Cognizant Digital Nurture 3.0

ServiceNow Week1 Videos Summary

1. **What is Service Now?**
   Service Now Inc. (Previously Glide Soft) is an American Software Company based in Santa Clara, California founded by Fred Luddy in 2004. Fred Luddy founded Service Now so that business people can solve business problems themselves. Business people often feel embarrassed due to Information Technology which is an expense rather than producing revenue. IT is a necessary evil. Service Now is a Cloud based Application Platform as a service (APaaS). The NOW platform consists of Infrastructure,(Compute Resources, Security, Service Level Agreements, Backups), Platform(NOW Platform UI and Service Now Mobile Apps) and Applications/Workflows(IT, Employee, Customer, Creator).

2. **Service Now Platform Overview**
   This video series serves as a comprehensive guide for aspiring ServiceNow system administrators, covering essential aspects of the platform. It begins with an overview of ServiceNow's architecture and its APaaS (Application Platform as a Service) model, highlighting how it facilitates rapid cloud-based application development. The series delves into role-based access control (RBAC), explaining how the platform ensures users have appropriate access levels based on their roles. It also explores Fred Luddy's vision of empowering business users to build and manage their own applications, alongside an in-depth look at ServiceNow’s multi-instance architecture, which guarantees data privacy and client isolation. The series categorizes ServiceNow's core applications into IT, Employee, Customer, and Creator, explaining their significance in streamlining business processes. Additionally, it reviews the platform’s user interface options, including both web and mobile interfaces, enhancing accessibility.

3. **Service Now User Interface Overview**
   The ServiceNow user interface is structured with a banner frame, application navigator, and content frame, each playing a crucial role in enhancing navigation and usability. The user menu provides essential functions such as profile settings, impersonation, role elevation, and logout, offering users greater control and support capabilities. The global search utility is a powerful tool that enables users to quickly locate records across the platform, improving efficiency when navigating complex data. Customization through system settings allows users to personalize their UI experience, impacting only their view and fostering individual productivity. The application navigator simplifies access to applications and modules, with filtering options that make navigating large datasets more efficient. Additionally, the platform offers favorites and history features, enabling users to save frequently accessed items

and track their browsing history, which enhances workflow efficiency and accessibility. Finally, hands-on practice with a personal developer instance allows users to experiment with the UI, reinforcing their learning and better preparing them for certification exams.

4. **Service Now Branding Overview**
   Customizing the ServiceNow UI to align with corporate branding, including colors and logos, is essential for improving user adoption and satisfaction. The platform's guided setup wizards simplify the application setup and branding configuration, making the process more accessible and efficient. Enhancing user comfort through familiar branding boosts confidence and speeds up platform adoption. Personalizing the welcome page with tailored login messages creates a positive user experience, while system configuration options, such as adjusting time zones and logos, allow for a more customized interface. Although branding skills are valuable for creating a cohesive user experience, they are less emphasized in the ServiceNow certification exam. Nonetheless, familiar branding fosters a stronger connection to the platform, and the guided setup streamlines the process, making it easier for users to get started.

5. **Service Now Lists and Filters**
   The ServiceNow list interface is a powerful tool for displaying records from database tables, offering features like sorting, filtering, and grouping data by columns for improved visualization and analysis. Users can access list interfaces through the application navigator or the ".list" command, which provides a quick shortcut to tables. Personalizing list views allows users to customize column displays according to their preferences without affecting other users. The activity stream feature provides a timeline of activities related to specific records, aiding in tracking changes and auditing. Context menus, accessible through right-click options, offer additional actions related to columns and fields, enhancing efficiency. Saved views and filters can be created and managed, allowing for consistent collaboration and data analysis across teams with the appropriate permissions. Understanding and effectively using the list interface is crucial for efficient data management, navigation, and collaboration within the platform.

6. **Forms in Service Now**
   Forms are a critical component for viewing and interacting with records in ServiceNow, offering a standardized layout across various forms to enhance usability. The platform supports different field types, such as string, boolean and reference fields, which dictate how data is displayed and interacted with. Unlike some systems, ServiceNow requires manual saving of changes, which highlights the importance of user diligence when editing records. Form views can be customized to meet the needs of different users, allowing records to be displayed in formats that align with specific roles or preferences. Templates are available to streamline data entry by pre-filling fields for new records, thereby improving productivity. Administrators have access to

powerful tools for creating and managing form views, ensuring that the system remains flexible and tailored to user requirements. Understanding the structure and functionality of forms is essential for efficient use of the platform, as forms serve as the primary interface for record interaction within ServiceNow.

7. **A Hands-on ServiceNow Tool Demo**
   ServiceNow is a cloud-based platform that functions like a virtual IT department, managing resources and applications with a focus on user roles that dictate access to various features. The Next Experience UI serves as the primary, user-friendly interface for navigating the platform's diverse applications. ServiceNow supports IT, Employee, Customer, and Creator workflows, each with numerous applications designed to meet specific organizational needs. The platform’s modular design allows for extensive customization, ensuring flexibility and efficiency. A unified database underpins all applications, providing a consistent resource for data management, while the global search feature enables users to quickly locate relevant information, enhancing productivity. The Knowledge Management application fosters collaboration by creating a centralized library of articles that help users solve problems and share information. Additionally, ServiceNow offers a Personal Developer Instance through its Developer Program, allowing users to explore and learn the platform.

8. **Introduction to Importing Data in ServiceNow**
   In the introduction to data import in ServiceNow, the focus is on key components such as data sources, import sets, and transform maps. The staging table, also known as the import set table, plays a crucial role in this process by acting as an intermediary for data before it reaches the target data entities. ServiceNow automatically creates these staging tables during imports, simplifying the import process and reducing manual effort. Understanding the import process, including the roles of source, staging, and target entities, is essential for effective data management. Consistent use of terms like "staging table" helps users better grasp complex concepts. The next topic will delve into data source creation, which is the first step in importing data. The automated creation of staging tables enhances efficiency and minimizes user error. This structured approach to the series helps users progressively build foundational knowledge, and expressing gratitude for their participation fosters a sense of community and encourages continued learning.

9. **Creating a Data Source in ServiceNow**
   The Filter Navigator in ServiceNow provides a quick way to access records in tables, enhancing data management efficiency. Field mapping is influenced by the header rows in source files, which determine the field names in the staging table, streamlining data import processes. Mid Servers play a crucial role by facilitating connections to data sources behind corporate firewalls, ensuring secure data transfers. Understanding the flow between source and target entities, and the role of the

intermediary staging table, is essential for effective data imports. ServiceNow's flexibility in configuring various data sources and automatic table creation based on source data attributes reduces manual errors and saves time. Awareness of mid servers is important for navigating secure networks, and including header rows in data files improves data organization by automatically creating corresponding fields in the staging table. The application navigator simplifies table access, making the data management process more intuitive. Future steps will involve testing the import process and examining import sets to build on this foundational setup.

10. **Understanding Import Sets in Service Now**

    The introduction to staging tables in ServiceNow builds on the previous discussion about data source creation, focusing on how staging tables are automatically created during the first import. Staging tables temporarily hold imported data before it is processed into the target table, ensuring data integrity and organization. It is crucial to test the data source prior to running an import to confirm connectivity and configuration settings, which helps prevent errors during the actual import. Each import run generates an entry in the import set table, which facilitates tracking and managing multiple data imports and is essential for auditing and troubleshooting. ServiceNow uses header rows from the source data to create custom columns in staging tables, offering flexibility in data structure according to user needs. The system validates the accuracy of the import process through success messages, confirming that data has been processed correctly. Effective record management involves understanding how records are associated with specific import runs, which is key for addressing duplicates or data integrity issues. The next critical step involves preparing to move data from the staging table to the target table, highlighting the importance of a clear transition plan.

11. **ServiceNow Transform Maps & Field Maps**

    Data source creation is a critical step in establishing a connection and defining the data to be imported into ServiceNow. This process is followed by setting up staging tables, which temporarily hold imported data before it undergoes final processing, ensuring data integrity. Field mapping is essential for aligning fields from the staging table to the target table on a one-to-one basis, while transform maps group these field maps to represent the overall import process, simplifying complex data imports. The use of coalesce fields is important to prevent duplicate records, maintaining a clean and accurate database. Custom tables can be created to handle unique data requirements, demonstrating ServiceNow's flexibility. Testing the import process is crucial to confirm that data flows correctly from source to target, and scheduling can automate repeated imports, further enhancing operational efficiency. This structured approach ensures that data imports are managed effectively and accurately.

12. **ServiceNow Incident Management Tutorial and Task Administration**
    ServiceNow enhances organizational efficiency by streamlining task management and automating processes. The core component of task management is the task table, which stores all task records, including incidents, change requests, and problems. Assignment rules automate the distribution of tasks based on predefined conditions, ensuring prompt handling and minimizing delays. Built-in collaboration tools, such as user presence and real-time editing, facilitate teamwork and improve communication on tasks. Visual task boards offer a graphical interface to manage tasks, helping teams identify bottlenecks and prioritize effectively. ServiceNow's configurable workflows automate task management processes, ensuring tasks are completed within expected timelines and promoting accountability through clear user and group assignments. This structured approach reduces manual effort, enhances productivity, and optimizes resource allocation.

13. **ServiceNow Reporting Tutorial**
    Understanding ServiceNow's reporting capabilities involves exploring various tools and methods for effective data management and visualization. The data model underlying report generation is crucial for mastering the platform's reporting features. Users can create and edit reports through different methods, including the application navigator and ServiceNow Studio, which offer flexibility in report creation. Automated report delivery can be set up via scheduled emails, ensuring that stakeholders receive timely updates and insights. Reports can also be shared with specific users or groups to foster collaboration and ensure that relevant parties have access to necessary data. Integrating reports into dashboards enhances data visualization by allowing users to view and analyze multiple data points in one place, which supports strategic planning and data interpretation. For those preparing for the Certified System Administrator (CSA) exam, a thorough understanding of reporting tools and practices is essential, highlighting the practical application of reporting skills in real-world scenarios.

14. **What is Low Code No Code Development?**
    Low code/no code development platforms are revolutionizing digital innovation by simplifying the development process and empowering both technical and non-technical users. These platforms enable business users to create and modify applications without extensive coding knowledge, fostering innovation and autonomy within organizations. At the same time, IT professionals play a crucial role in supporting these initiatives, ensuring that solutions are secure, scalable, and aligned with organizational standards. Traditional software development barriers, such as complexity and lengthy timelines, are addressed by low code/no code tools, which enhance agility, speed, and cost-effectiveness. However, while these tools streamline development, they may come with limitations in customization, requiring users to balance flexibility with constraints. The iterative nature of low code/no code development allows for quicker feedback and adjustments, improving product quality.

As these platforms become more prevalent, they open up new career opportunities for both business and IT professionals, making digital solutions more accessible and cost-effective. Continuous learning in low code/no code tools is essential for staying competitive and effective in this evolving landscape.