Week 1 learnings

ServiceNow

Who is ServiceNow?

- In 2021 ,ServiceNow was one of FORTUNE magazine's World's Most Admired Companies, Future 50 companies, and 100 Best Companies to Work For

- In 2022 Service Now was recognized as one of the glass doors Best Places to work in both united states and in the UK
- Customers: ServiceNow targets mid to large-enterprise companies world wide
  For example : DELTA , GE , Microsoft , Deloitte and so on…
- Bill McDermott: Currently serving as the CEO of ServiceNow
- Fred Lundy: ServiceNow founder and current board chairman

When is ServiceNow?

2003: Fred Lundy founds the company as GlideSoft
2006: Company name changed from GlideSoft to ServiceNow
2012: now becomes a public traded company
2018: ServiceNow became 1 most innovative companies
2019: Bill McDermott named CEO of ServiceNow

Why ServiceNow?

Fred Lundy said, Where IT, its employees and processes made smart business people feel embarrasses and ignorant

- Usually does not produce revenue
- Is an expense
- Exists to enable or enhance the ability of the revenue-producing business people
- Is a necessary evil

How ServiceNow?
Cloud based Application Platform service
Infrastructure:
- Computer Resources
- Security
- Service Level agreements
- Backups

Applications/Workflow

- IT workflows
- Employee Workflows
- Customer Workflows
- Creator Workflows

Now Platform

- It is an Application Platform as a Service(APaaS)
- It is a Cloud based
- It provides and supports the infrastructure computer resources
- It provides a platform upon which you can develop your own custom solutions
- It provides a robust set of applications and workflows to support most common business processes
- All application for the entire enterprise are supported by a single, common, data-model and database

Now Platform Architecture

- Enterprise Cloud
- Availability and redundancy
- Backups and Security
- Domain Separation

Now Platform User-Interfaces

- Now Platform UI
- ServiceNow Mobile Apps
- Service Portal

Role Based Access

- A User
- A Group
- A Role

User Authentication

- Local Database authentication
- External Single Sign on
- LDAP
- OAuth 2.0
- Digest Token
- Multi factor Authentication

Main Screen Elements

- Banner Frame -
    - Logo
    - User Menu
        - Profile
        - Impersonate user
        - Elevate Roles:Security_admin
        - Logout
    - Tools
        - Global Search
        - Connect Chat
        - Help
    - System settings
        - General Settings: Enables/disable Compact UI, Keyboard shortcuts, set date time, time zone home link to homepage
        - Theme Settings: choose a colour Scheme for your UI
        - Accessibility Settings: Set accessibility settings
        - List Settings: Enable/disable wrapping of long text in list columns
        - Form Settings
        - Notification Settings
        - Developer Settings

- Application Navigator
    - Navigator filter
    - All applications
    - Favorites
    - History
- Content frame

What is Branding in ServiceNow?

Applying you distinct identify across the Now Platform UI to create a shared identity, build trust, and speed adoption

Guided Setup

It provides a System administrator step by step instructions to configure various Applications and modules within your instance to suit the needs of the users

To access: Locate Guided Setup application in application navigator and select the ITSM Guided Setup or ITOM Guided setup module

Service Portal and UI portal are used to brand the interface
Service portal: widget-based tool that allows creation of intuitive, user friendly interfaces to now Platform UI Builder allows to build out the functional page

List

It displays a set of records from a table within content frame
All>Incident.list
All>sys_db_object.list

Title bar

- List control menu
    - view
    - filters
    - group by
    - Show
    - Refresh list
    - Create favorite
- New
- Search

Header
    - Personalize list
        - Add
        - Remove
        - Reorder

    - Condition Builder- Add filters to the list
        - Field
        - Operator
        - Value

    - Breadcrumbs
    - Sort indicator
    - Column Search
    - Column context menu
    - Column name

Forms

It is a common set of tools and user interface elements used to view and update a single record from the database
Click on any record to open form

- Header bar
- Fields
    - String filed
    - Choice field
    - Boolean field
    - Reference field
    - List field
    - Journal field
    -

- Read only
- Required
- Related lists
- Filters

Form field dependencies
        Some fields are dependent on other fields

Saving Changes
        submit
        update
        resolve
        delete

Copying a record
        Insert: creates and saves a copy of the current record and returns the user to the list of records
        Insert and Stay: Creates and saves copy of the current record and leaves the user on the new record's
                format

Form Related lists: It is a special form element that displays a list of records from another table that is related to the current record

Form formatters: It is a special for element that displays information that is not a field in the record

Form Views: provides ability to display and organise fields,Realted lists, and formatters in different ways to meet the needs of specific users

Form personalisation: allows the user to select which fields are displayed on a particular form view
        it does not impact any other users

Importing data in ServiceNow

It involves 3 data entities
1. Source
2. Staging
3. Target

Creating data source in service now

All>sys_data_source.list
All>System Import sets>Administration>New
Type: File, JDBC, LDAP, OIDC,REST,Custom

Importing data

The Import Set Table acts as a staging area for records imported from a data source.
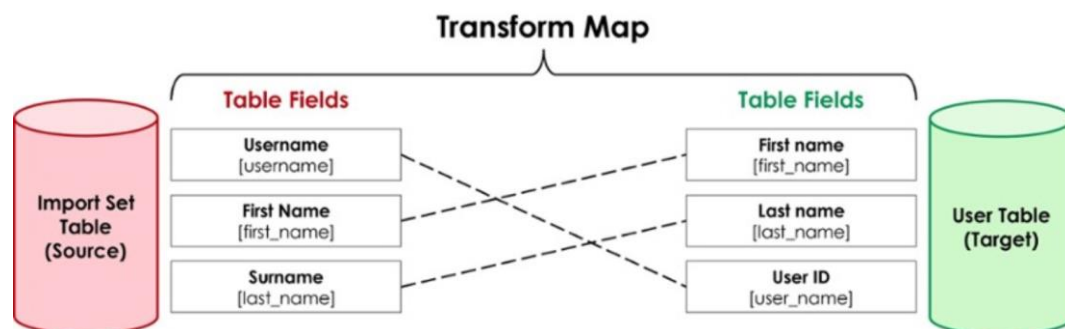
Transform Maps provide a guide for moving data from Import Set (staging) tables to "Target" tables. Field mapping provides direct field-to-field data moves.

The Target Table is an existing table where the data will be placed, post-transformation.
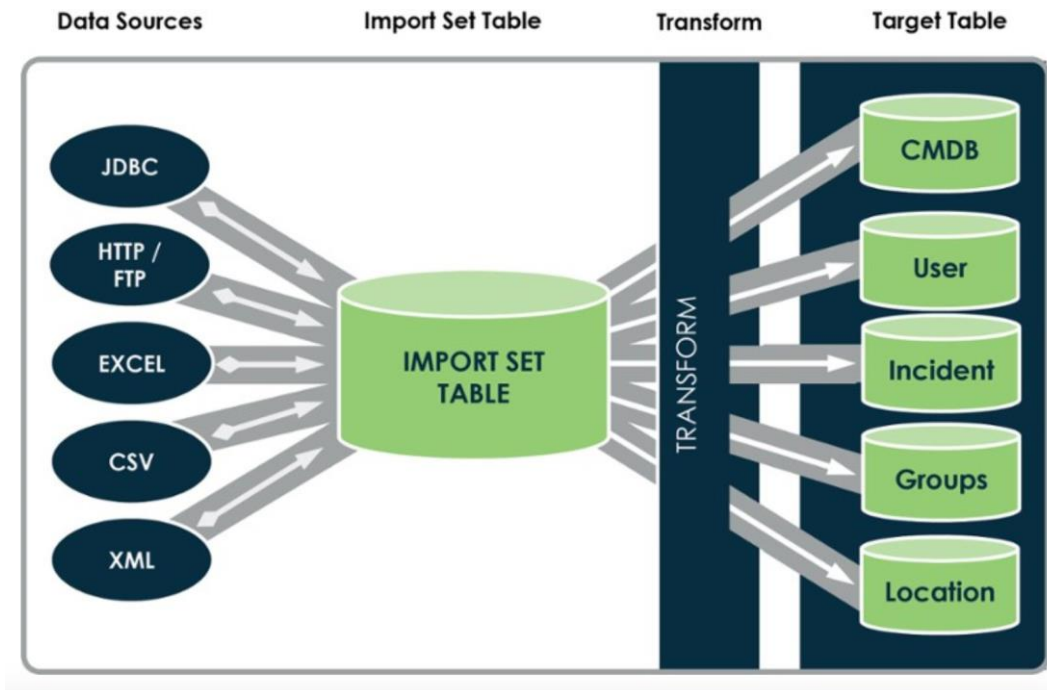
Caption

Transform Maps

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. In this case, simply click Auto Map Matching Fields in the related links in the Table Transform Maps form and confirm proper matching.

Mapping Assist Utility: The Mapping Assist utility provides a visually intuitive environment for specifying mapping between Import Set fields and Target table fields. With the Mapping Assist utility, it is possible to map a single source field (field on an Import Set table) to multiple destination fields (fields on a Target table). If there are any discrepancies in terms of how fields were automatically matched, these can easily be corrected using the Mapping Assist utility. When all fields are matched properly, click Transform in the related links to begin transforming data onto the destination table

Coalescing a field (or multiple fields) means the field will be used as a unique key during imports

Task
A Task is some item of work that needs to get done. In ServiceNow, each Task is represented by a record in a database table named Task [task].

Change Request
Incident
Problem

Task Management
- Defining and managing tasks in ServiceNow allow you to take common work that needs to be done and build repeatable processes to efficiently get it done
- Assignment Rules auto assign tasks to users or groups, making sure they are handled by the most appropriate team members
- Approvals can be created for a list of approvers (manually or automatically) according to approval rules
- Service Level Agreements track the amount of time a task has been open to ensure they are completed within an allotted time
- Inactivity Monitors ensure that tasks don't fall through the cracks by notifying when tasks untouched for a predefined period

Task Assignment

Tasks can be assigned to an individual User or a Group of Users (or both)

Assignment Rules

AppNav: All > System Policy > Rules > Assignment
Table: Assignment Rule [sysrule_assignment]

Assignment Lookup Rules

AppNav: All > System Policy > Rules > Assignment Lookup Rules
Table: Assignment Data Lookup [dl_u_assignment]

Task Collaboration
User Presence allows multiple stakeholders to view and update a record simultaneously
The Active Viewers Icon will display on the header bar when another user is viewing the record at the same time.
The Real-time Editing (Pulse) Icon will display beside a field that has been changed by another user.

Visual Task Boards
Title
Quick Panel
Lanes
Tools
Cards

ServiceNow Reporting

When you create a new report in ServiceNow, you are inserting a record into the Report [sys_report] table.
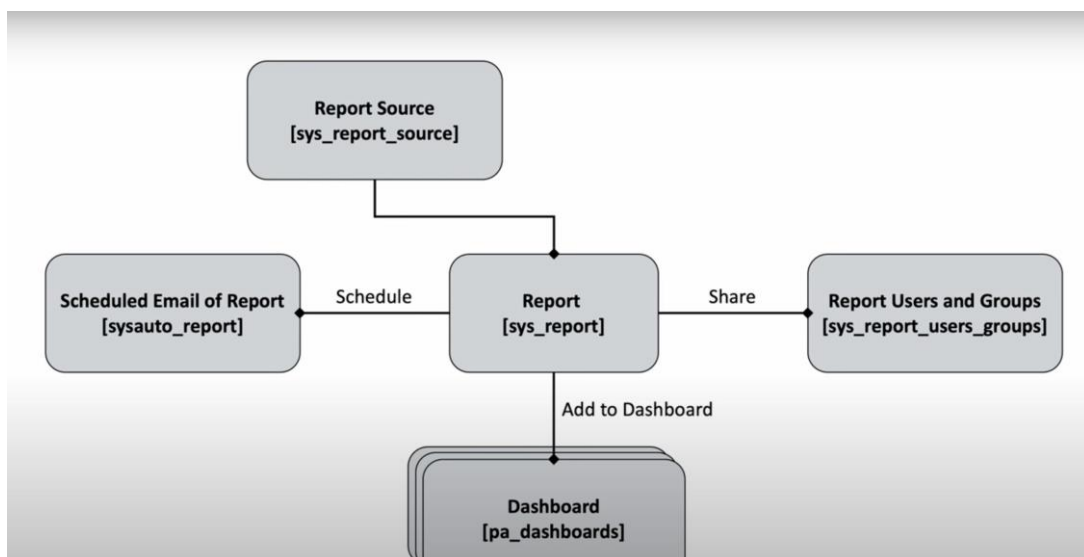
All>Reports>Create New

Report Visibility Controls

My reports:Created by you and only visible to you

Group:Reports that are shared with you or your groups

Global:Available to everyone (all Process Users)

All:List of all personal, group, and global reports

Each section of the Report Designer provides different configuration options:

• Data: Provide a name for the report, as well as select the source from where your data comes from. You can choose a data source, which is a predefined data set used for creating reports; or a ServiceNow table.

• Type: Select the visualization of your report by choosing a report type. There are 28 different types to choose from!

• Configure: Do things like group the data by a specific field(s) and run calculations against the data.

• Style: Adjust the look of your report, from coloring to titles, as well as making adjustments to the report legend.

Report Designer: Report Actions and Options

• Report info
• Sharing Menu

- Delete report
- Save:Save report; options to Save, Update, Insert, Insert and Stay
- Run report, does not save/update