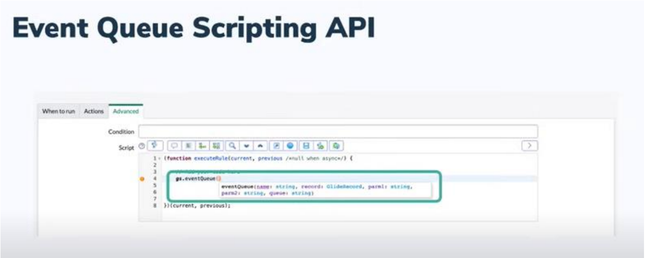
Business Rule
New record

A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met. More info

Name:
Table: -- None --
Application: Global
Active: ☑
Advanced: ☑

Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.

When: before
Order: 100
Insert: □
Update: □
Delete: □
Query: □

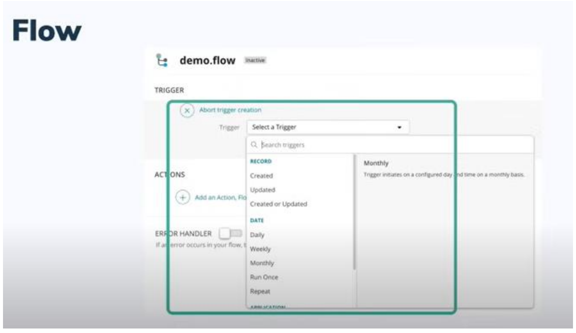

Event Queue Scripting API

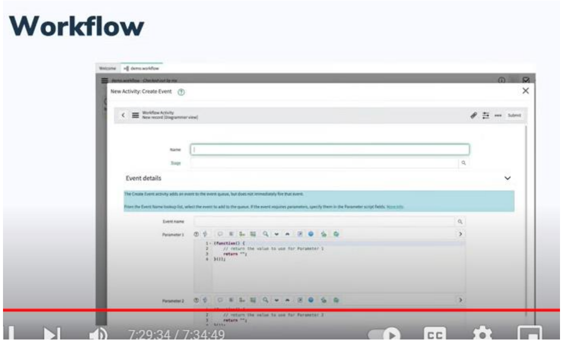
Condition:
Script:

```
(function executeRule(current, previous /*null when async*/) {

    gs.eventQueue()
                eventQueue(name: string, record: GlideRecord, parm1: string,
                parm2: string, queue: string)

})(current, previous);
```

Business Rules: Events can be generated when conditions defined in business rules are met, such as record updates, inserts, or deletions.

Event Queue Scripting API: Use the gs.eventQueue method in server-side scripts to generate events manually. This method requires specifying the event name, record, parameters, and optionally, a specific queue.


Flow


Workflow

New Activity: Create Event

Workflow Activity
New record (Diagrammer view)

Name:
Stage:

Event details

The Create Event activity adds an event to the event queue, but does not immediately fire that event.

From the Event Name lookup list, select the event to add to the queue. If the event requires parameters, specify them in the Parameter script fields. More info

Event name:

Parameter 1:

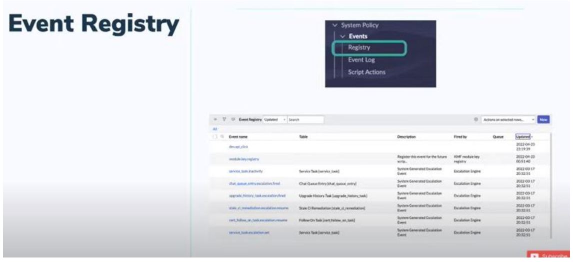
```
(function() {
    // return the value to use for Parameter 1
    return "";
})();
```

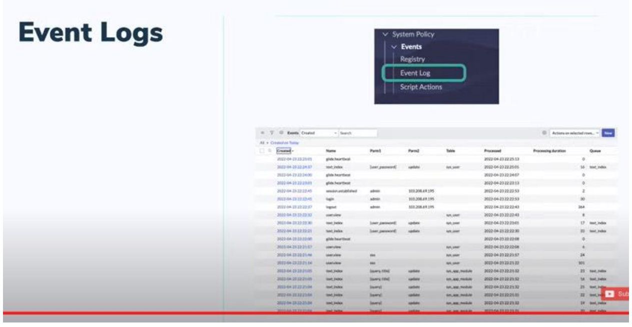
Parameter 2:

```
(function() {
    // return the value to use for Parameter 2
    return "";
})();
```

Flow: In flows, you can define triggers for events, such as record creation or updates, and perform actions based on these triggers.

Workflow: In workflows, use the "Create Event" activity to generate events and define actions to be taken when the event occurs.


Event Registry


Event Logs

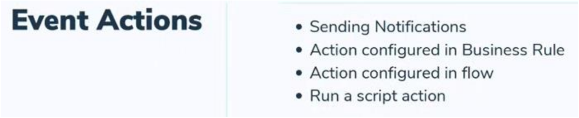
Event Registry:

Events must be registered in the Event Registry before they can be triggered. The naming convention often includes the table name and the action (e.g., incident.inserted).

Event Log:

Location: Found under System Policy > Event Log.

Purpose: Shows all events generated in the platform. Useful for monitoring and troubleshooting, such as checking if a script's event has been processed.



Event Actions

- Sending Notifications
- Action configured in Business Rule
- Action configured in flow
- Run a script action

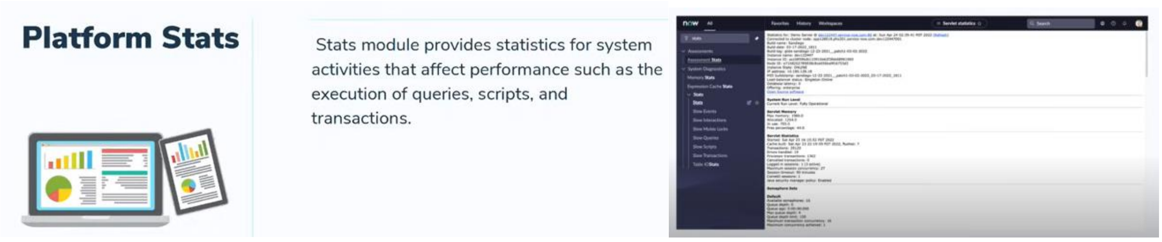
Event Actions:

Notifications: Send notifications based on events.

Business Rules: Configure actions in business rules for events like record insertion or updates.

Flow Actions: Define actions in flows triggered by events.

Script Actions: Write custom scripts to handle events if needed.



Platform Stats

Stats module provides statistics for system activities that affect performance such as the execution of queries, scripts, and transactions.

Platform Stats provides statistical information about system activities that impact performance, such as script execution, queries, and transactions.

Features:

Version Information: Displays the version of the ServiceNow instance (

Instance Details: Shows instance name, IP address, and cluster details.

Performance Metrics: Provides information on server memory usage, transaction statistics, and errors.

Troubleshooting: Useful for diagnosing performance issues or identifying instance details for administrative purposes.

Usage:

Accessed through System Diagnostic > Stats.

Helps developers and administrators understand the instance’s performance and troubleshoot issues.