Week 2 learnings

ServiceNow Platform

- It service Management
- It operations management
- Customer Service management
- Intelligent apps
- Human Resources
- Security Operations
- Governance, Risk and Compliance
- Software Assest Management

ServiceNow Architecture

- Application platform as a service
- Single data model
- Multi Instance
- High availability architecture data centres
- Frequent Backups:: 4 weekly backups and 6 days daily differential backup

Multi Tenant Architecture : All companies share same app infra
Multi Instance Architecture : It is provided by ServiceNow in which each company has different instance

Ways of Interacting with ServiceNow
- User interface
- Mobile interface
- Portal interface
All these interface access same single system of racket and common data model

Supported Browsers
Chrome
Microsoft edge
Fire fox
Safari

Mobile Apps
- ServiceNow agent: is used for agents working in ServiceNow as a fulfiller so that they can access the request raised by different users and respond them quickly
- Now Mobile: targets employees and users who request different services in service now
- ServiceNow Onboarding: for managing new hires it helps to facilitate the tasks required to be done before employees start in the organisation

Service portal
To open service portal type /sp in the url
U can search anything
U can request catalog

Supported Authentication
Local database
SSO(Single sign out)
LDAP
OAuth 2.0
Digital Token
Multi-Factor

Role Based Access:
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 platform

All>System security/user administration>users
All>System security/user administration>groups
All>System security>Roles

Roles assigned to a group
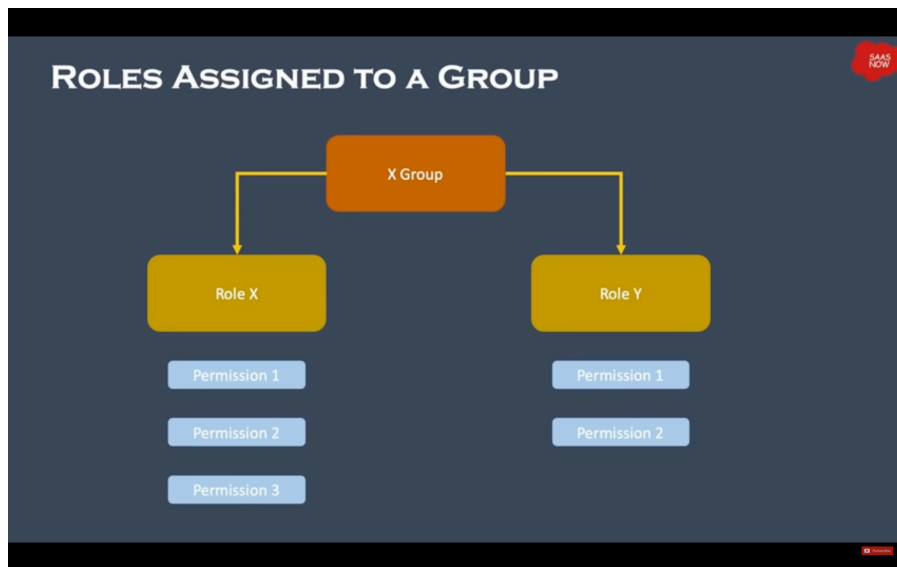
Members of X group will have all these 5 permission
If 100 members are added to this x group then all 100 members have all these 5 permission

Record
A row in a spreadsheet
Each record has a unique key (sys_id) 32 characters

List view
Multiple records per page
Limited fields
Filter and sort details
All>incident>all
All>incident.list
Here incident is the table name

Form View
Click on any record u will get its form view
All details of the record
1 record per page
More fields
More control
All>incident.list>new

Filter and search

Global search: u can see anywhere and search anything
Table search:
Filter search in condition builder
Field search wildcard search condition
        *term: Contains
        !*term: Does not contain
        =term: equals
        !=term: does not equal
        term%: starts with
        %term: ends with

Condition builder under filter
Field
operator
Value
U can add many filters to it
To save : click on save
U can see the saved filter in list control menu>filter>saved filter

Breadcrumbs
Whatever filter is applied to the list it is written in breadcrumbs
When many conditions are applied to the list then we can choose what condition we want by clicking on breadcrumb
And even we can click on All to come back to the list
U can remove filters also
Copy a url

Task management

Notifications:
Notifications can be triggered by events in the platform and require no scripting knowledge. Use notifications to notify users about activities in ServiceNow (i.e.. updates to incidents or change requests).

A notification is a tool for alerting users when events that concern them have occurred through the following methods:

• Email
• SMS
• Meeting Invitation
All > System Notification > Email > Notifications.

Creating notifications allows administrators to specify:

• When to send the Notification
• Who receives the Notification
• What content is in the Notification

When to send dropdown options are:

• Record inserted or updated
• Event is fired
• Triggered
• Script (when in advanced view mode).

Tables

A place where records are stored
It has rows and columns
A row =Record
Column=field
Field can be different type like string, choice, reference, integer ,etc
All>system definition>Tables
sys_user.list:: users table

Data dictionary tables

Contains information about a table
Servicenow table stores under sys_db_object table
Information about a field in a table stored in sys_dictionary table
The field label of a table stores in sys

Fields
All>sys_dictionary.list

ACL

There are three security modules used by system administrator:
All>System Properties>Security
All>System Security>Access Control
All>System Security>High Security Settings

Elevate Role
The base system admin can elevate to a privileged role to access features of High Security Settings

To elevate roles:
1. Open the user menu
2. Select Elevate role
3. Select an elevated role and click Update
4. Notice the elevated role

Access Control List

It is a security rule defined to restrict the permissions of a user from viewing and terracing with data.

CRUD operations: Create, Read, Update,Delete

The Access Control List (ACL) contains an instance's Access Control rules. Users with the appropriate admin permissions can add and modify rules and their definitions.

To view the Access Controls associated with a table:

• Using the Filter Navigator, type: <table name>.CONFIG
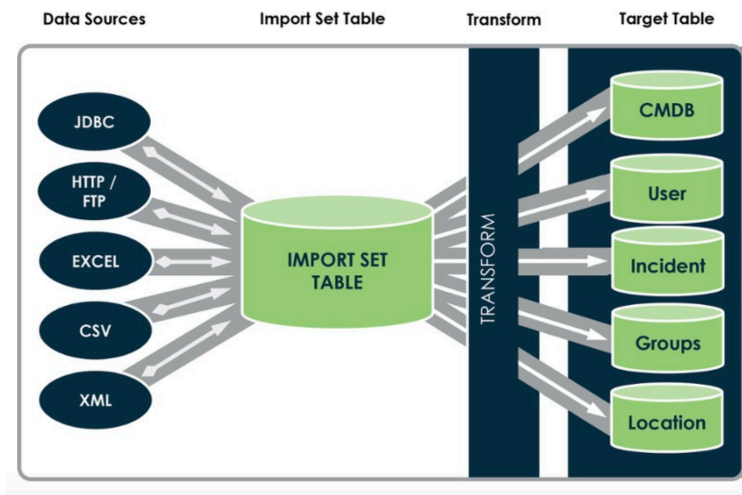• Click the Access Controls tab

Each Access Control rule specifies:

• A valid operation - a valid action the system can take (CRUD)
• The object being secured (e.g., table, table AND field)

The permissions required to access the object

• Roles
• Conditional Expressions

• Scripts

Import Data

Data Sources are records in ServiceNow that contain information regarding an Import Set data source. You can import data from a local source (e.g., XML, CSV, Excel) or from a network server by providing a path and authentication information. A data source can come from a file, a Lightweight Directory Access Protocol (LDAP) connection, or a Java Database Connectivity (JDBC) connection.

The Import Set Table is a staging area for records imported from a data source.
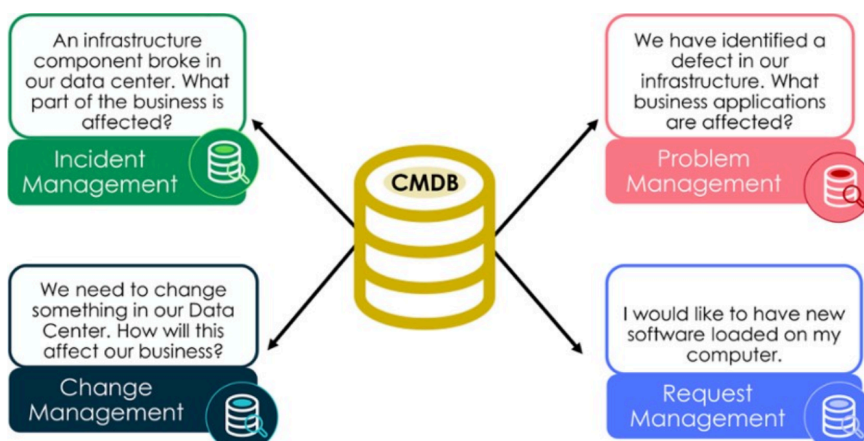Fields on these tables are generated automatically based on imported data.

A transform map is a set of field maps that determine the relationships between fields in an import set and fields in an existing ServiceNow table, such as Incidents [incident] or Users [sys_user].
A single Import Set field can also be mapped to multiple fields on a target table.
• Automatic Mapping Utility: The simplest mapping method is where all of the field names of the Import Set match the name of the fields on the Target table where the data will be transformed.
• Mapping Assist Utility: The Mapping Assist utility provides a visually intuitive environment for specifying mapping between Import Set fields and Target table fields.

CMDB

CMDB Use in ITSM Processes

CMDB Workspace
Search, explore and work with the CMDB.

Configuration Items: Dependency View
Dependency Views provide an interactive graphical interface to visualize relationships between configuration items.

CI Class Manager
Use the CI Class Manager as a central location to explore the CMDB class hierarchy, CI table definitions, and class CIs.

Navigate to All > Configuration > CI Class Manager