



ServiceNow System Administration

From 0 to Hero

Professional Experience

- 7 years in the industry
- 4 years of interacting with ServiceNow
- 2 years of ITSM Consulting



About me

- Teaching
- Hiking
- Water Polo
- Animals

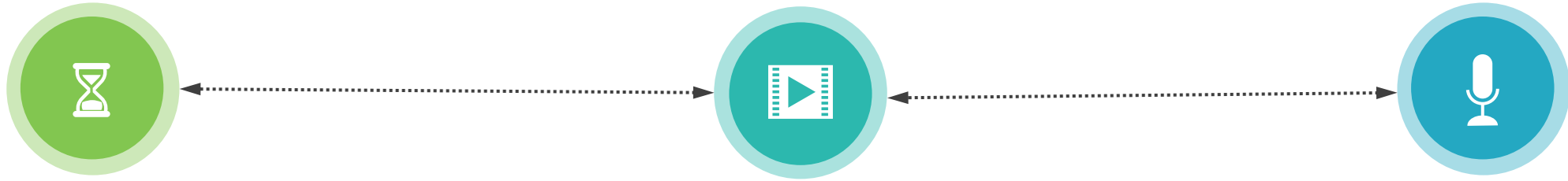


A person in a dark suit stands with their back to the camera on the edge of a dark, jagged rock cliff. They are looking out over a vast, hazy city skyline under a clear blue sky. The city features numerous skyscrapers and buildings, with a body of water visible in the distance. The overall tone is professional and aspirational.

ServiceNow Agenda

- 1 Course Overview
- 2 Introduction to ServiceNow
- 3 ServiceNow User Interface
- 4 Configure / Manage Applications
- 5 Users and Groups
- 6 Form Activities
- 7 SLA
- 8 Access Control Lists
- 9 Service Catalog
- 10 Reports and Dashboards
- 11 Knowledge Base
- 12 Summary

Outcome



A Who is this course for?

- Beginners
- ServiceNow Admin
- ServiceNow Developers

B Master ServiceNow basic activities

- Application Management
- Security
- Forms
- SLA

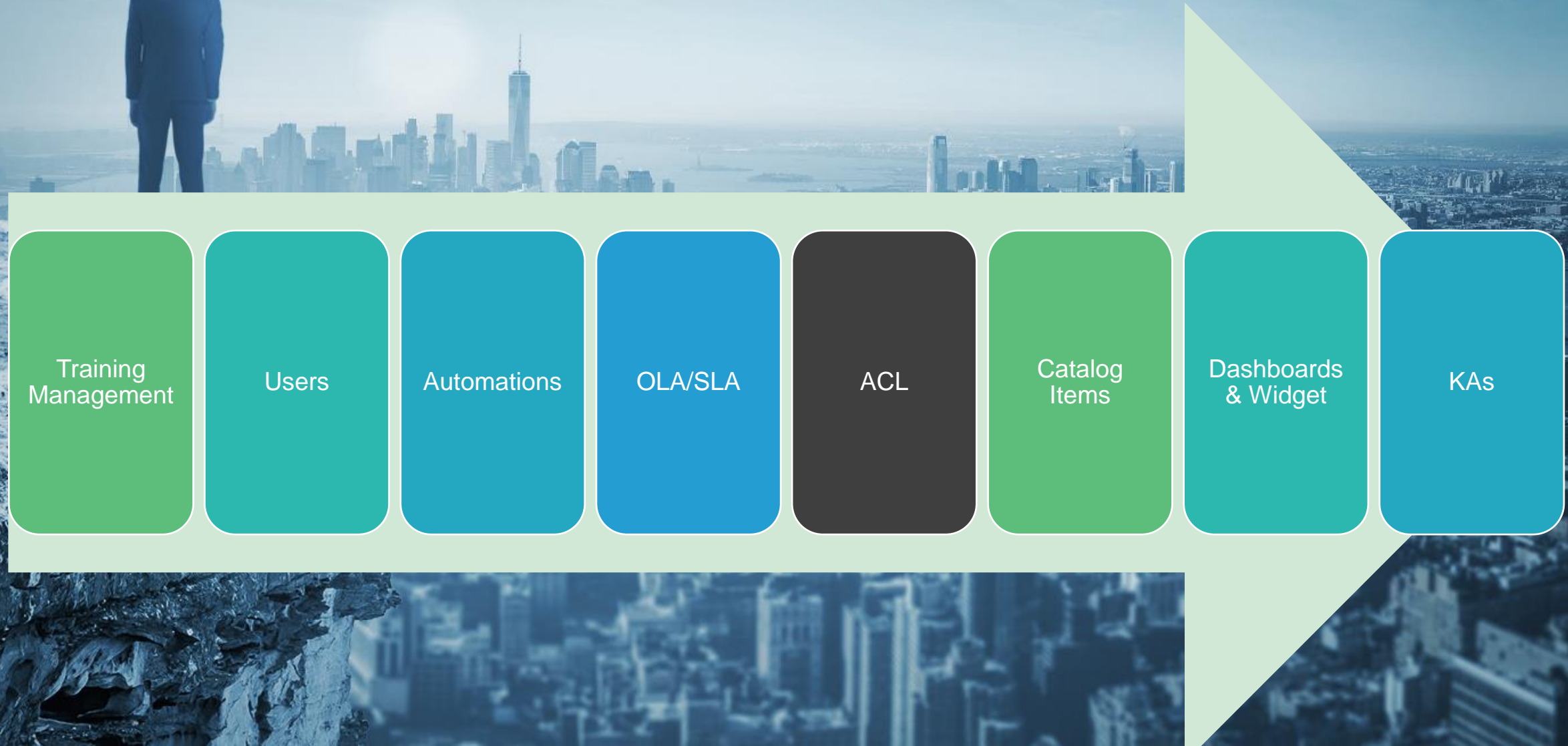
C ServiceNow CSA

- Resources
- Quiz
- Closer to the real exam

What is ServiceNow?



Use Case - Training

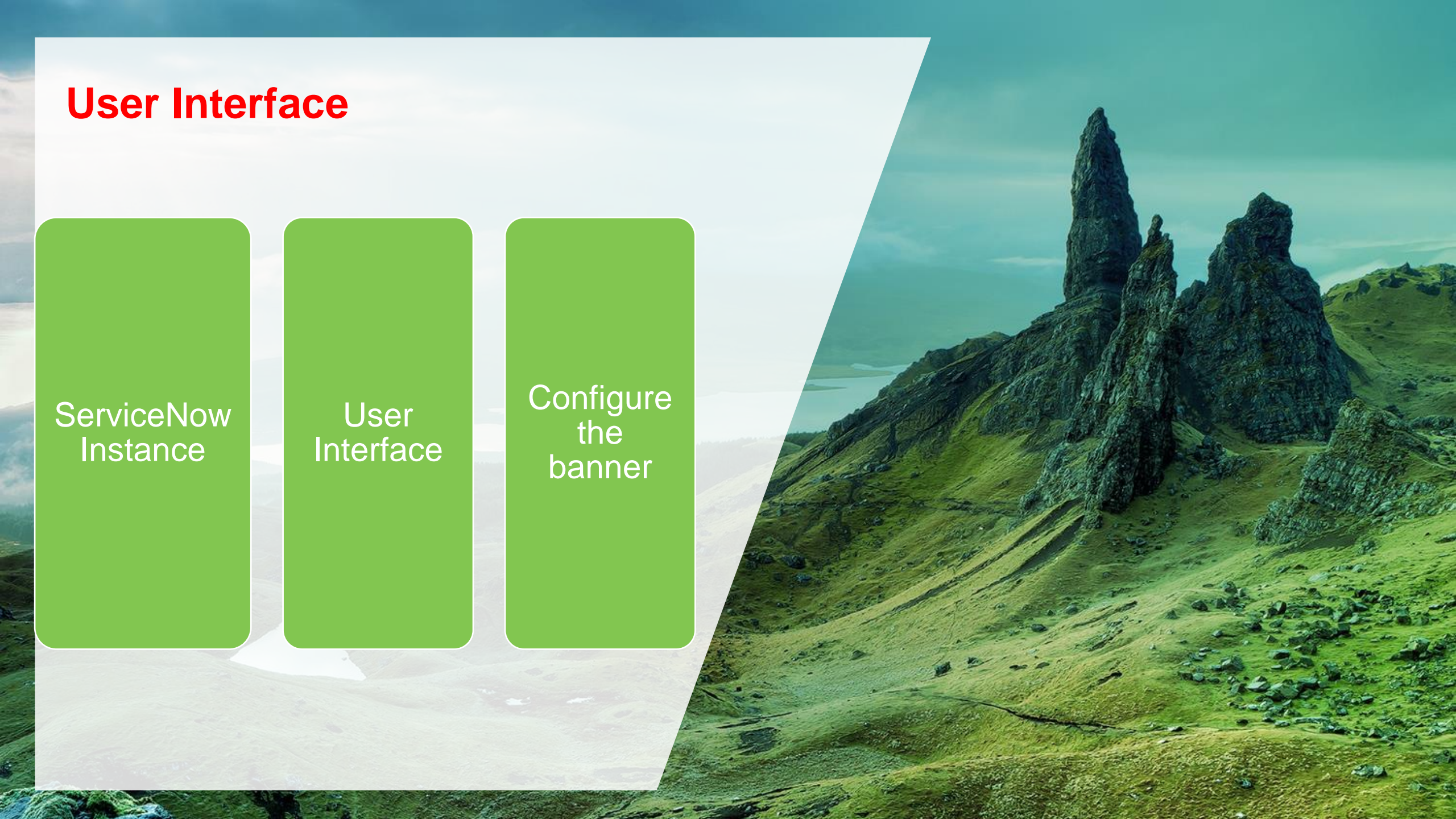


User Interface

ServiceNow
Instance

User
Interface

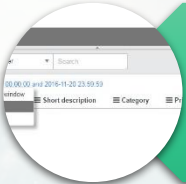
Configure
the
banner



Configure the Banner



Change the Logo /Banner image



Edit the Page header caption



Adjust Color of the banner frame

Obtaining your ServiceNow Instance

Navigate to : <https://developer.servicenow.com>.

Select “Register”

Fill in the form

Confirm your email address

Sign In with your provided credentials

Read & Accept the License Agreement

Request Instance

Select version

Login & Change the initial password

Make use of your own Instance





Configuring and Managing Applications

Application Management

Tables

Forms Design & Layout

Lists

Filters

Application Development

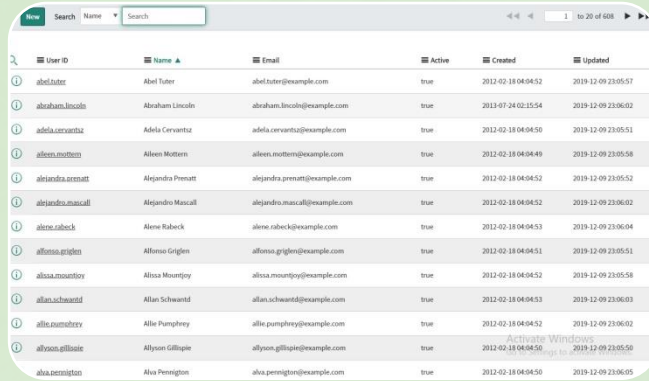
Application Access

Quiz

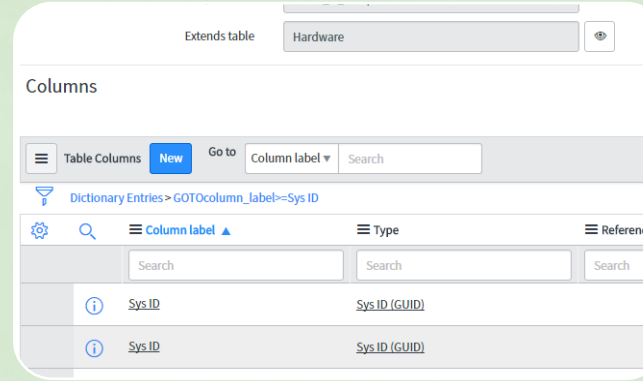
Summary



What are the Tables?



User ID	Name	Email	Active	Created	Updated
abel.tuter	Abel Tuter	abel.tuter@example.com	true	2012-02-18 04:04:52	2019-12-09 23:05:57
abraham.lincoln	Abraham Lincoln	abraham.lincoln@example.com	true	2013-07-04 02:15:54	2019-12-09 23:06:02
adela.cervantes	Adela Cervantes	adela.cervantes@example.com	true	2012-02-18 04:04:50	2019-12-09 23:05:51
alison.motters	Alison Motters	alison.motters@example.com	true	2012-02-18 04:04:49	2019-12-09 23:05:58
alejandra.prenatt	Alejandra Prenatt	alejandra.prenatt@example.com	true	2012-02-18 04:04:52	2019-12-09 23:05:52
alejandra.mascall	Alejandra Mascall	alejandra.mascall@example.com	true	2012-02-18 04:04:52	2019-12-09 23:06:02
alene.rabeck	Alene Rabeck	alene.rabeck@example.com	true	2012-02-18 04:04:53	2019-12-09 23:06:04
alfonso.grigori	Alfonso Grigori	alfonso.grigori@example.com	true	2012-02-18 04:04:51	2019-12-09 23:05:51
alissa.mountjoy	Alissa Mountjoy	alissa.mountjoy@example.com	true	2012-02-18 04:04:52	2019-12-09 23:05:58
allan.schwardt	Allan Schwardt	allan.schwardt@example.com	true	2012-02-18 04:04:53	2019-12-09 23:06:03
allie.pumphrey	Allie Pumphrey	allie.pumphrey@example.com	true	2012-02-18 04:04:52	2019-12-09 23:06:02
alysan.gillispie	Alysan Gillispie	alysan.gillispie@example.com	true	2012-02-18 04:04:50	2019-12-09 23:05:50
alva.pennington	Alva Pennington	alva.pennington@example.com	true	2012-02-18 04:04:50	2019-12-09 23:06:05



Column label	Type	Reference
Sys ID	Sys ID (GUID)	
Sys ID	Sys ID (GUID)	



Collected/verified Assets	Serial Number
Yes	sdf
Yes	sdf
Yes	df

A table is a collection of records in the DB.

The tables are divided into columns which correspond to fields in the records.

Every record corresponds to a row from a table.

Table categories:

Base
tables/Parent
Tables

Extended
Tables

Reference
Tables

About Forms

Displays Information from a record



Different Information based on the record



Editable



Configurable

Application Development

Components

Tables	UI Elements	Application Files	Dependencies	Integrations
<ul style="list-style-type: none">• Base table• Custom table	<ul style="list-style-type: none">• Menus• Modules• Lists• Forms	<ul style="list-style-type: none">• Business Rule• Workflows• UI Actions	<ul style="list-style-type: none">• Table• Application files	<ul style="list-style-type: none">• Rest WebServices• JSON WebServices• SOAP WebServices

Application Management - Summary

Tables

Forms

Lists

Filters

Application

Managing Users and Groups – User Administration



User Administration

User

Every person within the Organization that has access to ServiceNow is defined as a user.

Entity that can be authenticated.

Assigned with roles that match their job.

Group

Collection of users that are commonly performing activities related to their job.

A user can be assigned to multiple groups.

Role

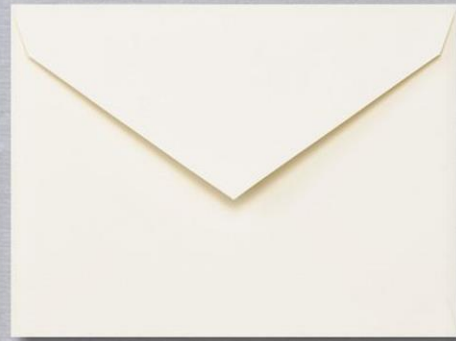
Identity assigned to users or groups.

Multiple users and groups can be assigned with the same role.

OOB roles included + possibility of creating new ones.

Assign the role to a group and not to a user.

Email Notifications



Managing Users and Groups - Summary

User

Group

Role

Assign Role

Email
Notifications

Email
Inbound
Actions

Form Activities - Automation

Business
Rules

Client
Scripts

Script
Includes

JavaScript

Business Rules

What?

- Server Side Script
- Run on the customer browser
- Access/Modify Record



When?

- Automate fields
- Create events for notifications
- Restrict fields

Client Scripts and Script Includes

Client Scripts

- **What?**

- System to run JavaScript on the client side
- Form submission; Form loads; field changes value

- **Why?**

- Configure forms or form fields
- Automation

- **Types:**

- OnLoad
- OnChange
- OnSubmit
- OnCellEdit

Script Includes

- **What?**

- Script includes are used to store JavaScript that runs on the server.
- Create script includes to store JavaScript functions and classes for use by server scripts. Each script include defines either an object class or a function.
- We will want to consider using script includes instead of global business rules because script includes are only loaded on request.

- **Why?**

- Avoid redundant code
- Improved Performance
- Identify issues faster

Client Scripts and Script Includes

Client Scripts

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Scripts Includes

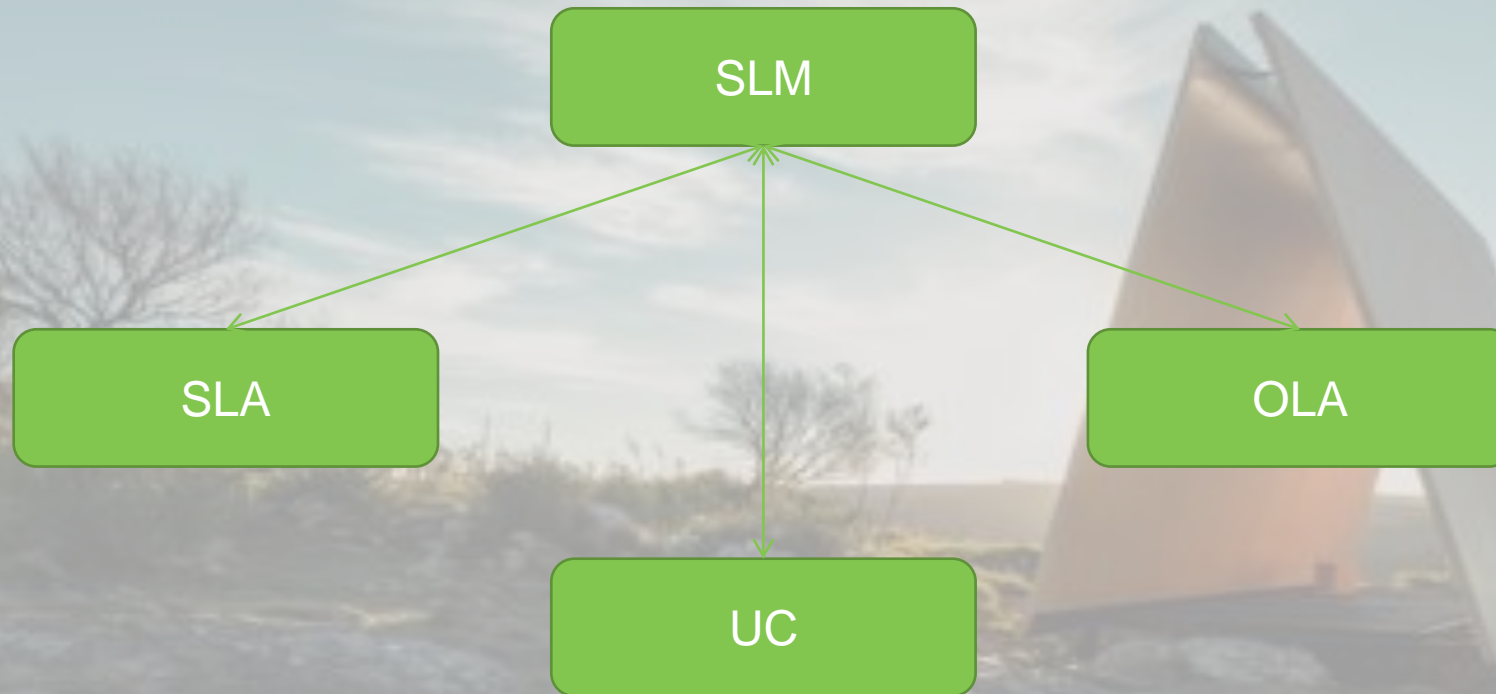
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Why?

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Introduction to SLA



Introduction to SLA

SLM

Negotiate SLA and
Design Services

Responsible
for monitoring
sub processes

Quality of
Services

Introduction to SLA

OLA

Internal Agreement

Defines responsibilities and
services

Introduction to SLA

UC

Contract between an IT provider and a
3rd Party

Printer maintenance but
with parts from the
manufacturer

Introduction to SLA

SLA

Agreement between IT
Service Provider and a
customer

Defines
responsibilities
and services for
both parties

Monitor the
amount of time for
a task to be
completed

Access Control Lists

End User

Training Management
Support Group Members

Catalog
Administrators

Training
Order Table

Training List
Table

Information
about
Training
tickets

Training
Names

SLA - Summary

SLA

OLA

UC

SLA
Definitions

Workflows

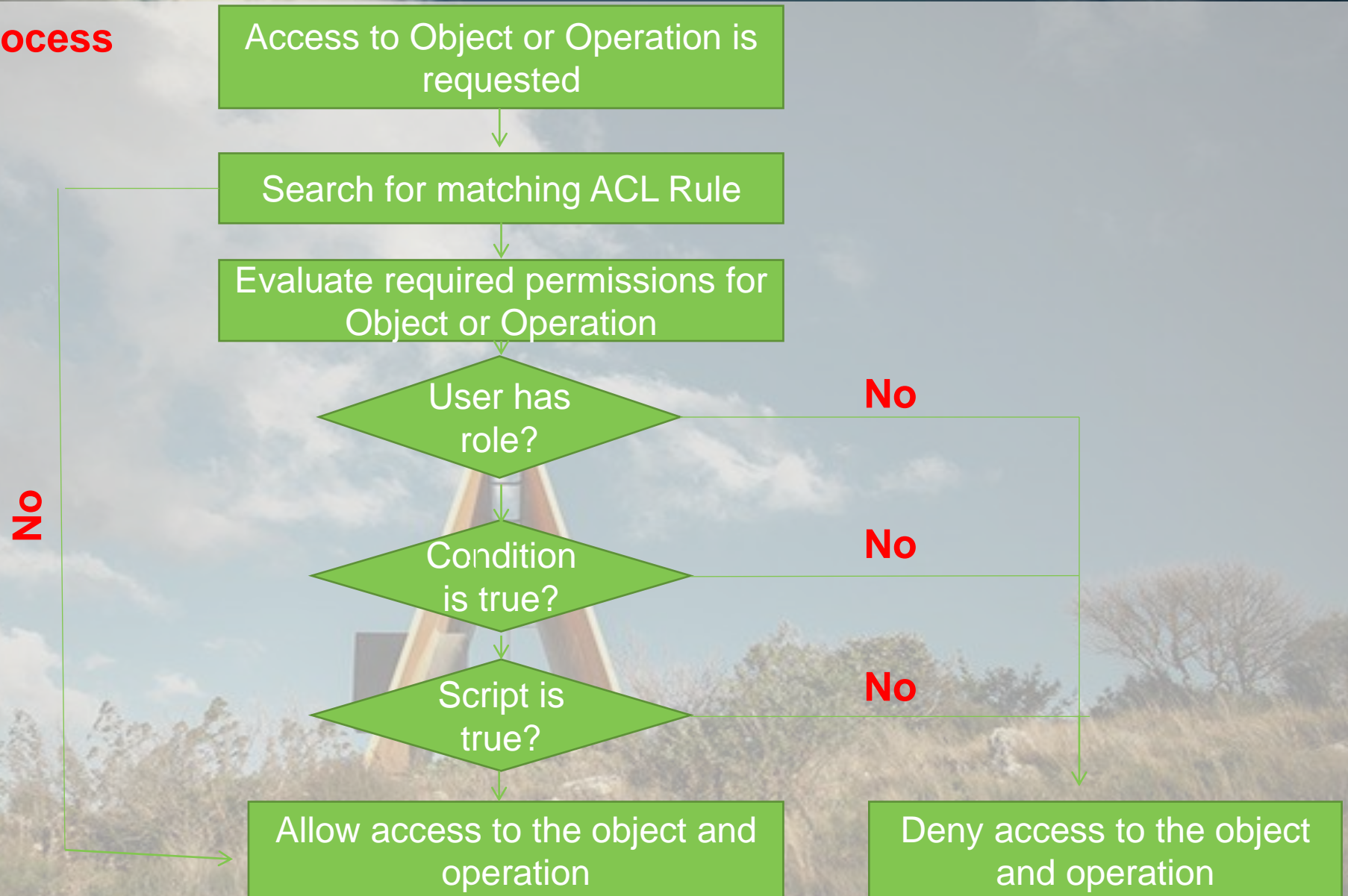
ACL - Components

Object

Operation

Permission

ACL - Evaluation Process



ACL - Summary

Access
Control List

Components

Evaluation
Process

Demonstration

Service Catalog - Intro



Reporting, Dashboards and Widgets – Intro

Dashboards

Widgets

Reports

Dashboards, Widgets and Reporting – Summary

Dashboards

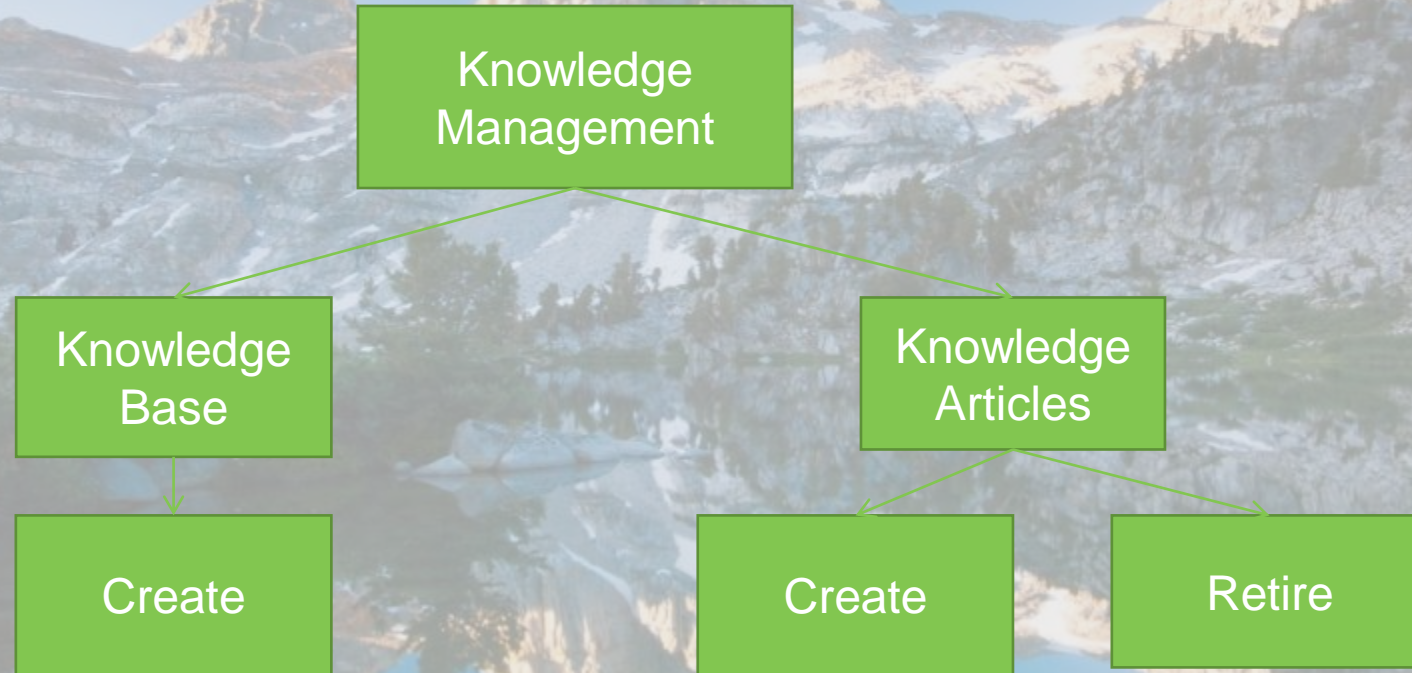


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graph TD; A[Dashboards] --> B[Widgets]; B --> C[Reports];
```

Widgets

Reports

Knowledge Management - Intro



Knowledge Management – Summary



Form Activities – Summary



