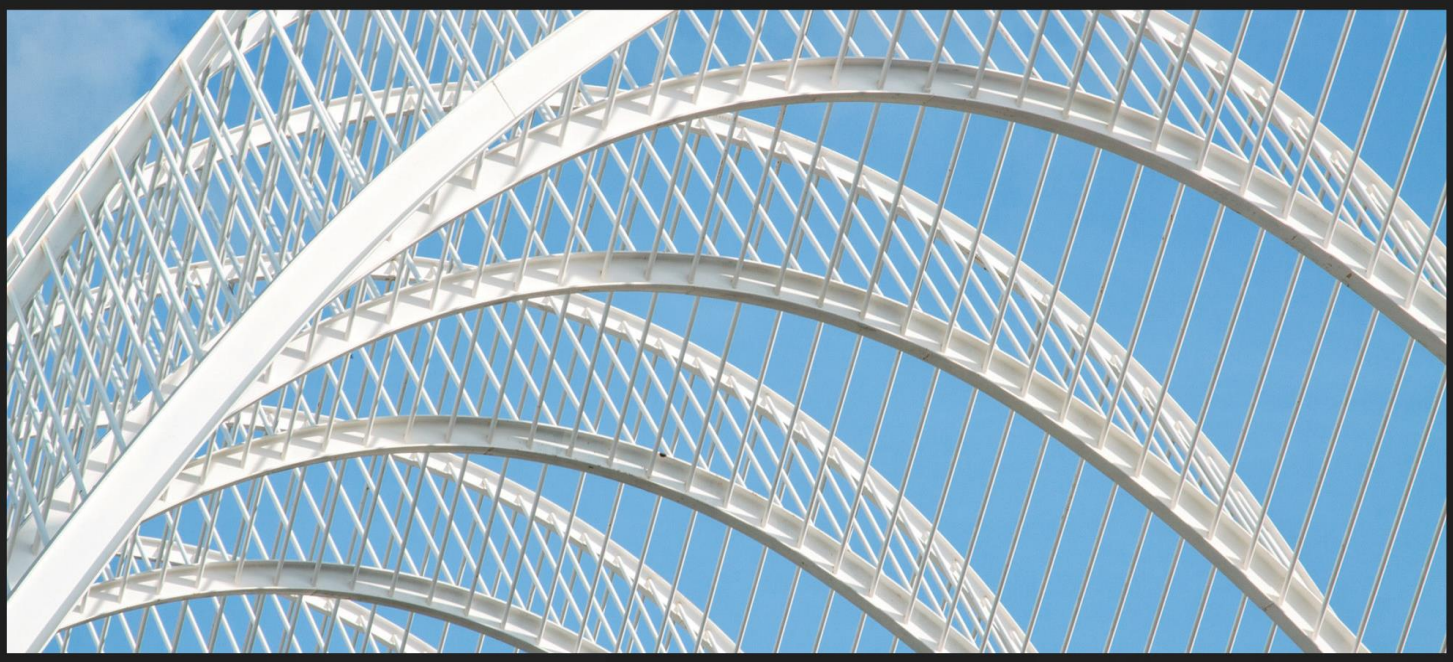

1ST EDITION

ServiceNow for Architects and Project Leaders

A complete guide to driving innovation, creating value, and making an impact with ServiceNow

ROY JUSTUS | DAVID ZHAO

Chapter 1

Figures

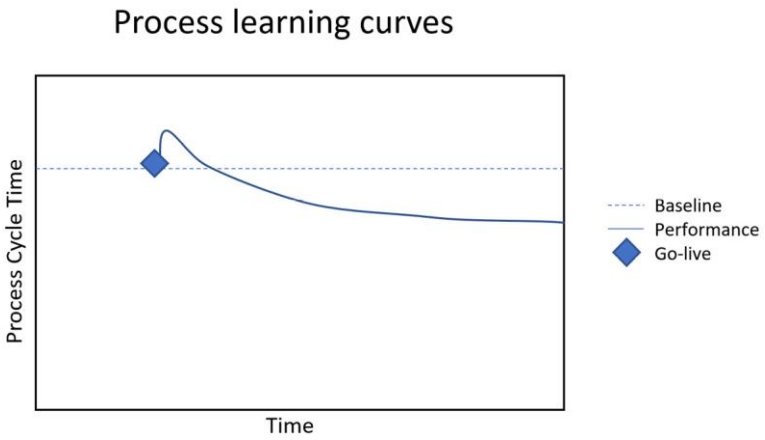

Figure 1.1 – An example of a process learning curve

Chapter 2

Figures

Project Type	Technical Complexity	Probability of Success
Implementation	Low	Highest
Software engineering	Medium	Medium
Basic research	High	Lowest

Table 2.1 – Project types

Chapter 5

Figures

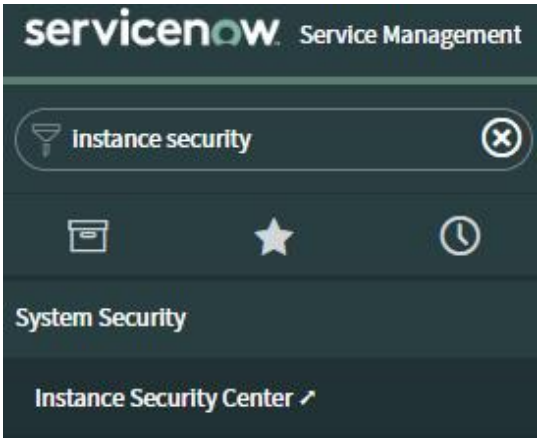

Figure 5.1 – The Instance Security Center is found under System Security on the menu

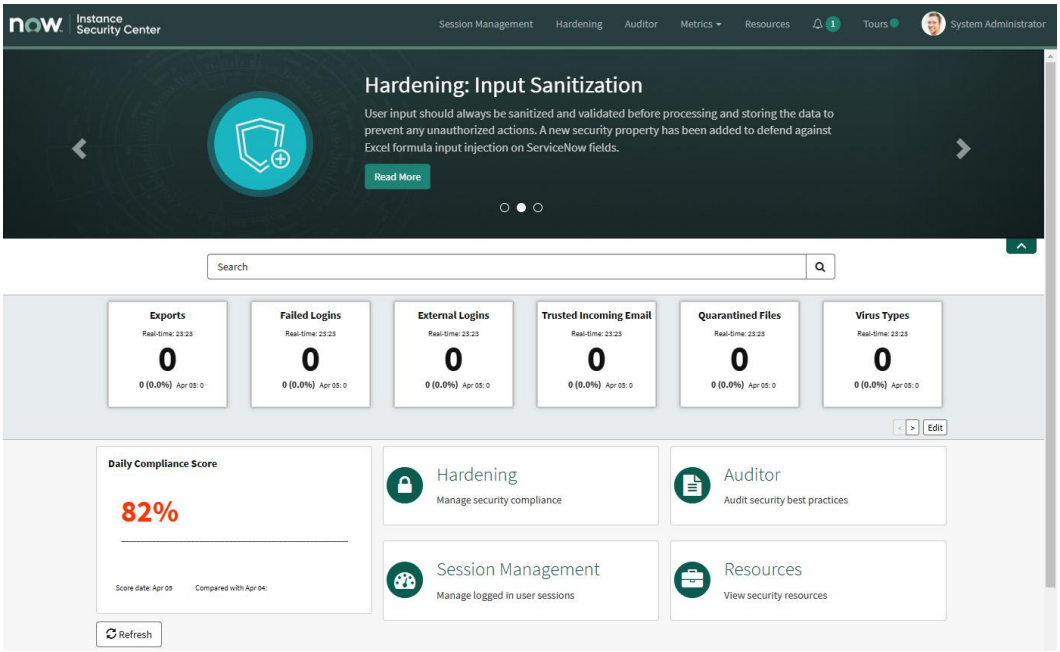

Figure 5.2 – ServiceNow's Instance Security Center provides a suite of tools to improve your instances' security

Chapter 6

Figures

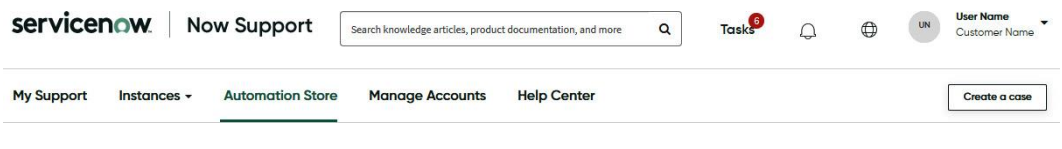

Figure 6.1 – The Now Support menu

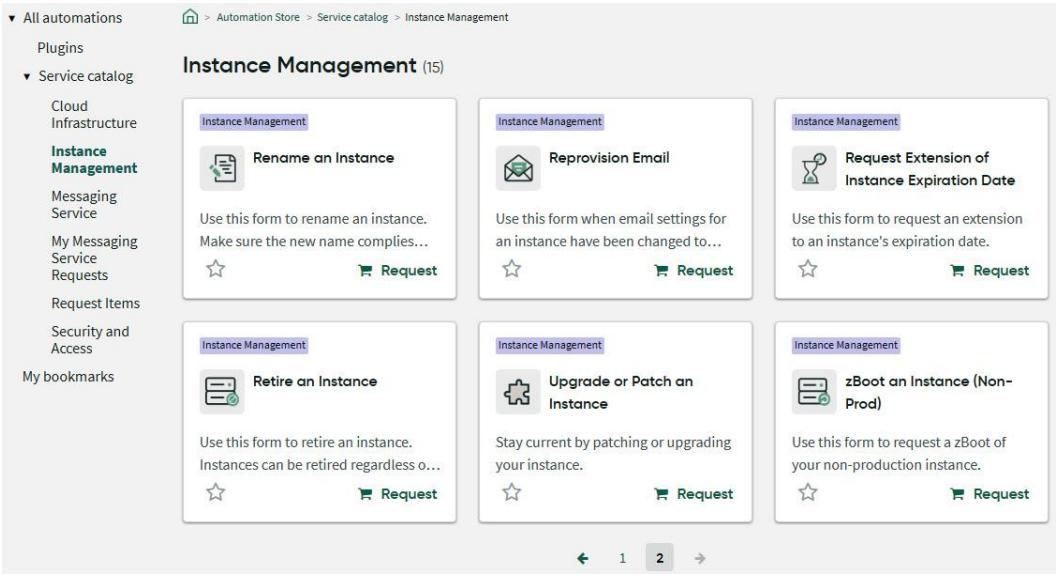

Figure 6.2 – The location of the zBoot catalog item in Now Support

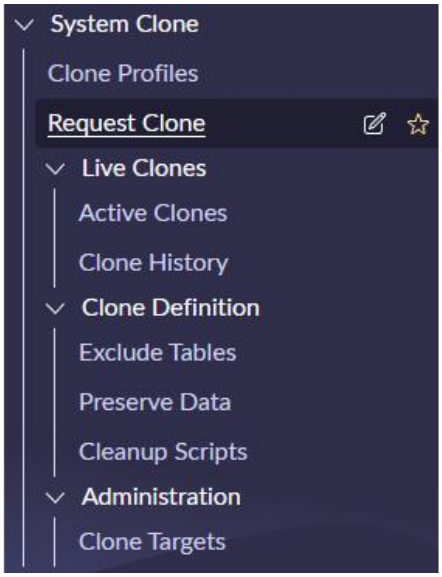

Figure 6.3 – The System Clone menu contains the tools for the management of clones

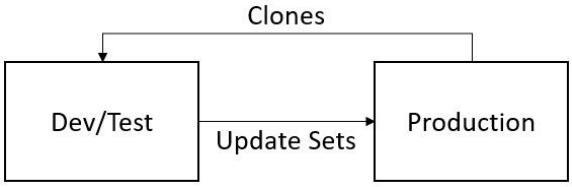

Figure 6.4 – Two-instance landscape design (using update sets)

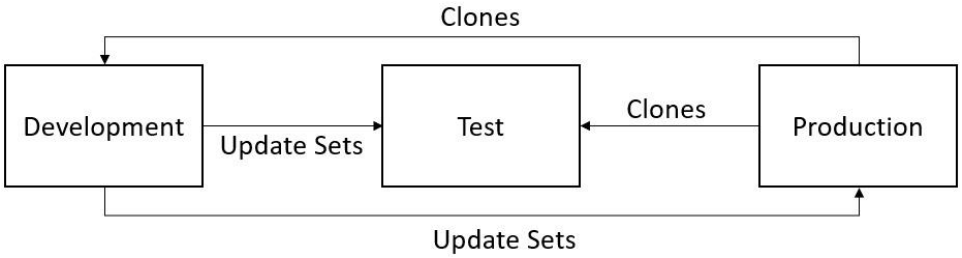

Figure 6.5 – Three-instance landscape design (using update sets)

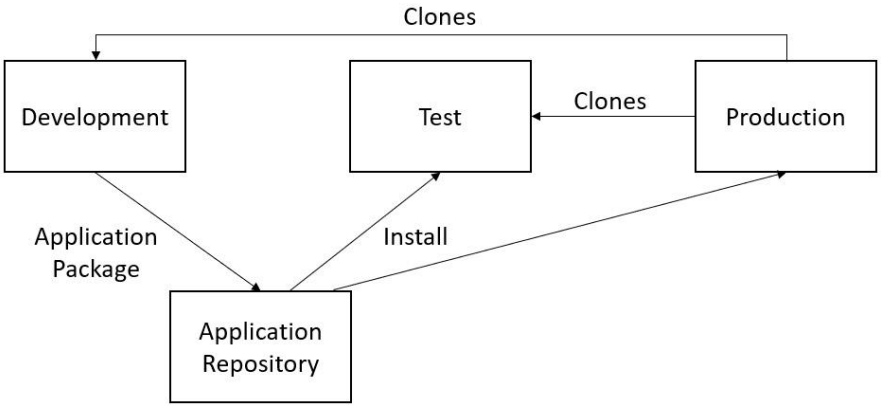

Figure 6.6 – Three-instance landscape design (using the application repository)

Chapter 7

Figures

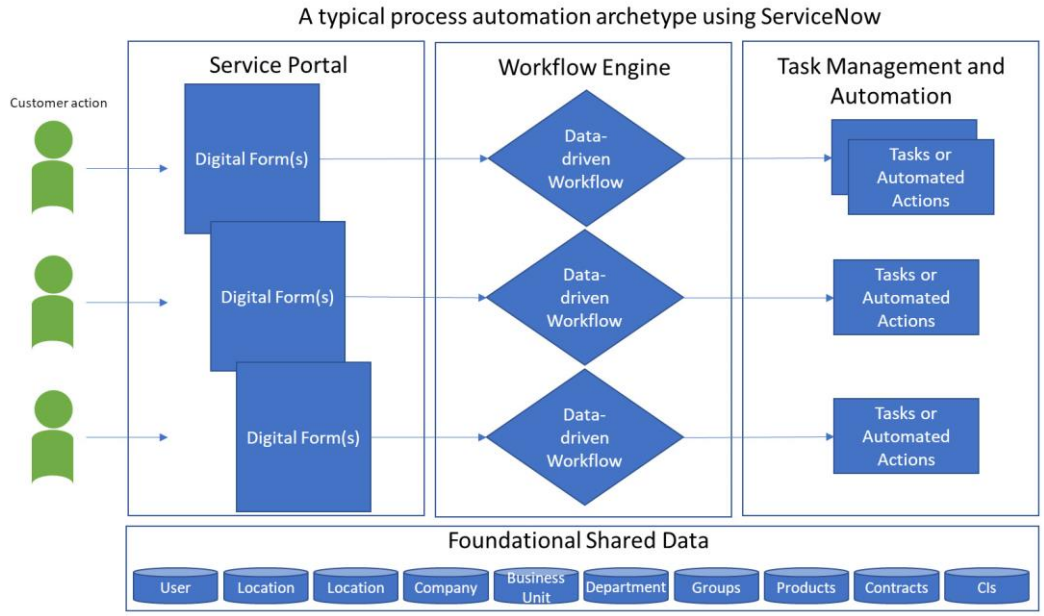

Figure 7.1 – A typical process automation design pattern on ServiceNow

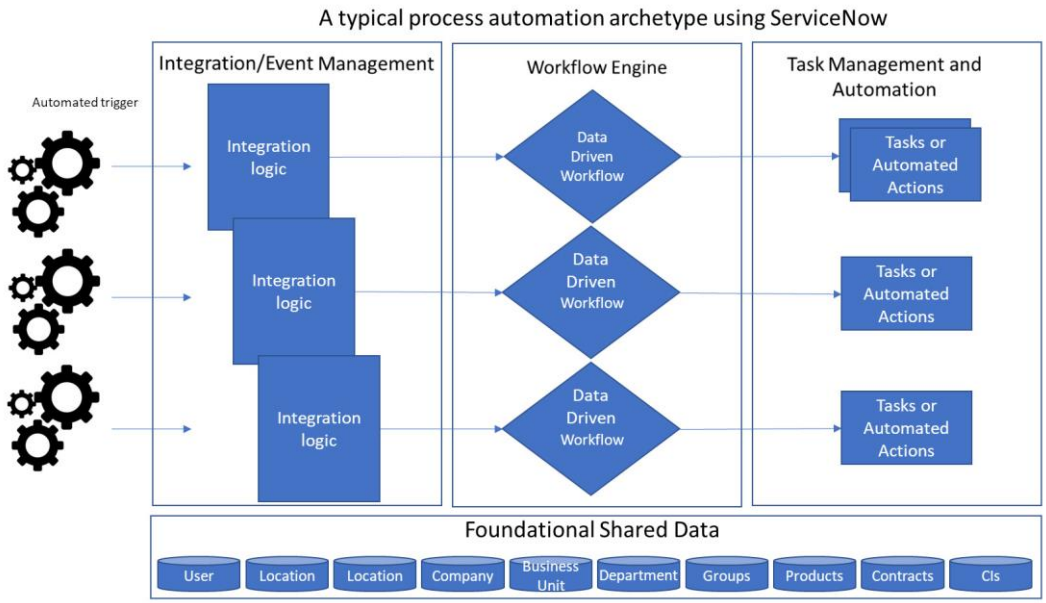

Figure 7.2 – The event management automation pattern in ServiceNow

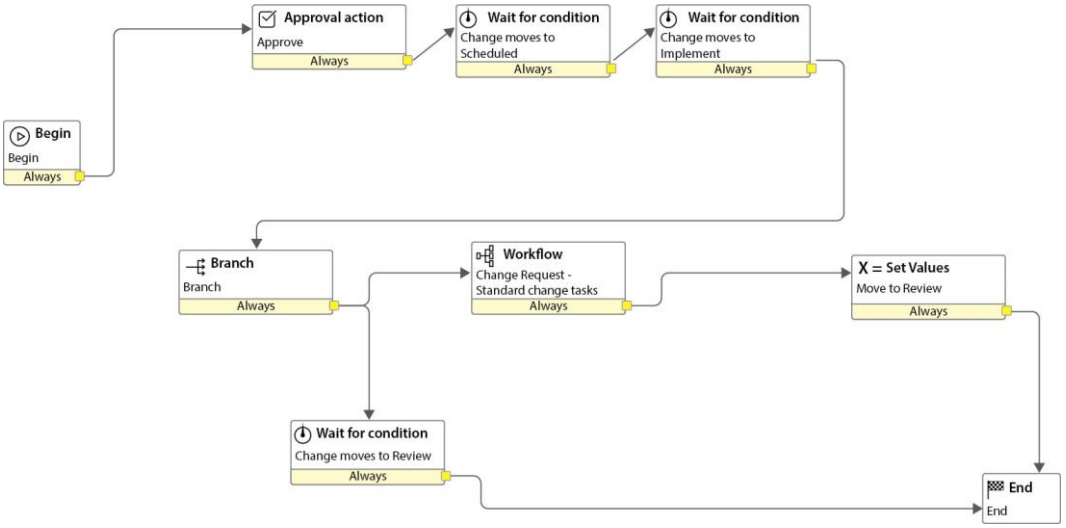

Figure 7.3 – The legacy Workflow capability of ServiceNow is still used in various areas of the platform

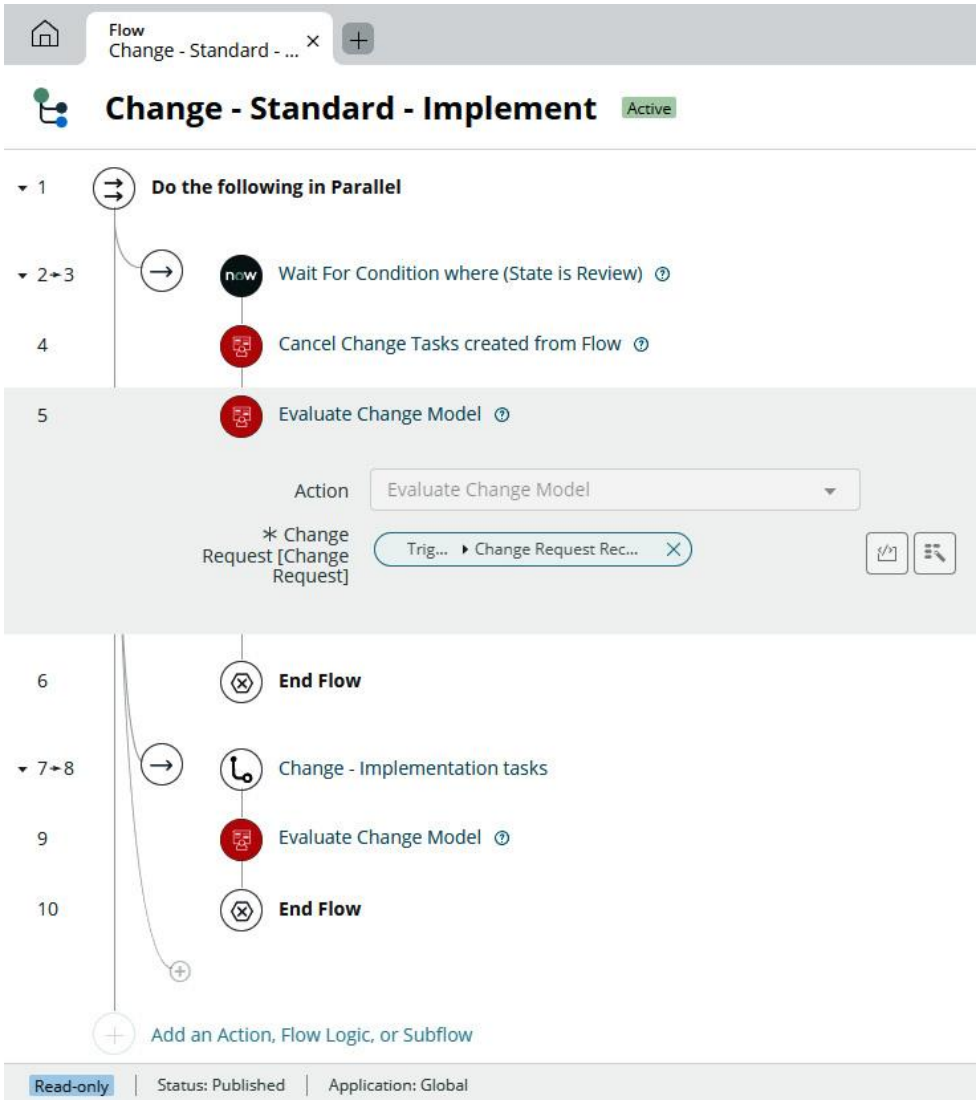

Figure 7.4 – Flow Designer is the new platform capability for any process automation scenarios

Chapter 8

Figures

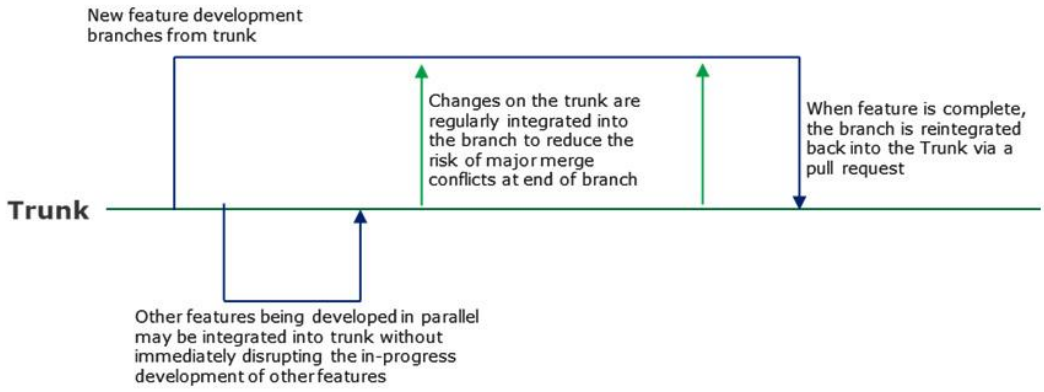

Figure 8.1 – Branching per feature

Tables

Type of change	Recommended change assessment
Create a report or dashboard Create a knowledge article Add data to an OOTB data-driven functionality (SLAs and assignment groups) Add a field or change a label on a record producer or catalog item Change a form layout Create or update a text-only notification Make a field mandatory or hide a field using a UI action	Lower risk. Does not require a business case beyond product owner sponsorship.
Creating a new case type Creating a new CMDB class Add a notification with dynamic content Creating a new workflow Making an ACL change	Higher risk. Requires engagement of the business sponsor and platform architect to formally evaluate the balance of risk of maintenance and risk of change against the business outcome provided.

Creating an integration into an external system Creating a new scoped application (regardless of the actual makeup of the scoped application) Creating a custom Discovery probe	

Table 8.1 - Assessing different kinds of change

Chapter 10

Figures

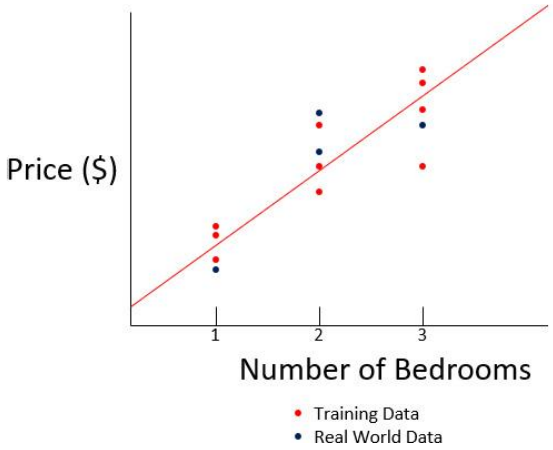

Figure 10.1 – ML works when the real-world and training data are similar

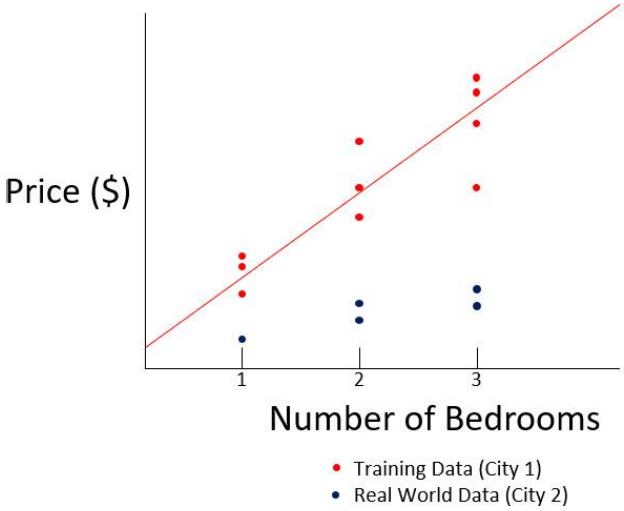

Figure 10.2 – When the training and real data are very different, ML will do well on the training data but poorly on the real data

Figure 10.3 – Menu location of Solution Definitions

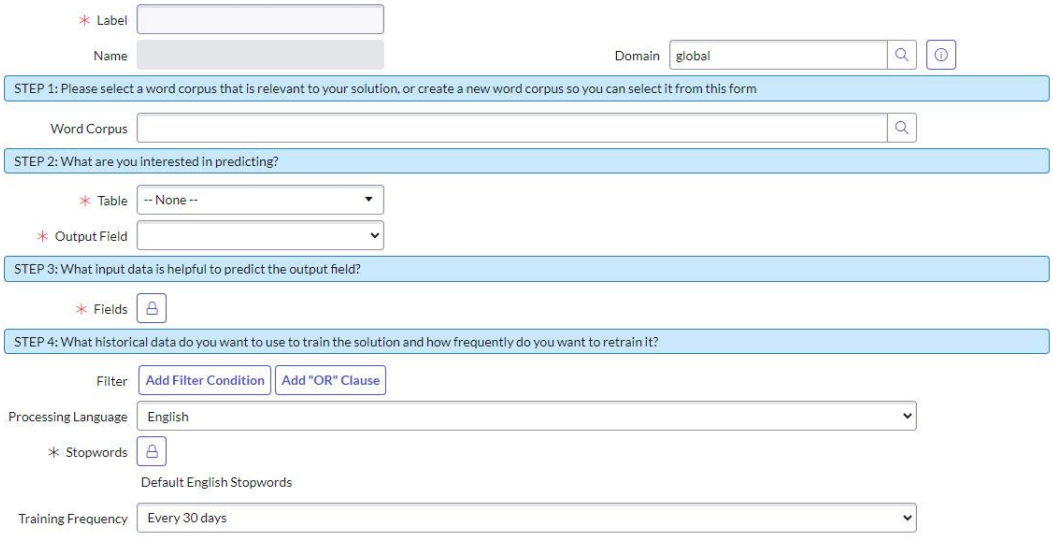

Figure 10.4 – Classification definition form

Chapter 11

Figures

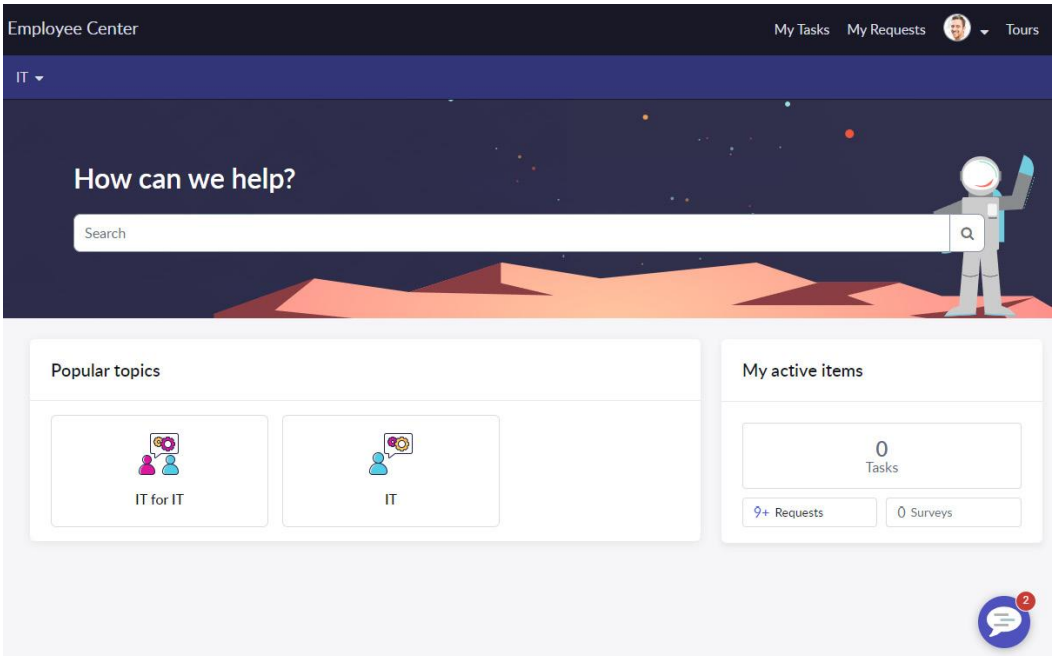

Figure 11.1 – An illustrative Employee Center portal with the default configuration

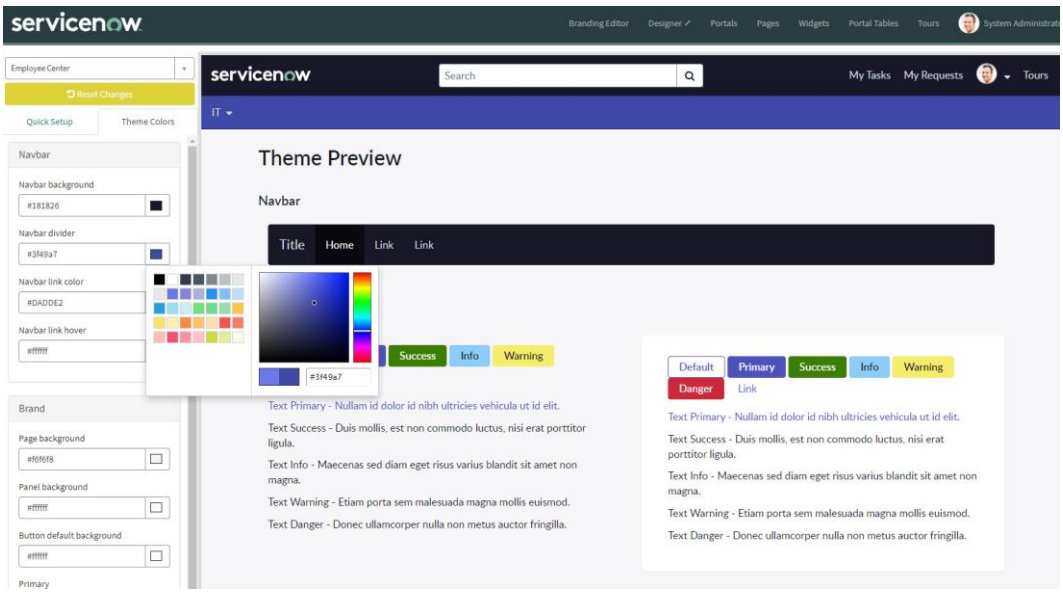

Figure 11.2 – Service Portal's Branding Editor

Figure 11.3 – Adding an experience from the App Engine Studio Experience tab

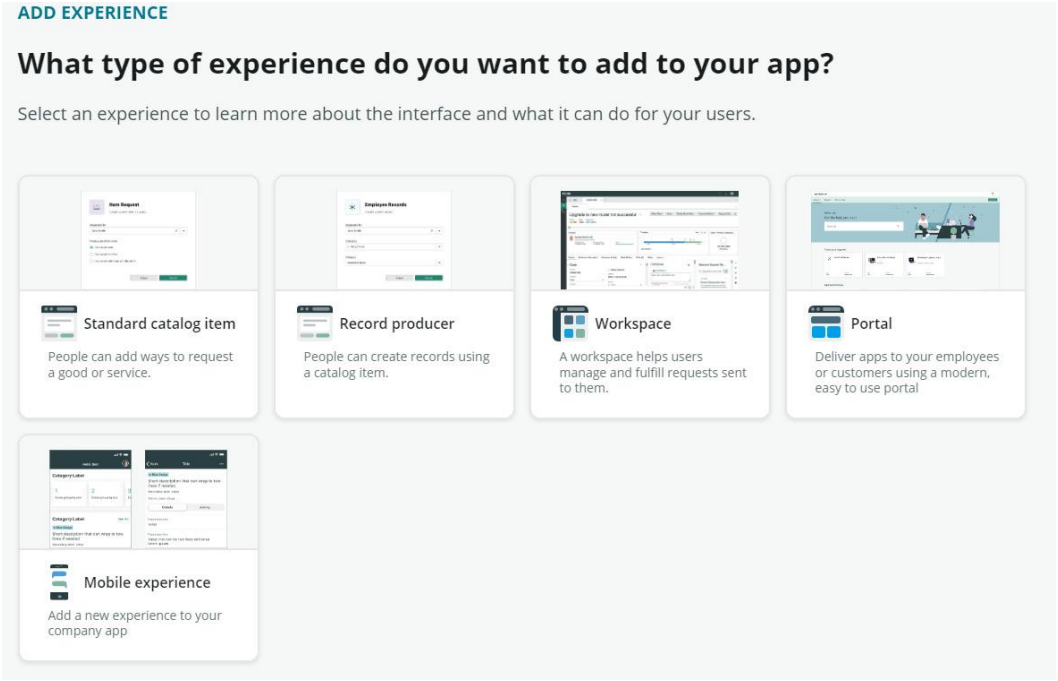

Figure 11.4 – A Portal experience can be selected in App Engine Studio when building a custom application