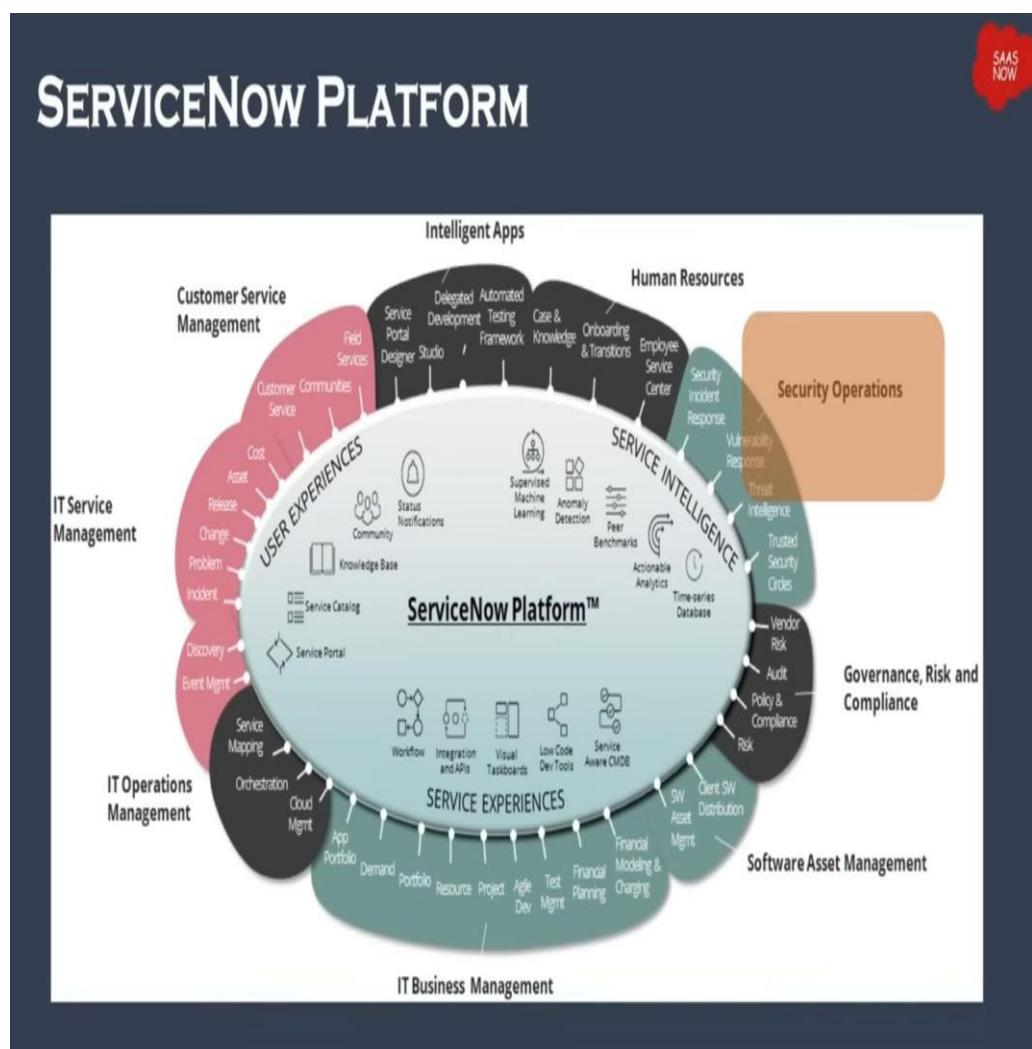


## Week 2 learnings

### SERVICENOW PLATFORM OVERVIEW AND ARCHITECTURE:

#### SERVICENOW PLATFORM:

- Servicenow is an American company which has a product called servicenow platform.
- This company provides an application platform as a service which is called apas.
- It is a cloud-based computing model which provides infrastructure needed to develop, run and manage applications.

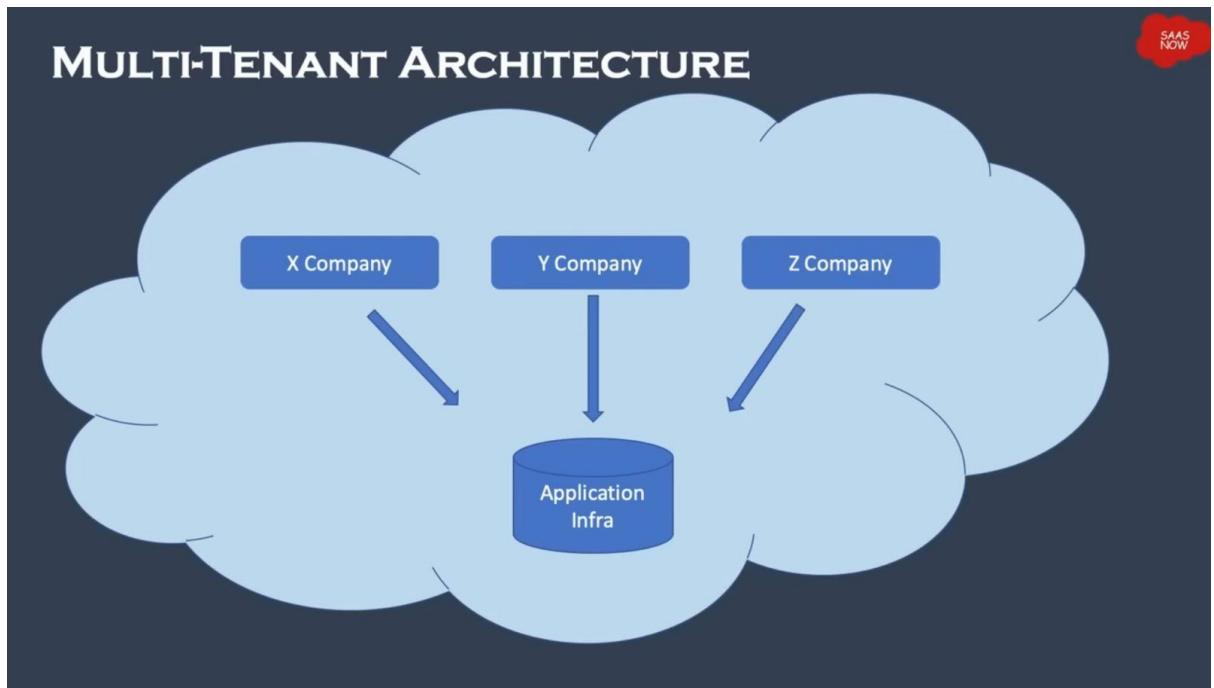


## SERVICENOW ARCHITECTURE :

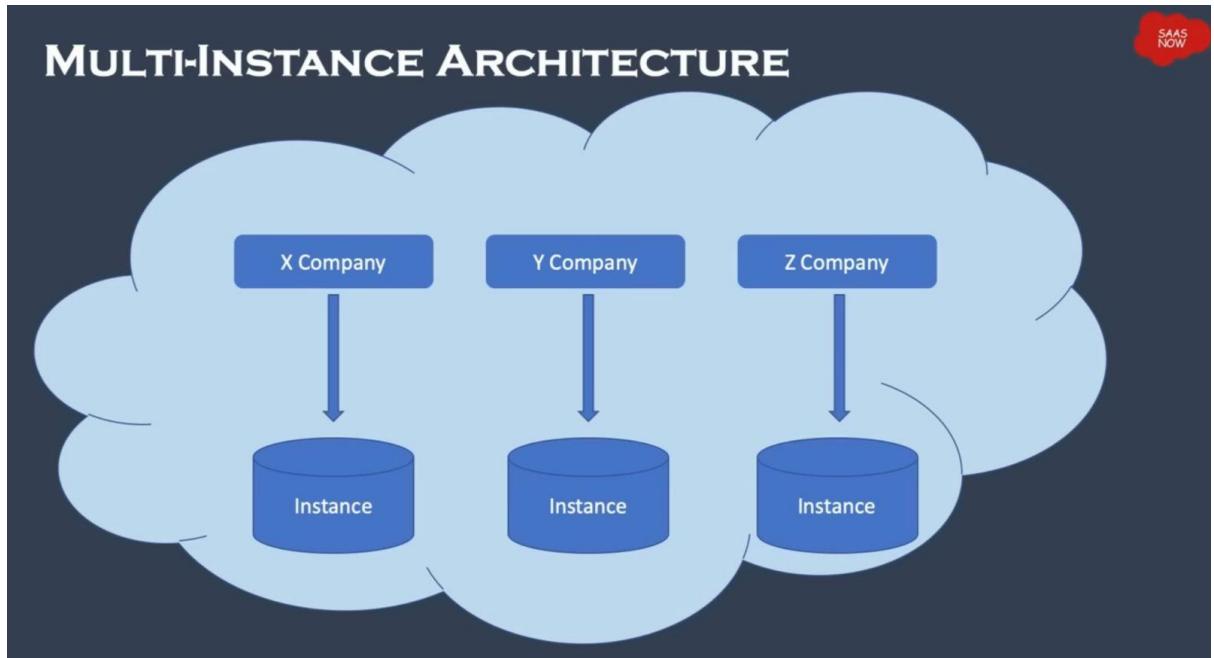


- Servicenow platform is an application platform as a service that means it is a single platform to automate business processes across the enterprise by providing the infrastructure needed to develop, run and manage applications.
- It is a single data model which is built on a flexible table schema and delivers a common set of core capabilities and reusable components
- Servicenow platform has a multi-instance architecture rather than multi-tenant architecture which is used by other cloud companies in multi-tenant your data is co-mingled with other customers on database large and complex databases that require hardware and software maintenance on regular basis which can lead availability issues for customers.
- Servicenow cloud is built on an advanced architecture called multi-instance.your organization may have more than one instance.
- Servicenow provides four weekly full backups of your data with six date of days of different daily backups.

## MULTI-TENANT ARCHITECTURE :

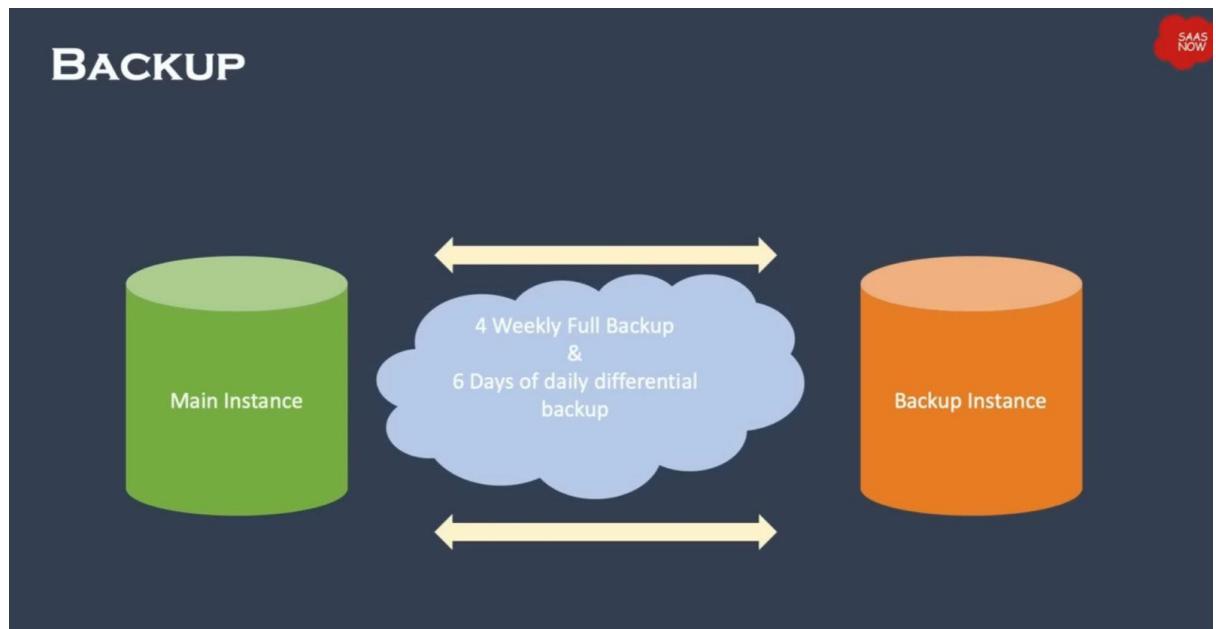


- This is multi-tenant architecture in which all three companies have shared app infra of the service provider.



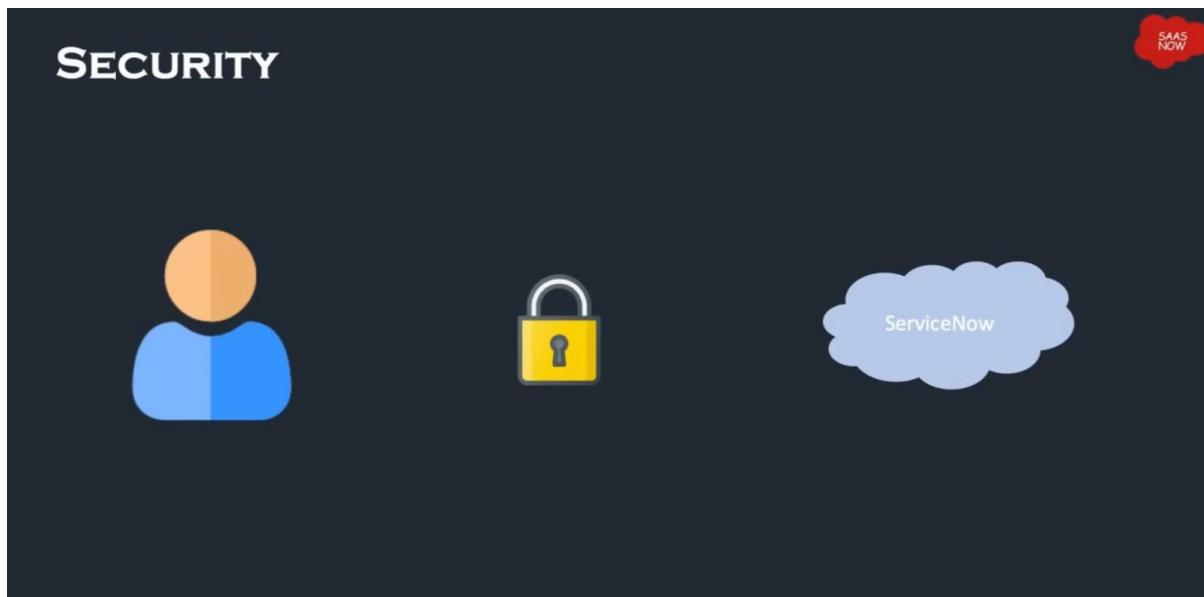
- This is multi-tenant architecture in which every organization has their own instance whose maintenance will different from others.

## BACKUP :



- Servicenow provides four weekly full backups of your data with six date of days of different daily backups.

## SECURITY :

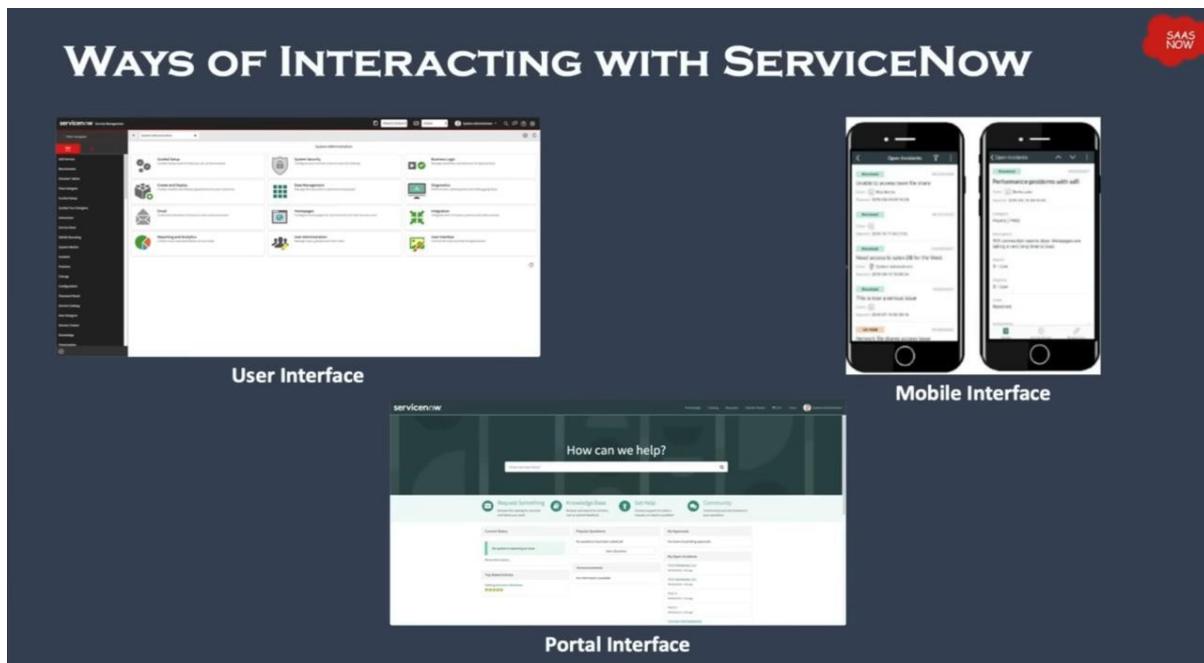


- Servicenow can also be integrated with single sign-on services that are compliant with saml 2.0 standard.

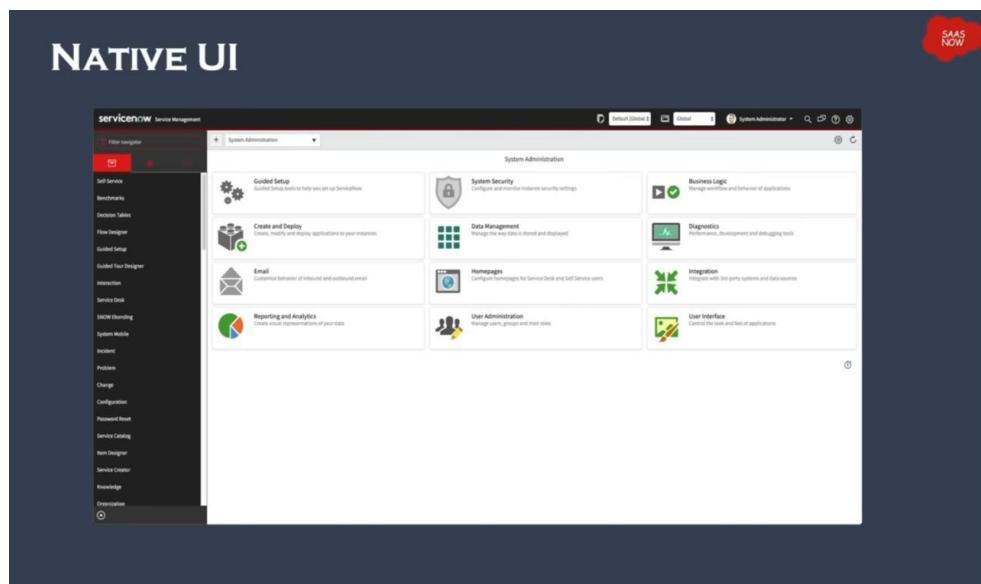
## PLATFORM INTERFACE :

Ways of Interacting with Servicenow :

- Servicenow provides three ways to interact with the platform
  1. User Interface (which is also called as native ui)
  2. Mobile Interface
  3. Portal Interface

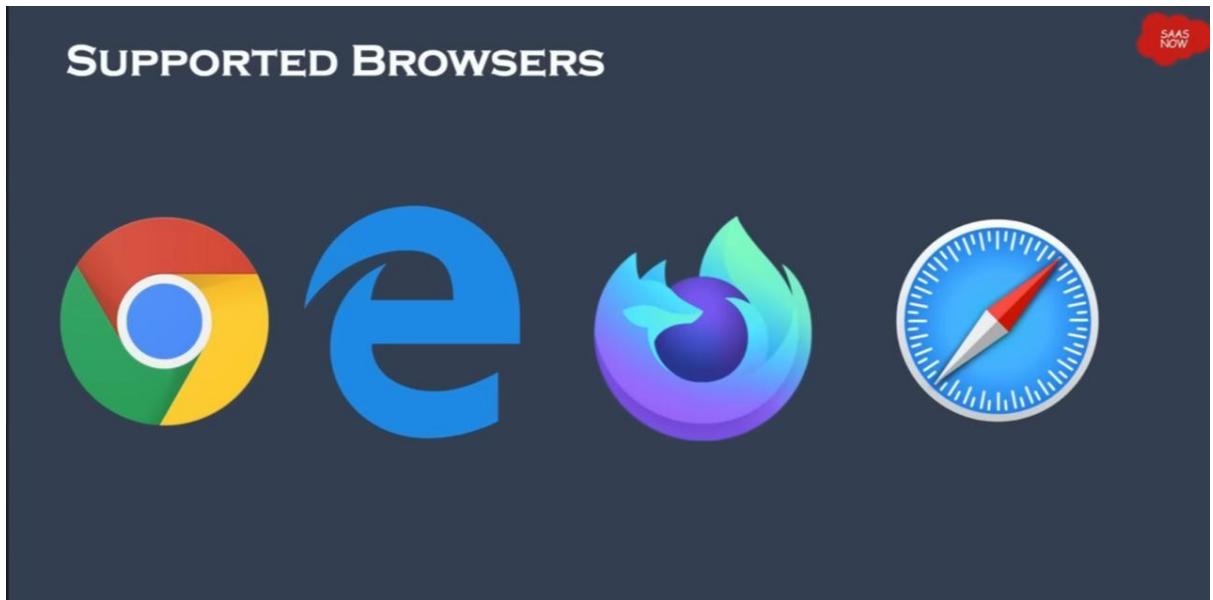


## NATIVE UI :

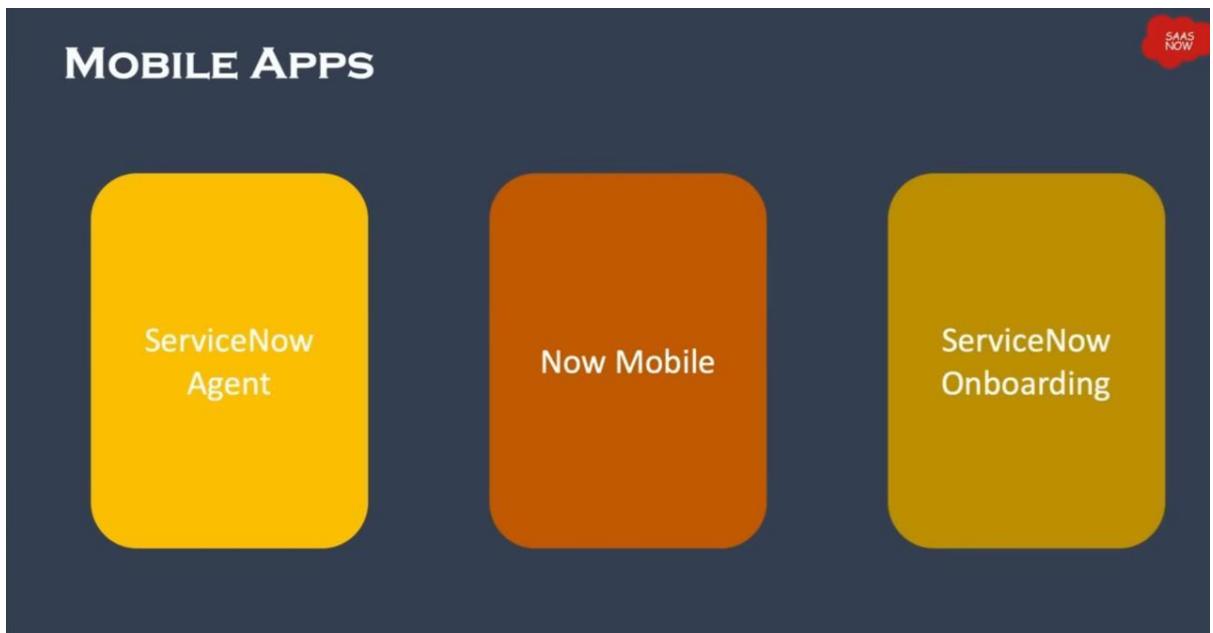


- Native UI is the main way to interact with the applications and information in servicenow instance.

## SUPPORTED BROWSERS :

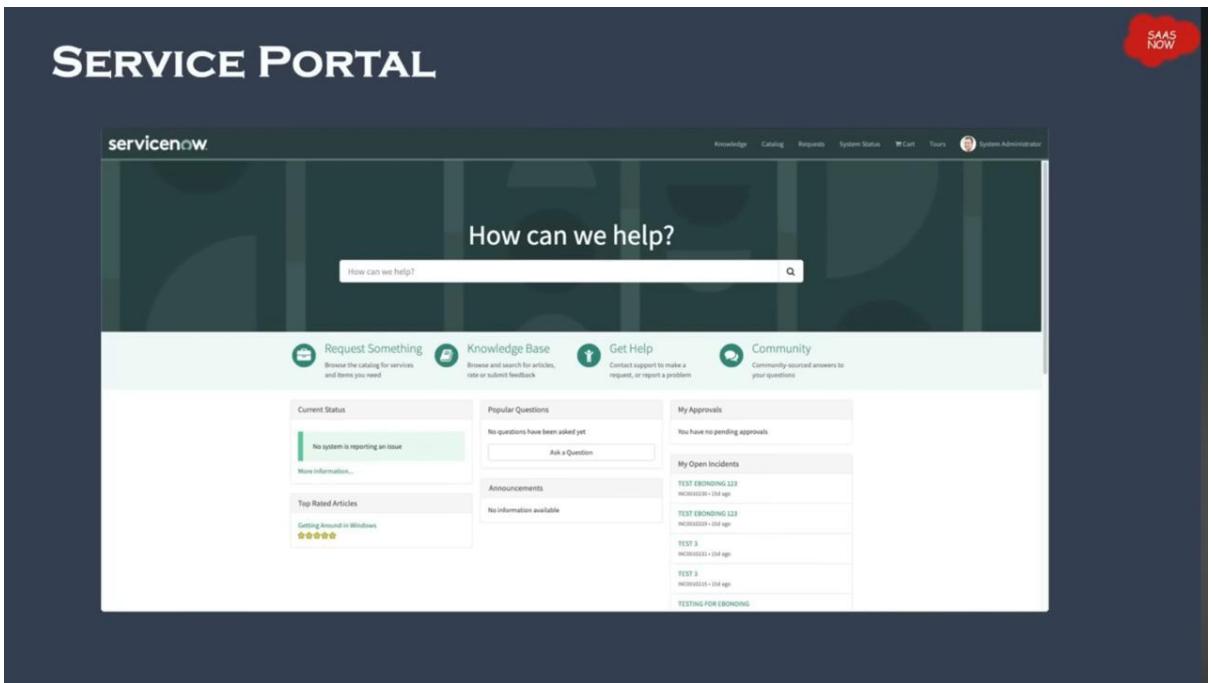


## MOBILE APPS :



- These applications help employees and users working in servicenow to work more efficiently and productively on the go.

## SERVICE PORTAL :



- Service portal provides a user-friendly self-service experience.
- It is an advanced ui of servicenow platform which provide acces to specific features by using different widgets which can be customized and developed by servicenow developers
- Users can search knowledge articles request for any service and much more on service portal.

## SUPPORTED AUTHENTICATION :



## ROLE BASED ACCES :

**ROLE BASED ACCESS**

The screenshot shows the ServiceNow interface with a dark theme. At the top, there's a navigation bar with various icons and links. Below it is a main dashboard area with several cards. The bottom half of the screen displays four user icons, each with a name label below it: ITIL, ADMIN, KNOWLEDGE ADMIN, and Approver.

ITIL

ADMIN

KNOWLEDGE ADMIN

Approver

## COMPONENTS :

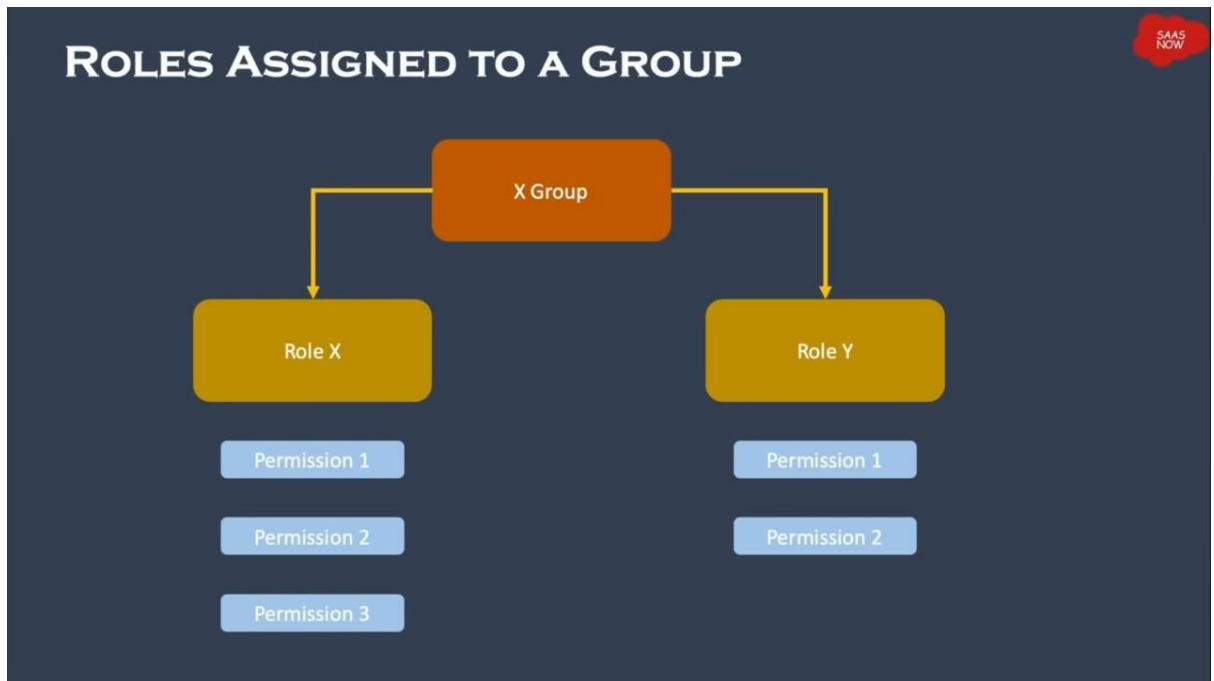
**COMPONENTS**

User an individual that has been granted access to your ServiceNow instance

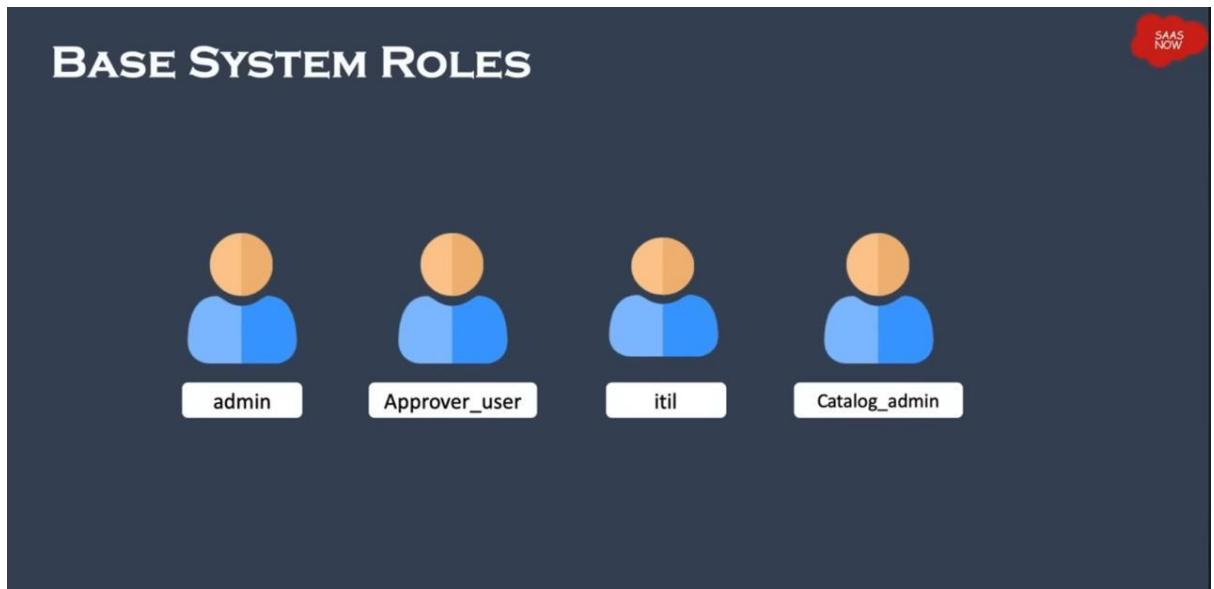
Group set of users who share a common purpose

Role collection of permissions in the Now Platform

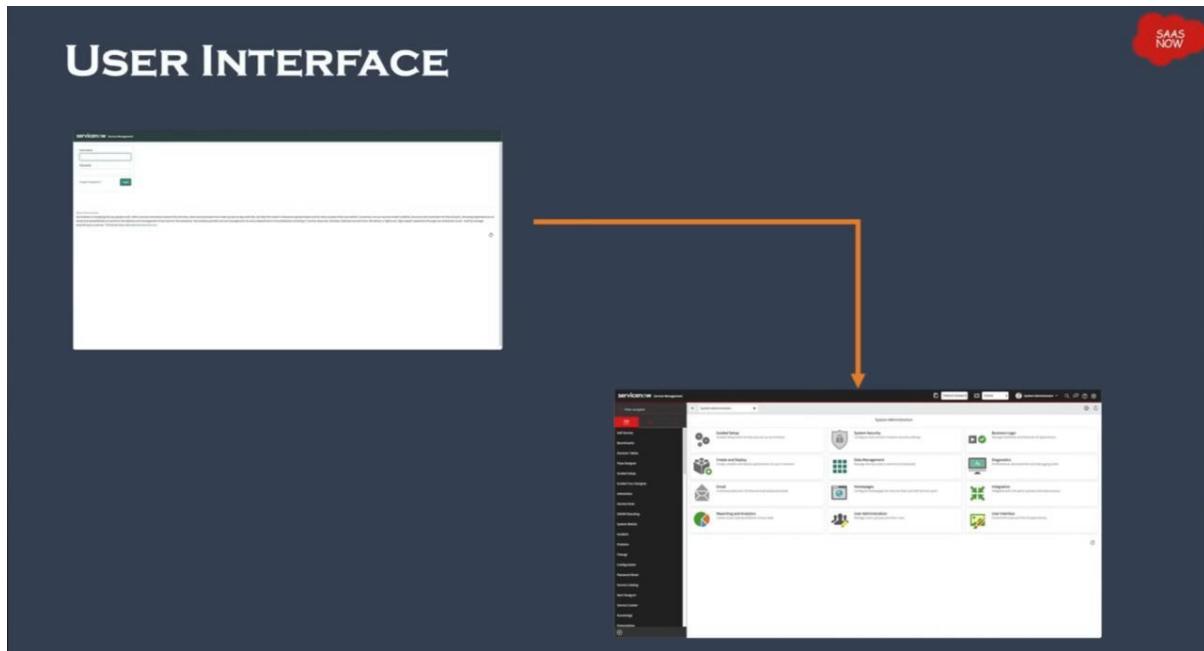
## ROLES :



## BASE SYSTEM ROLES :

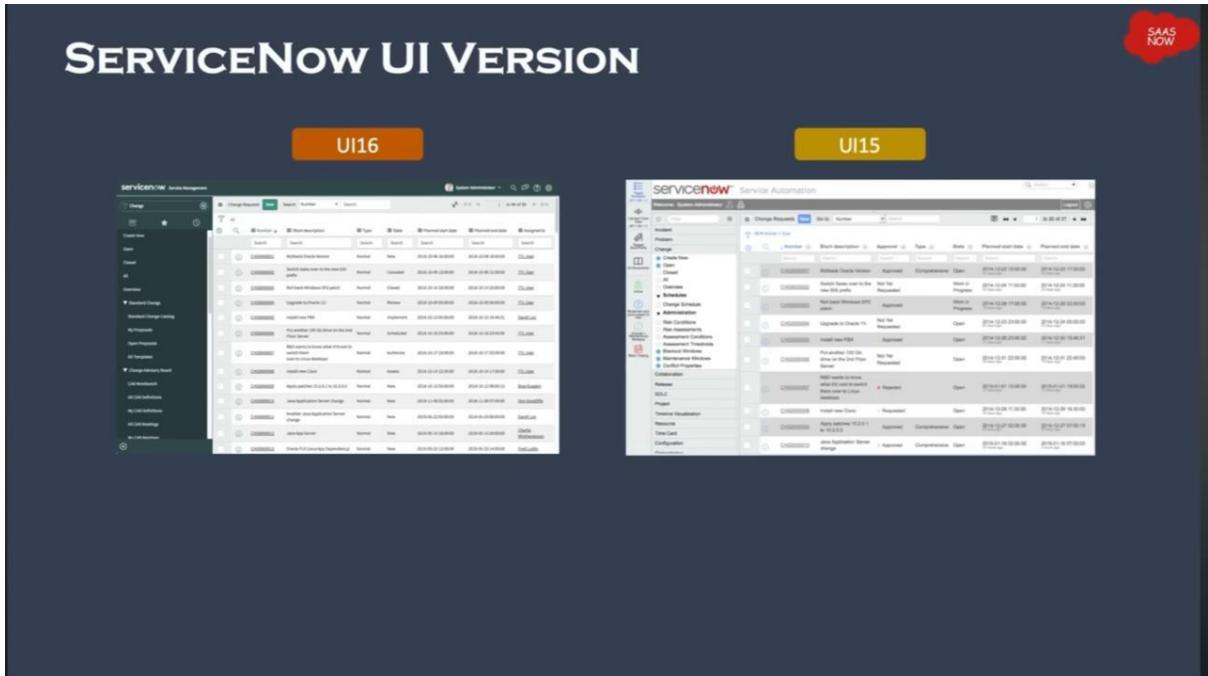


## USER INTERFACE :



This screenshot shows the ServiceNow login page. The URL in the browser is `dev87860.service-now.com/navpage.do`. The page has a dark header with the ServiceNow logo and 'Service Management'. Below the header is a login form with fields for 'User name' (admin) and 'Password' (\*\*\*\*\*), and links for 'Forgot Password?' and 'Login'. At the bottom of the page, there is a section titled 'About ServiceNow' with a brief description of the platform's purpose and a link to [www.servicenow.com](http://www.servicenow.com).

## SERVICENOW UI VERSION :



- ServiceNow has two UI versions UI16 and UI15.
- Users can switch between these two versions as per their personal choice.

## UI ELEMENTS:

A screenshot of the ServiceNow System Administration dashboard under the 'System Administration' category. The dashboard is titled 'UI ELEMENTS'. It features a grid of nine cards, each representing a different UI element: Guided Setup (with a gear icon), System Security (with a shield icon), Business Logic (with a play checkmark icon), Create and Deploy (with a battery icon), Data Management (with a grid icon), Diagnostics (with a monitor icon), Email (with an envelope icon), Homepages (with a globe icon), Integration (with a network icon), Reporting and Analytics (with a pie chart icon), User Administration (with a user icon), and User Interface (with a person icon). The sidebar on the left lists various ServiceNow modules such as Self-Service, Business Applications, Dashboards, Service Catalog, Knowledge, Visual Task Boards, Connect Chat, Incidents, My Requests, Requested Items, Watched Requested Items, My Connected Apps, My Profile, My Tagged Documents, My Tags, My Knowledge Articles, and Take Survey.

# UI ELEMENTS

**Banner Frame**

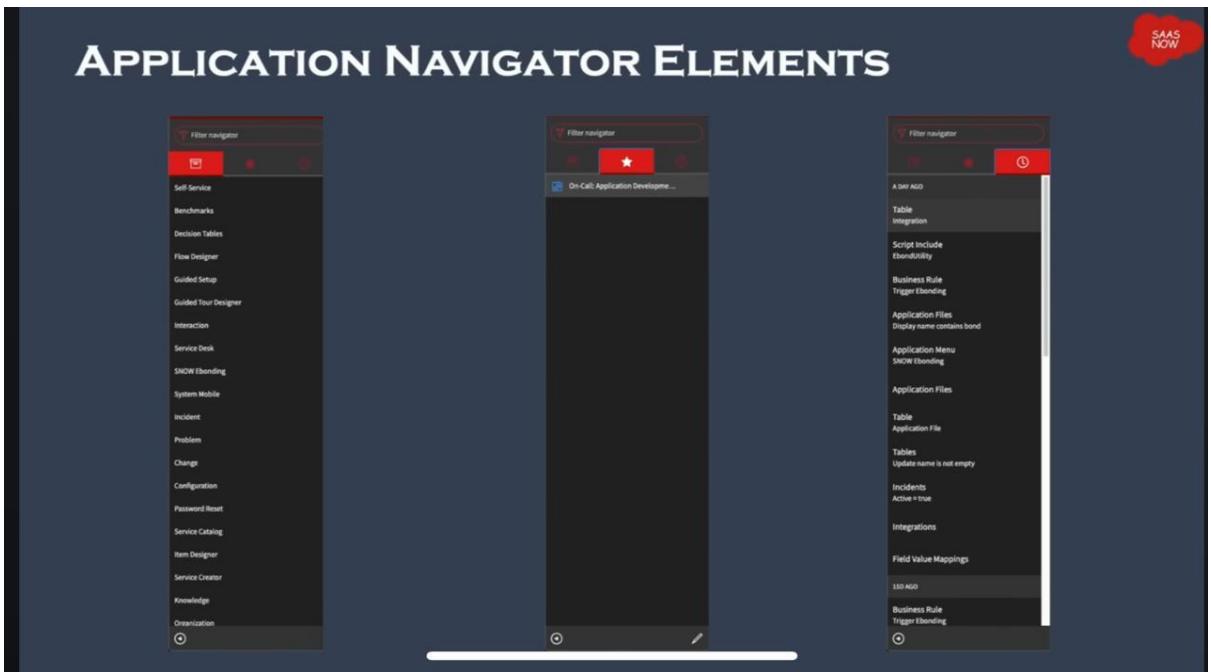
This screenshot shows the ServiceNow UI with the 'Banner Frame' element highlighted. The banner frame is a light orange rectangular area at the top of the page. It contains several cards from the System Administration category, such as Guided Setup, System Security, Business Logic, Create and Deploy, Data Management, Diagnostics, Email, Homepages, Integration, Reporting and Analytics, User Administration, and User Interface. The left sidebar is visible, showing the Application Navigator and various system navigation links.

# BANNER FRAME

**Company Logo and Name of Instance**

This screenshot shows the ServiceNow UI with the 'Banner Frame' element highlighted. The banner frame now displays the company logo and instance name ('Company Logo and Name of Instance') prominently at the top. The rest of the UI, including the sidebar and main content area, remains the same as the first screenshot.

## APPLICATION NAVIGATOR ELEMENTS :



- Application Navigator has 3 elements :
  1. All application tab
  2. Favourite's tab
  3. History tab

## BRANDING OVERVIEW :

- Branding is something you need to configure your instance to identify as per your company.

## LIST AND FILTERS :

The screenshot shows a ServiceNow list view titled 'LIST'. The table has columns for ID, Last modified, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, Updated, Updated by, and Correlation ID. The data includes rows for various test entries like 'TEST 3', 'TEST EBONING 123', 'TEST EBONING 123', 'TEST FOR EBONING', and 'TESTING 2'. Each row contains details such as creation date (e.g., 2020-04-14, 2020-04-19), priority (e.g., Low, Planning), state (e.g., New, Opened), and assigned to (e.g., admin, AbledUser). The right side of the table includes filter and search tools.

List Elements														
	Incidents	New	Search	Number	Search									
	All	Active	True											
Icon	ID	Number	Vendor Ticket	Opened	Short description	Caller	Priority	Status	Category	Assignment group	Assigned to	Updated	Updated by	Correlation ID
Info	INC0010224	2020-04-14 05:36:59	Test Short Description with Escalating	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	(empty)	2020-04-14 05:36:59	admin		
Info	INC0010225	2020-04-24 21:46:43	TEST 3	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	(empty)	2020-04-24 21:49:53	admin	c890e641d5b5c10101d94f26268961396	
Info	INC0010226	2020-04-19 12:09:34	TEST EBONDING 123	(empty)	4 - Low	New	Inquiry / Help	Databases	(empty)	(empty)	2020-04-26 02:08:26	admin	1add74959ebd0701111d94f26268961396	
Info	INC0010227	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-26 02:09:46	admin	67ff3459cbfb1050101d94f26268961396	
Info	INC0010228	2020-04-19 06:57:23	TESTING FOR EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	(empty)	2020-04-19 06:57:33	admin	6d904494db1050101d94f26268961396	
Info	INC0010229	2020-04-19 06:56:35	TESTING FOR EBONDING	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 06:57:33	admin	7bd107789b1050101d94f26268961396	
Info	INC0010230	2020-04-19 05:30:49	TESTING EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	(empty)	2020-04-19 06:53:02	admin	8ff0ba49d05c10101d94f26268961396	
Info	INC0010231	2020-04-19 01:29:01	TESTING EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	(empty)	2020-04-19 06:52:53	admin	9ef2a34dd0de10101d94f26268961396	
Info	INC0010232	2020-04-19 01:27:45	TESTING 417	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 01:45:24	admin		
Info	INC0010233	2020-04-19 01:18:18	TESTING 3	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 01:18:34	admin		
Info	INC0010234	2020-04-19 01:13:37	TESTING 2	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 01:13:55	admin		
Info	INC0010235	2020-04-19 01:06:47	TESTING 1	Ezra.Zandos	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 01:07:06	admin		
Info	INC0010236	2020-04-19 01:03:11	TEST 5	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 01:04:28	admin		
Info	INC0010237	2020-04-19 01:00:28	TEST 4	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 01:01:43	admin		
Info	INC0010238	2020-04-19 00:49:57	TEST 3	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-24 21:46:44	admin	3eb23c03fb10101d94f26268961396	
Info	INC0010239	2020-04-19 00:31:48	TEST 2	Abel.Tutur	5 - Planning	New	Inquiry / Help	Amortisation Discrepancy	(empty)	(empty)	2020-04-19 00:32:03	admin		

Title Bar													
All Incidents		New		Search		Number		Search					
All > Active = true													
		Number	Vendor Ticket	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
		INC001224		2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-14 05:36:59	admin
		INC0010231	INC0010215	2020-04-24 21:48:43	TEST 3	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2020-04-24 21:48:53	admin
		INC0010239	INC0010229	2020-04-19 12:08:34	TEST EBONDING 123	(empty)	4 - Low	New	Inquiry / Help	Database	(empty)	2020-04-25 02:08:55	admin
		INC0010229	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-25 02:08:48	admin
		INC0010228	INC0010227	2020-04-19 06:57:23	TESTING FOR EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:33	admin
		INC0010227	INC0010228	2020-04-19 06:56:35	TESTING FOR EBONDING	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:57:23	admin
		INC0010226	INC0010222	2020-04-19 05:50:59	TESTING EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:53:02	admin
		INC0010222	INC0010226	2020-04-19 01:29:01	TESTING EBONDING	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:52:53	admin
		INC0010221		2020-04-19 01:27:45	TESTING 417	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:45:24	admin
		INC0010220		2020-04-19 01:18:18	TESTING 3	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:18:34	admin
		INC0010219		2020-04-19 01:13:37	TESTING 2	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:13:55	admin
		INC0010218		2020-04-19 01:06:47	TESTING 1	Evan.Zandens	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:07:06	admin
		INC0010217		2020-04-19 01:05:11	TEST 5	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:05:29	admin
		INC0010216		2020-04-19 01:05:26	TEST 4	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:03:43	admin
		INC0010215	INC0010231	2020-04-19 00:40:57	TEST 3	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-24 21:48:44	admin
		INC0010214		2020-04-19 00:31:48	TEST 2	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 00:32:02	admin

List Elements																
	Incidents	New	Search	Number	Vendor Ticket	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by	Correlation ID
1	INC010234	2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-14 05:36:59	admin					
1	INC00102231	INC00102215	2020-04-24 21:48:43	TEST 3	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2020-04-24 21:48:53	admin	cb90e641db5c10101d94f26b6896196			
1	INC00102239	INC00102229	2020-04-19 12:08:34	TEST EBONDING 123	(empty)	4 - Low	New	Inquiry / Help	Database	(empty)	2020-04-25 02:08:55	admin	1dd0d7455c0bd050101d94f26b6896196			
1	INC00102229	INC00102230	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-25 02:08:48	admin	67fd3459db1050101d94f26b6896196			
1	INC00102228	INC00102227	2020-04-19 06:57:23	TESTING FOR EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:33	admin	6d56ff49db1050101d94f26b6896196			
1	INC00102227	INC00102226	2020-04-19 06:56:34	TESTING FOR EBONDING	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:56:45	admin	9d05b0789db1050101d94f26b6896196			
1	INC00102226	INC00102225	2020-04-19 05:30:49	TESTING EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:53:02	admin	8f9baa49db5c10101d94f26b6896196			
1	INC00102224	INC00102223	2020-04-19 01:29:01	TESTING EBONDING	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:52:53	admin	9d2e344db0bd10101d94f26b6896196			
1	INC00102223	INC00102222	2020-04-19 01:27:45	TESTING 417	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:45:24	admin				
1	INC00102220	INC00102219	2020-04-19 01:18:18	TESTING 3	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:18:34	admin				
1	INC00102219	INC00102218	2020-04-19 01:13:37	TESTING 2	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:13:55	admin				
1	INC00102218	INC00102217	2020-04-19 01:06:47	TESTING 1	Eran.Zandier	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:07:06	admin				
1	INC00102217	INC00102216	2020-04-19 01:05:11	TEST 5	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:05:29	admin				
1	INC00102216	INC00102215	2020-04-19 01:03:09	TEST 4	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:03:43	admin				
1	INC00102215	INC00102214	2020-04-19 00:40:57	TEST 3	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 21:48:44	admin	3eb23c03db10101d94f26b6896196			
1	INC00102214	INC00102213	2020-04-19 00:31:48	TEST 2	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 00:32:02	admin				

List Elements																
	Incidents	New	Search	Number	Vendor Ticket	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by	Correlation ID
1	INC010224	2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-14 05:36:59	admin					
1	INC00102231	INC00102215	2020-04-24 21:48:43	TEST 3	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2020-04-24 21:48:53	admin	cb90e641db5c10101d94f26b6896196			
1	INC00102239	INC00102229	2020-04-19 12:08:34	TEST EBONDING 123	(empty)	4 - Low	New	Inquiry / Help	Database	(empty)	2020-04-25 02:08:55	admin	1dd0d7455c0bd050101d94f26b6896196			
1	INC00102229	INC00102230	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 02:08:48	admin	67fd3459db1050101d94f26b6896196			
1	INC00102228	INC00102227	2020-04-19 06:57:23	TESTING FOR EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:33	admin	6d56ff49db1050101d94f26b6896196			
1	INC00102227	INC00102228	2020-04-19 06:56:35	TESTING FOR EBONDING	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:57:23	admin	9d05b0789db1050101d94f26b6896196			
1	INC00102226	INC00102222	2020-04-19 03:30:49	TESTING EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:53:02	admin	8f9baa49db5c10101d94f26b6896196			
1	INC00102225	INC00102226	2020-04-19 01:29:01	TESTING EBONDING	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 06:52:33	admin	9d2e344db0bd10101d94f26b6896196			
1	INC00102224	INC00102223	2020-04-19 01:27:45	TESTING 417	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:45:24	admin				
1	INC00102223	INC00102222	2020-04-19 01:18:18	TESTING 3	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:18:34	admin				
1	INC00102222	INC00102213	2020-04-19 01:13:37	TESTING 2	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:13:55	admin				
1	INC00102218	INC00102218	2020-04-19 01:06:47	TESTING 1	Eran.Zandier	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:07:06	admin				
1	INC00102217	INC00102216	2020-04-19 01:05:11	TEST 5	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:05:29	admin				
1	INC00102216	INC00102231	2020-04-19 01:03:26	TEST 4	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 01:03:43	admin				
1	INC00102215	INC00102214	2020-04-19 00:40:57	TEST 3	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 21:48:44	admin	3eb23c03db10101d94f26b6896196			
1	INC00102214	INC00102213	2020-04-19 00:31:48	TEST 2	Abel.Tutor	5 - Planning	New	Inquiry / Help	Application Development	(empty)	2020-04-19 00:32:02	admin				

## LIST ELEMENTS

SAAS  
NOW

	Vendor Ticket	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by	Correlation ID
	INC0010234	2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-14 05:36:59	admin	cb90e641db5c10101d94f26b6896196
	INC0010231	2020-04-19 21:48:43	TEST 3	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2020-04-24 21:48:53	admin	67fd3459db1050101d94f26b689619a6
	INC0010230	2020-04-19 12:08:34	TEST EBONDING 123	(empty)	4 - Low	New	Inquiry / Help	Database	(empty)	2020-04-25 02:08:55	admin	1dd7455dbd050101d94f26b68961996
	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-25 02:08:49	admin	67fd3459db1050101d94f26b689619a6
	INC0010228	2020-04-19 06:56:35	TESTING FOR EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:33	admin	6d96f49db1050101d94f26b6896190e
	INC0010222	2020-04-19 05:30:49	TESTING EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:23	admin	9dc0b789db1050101d94f26b68961932
	INC0010222	2020-04-19 01:29:01	TESTING EBONDING	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 06:53:02	admin	8f9baa49db5c10101d94f26b689619d2
	INC0010221	2020-04-19 01:27:45	TESTING 417	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:45:24	admin	67fd2a34dd0dc10101d94f26b689619d0
	INC0010220	2020-04-19 01:18:18	TESTING 3	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:18:34	admin	9dc0b789db1050101d94f26b68961932
	INC0010219	2020-04-19 01:13:37	TESTING 2	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:13:55	admin	9dc0b789db1050101d94f26b68961932
	INC0010218	2020-04-19 01:06:47	TESTING 1	Eran Zanders	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:07:00	admin	9dc0b789db1050101d94f26b68961932
	INC0010217	2020-04-19 01:05:11	TEST 5	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:09:29	admin	9dc0b789db1050101d94f26b68961932
	INC0010216	2020-04-19 01:03:26	TEST 4	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:03:43	admin	9dc0b789db1050101d94f26b68961932
	INC0010215	2020-04-19 00:49:57	TEST 3	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-24 21:48:44	admin	3eb23c03db10101d94f26b689619f4
	INC0010214	2020-04-19 00:31:48	TEST 2	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 00:32:02	admin	9dc0b789db1050101d94f26b68961932

## LIST ELEMENTS

SAAS  
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	Vendor Ticket	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by	Correlation ID
	INC0010231	2020-04-19 05:36:59	Test Short Description with Ebonding	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-14 05:36:59	admin	cb90e641db5c10101d94f26b6896196
	INC0010231	2020-04-24 21:48:43	TEST 3	(empty)	4 - Low	New	Inquiry / Help	(empty)	(empty)	2020-04-24 21:48:53	admin	9dc0b789db1050101d94f26b68961932
	INC0010230	2020-04-19 12:08:34	TEST EBONDING 123	(empty)	4 - Low	New	Inquiry / Help	Database	(empty)	2020-04-25 02:08:55	admin	1dd7455dbd050101d94f26b68961996
	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-25 02:08:49	admin	67fd3459db1050101d94f26b689619a6
	INC0010228	2020-04-19 06:57:23	TESTING FOR EBONDING	(empty)	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:33	admin	6d96f49db1050101d94f26b6896190e
	INC0010222	2020-04-19 06:56:35	TESTING FOR EBONDING	AbelTutor	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2020-04-19 06:57:23	admin	9dc0b789db1050101d94f26b68961932
	INC0010222	2020-04-19 05:30:49	TESTING EBONDING	(empty)	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 06:53:02	admin	8f9baa49db5c10101d94f26b689619d2
	INC0010221	2020-04-19 01:29:01	TESTING 417	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:45:24	admin	67fd2a34dd0dc10101d94f26b689619d0
	INC0010220	2020-04-19 01:18:18	TESTING 3	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:18:34	admin	9dc0b789db1050101d94f26b68961932
	INC0010219	2020-04-19 01:13:37	TESTING 2	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:13:55	admin	9dc0b789db1050101d94f26b68961932
	INC0010218	2020-04-19 01:06:47	TESTING 1	Eran Zanders	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:07:00	admin	9dc0b789db1050101d94f26b68961932
	INC0010217	2020-04-19 01:05:11	TEST 5	AbelTutor	5 - Planning	New	Inquiry / Help	Aplication Development	(empty)	2020-04-19 01:09:29	admin	9dc0b789db1050101d94f26b68961932

# LIST ELEMENTS

Incidents	New	Search	Number	Search						
All > Active = true										
	Number	Vendor Ticket	Opened	Short description		State	Category	Assignment group	Assigned to	U
<input type="checkbox"/>	<a href="#">INC1234</a>		2020-04-14 05:36:59	Test Short Description with Ebonding	(e)	New	Inquiry / Help	(empty)	(empty)	2020-05:36
<input type="checkbox"/>	<a href="#">INC0010231</a>	INC0010215	2020-04-24 21:48:43	TEST 3	(e)	New	Inquiry / Help	(empty)	(empty)	2020-21:48
<input type="checkbox"/>	<a href="#">INC0010230</a>	INC0010229	2020-04-19 12:08:34	TEST EBONDING 123	(e)	New	Inquiry / Help	<u>Database</u>	(empty)	2020-02:08
<input type="checkbox"/>	<a href="#">INC0010229</a>	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	(e)	New	Inquiry / Help	<u>Application Development</u>	(empty)	2020-02:08
<input type="checkbox"/>	<a href="#">INC0010228</a>	INC0010227	2020-04-19 06:57:23	TESTING FOR EBONDING	(e)	New	Inquiry / Help	(empty)	(empty)	2020-06:57
<input type="checkbox"/>	<a href="#">INC0010227</a>	INC0010228	2020-04-19 06:56:35	TESTING FOR EBONDING	(e)	New	Inquiry / Help	<u>Application Development</u>	(empty)	2020-06:57
<input type="checkbox"/>	<a href="#">INC0010226</a>	INC0010222	2020-04-19 05:30:49	TESTING EBONDING	(e)	New	Inquiry / Help	(empty)	(empty)	2020-06:53
<input type="checkbox"/>	<a href="#">INC0010222</a>	INC0010226	2020-04-19 01:29:01	TESTING EBONDING	(e)	New	Inquiry / Help	<u>Application Development</u>	(empty)	2020-06:52
<input type="checkbox"/>	<a href="#">INC0010221</a>		2020-04-19 01:27:45	TESTING 417	Abel Tuter	5 - Planning	New	Inquiry / Help	<u>Application Development</u>	2020-01:45
<input type="checkbox"/>	<a href="#">INC0010220</a>		2020-04-19 01:26:18	TESTING 3	Abel Tuter	5 - Planning	New	Inquiry / Help	<u>Application Development</u>	2020-01:18

## FORMS :

- A form displays information from one record in a data table.

## FORM ELEMENTS :

The screenshot shows a Salesforce ticket creation page. At the top, there's a header with the title 'Content Frame'. The page includes various input fields for ticket details such as Number, Caller, Category, Subcategory, Business service, Configuration item, Contact type, State, Impact, Urgency, Priority, Assignment group, Assigned to, Bonded, and Vendor ticket. Below these, there are sections for 'Short description' and 'Description'. The 'Description' section contains the text: 'Wireless access is down in my area. I just moved from floor 2 to floor 3 and my laptop can no longer connect to the wireless network.' There are also tabs for 'Notes', 'Related Records', and 'Resolution Information'. At the bottom, there are sections for 'Watch List', 'Work notes', and 'Activities'. A red 'SAAS NOW' logo is visible in the top right corner.

## FORM ELEMENTS

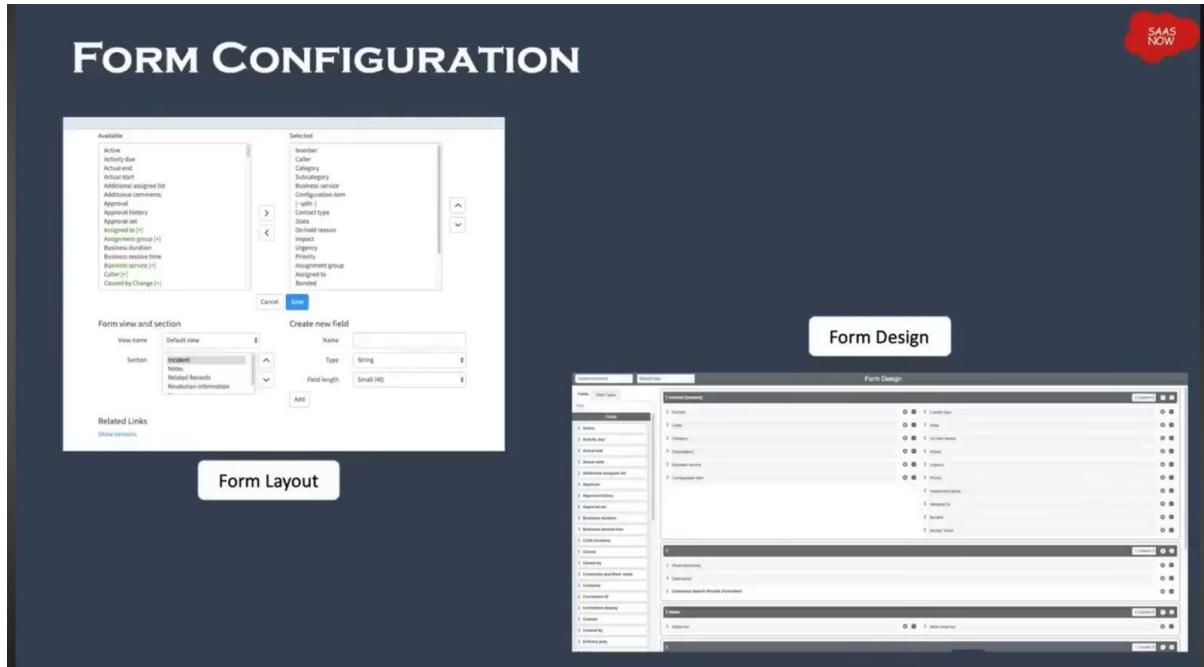
The screenshot shows a ticket creation or edit screen with the following details:

- General Information:** Number (INC0000003), Caller (Joe Employee), Category (Network), SubCategory (None), Business service (None), Configuration item (None).
- Status and Priority:** Contact type (None), State (In Progress), Impact (1 - High), Urgency (1 - High), Priority (1 - Critical).
- Assignment:** Assignment group (Network), Assigned to (Beth Anglin), Bonded (unchecked), Vendor Ticket (empty).
- Description:** Short description (Wireless access is down in my area) and Description (I just moved from floor 2 to floor 3 and my laptop cannot connect to any wireless network).
- Notes and Activities:** Watch list, Work notes (Work notes), Additional comments (Customer visible) (unchecked), Post, Activities: 1 (System Administrator, Assigned to Beth Anglin), Field changes (2018-04-07 07:45:46).

## FORM ELEMENTS

The screenshot shows the same ticket form as above, but with a UI Action overlay titled "UI Actions" centered over the main content. The UI Action interface includes a "Cancel" button and a "Save" button.

## FORM CONFIGURATION :

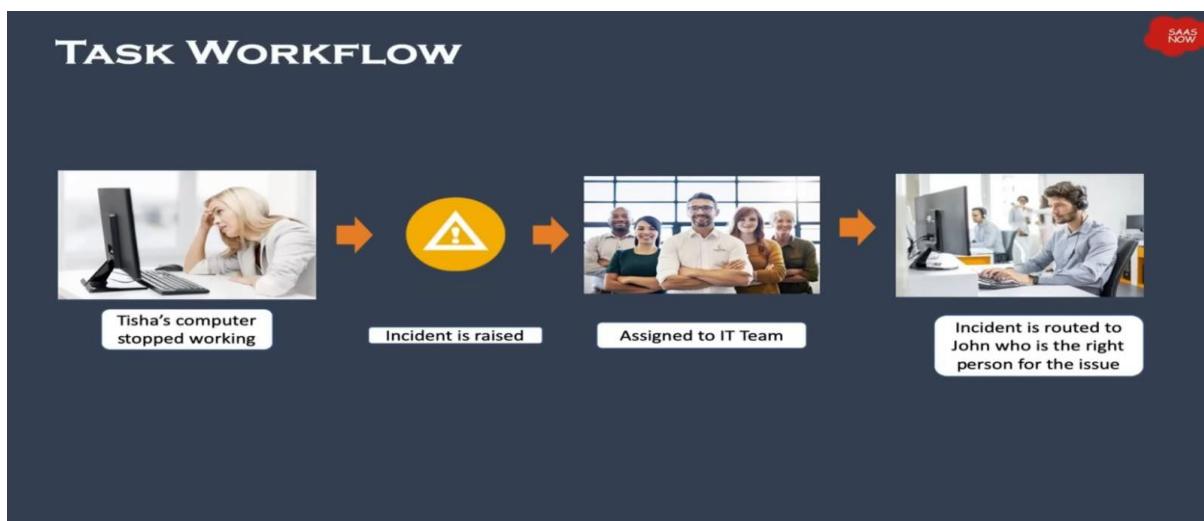


## TASK MANAGEMENT :

- A task is any record that can be assigned or completed by a user in ServiceNow. Users create tasks and are notified as the task moves along a workflow. Tasks can be assigned to specific users or user groups.

## TASK WORKFLOW :

Let us take an example:



## TASK WORKFLOW

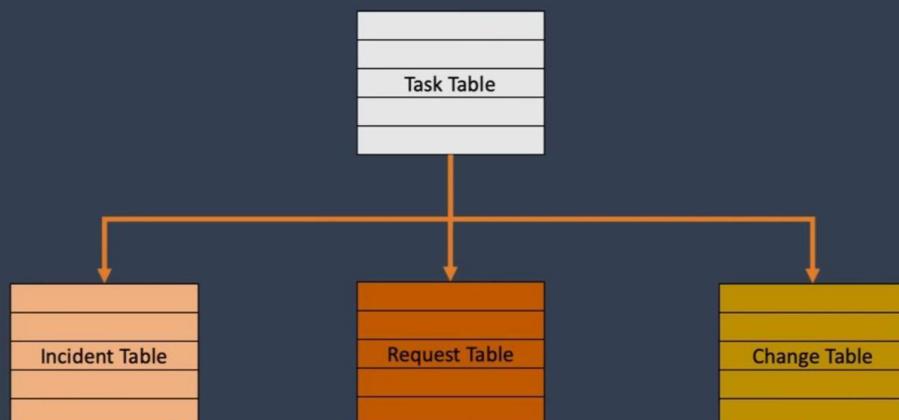
SAAS  
NOW



## TASK TABLE :

### Task Table

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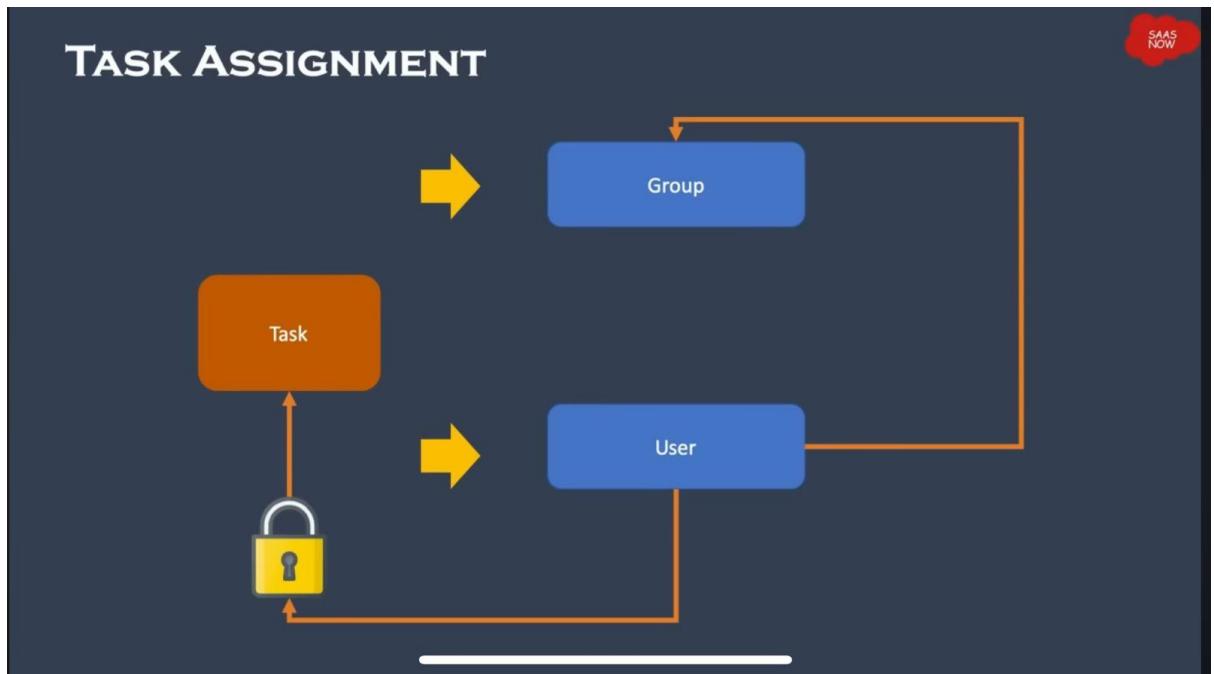


## FUNCTIONALITIES ASSOCIATED WITH TASKS :



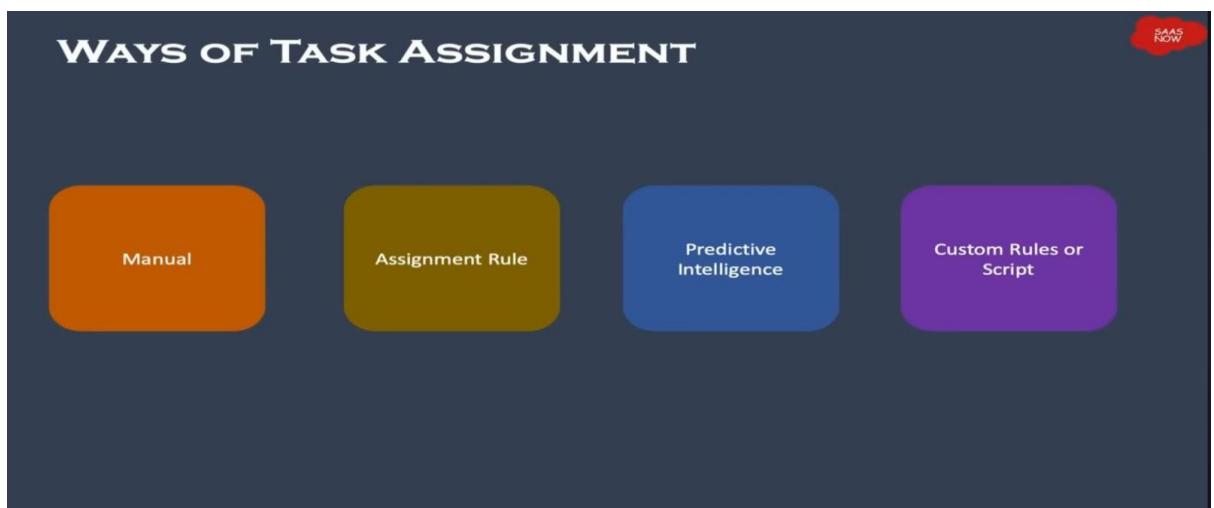
- Approvals: These are steps in workflows where certain individuals or groups must approve requests or changes before further action can be taken. Approvals can be manual or automated.
- Assignments: Tasks are assigned to specific users or groups, ensuring accountability. Assignment rules and workflows help route tasks to the appropriate personnel based on criteria like expertise or availability.
- SLA (Service Level Agreement): SLAs define the expected response and resolution times for tasks. They track performance against predefined goals, ensuring that tasks are completed within agreed timeframes, improving service quality and accountability.

## TASK ASSIGNMENT :



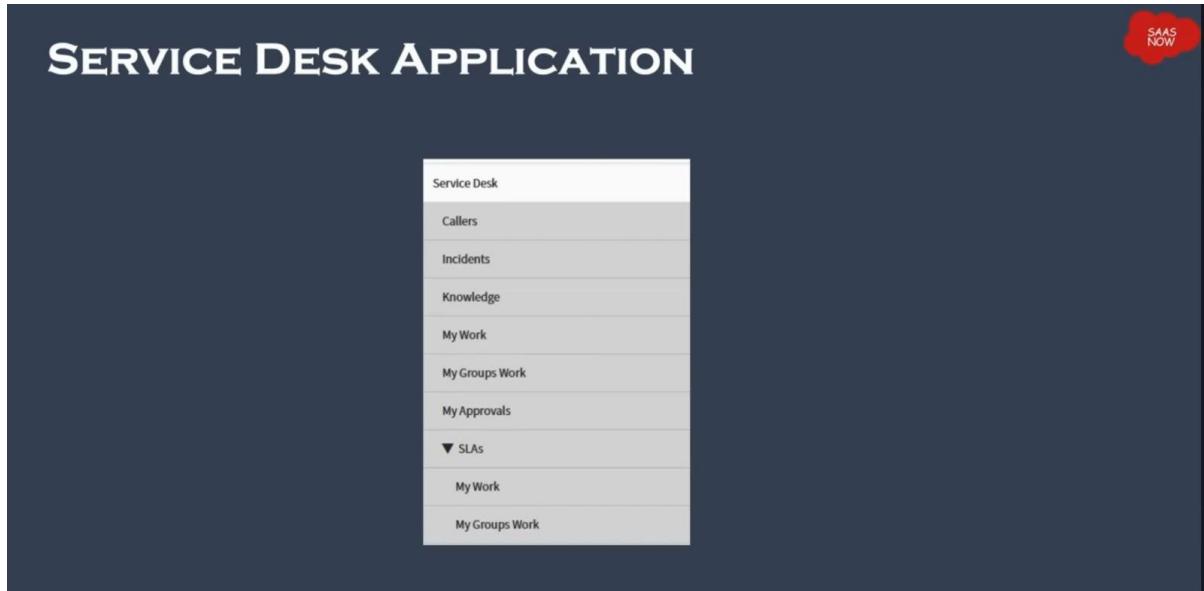
- Task assignment ensures that tasks are routed to the appropriate individuals or groups responsible for handling them. Assignment rules can be configured to automatically assign tasks based on factors like task type, priority, location, or expertise. Users can also manually assign tasks to specific individuals or teams. The assigned user or group becomes responsible for completing or managing the task within the specified SLA, helping to maintain accountability and streamline workflow processes.

## WAYS OF TASK ASSIGNMENT :



1. Manual Assignment: A user manually assigns tasks to a specific individual or group by selecting the appropriate assignee from the task form.
2. Assignment Rules: These are predefined rules that automatically assign tasks to the right person or group based on conditions like task type, location, or priority.
3. Predictive Intelligence: enhances task assignment by leveraging machine learning to automatically route tasks to the right individuals or groups. It analyzes historical data, such as how similar tasks were handled in the past, to predict the most appropriate assignee. This reduces manual effort, increases accuracy, and speeds up the resolution process. By continuously learning from new data, Predictive Intelligence improves over time, helping to optimize task distribution and minimize assignment errors.
4. custom rules or scripts can be used to create tailored task assignment logic. Assignment rules can be customized to meet specific business needs, ensuring tasks are routed to the correct team or individual based on unique criteria such as task type, location, or urgency. Additionally, scripted rules allow for more advanced logic using JavaScript, enabling complex conditions and dynamic assignment scenarios. This flexibility allows organizations to optimize task workflows, ensuring accurate and efficient task routing that aligns with their specific processes and policies.

## SERVICE DESK APPLICATION :



The Service Desk application in ServiceNow is a centralized platform that enables IT and support teams to efficiently manage and resolve incidents, service requests, and inquiries. It provides features such as ticketing, automated workflows, and task assignment to streamline service delivery. Through self-service portals, users can submit issues or requests, while agents can track, prioritize, and resolve them using predefined SLAs and automated notifications. The Service Desk application also integrates with knowledge bases and reporting tools, improving response times, transparency, and overall customer satisfaction.

## EFFECTIVE TASK MANAGEMENT :



- Work Notes: Use clear, concise language to record technical progress or troubleshooting steps. This helps future task owners or auditors understand the status and actions taken without needing further clarification.
- Comments: Comments should be client- or user-facing, written in non-technical terms to ensure the requester or stakeholders understand the updates.

The screenshot shows the ServiceNow Activity Stream interface. At the top, it displays 'EFFECTIVE TASK MANAGEMENT'. Below this, the title 'Activity Stream' is centered. On the left, there is a sidebar with the text 'Activities: 5'. The main area contains five activity items:

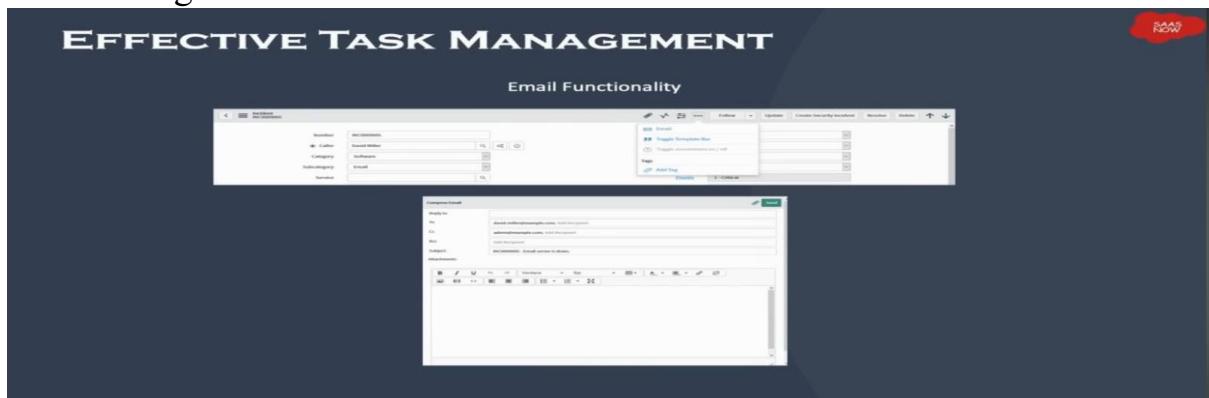
- Field changes:** Assigned to Incident state (Changed from 'New' to 'In Progress') by Arya Hajarha on 2020-06-01 11:54:52.
- Email sent:** An email was sent to daniel.miller@nowexample.com about Incident 000007001 on 2020-06-01 11:54:15.
- Additional comments:** A comment was added by System Administrator TEST on 2020-06-01 11:54:08.
- Work notes:** A work note was updated by System Administrator on 2020-10-10 22:47:45, stating 'Updated the priority of the incident based on the criticality of the incident.'
- Field changes:** Priority (Changed from 'High' to 'Critical') by System Administrator on 2020-10-10 22:47:45.

- The activity stream provides a chronological view of all updates related to a record, including work notes, comments, and system updates. Effective management of this stream can enhance task tracking and collaboration.

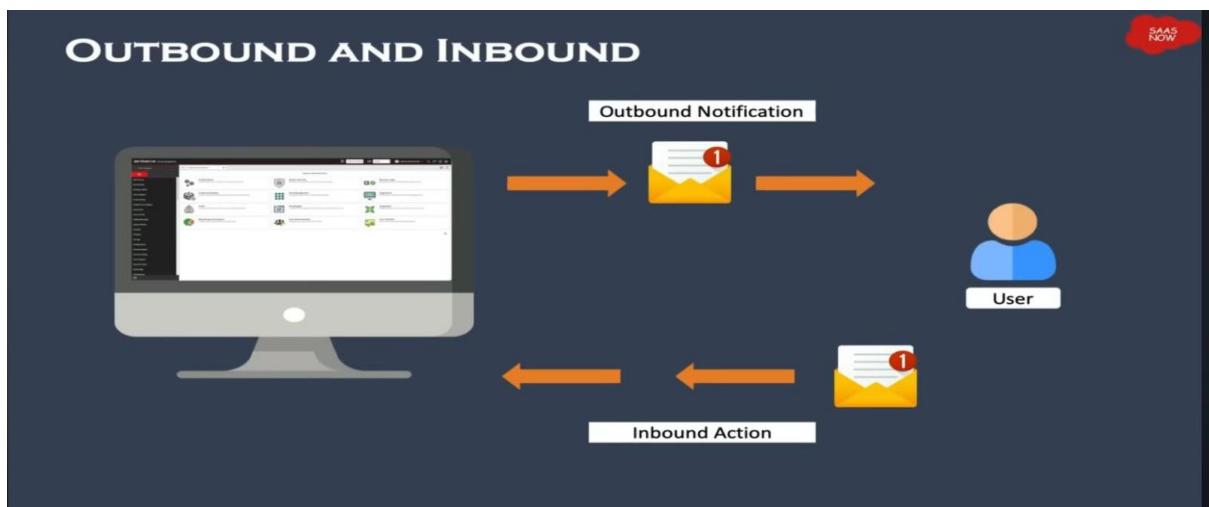
Email functionality enhances task management by facilitating seamless communication and automation. Here's how:

1. Automated Notifications: Configure email notifications to alert users about task updates, assignments, and deadlines, ensuring timely information delivery and prompt action.
2. Email Responses: Use email responses to update task records directly from your inbox, enabling quick updates without needing to log into the ServiceNow interface.

3. Email Templates: Utilize standardized email templates for consistent and professional communication, reducing the time spent drafting repetitive messages.
  
4. Inbound Email Actions: Set up inbound email actions to automatically create or update records based on incoming emails, streamlining task management and reducing manual data entry.
  
5. Tracking and Logging: Emails related to tasks are logged and tracked within ServiceNow, providing a comprehensive communication history for reference and auditing.



## NOTIFICATIONS :



## **Outbound Notifications:**

### **1. Automated Alerts:**

- Outbound notifications automatically send emails or messages to users when specific conditions are met, such as task assignment, status change, or upcoming deadlines. This ensures timely updates and keeps users informed.

### **2. Customizable Content:**

- Use customizable notification templates to tailor the message content based on the recipient and the task type. This allows for professional, targeted communication aligned with the task's context.

### **3. Delivery Channels:**

- Notifications can be sent via various channels such as email, SMS, or in-platform notifications, offering flexibility based on user preferences or urgency.

### **4. Event-Driven Triggers:**

- Outbound notifications are event-driven, meaning they are triggered by specific actions or conditions like task creation, updates, or SLA breaches, ensuring timely and relevant communication.

### **5. Opt-In/Opt-Out Settings:**

- Users can opt-in or opt-out of certain notifications based on their roles or preferences, reducing unnecessary alerts and enhancing the focus on relevant messages.

## **Inbound Notifications:**

### **1. Inbound Email Actions:**

- ServiceNow allows inbound emails to trigger actions like creating new tasks or updating existing ones. This automates workflows and reduces manual data entry.

## 2. Email-to-Task Creation:

- Users can send emails to predefined addresses, and ServiceNow will automatically convert these emails into incident, change, or request records based on configured rules.

## 3. Parsing and Mapping:

- Inbound email actions can parse email content to extract specific information (e.g., subject lines, body content) and map it to fields in ServiceNow records, ensuring accurate data capture.

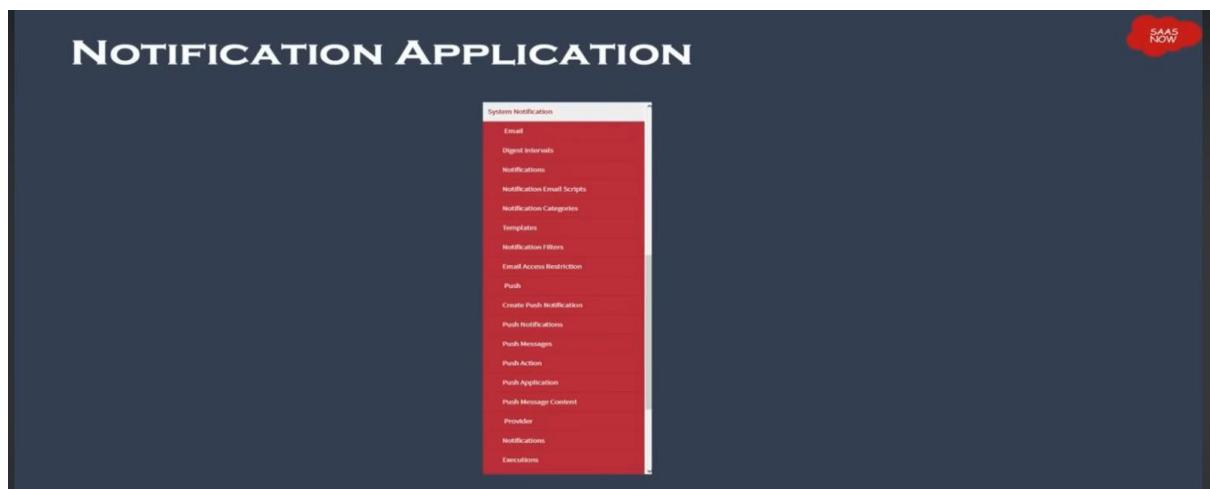
## 4. Email Commands:

- Users can respond to task notifications via email, using specific commands (e.g., "close" or "update") to directly interact with tasks, allowing for faster and more convenient task management.

## 5. Logging and Tracking:

- All inbound notifications and actions are logged within the system, providing a clear history of email interactions and updates for auditing or troubleshooting purposes.

## NOTIFICATION APPLICATION :



The Notification Application enables automated, real-time communication by sending alerts and updates based on system events and user actions. It allows administrators to create and manage notifications that are triggered by specific conditions, such as task assignment, status changes, or SLA breaches.

Notifications can be sent via email, SMS, or in-platform messages, and they are highly customizable, ensuring that users receive relevant information tailored to their roles. Additionally, users can manage their notification preferences, opting in or out based on their needs, reducing unnecessary distractions while improving task management efficiency.

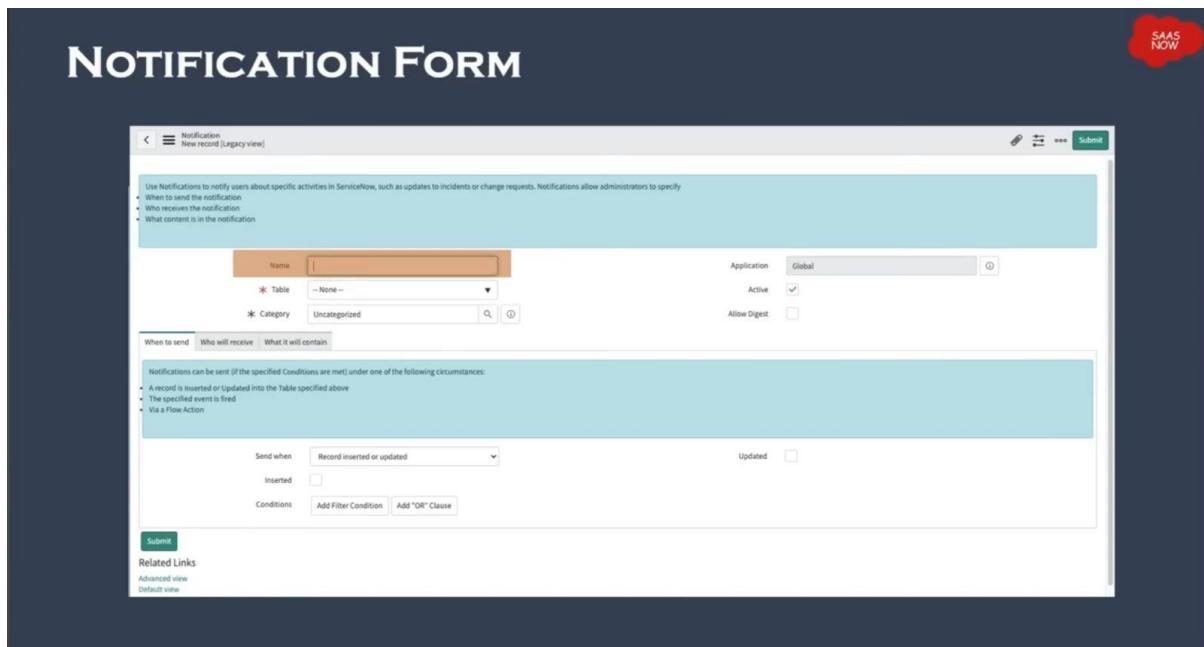
## OOB NOTIFICATIONS :

The screenshot shows the ServiceNow interface for managing Out-of-the-Box (OOB) notifications. On the left, a sidebar menu is open under 'System Notification' (highlighted with a red box). The main area displays a list of pre-configured notifications, each with details like name, active status, category, and conditions. A red box highlights the 'Conditions' column for one of the notifications.

Name	Active	Category	Email template	Conditions	Description	Users/Groups in fields	Users
Email assigned to queue [rc_task]	true	Catalog Task [rc_task]	IT Service Management	rc_task.list.role	assigned_to IS NOT EMPTY * & assigned_group IS NOT CHANGED	assignment_group	
Email assigned to [rc_task]	true	Catalog Task [rc_task]	IT Service Management	rc_task.list.role	assigned_to IS NOT EMPTY * & assigned_group IS NOT CHANGED	assigned_to	
Web Server Down notification	true	Web Server [rc_agent]	IT Service Administration	Unreachable and Preferences	status IS CHANGED & status=Down		
Incident commented for ITIL	true	Incident [incident]	IT Service Management	incident.header.comments.details	comment IS CHANGED & Q	assigned_to.watch.list	
Incident.Demand and Unresolved	true	Incident [incident]	IT Service Management	incident.header.details	assigned_to IS EMPTY & active=true		
Scheduled import completed	true	Transform history [sys_import_set_run]	ITSM	Unreachable and Preferences			
Document Revision Approval Retr. Dr.	true	Approval [sysapproval_approver]	Document Management	document_revision_selected			
Request item commented [alj_assessment]	true	Requested Item [rc_req_item]	Service Catalog	rc_new_item.list.role			
Request item commented	true	Requested Item [rc_req_item]	Service Catalog	rc_new_item.list.role	comment IS CHANGED & Q	request.requested_for.watch.list	
Request.Assigned	true	Request [rc_request]	Service Catalog	request_general	approve IS CHANGED & approve=NO	opened_by	
Incident.Closed	true	Incident [incident]	IT Service Management	Unreachable and Preferences	incident_state IS EQ	caller_id	
Request.Completed	true	Request [rc_request]	Service Catalog	request_general	active IS CHANGED & active=NO	opened_by	
Request.Demand set (Ret)	true	Request [rc_request]	Service Catalog	request_general	requested_to IS NOT EMPTY * & requested_to IS NOT CHANGED	requested_for	

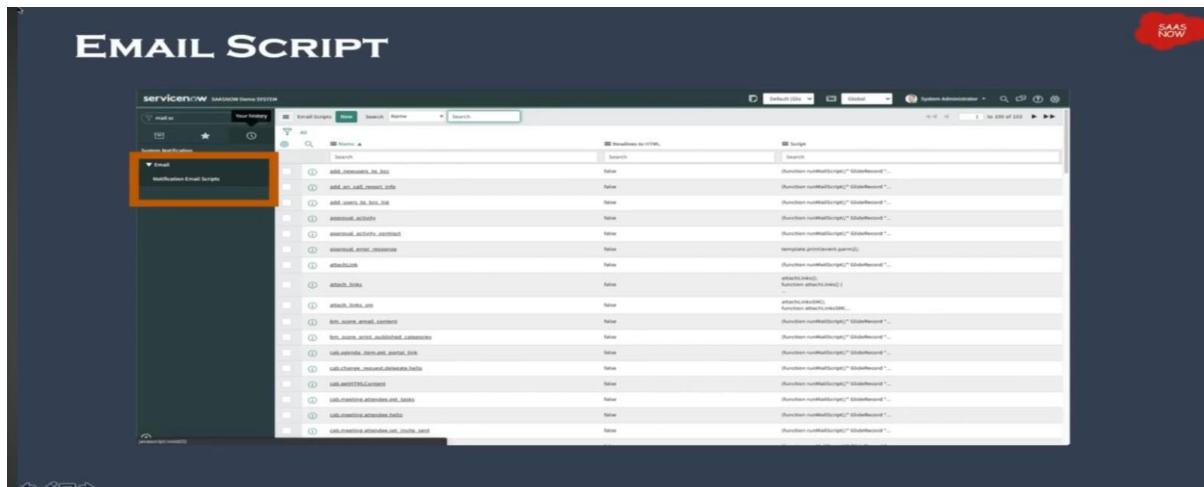
Out-of-the-Box (OOB) notifications in ServiceNow are pre-configured alerts that come with the platform by default, designed to cover common business processes like incident creation, task assignment, and SLA warnings. These notifications help streamline communication for basic workflows without requiring custom setup. OOB notifications can be easily activated, deactivated, or modified to fit organizational needs, providing a quick and reliable way to ensure users receive essential updates. They offer a solid foundation for automated messaging and can be further customized to match specific business rules or user preferences.

## **NOTIFICATION FORM :**



The Notification Form is the interface where administrators can configure the details of a notification. It allows users to specify the \*trigger conditions\* (such as record insert, update, or delete), define the \*recipients\* (users, groups, or roles), and customize the \*message content\* (using templates or dynamic fields from records). Additionally, you can set \*delivery methods\* like email, SMS, or in-platform notifications. The notification form also offers options for adding conditions to ensure messages are sent only when certain criteria are met, enabling precise control over communication flows within the platform.

## EMAIL SCRIPT :



Email Scripts are server-side scripts used to dynamically generate content within notifications. They allow administrators to include real-time data from records or system variables in email notifications, enabling more personalized and relevant messaging. Email scripts can pull fields from tasks, apply logic, and format the message body using scripting, giving you the flexibility to customize notifications beyond basic templates. These scripts are particularly useful when creating complex notifications where standard templates are insufficient, ensuring the right information is conveyed to the recipients efficiently.

Name	Active	Event name	Script	Target table	Updated	Execution Order
Create Phishing Email	true	email.read	(function runAction(){GlobalRecord = ...})	Security Incident Phishing Email [en_i_phishing_email]	2019-01-01 00:00:00	1
UnsubscribeFromNotification	true	email.read	(function runAction(){GlobalRecord = ...})	Notification Messages [inc_notif_message]	2018-06-29 19:58:15	1
Process Call-investigate incident	true	email.read	(function runAction(){GlobalRecord = ...})	CAB Attendee [cab_attendee]	2018-01-29 04:28:57	1
User_Reported_Phishing	false	email.read	(function runAction(){GlobalRecord = ...})	Security Incident [en_i_incident]	2013-07-18 10:08:41	10
User_Reported_Phishing	false	email.read	(function runAction(){GlobalRecord = ...})	Security Incident [en_i_incident]	2018-03-06 10:23:33	10
Record_SecOps_Email_Events	true	email.read	var bodyText = email.body.text; if (bodyText){	Security Email Events [en_sec_ops_email_event]	2018-03-03 10:00:15	10
Scan_email_for_threats	true	email.read	var body = email.body.html; if (body){	Security Scan Request [en_i_sec_scan_request]	2018-06-01 14:41:50	10
Update_Security_Request	true	email.read	If (current.getTaskName() == "en_i_sec_req...")	Security Request [en_i_request]	2018-08-28 18:27:06	70
Update_Security_Thumbnail	true	email.read	If (current.getTaskName() == "en_i_sec...")	Security Incident [en_i_incident]	2013-02-23 14:30:35	70
Update_S_Report_Label	false	email.read	If (current.getTaskName() == "en_order...")	Service Order [en_order]	2013-01-26 13:09:33	70
Create_Security_Incident_Force	true	email.read	// Note current.opened_by is already re...	Security Incident [en_i_incident]	2013-02-23 14:30:35	80
Create_PRequest_Label	false	email.read	// Note current.opened_by is already re...	Service Order [en_order]	2013-01-26 13:09:33	80
Create_Security_Request	true	email.read	// Note current.opened_by is already re...	Security Request [en_i_request]	2013-09-01 10:54:22	80
Create_PRequest_Label_Force	false	email.read	// Note current.opened_by is already re...	Service Order [en_order]	2013-01-26 13:09:34	80
Create_Security_Request_Force	true	email.read	// Note current.opened_by is already re...	Security Request [en_i_request]	2018-08-28 18:22:24	80
Create_Security_Incident	true	email.read	// Note current.opened_by is already re...	Security Incident [en_i_incident]	2018-09-04 13:21:02	80
Process_Task_Activity	true	email.read	var bodyText = email.body.text;	Task Activity [task_activity]	2015-01-03 11:29:00	100

Inbound Email Actions allow the platform to process incoming emails and trigger specific actions, such as creating or updating records. When an email is received, the inbound email action parses its content and maps it to fields in the target record (e.g., incidents, requests). Administrators can configure these actions to recognize key information in the email subject, body, or attachments and use this data to execute workflows automatically. Inbound email actions streamline operations by enabling users to interact with ServiceNow through email, reducing the need for manual data entry and enhancing task automation.

## **KNOWLEDGE MANAGEMENT :**

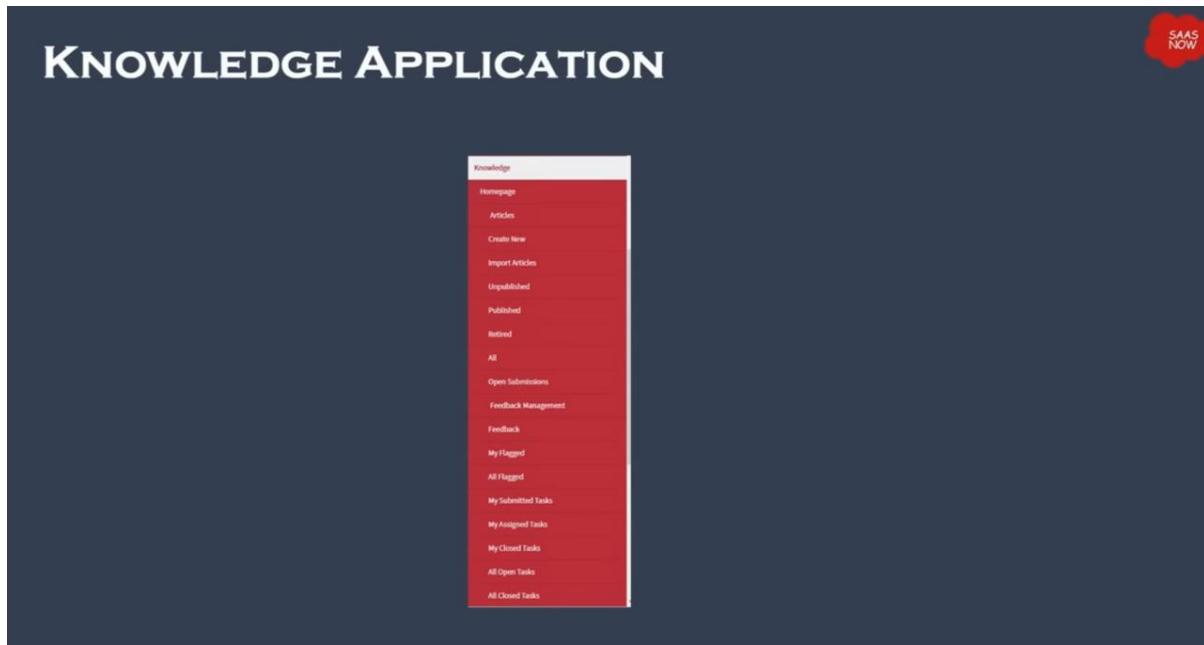
- A knowledge article is a record in a knowledge base that provides information to users. A knowledge articles can be a policy, self-help tips, troubleshooting and resolution steps.

## **BENEFITS OF KNOWLEDGE MANAGEMENT :**

Knowledge Management in ServiceNow provides several key benefits:

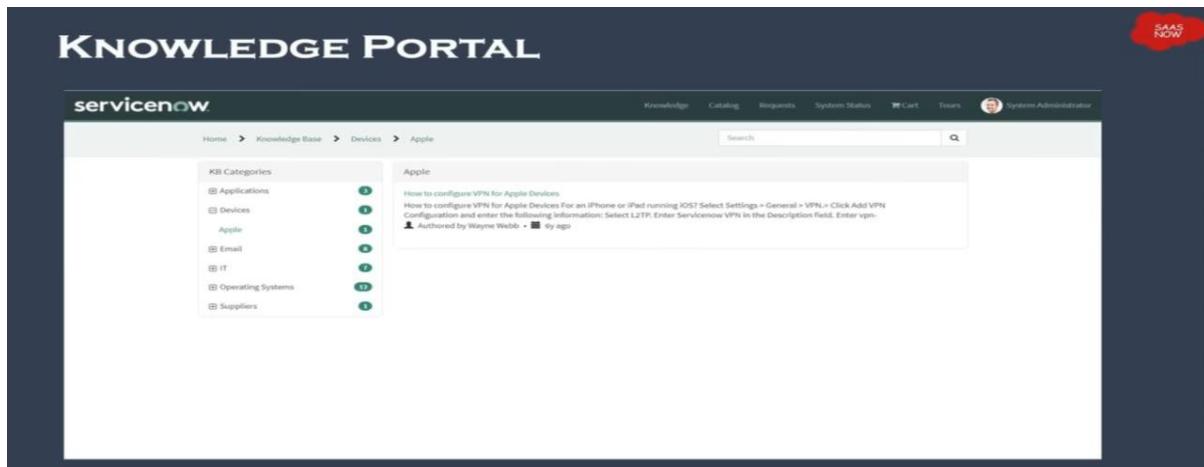
1. Improved Efficiency: It centralizes knowledge, making information easily accessible to users. This reduces time spent searching for solutions and accelerates issue resolution.
2. Enhanced Self-Service: Users can resolve issues on their own by accessing a well-maintained knowledge base, reducing the workload on support teams and improving customer satisfaction.
3. Knowledge Sharing: Facilitates collaboration and sharing of expertise across teams, ensuring consistent and accurate information across the organization.
4. Continuous Improvement: Feedback and analytics on knowledge articles help identify gaps, improve content quality, and ensure up-to-date information.
5. Reduction in Ticket Volume: By providing users with immediate access to solutions, organizations can reduce the number of tickets or incidents logged, leading to more efficient service delivery.
6. Consistency: Ensures that employees and customers have access to standardized, approved information, minimizing errors and inconsistencies in responses.

## KNOWLEDGE APPLICATION :



The Knowledge Application is a powerful tool for creating, managing, and sharing knowledge across an organization. It provides a centralized repository where users can create knowledge articles, categorize them, and make them easily searchable. The application supports workflows for knowledge approval, feedback, and version control, ensuring the information remains accurate and up-to-date. It also integrates with other ServiceNow modules, such as Incident and Problem Management, allowing users to link knowledge articles to records, promoting self-service and reducing dependency on support teams.

## KNOWLEDGE PORTAL :



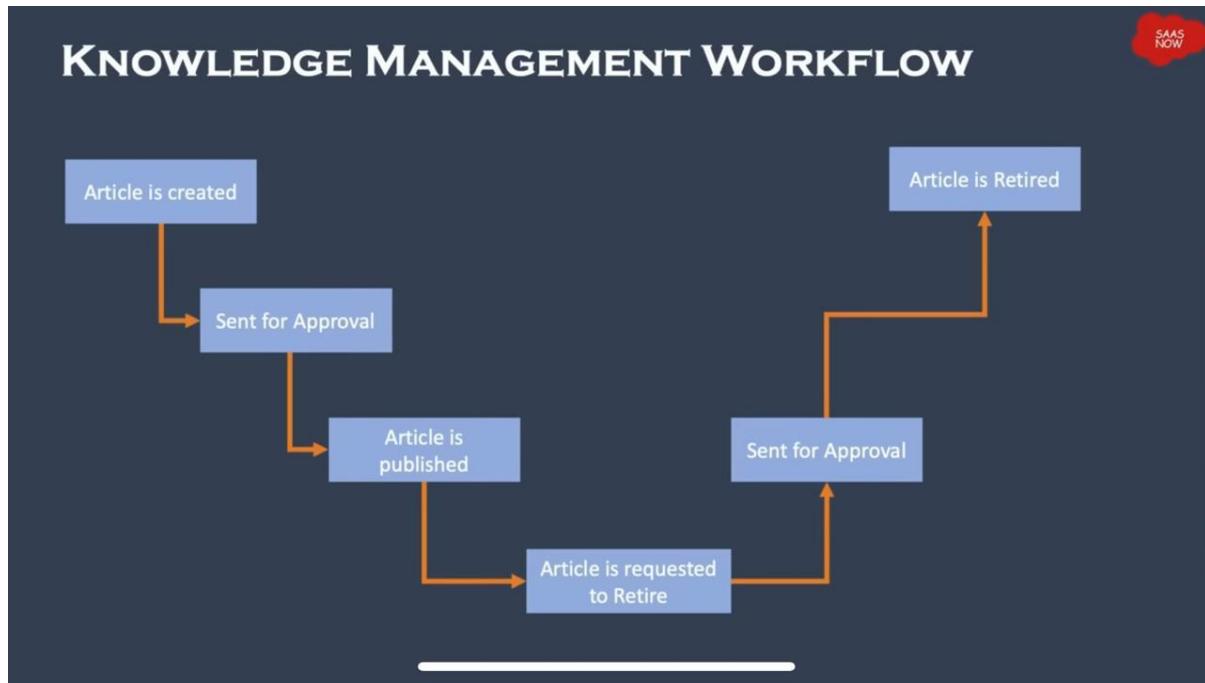
The Knowledge Portal offers a user-friendly interface for accessing and managing knowledge articles. It provides a centralized location where users can search for, view, and contribute to knowledge base content. The portal features intuitive navigation, categorization, and search capabilities, making it easy for users to find relevant information quickly. Additionally, it supports personalized experiences by allowing users to view articles based on their roles, permissions, and past interactions, enhancing the overall efficiency and effectiveness of knowledge management.

## KNOWLEDGE FORM :

The screenshot displays the 'KNOWLEDGE FORM' interface. At the top, there's a header bar with a 'SAAS NOW' logo. Below the header, the main form area has a dark blue background. On the left, there are several input fields: 'Number' (KB0010001), 'Knowledge base' (with a dropdown menu and a search icon), 'Category' (a dropdown menu), and 'Valid to' (a dropdown menu). To the right of these is a section titled 'Article Type' with a dropdown menu set to 'HTML'. Under 'Article Type', there are fields for 'Workflow' (set to 'Draft'), 'Source Task' (a dropdown menu), and 'Attachment link' (an unchecked checkbox). Below these are 'Display attachments' (an unchecked checkbox) and a 'Short description' input field. At the bottom of the form is a rich text editor toolbar with various formatting options like bold, italic, underline, and alignment. At the very bottom of the form are two buttons: 'Submit' and 'Search for Duplicates'.

The Knowledge Form is used to create and manage knowledge articles within the Knowledge Management application. It provides fields for entering essential information such as the article title, content, categories, and keywords. The form also includes options for setting article permissions, approval workflows, and version control. This structured format ensures that knowledge articles are well-organized, accurately documented, and easily accessible to users, facilitating effective knowledge sharing and retrieval.

## KNOWLEDGE MANAGEMENT WORKFLOW:



The Knowledge Management Workflow outlines the process for creating, reviewing, and publishing knowledge articles. It typically involves several stages: article creation, submission for review, approval, and publication. The workflow ensures that content is validated by relevant stakeholders before becoming available to end users. It includes steps for drafting, editing, and finalizing articles, as well as tracking revisions and collecting feedback. This structured approach maintains the quality and relevance of knowledge base content, promoting consistent and reliable information across the organization.

## SERVICE CATALOG :

The screenshot shows a Service Catalog interface with a dark blue header and a white content area. The header features the text "SERVICE CATALOG" and a red circular logo with "SAAS NOW". The content area is organized into several sections:

- Services**: Includes a "Services" icon and a description: "Document production services. Create and produce high-quality, professional documents."
- Can We Help You?**: Includes a "Can We Help You?" icon and a description: "Your IT gateway. Report issues and submit requests."
- Office**: Includes an "Office" icon and a description: "Office services such as printing, supplies requisition and document shipping and delivery."
- Peripherals**: Includes a "Peripherals" icon and a description: "End user peripherals such as mobile phone cases, dongles, and cables."
- Hardware**: Includes a "Hardware" icon and a description: "Order from a variety of hardware to meet your business needs, including phones, tablets and laptops."
- Software**: Includes a "Software" icon and a description: "A range of software products available for installation on your corporate laptop or desktop computer."
- Desktops**: Includes a "Desktops" icon and a description: "Desktop computers for your work area."
- Mobiles**: Includes a "Mobiles" icon and a description: "Cell phones to meet your business needs."

On the right side, there is a sidebar with a search bar labeled "Search Catalog" and a "Top Requests" section listing items like "Access", "Standard Laptop", "Apple iPad 3", "Cisco Jabber 10.5", and "Samsung Galaxy S7 Edge". Below that is a "Shopping Cart" section indicating it is "Empty".

The Service Catalog provides a centralized repository where users can request services, products, and information from across the organization. It offers a user-friendly interface to browse and submit requests for various services, such as IT support, hardware, or access to software. The catalog is customizable, allowing administrators to create and manage catalog items, define workflows, and set up approvals. This streamlined approach enhances user experience by providing a single point of access for all service requests and automates fulfillment processes to improve efficiency and accountability.

## BENEFITS OF SERVICE CATALOG:

1. **Streamlined Request Management:** Provides a centralized and user-friendly interface for requesting services and products, simplifying the request process and reducing the time spent on manual requests.
2. **Improved Efficiency:** Automates the fulfillment process with predefined workflows, reducing manual intervention and accelerating service delivery.

3. Enhanced User Experience: Offers a clear and organized view of available services, enabling users to easily find and request what they need, leading to higher satisfaction.
4. Consistency and Standardization: Ensures that all service requests are handled consistently and according to predefined procedures, improving service quality and compliance.
5. Visibility and Tracking: Provides real-time tracking of request status and history, allowing users and administrators to monitor progress and manage expectations effectively.
6. Customization and Flexibility: Allows customization of catalog items and workflows to fit organizational needs, supporting a wide range of services and products.
7. Reduced Errors and Rework: Standardizes request processes and approvals, minimizing errors and reducing the need for rework.

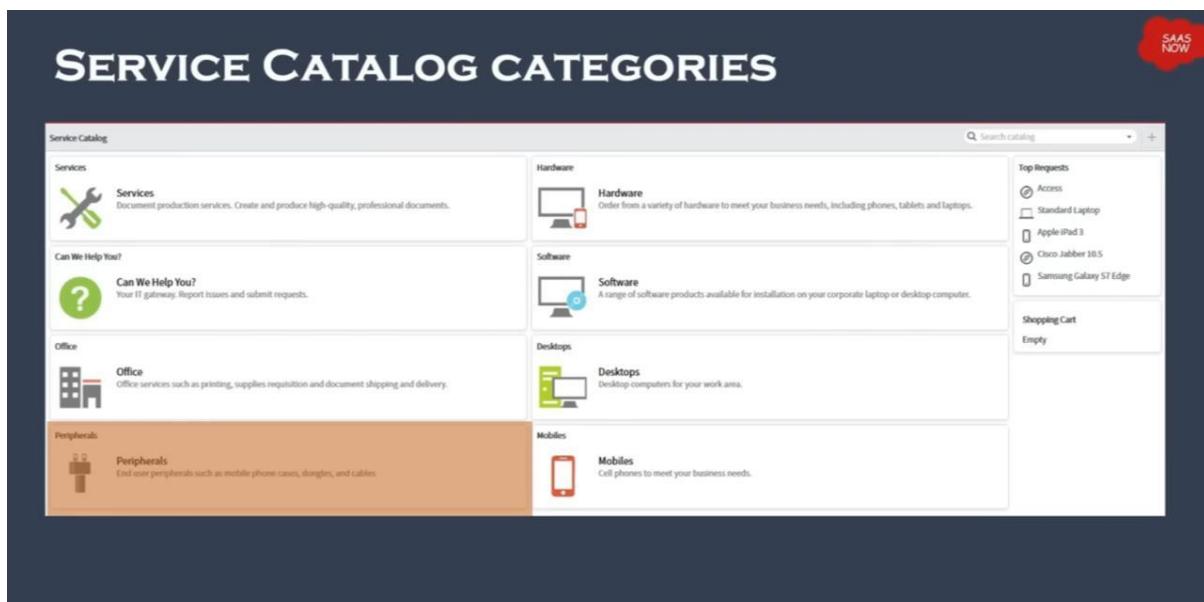
## SERVICE CATALOG APPLICATION :



The screenshot shows the Service Catalog Application interface. At the top, there is a red header bar with the text "SAAS NOW" in white. Below the header, the main title "SERVICE CATALOG APPLICATION" is displayed in large, bold, white capital letters. On the left side, there is a vertical red sidebar menu titled "Service Catalog". The menu contains a list of items: Catalog, Catalog, Open Records, Requests, Items, Tasks, Catalog Definitions, My Catalogs, My Categories, My Items, Maintain Catalogs, Maintain Categories, Headers, Maintain Dynamic Categories, Maintain Items, My Content Items, Content Items, and Ordered Item Links. The rest of the page is a dark blue background.

The Service Catalog Application is a core module that enables organizations to design, manage, and deliver a wide range of services and products to users. It provides tools for creating catalog items, configuring workflows, and setting up approval processes. The application offers a user-friendly interface where users can browse available services, submit requests, and track their progress. Administrators can customize the catalog to reflect organizational needs, ensuring that all service requests are efficiently managed and fulfilled according to established procedures.

## SERVICE CATALOG CATEGORIES:



The screenshot shows the Service Catalog Categories interface. At the top, there is a red header bar with the text "SAAS NOW" in white. Below the header, the main title "SERVICE CATALOG CATEGORIES" is displayed in large, bold, white capital letters. The main content area is a grid of service categories. There are four columns: Services, Hardware, Software, and Mobiles. Each category has a small icon and a brief description. To the right of the grid, there is a sidebar with sections for "Top Requests" and "Shopping Cart". The "Top Requests" section lists "Access", "Standard Laptop", "Apple iPad 3", "Cisco Jabber 10.5", and "Samsung Galaxy S7 Edge". The "Shopping Cart" section shows "Empty". The background of the sidebar sections is orange.

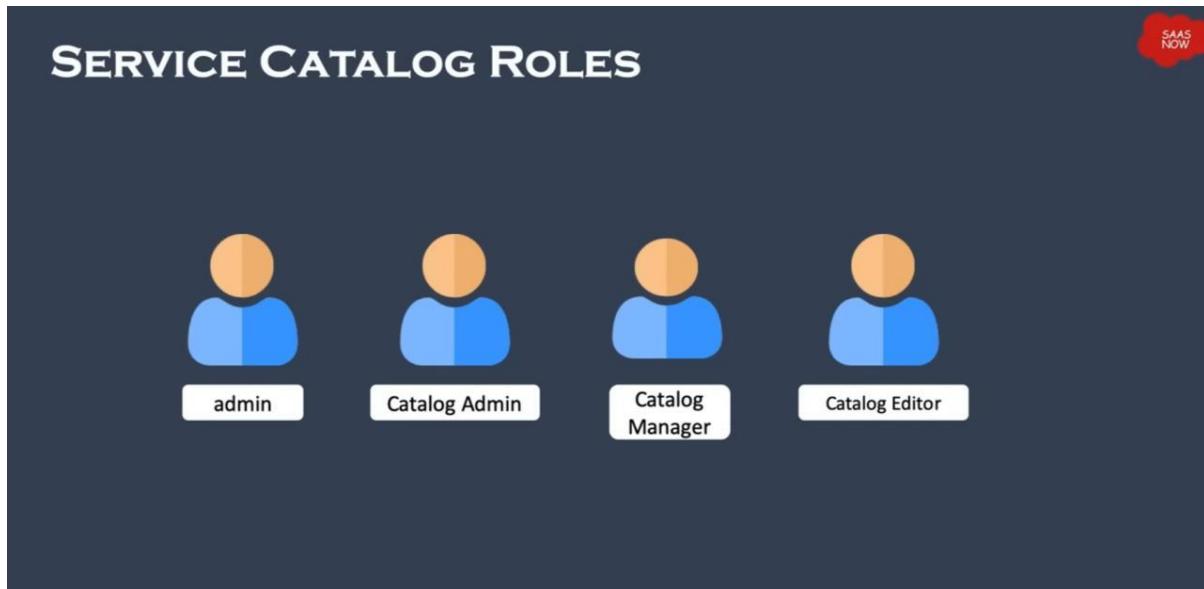
Service Catalog Categories help organize and classify the items and services available in the Service Catalog. By grouping related services into categories, users can easily navigate and find what they need. Categories streamline the browsing experience, making it simpler to locate specific services or products. Administrators can create and manage these categories, assigning catalog items to them based on their type or function, which enhances user accessibility and improves the overall organization of the catalog.

## SERVICE CATALOG ITEMS :

The screenshot displays a service catalog interface titled "SERVICE CATALOG - CATALOG ITEMS". The main category is "Hardware", specifically "Developer Laptop (Mac)". Under this category, the "MacBook Pro" item is listed. The item details include a price of \$1,499.00 and an annual cost of +\$100.00. The Acer Aspire NX item is also listed under the "Sales Laptop" category, with a price of \$1,100.00 and an annual cost of +\$100.00. Both items feature a preview image and a brief description of their technical specifications.

Service Catalog Items represent the specific services, products, or requests available within the Service Catalog. Each item can be configured with details such as descriptions, pricing, fulfillment workflows, and approval processes. Catalog items are designed to be easily requested by users through the Service Catalog interface, and they often include forms for users to provide necessary information. By defining and managing these items, organizations can streamline the process of service delivery and ensure that requests are handled efficiently and consistently.

## SERVICE CATALOG ROLES :



Service Catalog Roles are designed to manage and control access to the Service Catalog. These roles determine who can view, request, and manage catalog items and categories. For instance, roles such as Catalog Administrator allow users to create and modify catalog items, while Catalog Viewer roles enable users to view and request items without modification rights. Additionally, roles may define who can approve or fulfill requests, ensuring that tasks are assigned to appropriate individuals or teams. By implementing roles, organizations can ensure appropriate access, streamline service delivery, and maintain control over the catalog's configuration and usage.

## SERVICE CATALOG COMPONENTS:



## SERVICE CATALOG COMPONENTS

SAAS  
NOW

### Order Form

Variables

Variable Sets

## SERVICE CATALOG COMPONENTS

SAAS  
NOW

### Ordering Process

Workflow

Flows

Service Catalog Components are the building blocks used to create and manage the Service Catalog. They include:

1. Catalog Items: Specific services or products users can request, each with its own form and fulfillment process.

2. Categories: Organizational units that group related catalog items, enhancing navigation and user experience.

3. Record Producers: Forms that allow users to create records (e.g., incidents, change requests) directly from the Service Catalog.

4. Order Guides: Bundled requests that enable users to order multiple related items in a single transaction.

5. Variables: Fields used in catalog item forms to collect detailed information from users.

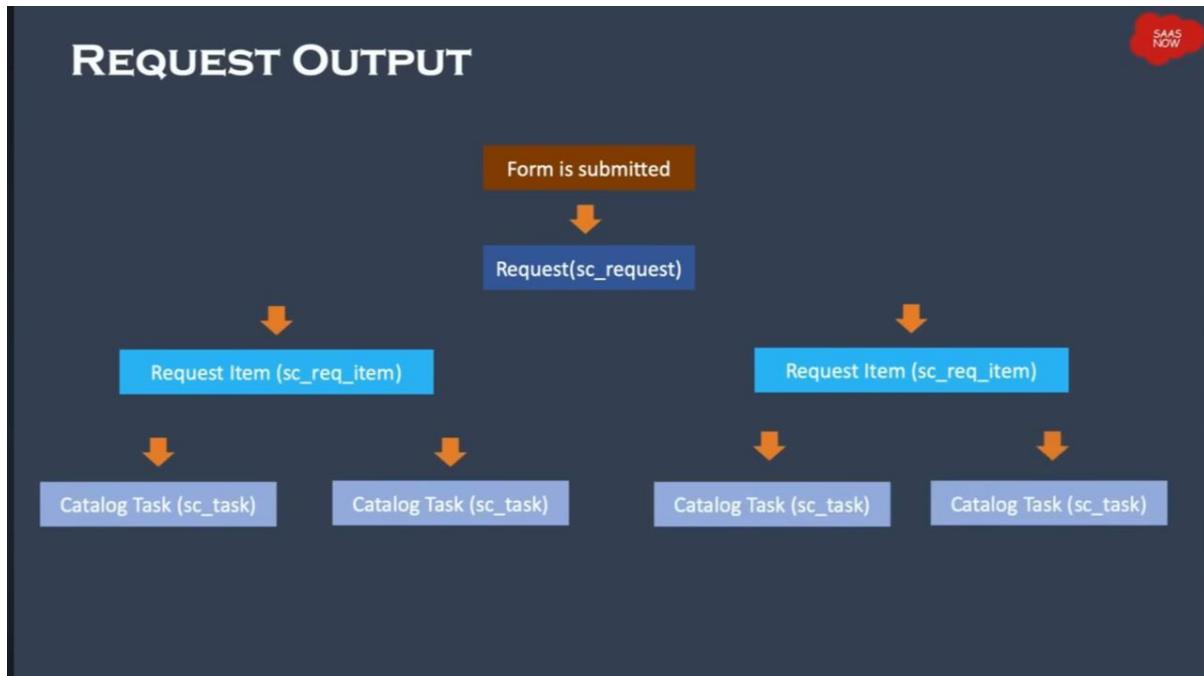
6. Workflows: Define the steps for processing requests, including approvals and task assignments.

7. Approvals: Manage and control the approval process for catalog requests, ensuring proper authorization.

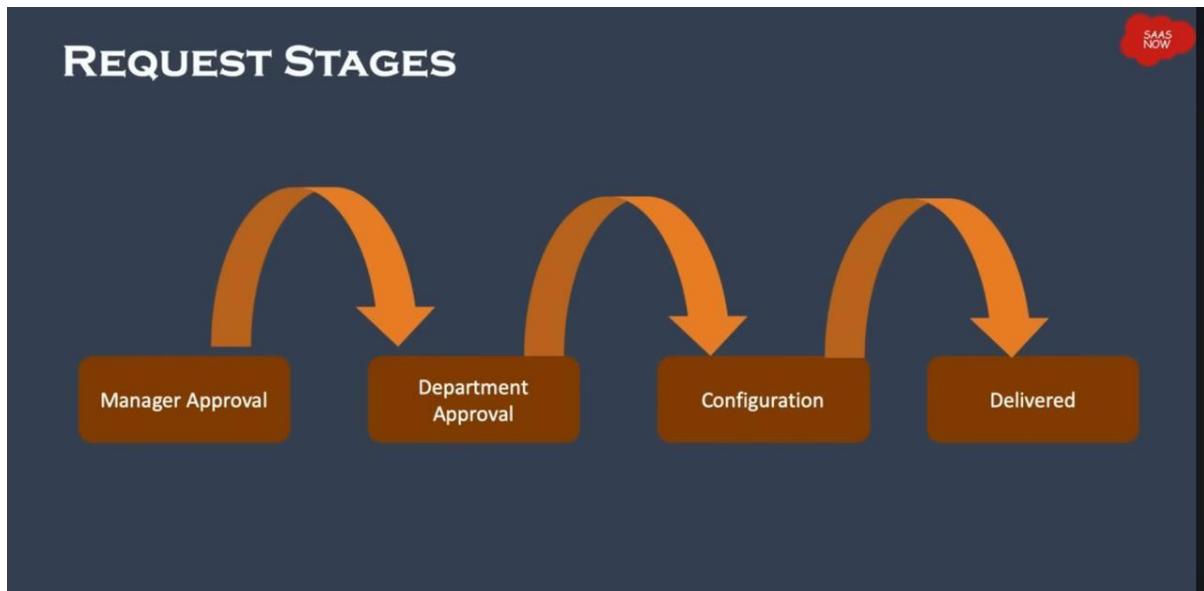
8. Notifications: Alerts sent to users and admins regarding the status and updates of catalog requests.

These components work together to streamline service requests, improve efficiency, and enhance user satisfaction.

## REQUEST OUTPUT :



## REQUEST STAGE:



## TABLES AND FIELDS:



In ServiceNow, the data structure is designed to manage and organize data efficiently across the platform. Here are key components of the data structure:

### 1. Tables:

- Data in ServiceNow is stored in tables, which represent specific entities like incidents, users, and tasks. Each table has fields (columns) that hold the data.

### 2. Records:

- Each entry in a table is a record, representing an individual data item. For example, each incident report is a record in the "Incident" table.

### 3. Fields (Columns):

- Fields represent attributes or properties of a record, such as names, dates, statuses, and other relevant data points.

### 4. Relationships:

- ServiceNow supports table relationships, such as one-to-many, many-to-many, or parent-child relationships, allowing data from different tables to be linked and accessed.

## 5. Schema Map:

- The Schema Map provides a visual representation of the relationships and dependencies between tables, giving insight into how data is structured and interconnected.

## 6. Database Views:

- Database Views combine data from multiple tables into a virtual table, allowing for complex reporting without affecting the underlying table structures.

## 7. Extensions and Inheritance:

- Tables in ServiceNow can be extended from other tables, inheriting fields and attributes, which allows for efficient data management and reuse of structure (e.g., the "Task" table is extended by the "Incident" and "Problem" tables).

## 8. CMDB (Configuration Management Database):

- The CMDB is a core component that stores data about configuration items (CIs), including relationships, dependencies, and the status of IT infrastructure components.

## 9. Access Control:

- ServiceNow's data structure includes access controls that restrict who can view, edit, or delete records, ensuring data security and integrity.

This structure enables scalable, flexible, and efficient data management across the ServiceNow platform.

# SERVICENOW DATA RELATED TABLES

The screenshot shows the 'System Definition' menu on the left side of the ServiceNow interface. The 'Tables' option is highlighted in white, indicating it is selected. Other menu items include Application Menus, Applications (Mobile), Modules (Mobile), Menu Categories, Dictionary, Choice Lists, Language File, Bookmarks, Tables & Columns, Search Groups, Database Views, Table Rotations, Text Index Configurations, Text Index Groups, Text Index Stop Words, Text Index Synonym Dictionaries, and Text Indexes.

## TABLES

The screenshot shows the 'User' table list on the left and a detailed view of a user record on the right. An orange arrow points from the 'User' table list towards the detailed view.

**User Table List:**

User ID	Name	Email	Active	Created	Updated
admin	System Administrator	admin@example.com	True	2001-01-01 11:49:47	2020-05-19 08:49:22
integrator	Integrator SaaS		True	2020-05-09 07:45:27	2020-05-09 12:53:40
katrina.reimer	Katrina Reimer	katrina.reimer@example.com	True	2012-02-17 19:04:52	2020-04-24 14:04:00
lisa.larsson	Lisa Larsson	lisa.larsson@example.com	True	2012-02-17 19:04:53	2020-04-24 14:04:00
joe.farwell	Joe Farwell	joe.farwell@example.com	True	2012-02-17 19:04:53	2020-04-24 14:04:00
kendall.garrison	Kendall Garrison	kendall.garrison@example.com	True	2012-02-17 19:04:53	2020-04-24 14:04:00
matt.morales	Matt Morales	matt.morales@example.com	True	2012-02-17 19:04:53	2020-04-24 14:04:00

**Detailed User Record View:**

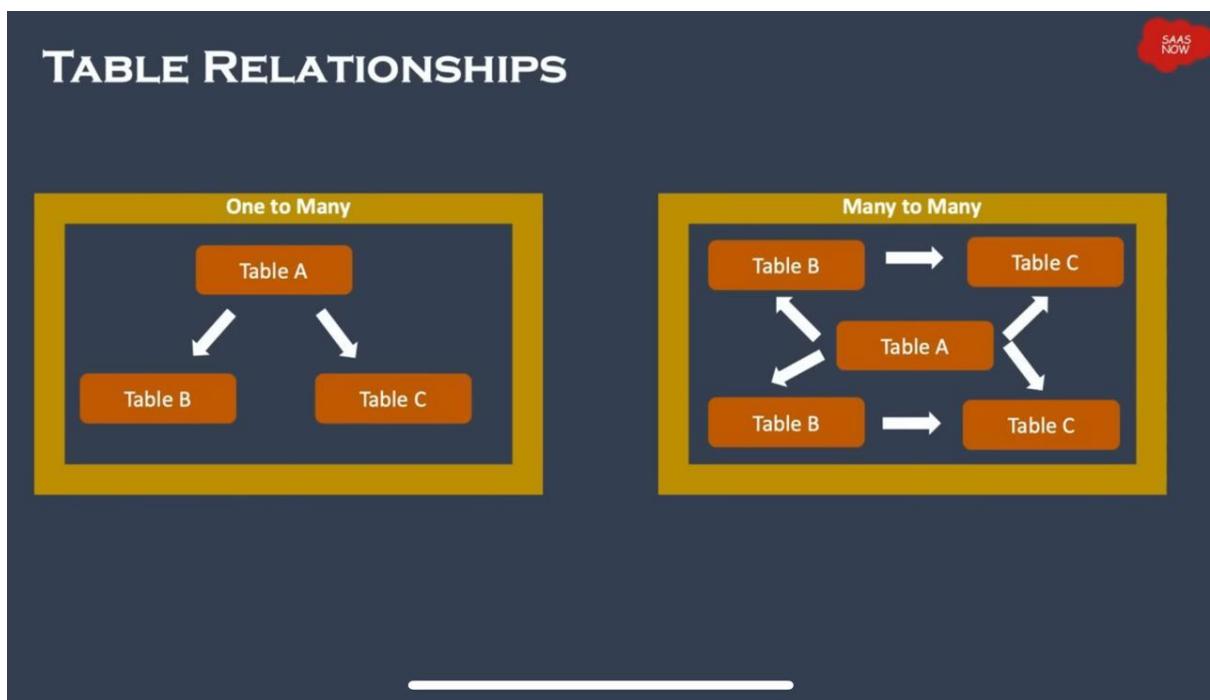
User ID: joe.farwell  
First name: Joe  
Last name: Farwell  
Title: Manager  
Email: joe.farwell@example.com  
Language: English  
Time zone: System (UTC, Pacific)  
Date format: System (yyyy-mm-dd)  
Business phone: 0123-4567-8900  
Mobile phone: 0123-4567-8900

## FIELDS

The screenshot shows a user profile edit screen with the following fields:

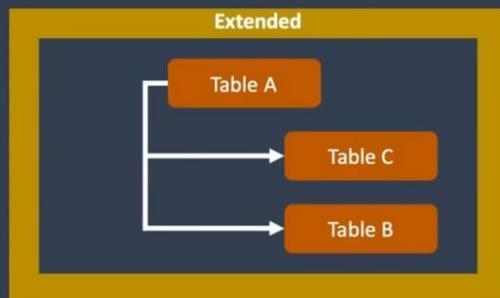
Field Label	Field Name	Field Value
User ID	User ID	jeri.farstvedt
First name	First name	Jeri
Last name	Last name	Farstvedt
Title	Title	
Department	Department	Sales
Password	Password	
Password needs reset		<input type="checkbox"/>
Locked out		<input type="checkbox"/>
Active		<input checked="" type="checkbox"/>
Web service access only		<input type="checkbox"/>
Internal integration user		<input type="checkbox"/>
Email	Email	jeri.farstvedt@example.com
Language	Language	- None -
Calendar integration	Calendar integration	Outlook
Time zone	Time zone	System (US/Pacific)
Date format	Date format	System (yyyy-MM-dd)
Business phone	Business phone	
Mobile phone	Mobile phone	
Photo	Photo	Click to add...

## TABLE RELATIONSHIPS:



# TABLE RELATIONSHIPS

SAAS  
NOW



In ServiceNow, table relationships are used to define how data is linked across different tables, enabling efficient data management and retrieval. Key types of relationships include:

## 1. One-to-Many (1:M):

- In a one-to-many relationship, a record in one table is related to multiple records in another table. For example, one user can have many incidents assigned to them. The primary key from the parent table (e.g., user) is referenced in multiple records in the related table (e.g., incidents).

## 2. Many-to-Many (M:M):

- In a many-to-many relationship, records in one table can be related to multiple records in another table, and vice versa. This is managed through a junction table, which holds references to the records from both tables. For example, a group of users may be related to multiple knowledge articles, and a knowledge article can be linked to multiple users.

## 3. Extended (Table Inheritance):

- Table extension allows one table to inherit fields and properties from another. The child table (extended table) can add more fields while inheriting the parent table's structure. For instance, the "Incident" table extends the "Task" table, inheriting common fields like status and assignment, while adding specific fields unique to incidents.

These relationships enhance data structure flexibility, enabling complex interactions and more dynamic reporting in ServiceNow.

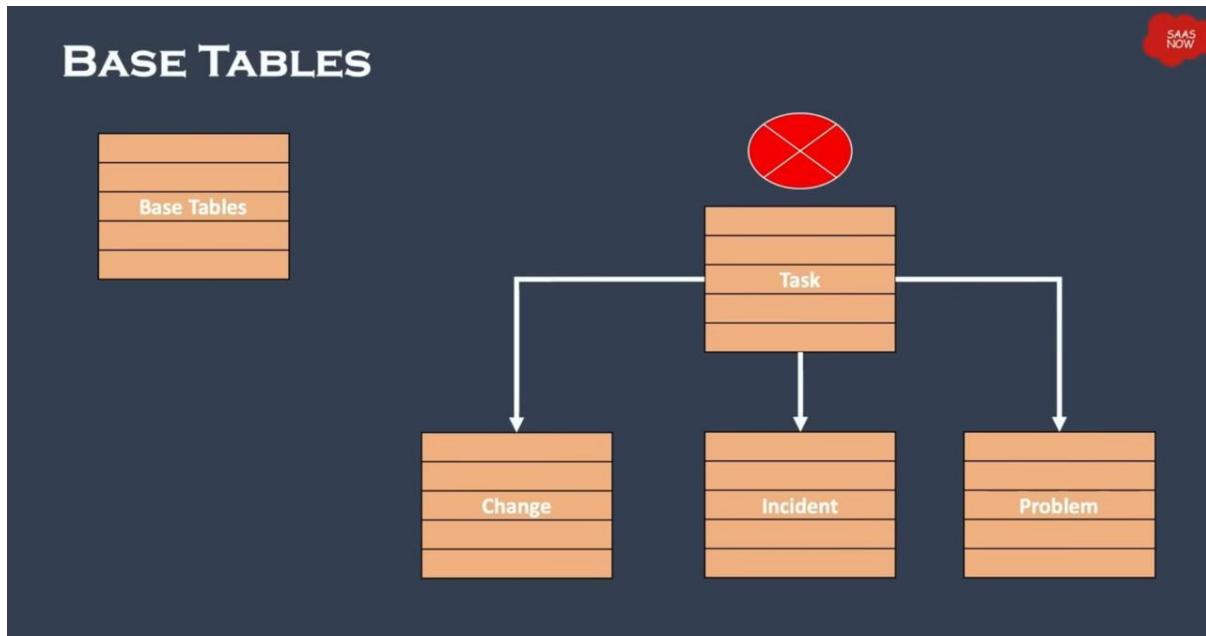
## TYPES OF TABLES:



In ServiceNow, different types of tables are used to structure and manage data effectively:

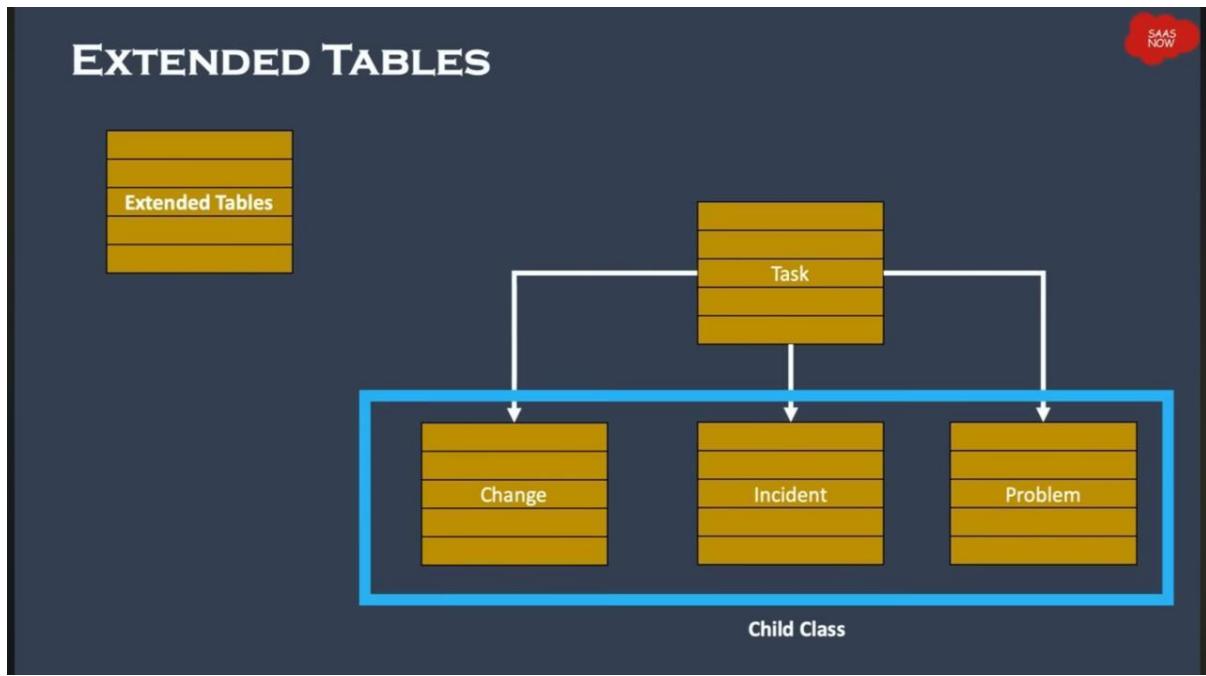
### 1. Base Tables:

- Base tables are fundamental tables provided by ServiceNow that define core functionality. Examples include incident and change\_request. They serve as the foundation for the platform's operations and are often extended by other tables.



## 2. Extended Tables:

- Extended tables inherit fields and attributes from base tables, allowing for the customization of data structures while reusing existing functionalities. For example, the incident table is extended from the task table, inheriting its fields and adding incident-specific attributes.



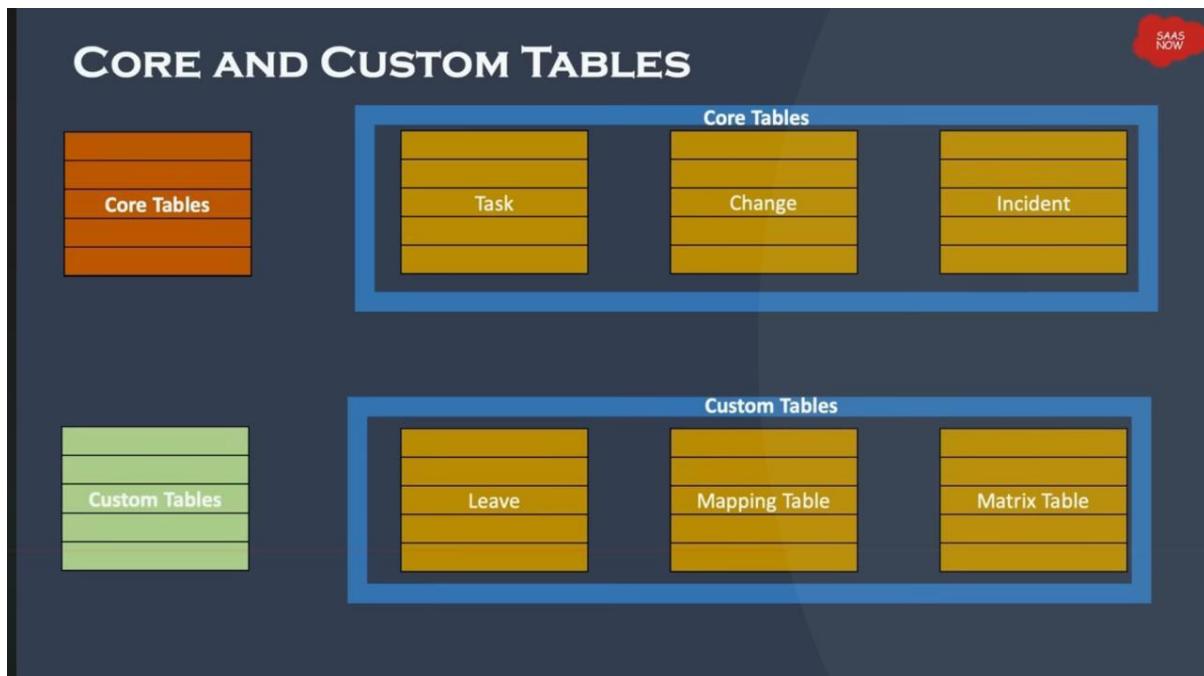
## 3. Core Tables:

- Core tables are predefined and essential for the basic operation of ServiceNow. They include tables for IT Service Management (ITSM),

Configuration Management Database (CMDB), and other fundamental components. They form the backbone of the ServiceNow platform.

#### 4. Custom Tables:

- Custom tables are created by users or administrators to meet specific organizational needs that are not covered by base or core tables. These tables can be designed from scratch and are fully customizable to fit unique business requirements.



Each type of table plays a distinct role in managing and organizing data within ServiceNow, enabling a flexible and scalable data architecture.

#### ACCESS CONTROL LIST(ACL):



An Access Control List (ACL) in ServiceNow is a security mechanism used to control and manage access to records and fields within the platform. ACLs define who can view, create, modify, or delete records based on certain criteria

## TYPES OF PERMISSION :

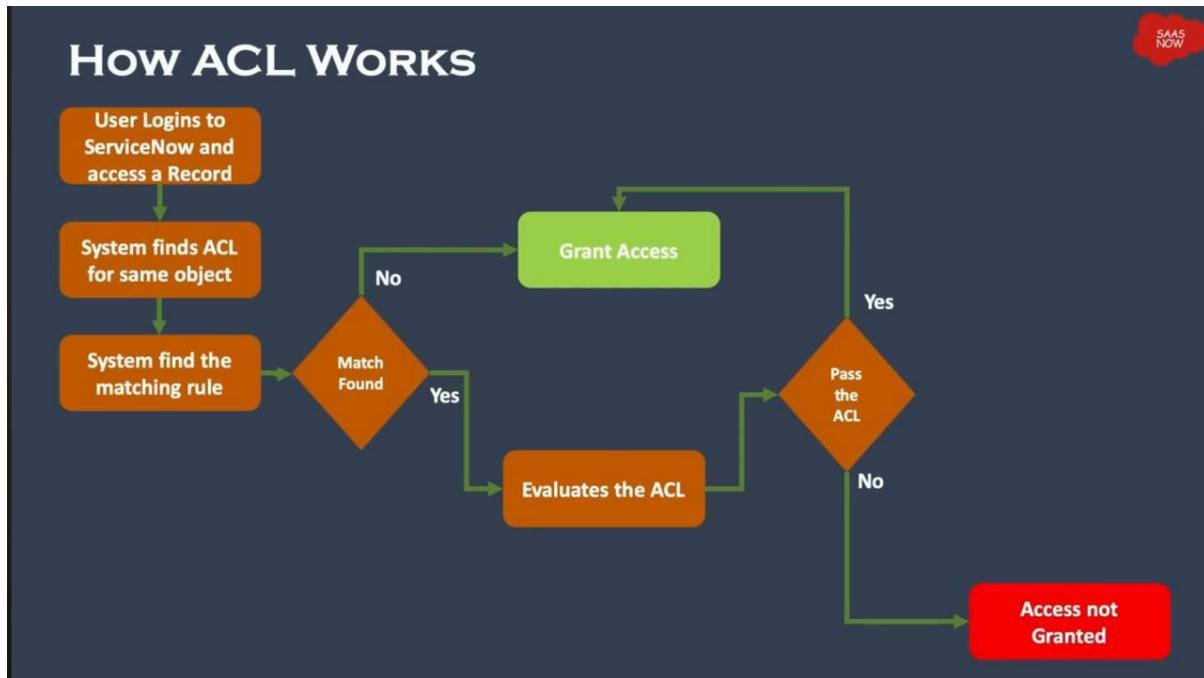


Access Control Lists (ACLs) manage permissions for various operations on records. The key operations restricted by ACLs are:

1. Create:Determines whether a user can create new records in a table. ACLs can restrict this action to specific roles or conditions.
2. Read:Controls whether a user can view or access records in a table. ACLs can limit visibility based on user roles or specific criteria.
3. Update:Defines whether a user can modify existing records. ACLs ensure that only authorized users can make changes to records.
4. Delete:Manages whether a user can remove or delete records from a table. ACLs can prevent unauthorized deletions to protect data integrity.

Each of these operations can be individually controlled using ACL rules to enforce security and ensure appropriate access based on user roles and conditions.

## HOW ACL WORKS ?



## DATA IMPORT:



Data import in ServiceNow is essential for several reasons:

1. Initial Data Migration: When setting up ServiceNow, data import allows for the migration of existing data from other systems, ensuring continuity and completeness of information.
2. Integration with Other Systems: Data import facilitates the integration of ServiceNow with external systems, enabling the synchronization of data between platforms and improving overall data consistency.
3. Bulk Data Updates: It allows for efficient bulk updates or corrections to records. This is useful for making large-scale changes without manual intervention.
4. Onboarding New Data: Regular data imports help keep the ServiceNow instance up-to-date with new or changing information, such as user records, configuration items, or service catalog data.
5. Data Consolidation: Importing data from various sources helps consolidate information into a single system, providing a unified view and enhancing data management and reporting.
6. Automation and Efficiency: Data import processes can be automated to regularly update and maintain data, reducing manual data entry and improving efficiency.

Overall, data import is crucial for maintaining accurate, comprehensive, and up-to-date information within ServiceNow.

## IMPORT SET COMPONENTS:



Import Set Components are integral to managing data imports. Here are key components:

### 1. Data Sources:

- Data Sources define the origin of the data to be imported, such as a CSV file, Excel spreadsheet, or external database. They specify how ServiceNow will connect to and retrieve the data.

### 2. Import Set Table:

- The Import Set Table is a temporary staging area where imported data is initially loaded. This table holds the raw data before it is transformed and moved to the final destination.

### 3. Transform Map:

- A Transform Map defines the rules and logic for transforming data from the import set table into the target table. It maps fields from the import set to

corresponding fields in the target table, and can include transformation scripts to process data.

#### 4. Mapping Assist:

- Mapping Assist is a tool that helps in mapping fields from the import set table to the target table. It provides a user-friendly interface for mapping fields and verifying the accuracy of the mappings.

#### 5. Coalesce:

- Coalesce is a feature used to identify records in the target table that correspond to records in the import set. It helps in determining if a record should be updated or inserted, based on unique identifiers or keys.

#### 6. Target Table:

- The Target Table is the final destination where transformed data is stored. This table is where the processed data ends up after it has been cleaned, mapped, and transformed from the import set table.

These components work together to ensure that data is imported accurately and efficiently, from initial extraction through transformation and final storage.

### CONFIGURATION MANAGEMENT DATABASE(CMDB):

- Repository which stores information about the configuration items of any organisation
- Stores the relationship between different configuration items

### CONFIGURATION ITEM:

- Tangible or Intangible devices or applications
- EXAMPLE: Computers, Servers, Business Service, Database Instance

## CI FORM:

**CI FORM**

This screenshot shows the configuration of a Linux server asset. The asset is named "PS LinuxApp01" and has an asset tag of "P2000001". It is manufactured by "Ina" and belongs to the "Ina SMTS" class. The company is "ACME Corporation" and the model ID is "Ina SMTS". The asset is assigned to "Ina SMTS".

**Configuration**

- Host name: [ ]
- OS Domain: [ ]
- Operating System: Linux Red Hat
- OS Version: 2.6.32-22.8.1.el6mp
- OS Service Pack: [ ]
- DNS Domain: [ ]
- IP Address: [ ]
- Disk space (GB): 40
- Description: [ ]
- CPU (MHz): 2.048
- CPU manufacturer: [ ]
- CPU type: Intel
- CPU speed (MHz): 2.080
- CPU count: 1
- CPU core count: [ ]
- Virtual: [ ]

**Related items:**

- Connected by - Network Gear
  - (S) P2000001 (Loadbalancer) → (S) P2000001 (Loadbalancer)
- Connected by - Services
  - (S) P2000001 (Asset Library Management, Peoplesoft CRM, Peoplesoft Financials, Peoplesoft Governance, Peoplesoft HRMS, Peoplesoft Portals, Peoplesoft Reporting, Peoplesoft Supply Chain Management) → (S) P2000001 (Enterprise Services)
- Searches - Asset Storage Device
  - (S) P2000001 (Asset Storage Device) → (S) P2000001 (Asset Storage Device)
- Searches - Database
  - (S) P2000001 (Database) → (S) P2000001 (Database)
- Exchange data with - Windows Server
  - (S) P2000001 (File And Storage Services) → (S) P2000001 (File And Storage Services)
- Exchange data with - Storage Device
  - (S) P2000001 (File And Storage Services) → (S) P2000001 (Storage Area Network (SAN))

**CI DASHBOARD VIEW**

This dashboard view for SAP Enterprise Services provides an overview of completeness, compliance, and correctness.

**Completeness:**

- Missing recommended: 0
- Missing required: 0

**Compliance:**

- Audit: 0

**Correctness:**

- Duplicate: 0 (No objects are currently set up)
- Orphan: 0 (No objects are currently set up)
- Staleness: 0

**Relationship:**

- Duplicate relationships: 0
- State relationships: 0

**Relationships:**

- Connected by - Computers
  - (S) P2000001 (Inet\_node\_axe) → (S) P2000001 (CALLPRK)
- Contains - Services
  - (S) P2000001 (SAP Controlling)
  - (S) P2000001 (SAP Financial Accounting)
  - (S) P2000001 (SAP Human Resources)

**Timeline:** Zoom: 22. Oct - 23. Nov

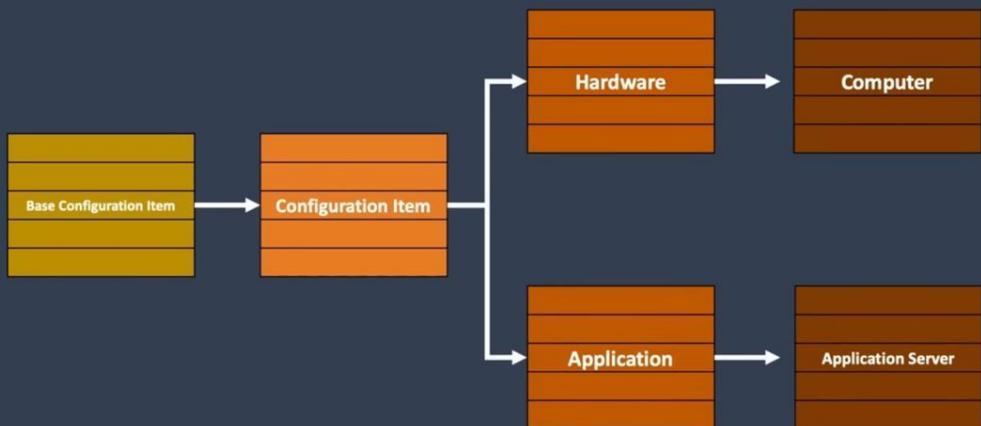
**Table:**

Change	Incident	Task	Business Services			
Q Number	Short description	Type	State	Planned start date	Planned end date	Assigned to
No records to display						

## KEY CMDB TABLES



## CMDB TABLE HIERARCHY



## CI CLASS MANAGER

CI Class Manager displays the entire CI class available in the instance in hierarchical structure like tree, showing all CI class definitions in one place. It is an easier way to view, modify or extend a CI Class.

The screenshot shows the 'Basic Info' tab of the CI Class Manager. The 'Display Name' is 'Configuration Item', 'Table Name' is 'cmdb\_ci', and 'Icon' is a gear icon. Other tabs include 'Attributes', 'Identification Rule', 'Reconciliation Rules', 'Suggested Relationships', 'All Relationship Rules', 'Health', and 'CI List'. A sidebar on the left lists 'Class Info', 'Attributes', 'Identification Rule', 'Reconciliation Rules', 'Suggested Relationships', 'All Relationship Rules', 'Health', and 'CI List'.

## CI DEPENDENCY VIEW

Dependency view display graphical infrastructure view of a CI and all other CI connect or related to the CI. It also indicates if there is some existing issue or alert for a CI.

The screenshot shows a dependency graph with nodes representing different SAP components. At the top is 'Service ▾ SAP Enterprise Serv...'. Below it are several service nodes: 'Service ▾ SAP Financial Acc...', 'Service ▾ SAP Human Resour...', 'Service ▾ SAP Controlling', 'Service ▾ SAP Sales and Dist...', 'Service ▾ SAP Payroll', 'Service ▾ SAP Logist Distrib...', 'Service ▾ SAP Plant Manag...', and 'Service ▾ SAP Materials Mana...'. There are also two 'Windows Server' nodes: 'Windows Server ▾ SAP LoadBal...' and 'Windows Server ▾ SAP LoadBal...'. At the bottom are several database nodes: 'Database ▾ sapdb\_main', 'Database ▾ sapdb\_main', 'Database ▾ sapdb\_main', 'Database ▾ sapdb\_main', and 'Computer ▾ CALLPOINT'. Arrows indicate the dependencies between these components, such as connections from the Windows servers to the SAP services and from the databases to the SAP services.

## INTEGRATION:

ServiceNow can share data with 3rd party applications or external systems with integration

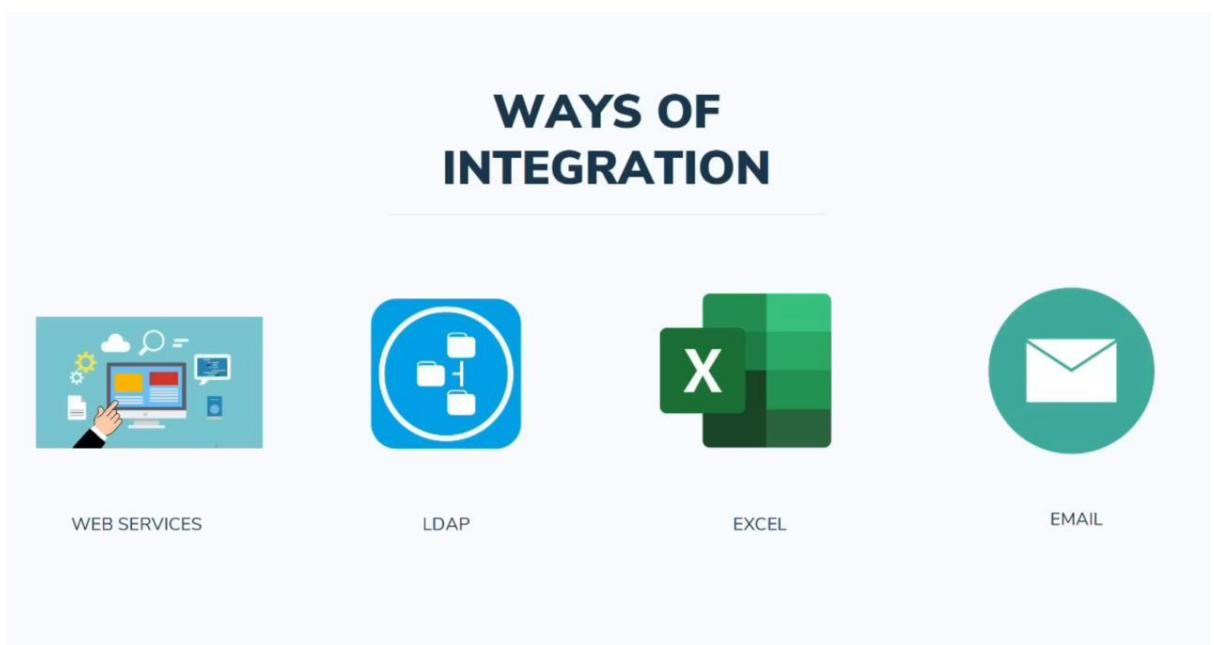
- \* SSO
- \* LDAP
- \* Monitoring

- \* Notifications
- \* Events

## WHAT IS INTEGRATED?

- \* CMDB
- \* Incident Management
- \* Problem Management
- \* Change Management
- \* User Management
- \* Login via SSO

## WAYS OF INTEGRATION

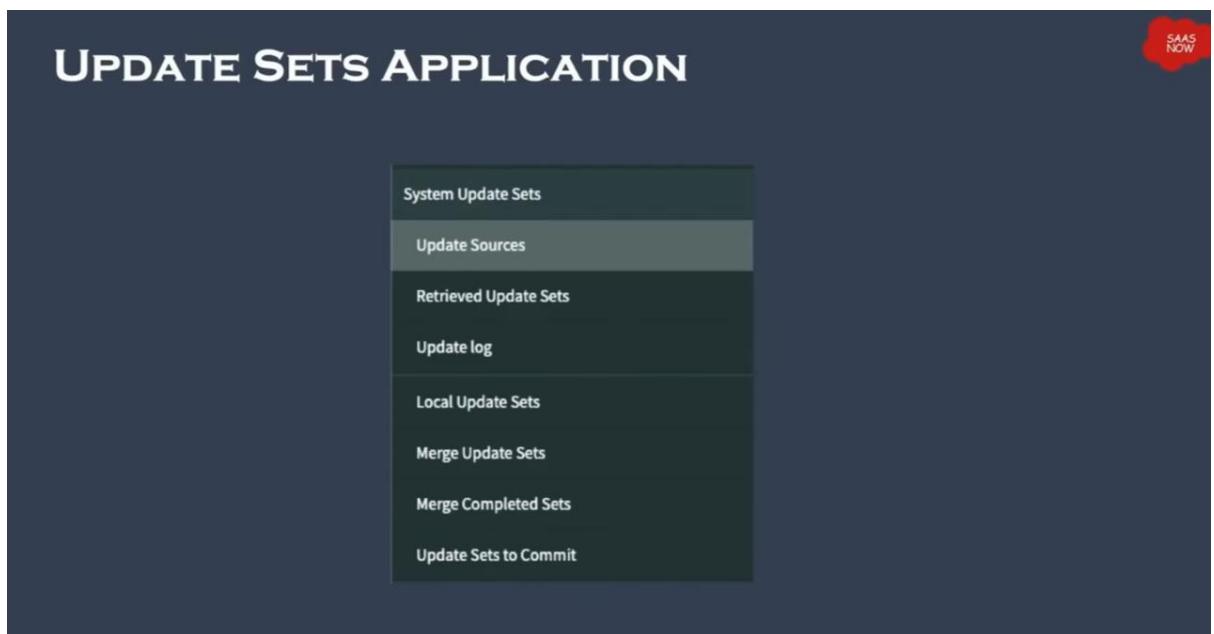
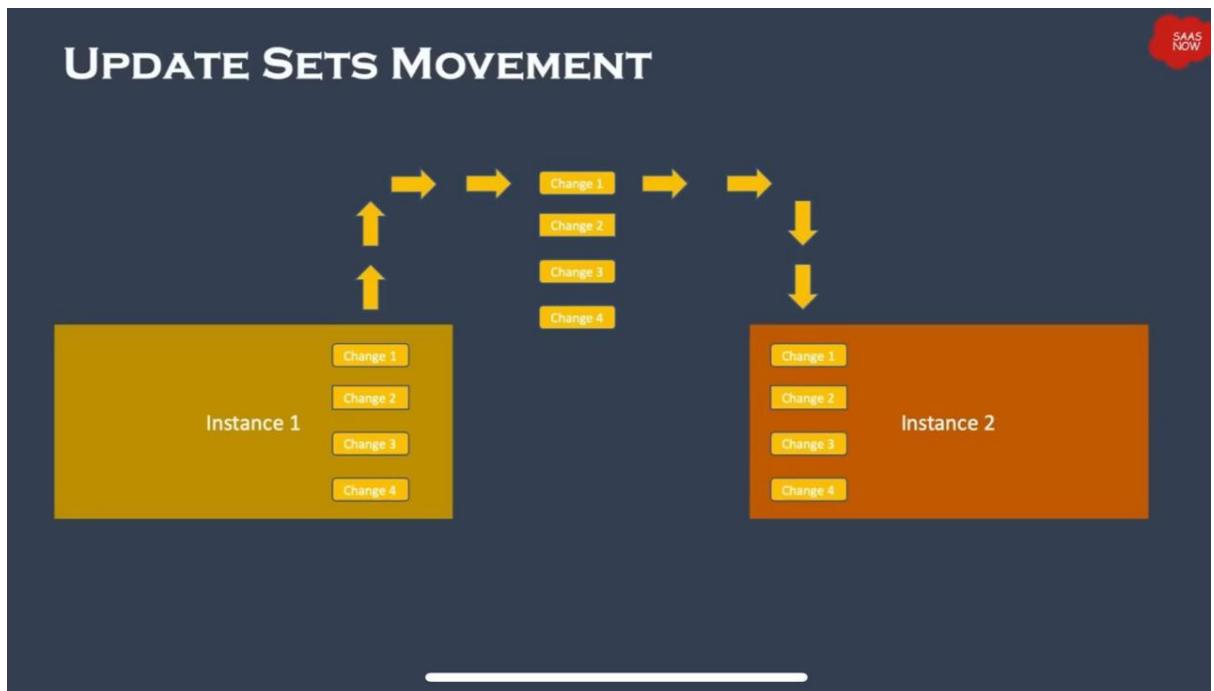


## INTEGRATION HUB :

IntegrationHub provides a single solution to quickly integrate with third party application to share the data with ServiceNow or other system

## UPDATE SET:

An update set is a group of configuration changes that can be moved from one instance to another. This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment.

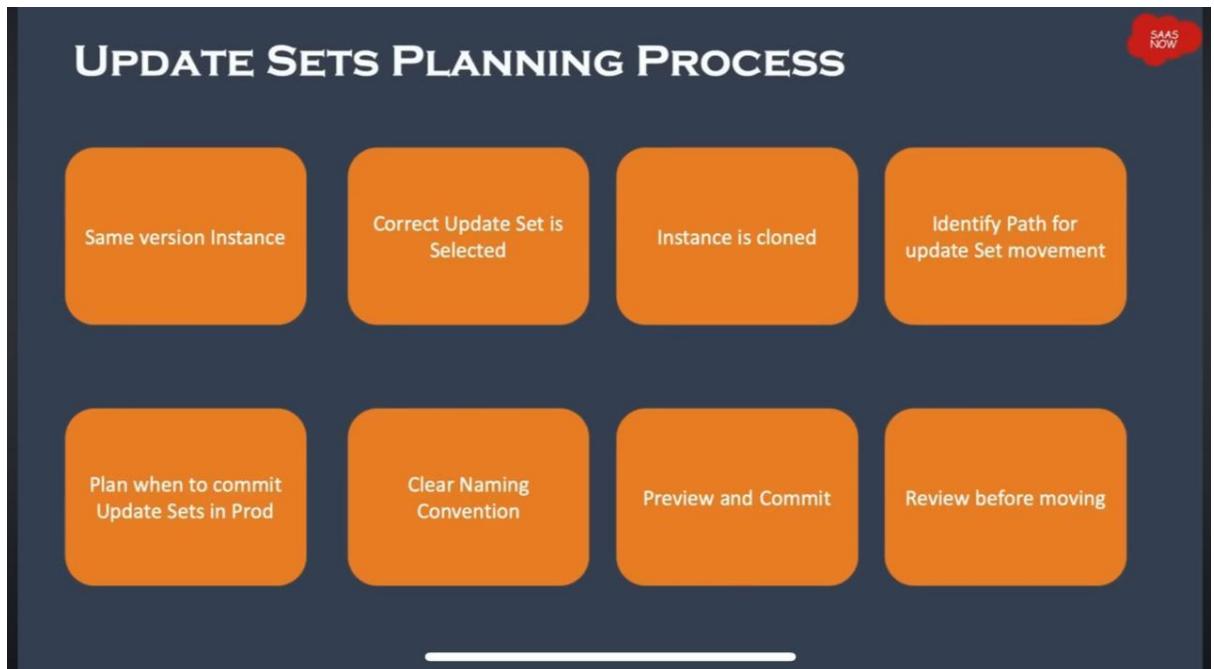
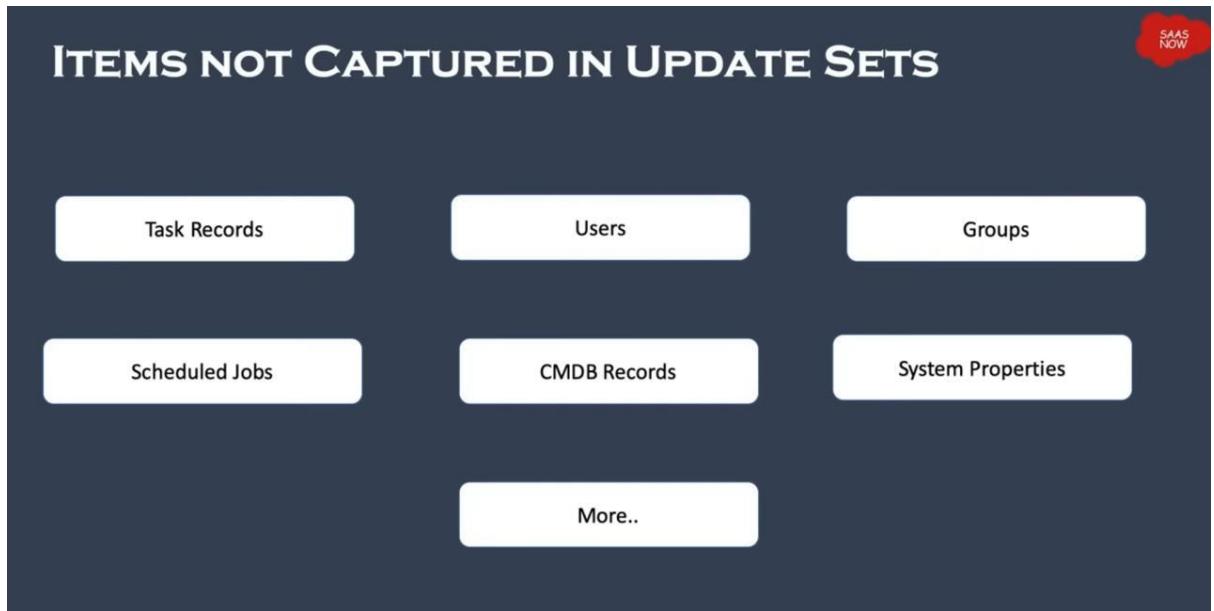


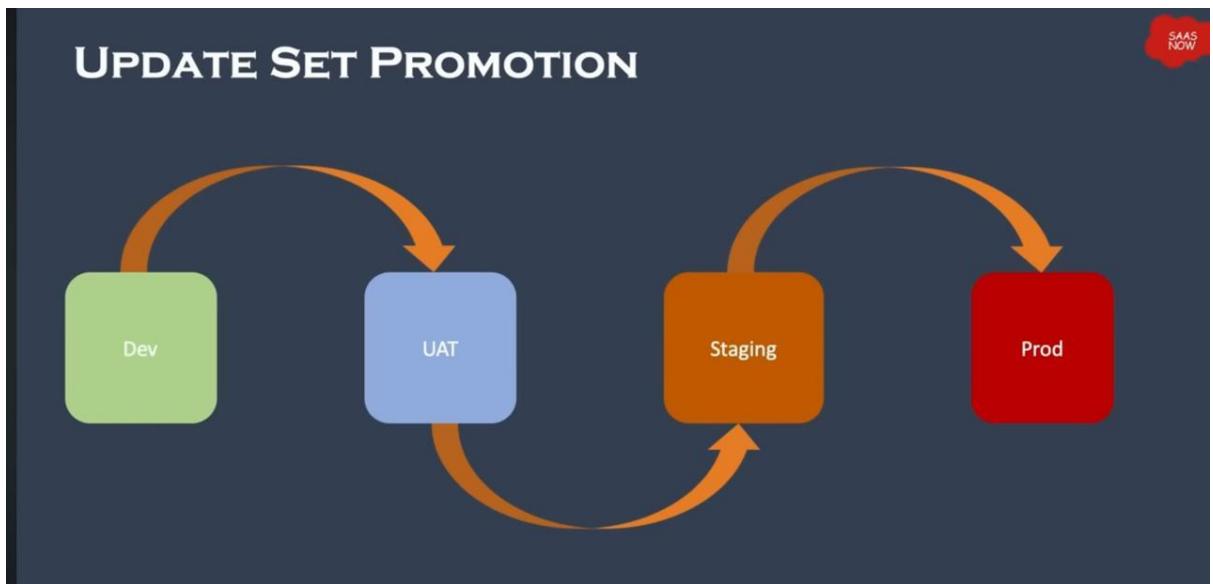
## WHEN TO USE UPDATE SET?

- Changes you want to keep in every instance

- All the changes which can change the baseline and can give impact
- Changes needs to be tested in Lower instance before moving to Production

## ITEMS NOT CAPTURED IN UPDATE SETS





### EVENTS:

Events are special log records the system generates when something notable has happened or certain conditions occur.

### HOW TO GENERATE EVENT?

- \* Business Rules

## Business Rules

The screenshot shows the 'Business Rule' configuration page. At the top, there's a header with tabs for 'New record', 'Business Rule', and 'Actions'. Below the header, a message states: 'A business rule is a server-side script that runs when a record is displayed, inserted, deleted, or when a table is queried. Use business rules to automatically change values in form fields when the specified conditions are met.' There are fields for 'Name' (empty), 'Table' ('--None--'), 'Application' ('Global'), 'Active' (checked), and 'Advanced' (checked). A green box highlights the 'When to run' tab. Under 'When to run', it says 'Specify whether the business rule should run on Insert or Update. Use Filter Conditions to specify under which conditions the business rule should run.' It includes dropdowns for 'When' ('before') and 'Order' (set to 100), and checkboxes for 'Insert', 'Update', 'Delete', and 'Query'. Buttons for 'Add Filter Condition' and 'Add "OR" Clause' are available. A 'Role conditions' button is also present. A blue 'Submit' button is at the bottom.

\* Event Queue Scripting API

## Event Queue Scripting API

The screenshot shows the 'Event Queue Scripting API' configuration page. At the top, there are tabs for 'When to run', 'Actions', and 'Advanced'. The 'Actions' tab is selected. It has a 'Condition' field with a condition builder icon. Below it is a 'Script' field containing a script editor. The script is as follows:

```
1 - (function executeRule(current, previous /*null when async*/) {
2
3
4     gs.eventQueue()
5         .eventQueue(name: string, record: GlideRecord, parm1: string,
6             parm2: string, queue: string)
7
8 })(current, previous);
```

A green box highlights the line 'gs.eventQueue()'.

\* Flow

# Flow

The screenshot shows the 'demo.flow' interface. On the left, there are sections for 'TRIGGER', 'ACTIONS', and 'ERROR HANDLER'. The 'TRIGGER' section is highlighted with a green border and contains a sub-section titled 'Abort trigger creation' with a 'Trigger' dropdown set to 'Select a Trigger'. Below it is a search bar 'Search triggers' and a list of trigger types: 'Record' (Created, Updated, Created or Updated), 'Date' (Daily, Weekly, Monthly, Run Once, Repeat), and 'Application'. The 'ACTIONS' and 'ERROR HANDLER' sections are partially visible on the right.

## \* Workflow

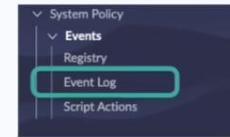
The screenshot shows the 'Workflow' interface with a window titled 'New Activity: Create Event'. The window has fields for 'Name' and 'Stage'. Below these are sections for 'Event details' and 'Event name'. The 'Event name' section contains two code snippets for 'Parameter 1' and 'Parameter 2'. The code for Parameter 1 is:

```
1- (function() {
2-   // return the value to use for Parameter 1
3-   return '';
4- })()
```

The code for Parameter 2 is:

```
1- (function() {
2-   // return the value to use for Parameter 2
3-   return '';
4- })()
```

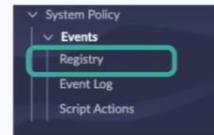
# Event Logs



Events Created						
	Name	Param1	Param2	Table	Processed	Processing duration
2022-04-23 22:25:01	glide.heartbeat				2022-04-23 22:25:13	0
2022-04-23 22:24:37	test_index	[user_password]	update	vvv_user	2022-04-23 22:25:01	16 test_index
2022-04-23 22:24:00	glide.heartbeat				2022-04-23 22:24:07	0
2022-04-23 22:23:01	glide.heartbeat				2022-04-23 22:23:13	0
2022-04-23 22:22:45	session.established	admin	103.206.69.195		2022-04-23 22:23:53	2
2022-04-23 22:22:45	login	admin	103.206.69.195		2022-04-23 22:23:53	30
2022-04-23 22:22:37	logout	admin	103.206.69.195		2022-04-23 22:24:43	364
2022-04-23 22:22:32	user.view			vvv_user	2022-04-23 22:24:43	8
2022-04-23 22:22:30	test_index	[user_password]	update	vvv_user	2022-04-23 22:25:01	17 test_index
2022-04-23 22:22:31	test_index	[user_password]	update	vvv_user	2022-04-23 22:25:30	33 test_index
2022-04-23 22:22:00	glide.heartbeat				2022-04-23 22:25:08	0
2022-04-23 22:21:57	user.view			vvv_user	2022-04-23 22:25:08	6
2022-04-23 22:21:46	user.view	ess		vvv_user	2022-04-23 22:25:57	24
2022-04-23 22:21:14	user.view	ess		vvv_user	2022-04-23 22:25:22	101
2022-04-23 22:21:05	test_index	[query_ids]	update	vvv_app_module	2022-04-23 22:25:32	23 test_index
2022-04-23 22:21:05	test_index	[query_ids]	update	vvv_app_module	2022-04-23 22:25:32	16 test_index
2022-04-23 22:21:04	test_index	[query]	update	vvv_app_module	2022-04-23 22:25:32	25 test_index
2022-04-23 22:21:04	test_index	[query]	update	vvv_app_module	2022-04-23 22:25:31	22 test_index
2022-04-23 22:21:04	test_index	[query]	update	vvv_app_module	2022-04-23 22:25:32	19 test_index
2022-04-23 22:21:04	test_index	[query]	update	vvv_app_module	2022-04-23 22:25:31	20 test_index



# Event Registry



Event Registry						
	Event name	Table	Description	Fired by	Queue	Updated
	devapp.click					2022-04-23 22:19:39
	module.key.registry		Register this event for the future tasks	iKAF module key registry	2022-04-23 20:51:40	2022-04-23 20:51:40
	service_task.inactivity	Service Task [service_task]	System Generated Escalation Event	Escalation Engine	2022-03-17 20:25:51	2022-03-17 20:25:51
	chat.queue.escalation.fire	Chat Queue Entry [chat.queue.entry]	System Generated Escalation Event	Escalation Engine	2022-03-17 20:32:51	2022-03-17 20:32:51
	upgrade.history.task.escalation.fire	Upgrade History Task [upgrade_history_task]	System Generated Escalation Event	Escalation Engine	2022-03-17 20:36:51	2022-03-17 20:36:51
	state.r1.remediation.escalation.resume	State CI Remediation [state_ci_remediation]	System Generated Escalation Event	Escalation Engine	2022-03-17 20:38:51	2022-03-17 20:38:51
	cert.follow.on.task.escalation.resume	Follow On Task [cert.follow_on_task]	System Generated Escalation Event	Escalation Engine	2022-03-17 20:39:51	2022-03-17 20:39:51
	service_task.escalation.set	Service Task [service_task]	System Generated Escalation Event	Escalation Engine	2022-03-17 20:39:51	2022-03-17 20:39:51

