Section 3 Assignment - User Interface

Problem Statement:

In this assignment you will have to obtain a ServiceNow instance and the configure its banner with your own text/picture.

Your first assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Obtain your ServiceNow instance - more info on the Get your ServiceNow Instance lecture
- Configure the banner with a personalized name and picture - more info on the Configure the Banner lecture

Good luck!

Questions for this assignment:

Who is eligible to request a ServiceNow instance?

Answer:

Anyone that has access to internet.

Section 4 Assignment – Application Management

Problem Statement:

In this assignment you will create and extend a table, configure the incident form design and layout. You will also edit the related lists, apply filters on an existing list and lastly create an application and play with its settings.

Your second assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Create a table - more info on the Creating a Table lecture
- Configure the incident form design and add create two new fields - more info on the Configuring Forms Design lecture
- Configure the incident form layout - more info on the Configuring Forms Layout lecture
- Edit a list with all the open indents - more info on the Editing the Lists View lecture
- Apply a filter that will display all the incidents that are in the "in progress" state. - more info on the Working with filters lecture
- Add a related list to the incident form at your convenience - more info on the Configuring Related Lists lecture
- Create a custom application with the help of studio and also create a new table "from scratch" - more info on the Creating a Custom Application using Application Studio Demo lecture
- Create a pending menu for your application - more info on the Application Settings lecture

Good luck!

Questions for this assignment:

What options can you use with Quick filters?

Answer:

Filter Matching & Filter Out

Section 5 Assignment - Managing Users and Groups

Problem Statement:

In this assignment you will create and explore a SLA definition.

Your third assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Create a user account and add an existing and valid email address to his account- more info on the Create a User account lecture
- Create a group and add some members to it including the account you have created- more info on the Create a group lecture
- Create a role - more info on the Create a role lecture
- Assign the role to the group and check if the members have inherited it - more info on the Assigning a role to a group lecture
- Assign the role to your application. - more info on the Assigning a role to an application lecture
- Create an email notification and check if the user/group receive the notifications - more info on the Creating an Email Notification lecture
- Define an inbound email action - more info on the Define an Inbound Email action lecture

Good luck!

Questions for this assignment:

What is the best practice that should be followed when it comes to assigning roles?

Answer:

A user inherits roles from all groups to which the user belongs therefore it is recommended to assign the role to the group so that if a member leaves a particular group, his access will be automatically removed.

Section 6 Assignment - Form Activities

Problem Statement:

In this assignment you will create a business rule, a client script and a script include.

Your fourth assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Create one or two business rules and check their functionality afterwards - more info on the Creating a business rule lecture
- Create and test a client script that will be used for your application - more info on the Creating a client script lecture
- Create and test a script include will be used for your application - more info on the Creating a script include lecture

*Note: The last two assignments are optional as they require JavaScript knowledge.

Good luck!

Questions for this assignment:

Which of the following a business rule can perform?

Answer:

- Change value within form fields
- Create events for email notifications
- Prevent saving a record in the database

Section 7 Assignment - Service Level Agreement

Problem Statement:

In this assignment you will create and explore a SLA definition for the Incident Application.

Your fifth assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Create and explore a SLA definition for the Incident application as follows:
- All the Incidents that have been opened in New York and have the priority above 3 should be Resolved in less than 5 hours.

Good luck!

Questions for this assignment:

Which application you will be using to create a SLA definition?

Answer:

Service Level Management

Section 8 Assignment – Access Control Lists

Problem Statement:

In this assignment you will create and configure an Access Control List.

Your sixth assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Create 4 ACLs (Access Control Lists) for your application with the help of studio. The operations for the 4 ACLs should be: Read/Write/Create/Delete
- After having them created, add the role you have created to them and impersonate as a user from your group to test the functionality.
-

Good luck!

Questions for this assignment:

Which role is needed to create an ACL?

Answer:

Elevate to : security_admin

Section 9 Assignment – Service Catalog

Problem Statement:

In this assignment you will create a Catalog Category, Catalog Item, Variable and Workflow.

Your seventh assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

Create a catalog category related to your application then create one or to items and associate them with your category.

After that, create and configure a workflow by adding at least one step between start- end such as approval task or notification.

Lastly add a couple of variables for your item(s).

Good luck!

Questions for this assignment:

What are the variables?

Answer:

The variables define the questions that are asked to the user to determine his selection.

Section 10 Assignment - Reporting , Dashboards and Widgets

Problem Statement:

In this assignment you will create a Dashboard, add it to your homepage and also create a custom and an OOB report.

Your eighth assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Create a Dashboard, set it as your homepage and then add any widget to it.
- Run an existing report.
- Create a custom report and schedule it for being sent to your user (valid email is needed) on a daily basis.
- Export it as pdf

Good luck!

Questions for this assignment:

Can a non-ServiceNow user view/download a report?

Answer:

Yes, if that report has been published and the generated link has been shared with the non ServiceNow user.

Section 11 Assignment – Knowledge Management

Problem Statement:

In this assignment you will create a Knowledge Base, an Article and then retire the same article.

Your ninth assignment is to follow the entire section if you haven't already and after successfully doing that, please do the following:

- Create a Knowledge Base that will be used for your users.

- Create a Knowledge Article and add instructions related to your application.
- Retire the Knowledge Article.

Good luck!

Questions for this assignment:

Once created, can a Knowledge Article be retired?

Answer:

Yes, if the user has the required roles to do so, he can retire one or multiple Knowledge Articles.