Week-2:

Digital Nurture 3.0 – Deep Skilling

Hands-On:

- ServiceNow Administration:
- Platform Overview and Architecture
- User Interface and Branding
- List & Filters and Forms
- Task Management Notifications
- Knowledge Management
- Service-Catalog
- Tables and Fields
- Access Control List
    - ⇨ Data Import
- CMDB
- Integration
- Update Sets

ServiceNow Administration:

1. ServiceNow administration involves managing and configuring the ServiceNow platform to streamline and automate IT service management (ITSM), business workflows, and operations. A ServiceNow administrator ensures the smooth functioning of the platform by managing users, roles, and permissions, ensuring data integrity, and maintaining system configurations. Administrators create and modify workflows, manage incidents, requests, changes, and service catalogs, and handle the integration of various third-party tools.

2. Key responsibilities include system upgrades, patch management, troubleshooting, and addressing user issues. Administrators are also tasked with developing and managing forms, reports, and dashboards, as well as implementing security protocols like access control rules and encryption.

3. In addition, a ServiceNow admin configures business rules, client scripts, UI policies, and scheduled jobs to automate tasks and enhance system functionality. They ensure that the system is tailored to meet organizational needs while aligning with best practices. Their role requires strong problem-solving skills, knowledge of JavaScript, database management, and a deep understanding of the ServiceNow platform.

4. Effective ServiceNow administration enhances operational efficiency, reduces manual tasks, and ensures that the platform meets an organization's evolving business needs.

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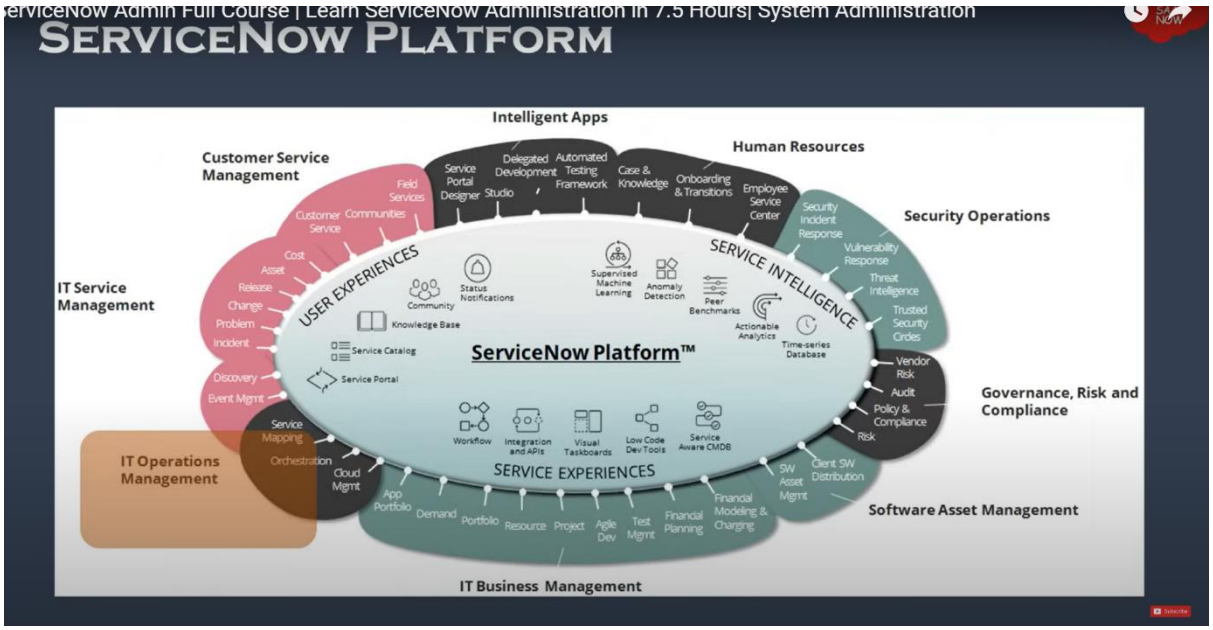

Platform Overview and Architecture:

1. The ServiceNow platform architecture is built on a multi-instance cloud environment, ensuring high availability, scalability, and data security. Each customer operates on a separate instance, allowing fortailored customizations while maintaining data integrity. The architecture supports modular applications and workflows, enabling organizations to automate processes across various business functions like IT, HR, and customer service.

2. ServiceNow's applications and workflows are designed to streamline complex processes through automation and integration.These applications are pre-built but highly customizable, allowing businesses to create specific workflows that meet their unique needs. The platform’s workflow engine automates routine tasks, reduces manual effort, and improves efficiency across the organization.

3.The user interfaces (UIs) in ServiceNow are designed to be intuitiveand user-friendly. The platform provides a responsive web-based UI, a mobile application,

and a service portal that can be tailored to specific user needs. Dashboards and reporting tools offer real-time

insights and analytics, enhancing decision-making.

4.Role-based access and authentication are critical components of ServiceNow's security model. Users are assigned roles that determine their access to data and functionalities within the platform. Authentication is managed through single sign-on (SSO),multi-factor authentication (MFA), and integration with identity providers, ensuring secure access to the platform.

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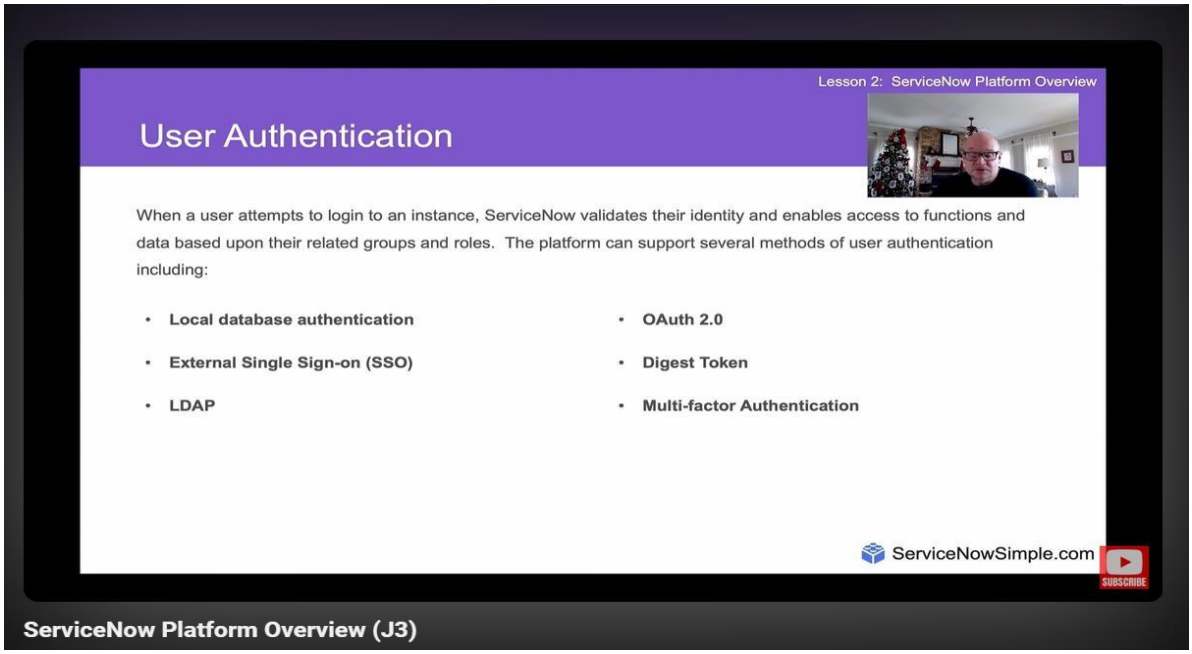

User Interface and Branding:

1.The ServiceNow user interface (UI) and branding play a critical role in creating a cohesive and user-friendly experience for end users and administrators. The ServiceNow UI is designed to be intuitive, providing easy navigation through modules, applications, and tasks. It features a top navigation bar, a favorites panel, and a left-hand navigation pane for quick access to various functions. The main workspace offers a clean layout for managing incidents, service requests, and workflows.

2.Branding in ServiceNow allows organizations to customize the platform's look and feel to align with their corporate identity. Administrators can modify logos, color schemes, and fonts to create a familiar environment for users. The platform's branding editor makes it simple to adjust themes, headers, and footers, which can enhance the user experience and promote brand consistency.

3. Additionally, the use of custom icons and personalized dashboards helps users interact with the platform more efficiently. The UI also supports responsive design, ensuring that users on different devices, like mobile phones and tablets, have an optimized experience.

4. ServiceNow's combination of a flexible UI and branding options ensures that organizations can tailor the platform to meet their functional and aesthetic requirements, improving user engagement and system adoption.

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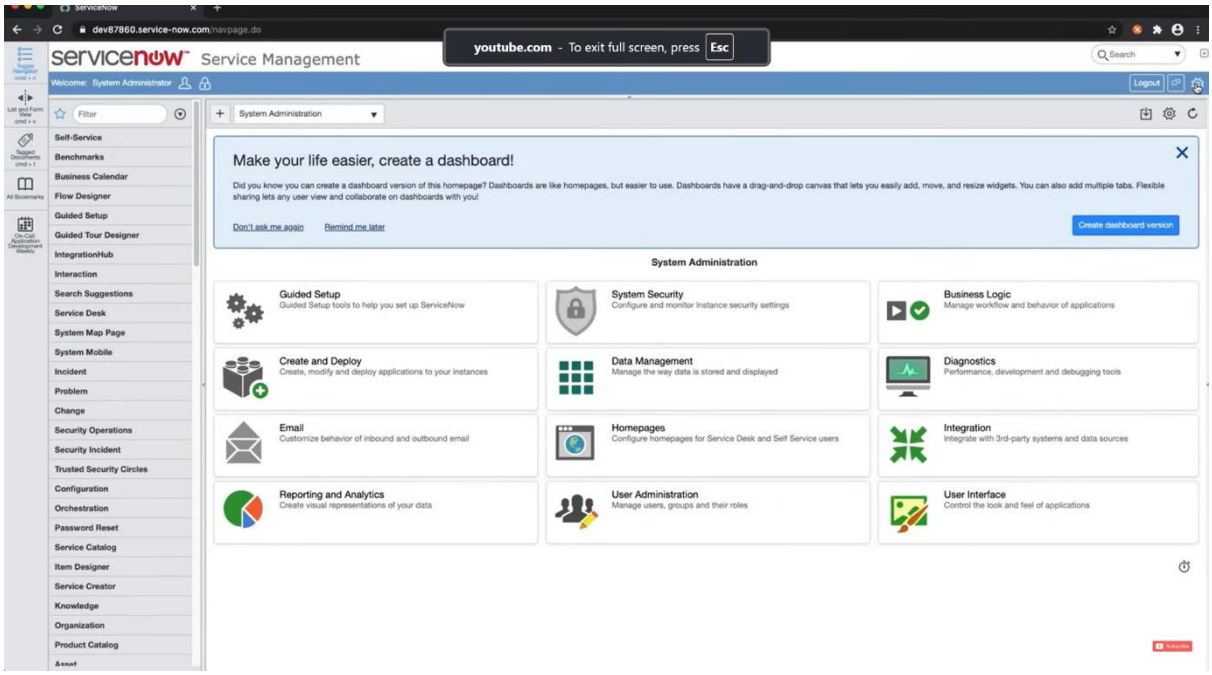

ServiceNow Lists and Filters:

The ServiceNow List View interface is a crucial component formanaging and viewing data within the platform. It presents records in a table-like format, allowing users to easily browse,filter, and interact with data across different modules. This
interface follows a **standard paradigm** where each rowrepresents a record and each column represents a fieldwithin that record.

List Control options are available through the gear icon in thetop left corner of the list view, providing users with the abilityto configure how the data is displayed. Users can adjust column visibility, sort order, and other display settings to tailor the view to their needs.

Filter conditions are a powerful feature within the list view
that allow users to refine the data displayed based on specificcriteria. Users can create complex filters using logical operators to narrow down records, making it easier to focus on relevant information. Filters can be saved for

future use, ensuring consistent data retrieval.

The **Refresh list** function is essential for keeping data up-to- date. By refreshing the list, users can ensure they are viewingthe most current information, reflecting any recent changes or updates to the records. Overall, the ServiceNow List View interface is designed for efficiency, enabling users to manage and interact with largevolumes of data effectively.

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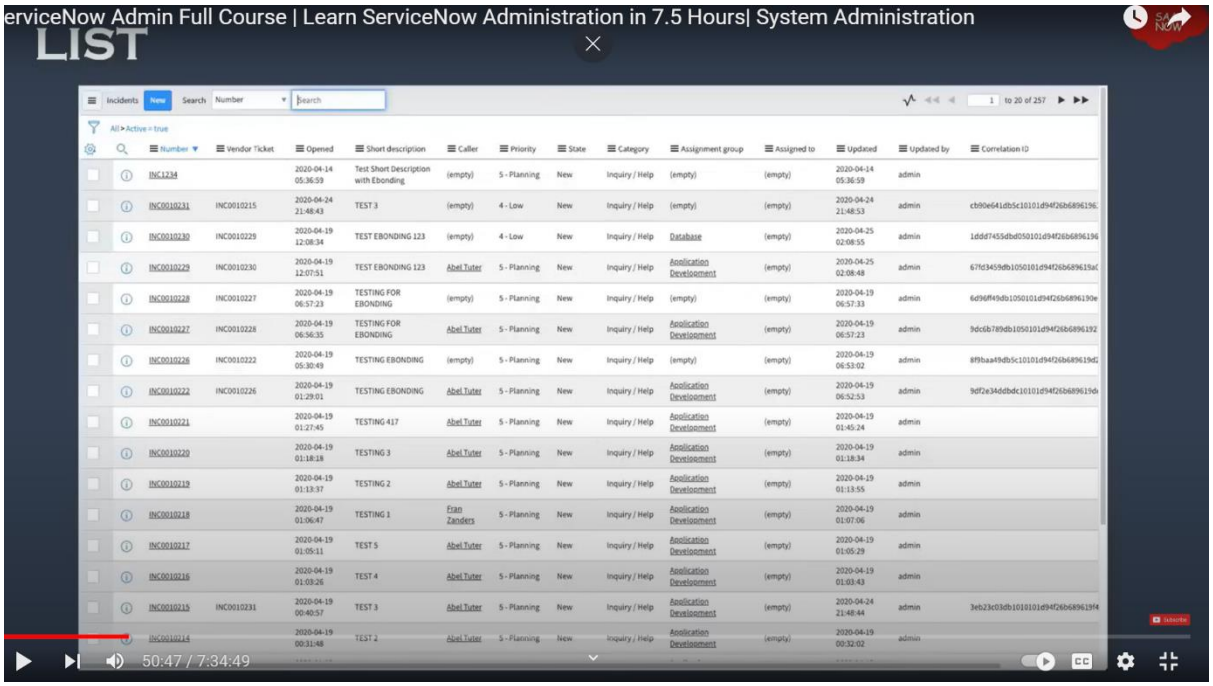

Forms in ServiceNow:

Forms in ServiceNow are central to interacting with records,providing a structured layout to view, create, and modify data. The **Standard Layout** of a form includes the form header, fields, and related lists, organized into sections for clarity and usability.

Form Field Types include text fields, choice lists, reference fields, date/time pickers, and more, each designed to capturespecific data types. **Saving Changes** is straightforward: users can save records with the "Save" button or use "Insert" and
"Insert & Stay" options to save a new record and either exitor stay on the form for further edits.

Form Sections help organize related fields into logical groups,making forms easier to navigate. **Related Lists** show associated records, like tasks or incidents related to the mainrecord, while **Formatters** provide additional functionality, such as activity logs.

Form Views determine which fields and sections are visiblebased on user roles or specific needs. **Form Personalization**allows users to tailor the form layout to their preferences without affecting other users. **Adding Attachments** is supported directly within forms, enabling users to upload files relevant to the record.
Form Templates provide predefined sets of field values for creating new records quickly, and users can easily **Create &Edit Views** to adjust which fields and sections are displayed,enhancing the form’s usability based on context.

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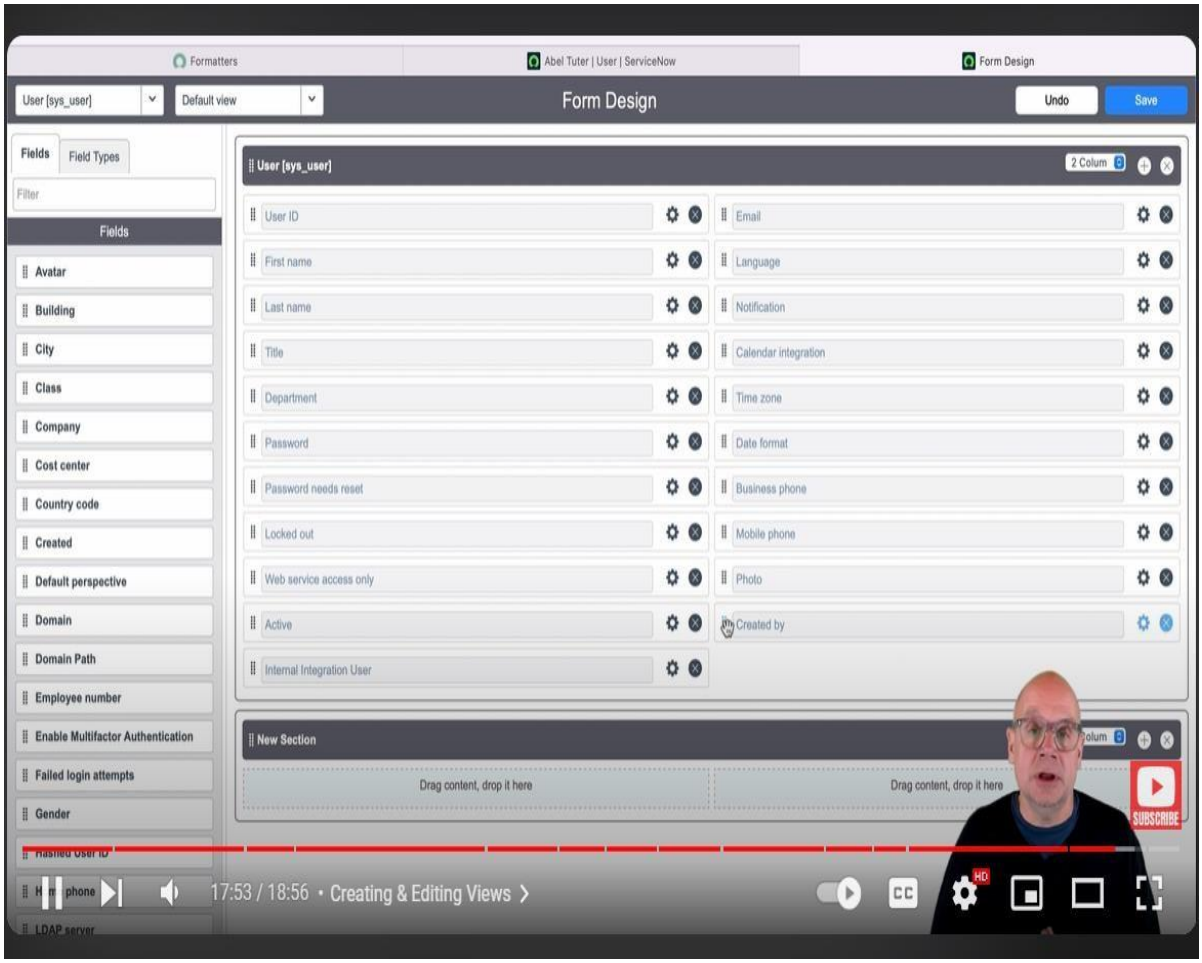

Task Management Notifications:

1. ServiceNow task management enables organizations to streamline and automate the handling of tasks across various departments, including IT, HR, customer service, and project management. A "task" in ServiceNow is a record created for tracking and managing work activities, such as incidents, requests, problems, changes, and projects. The platform provides a structured approach to assigning, tracking, and resolving tasks, ensuring accountability and efficiency.

2. Key features of task management in ServiceNow include the ability to assign tasks to individuals or groups, set priority levels, and define

due dates. Workflow automation ensures that tasks are routed to the right person or team, eliminating manual hand-offs and delays. Additionally, tasks can be categorized, linked to other records, and tracked through their lifecycle, from creation to closure.

3. ServiceNow's task management also includes notification capabilities, ensuring that stakeholders are informed of task updates, escalations, and deadlines. Administrators can configure task SLAs (Service Level Agreements) to monitor and enforce response and resolution times.

4.With real-time tracking, reporting, and dashboards, users have visibility into task progress and bottlenecks, allowing for better resource management and decision-making. Overall, ServiceNow task management improves collaboration, productivity, and ensures that critical business operations run smoothly.

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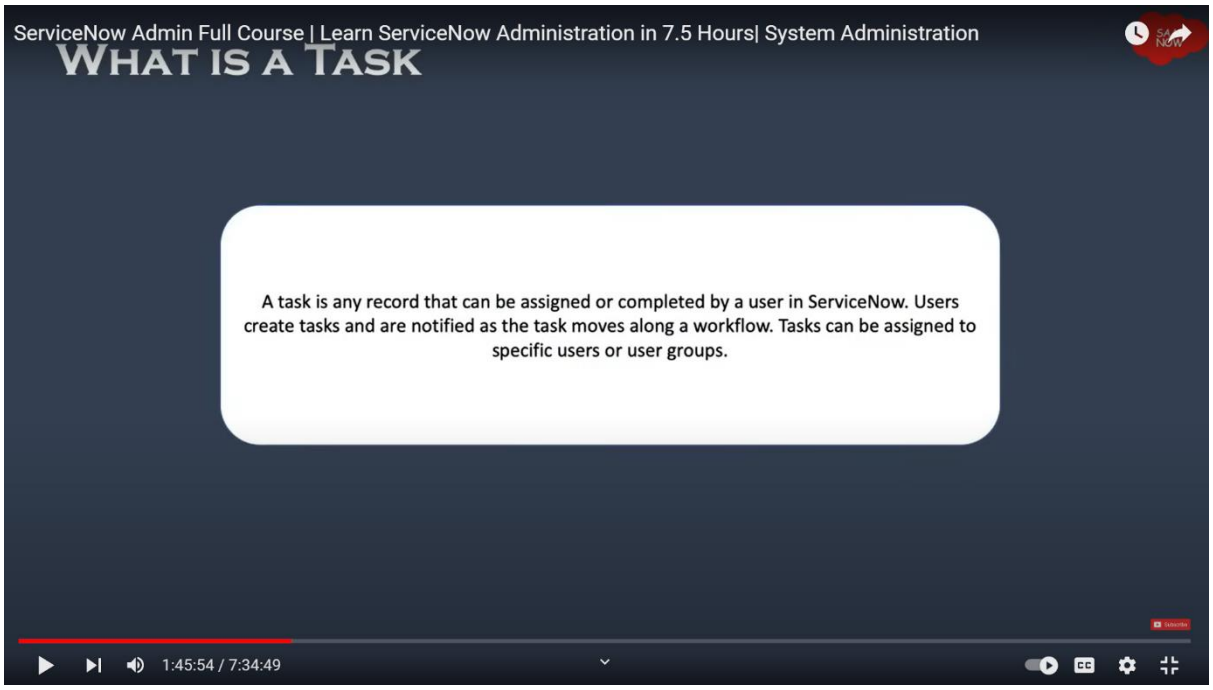

Knowledge Management:

1.ServiceNow Knowledge Management is a robust feature designed to centralize and organize an organization's information, making it easily accessible to employees and users. It allows organizations to create, manage, and share knowledge articles, which serve as a self-service resource for resolving issues, answering questions, and providing guidance across departments like IT, HR, and customer service.

2.The platform enables the creation of knowledge bases, where articles can be categorized, tagged, and indexed for easy retrieval. These articles can include step-by-step guides, FAQs, troubleshooting tips, and best practices. With built-in approval workflows, version control, and feedback mechanisms, administrators can ensure that the content remains up-to-date, accurate, and relevant.

3.Knowledge articles can be linked directly to incidents, service requests, or other tasks, allowing users to resolve issues without needing direct assistance. Additionally, the search functionality is enhanced by AI-driven suggestions, which recommend relevant articles based on the user's query or context within the platform.

4.ServiceNow's Knowledge Management system also supports multi-language content, enabling global teams to access information in their preferred language. Overall, this feature enhances productivity, reduces reliance on help desks, and ensures that knowledge is easily captured and shared across the organization, improving decision-making and problem resolution.

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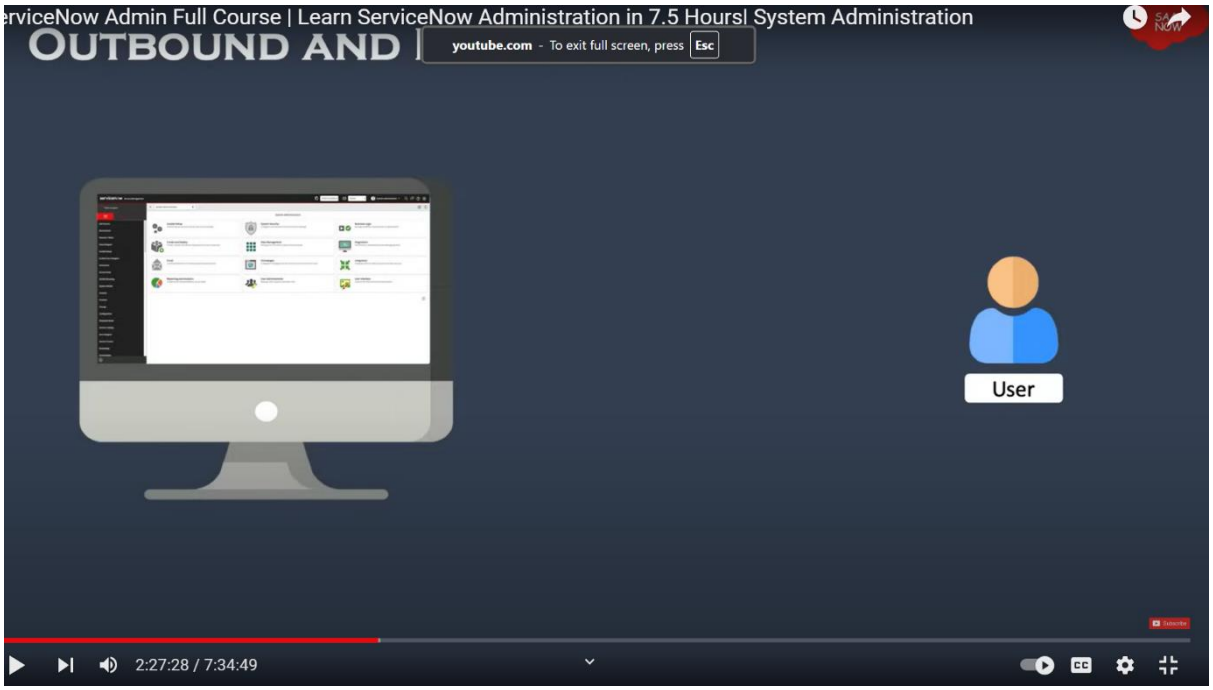

Service Catalog:

1.ServiceNow's Service Catalog is a key feature that enables organizations to offer a centralized, user-friendly portal where employees and customers can request services, products, or information. It functions like an online store, allowing users to browse and request items such as hardware, software, IT support, HR services, and facilities management, all through a single interface.

2.The Service Catalog is highly customizable, enabling administrators to define categories, subcategories, and individual catalog items. Each item can include detailed descriptions, pricing, delivery timeframes, and approvals required. Catalog items often trigger workflows and automated processes to ensure that requests are routed to the correct team and handled efficiently. Users can also track the status of their requests, improving transparency and reducing the need for follow-up.

3. Key features of the ServiceNow Service Catalog include dynamic forms that capture user input, approval workflows, and the ability to configure SLAs (Service Level Agreements) for each service. Additionally, administrators can offer knowledge articles alongside catalog items, helping users find self-service solutions before submitting requests.

4. By simplifying the service request process, the Service Catalog improves user satisfaction, reduces manual work for IT and support teams, and ensures consistent service delivery across the organization.

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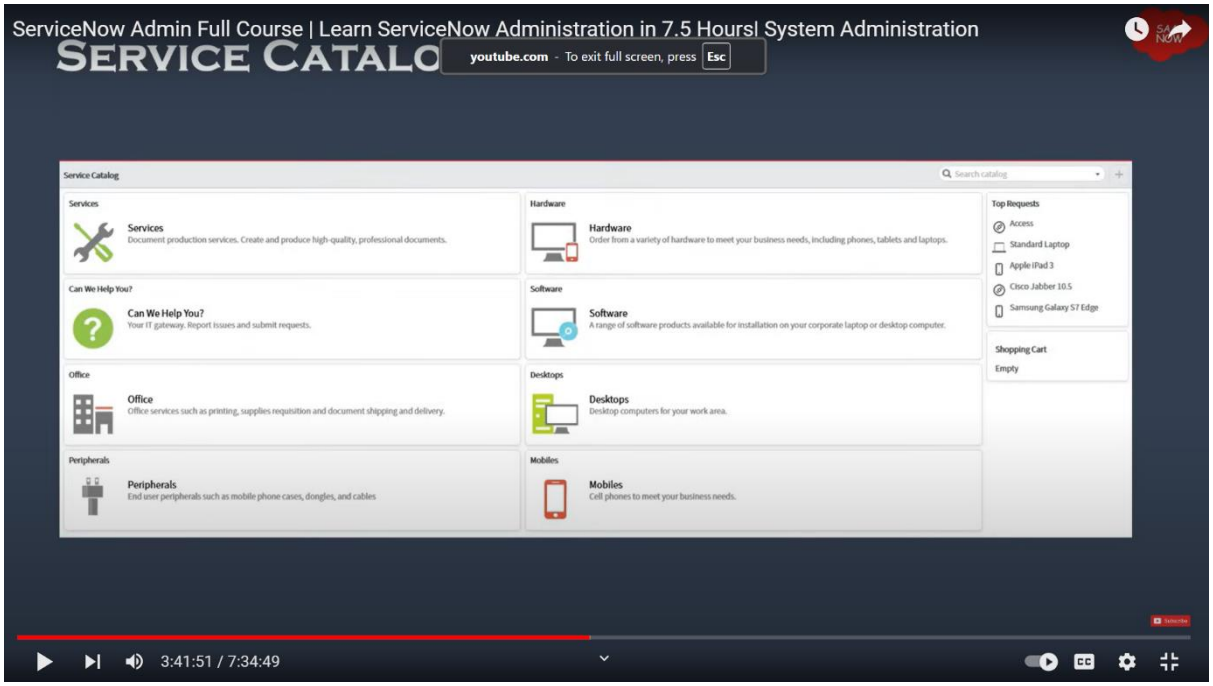

Understanding Import Sets in ServiceNow:

Import sets in ServiceNow are a mechanism used to importand transform data from external sources into the ServiceNow platform. An import set acts as a staging area where raw data is temporarily stored before it is processedand inserted into the appropriate target tables.

Steps to Create Import Sets:

1. **Create Data Source**: First, you define a Data Source, specifying how and where ServiceNow will collect thedata.
2. **Generate Import Set Table**: When you create an importset, ServiceNow automatically generates an import set table. This table mirrors the structure of the incoming data and serves as a temporary holding area.
3. **Load Data**: Data from the external source is loaded intothe import set table, where it can be reviewed and manipulated if necessary.

Transforming Data:

1. **Create Transform Map**: A transform map defines how data in the import set table is mapped to fields in the target table. You can create a transform map by specifying the source field (in the import set table) and the corresponding target field (in the ServiceNow table).
2. **Field Mapping**: Individual fields can be mapped directly,or you can apply scripts and functions to transform the data (e.g., converting date formats or concatenating fields) during the import

process.

3. **Run Transform**: Once the mapping is configured, you run the transform to move data from the import set table tothe target table, ensuring it is properly formatted and integrated.

This process allows for flexible and accurate data integrationinto ServiceNow's ecosystem.

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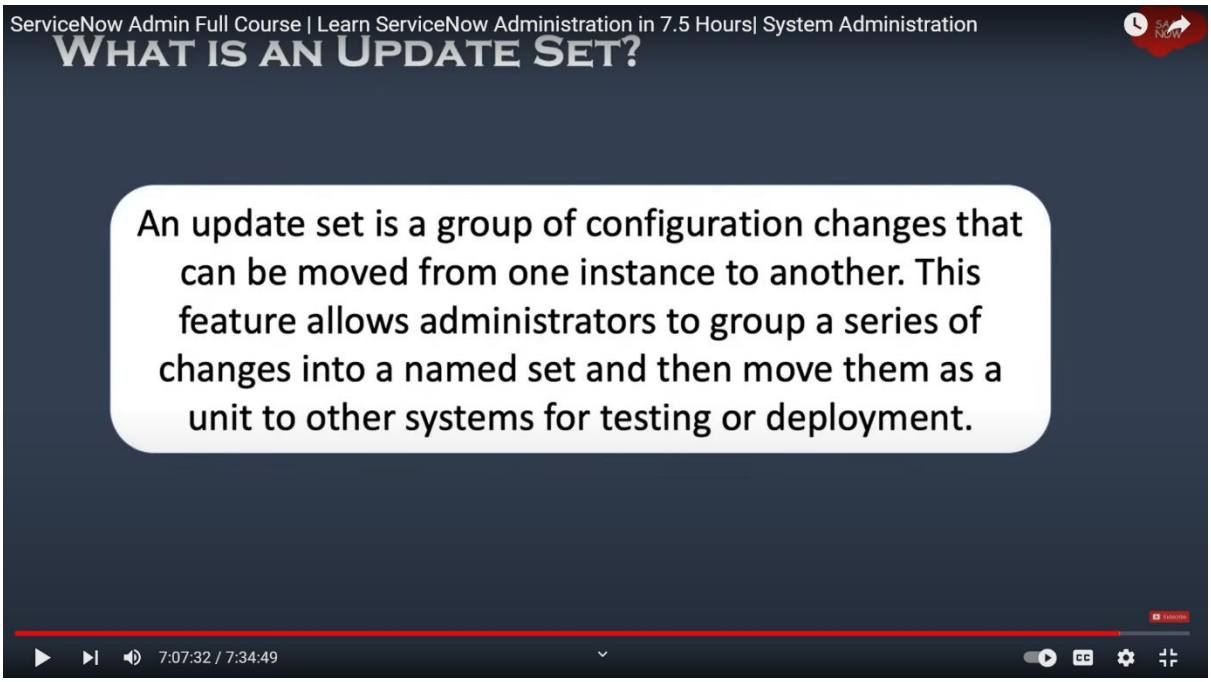

CMDB:

ServiceNow's Configuration Management Database (CMDB) is a central repository that stores information about an organization’s IT infrastructure, including hardware, software, networks, and other configuration items (CIs). The CMDB provides a clear view of how these CIs are interconnected, enabling organizations to manage and track assets, dependencies, and relationships across their environment.

One of the primary functions of the CMDB is to support IT service management (ITSM) processes, such as incident, problem, change, and asset management. By providing detailed and accurate data about each CI, the CMDB helps IT teams quickly diagnose issues, assess the impact of changes, and prevent service disruptions. It also assists in compliance and auditing efforts by maintaining a historical record of configuration changes.
ServiceNow's CMDB is enriched by automated discovery tools that continuously update the database with real-time information about the organization's IT assets. This ensures data accuracy and reduces manual data entry. The platform also provides visual representations, like dependency maps, which help users understand how CIs relate to one another and to

the services they support.

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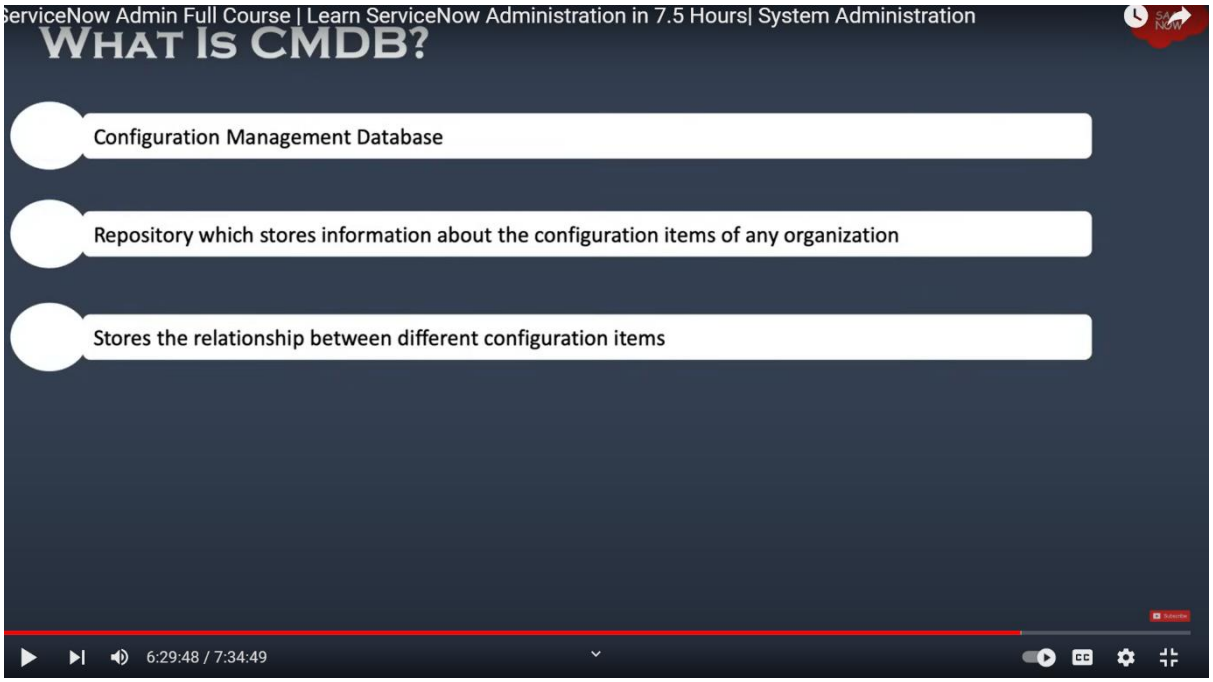

Integration and Update Sets:

1.ServiceNow integration and update sets are essential components that allow for seamless data flow between the platform and external systems, as well as efficient management of system changes across instances.

2. **Integrations** enable ServiceNow to communicate and share data with other applications and platforms, such as ERP systems, cloud services, and third-party tools. ServiceNow supports multiple integration methods, including REST, SOAP APIs, JDBC, and file-based transfers. These integrations automate workflows and streamline processes by allowing data to be pushed or pulled from external sources, eliminating the need for manual data entry. Common integrations include incident and ticketing systems, asset management, and identity management services, helping organizations to operate more efficiently across multiple platforms.

3.**Update Sets** in ServiceNow are packages that capture changes made to configurations, customizations, and developments in a specific instance. These can include modifications like new forms, workflows, UI policies, or business rules. Once created, update sets can be moved between different environments, such as from development to testing or production. This ensures that changes are deployed consistently and securely across ServiceNow instances without manual reconfiguration.
4.Both integrations and update sets are critical for maintaining system integrity, automating workflows, and ensuring smooth operations as organizations scale or adopt new technologies, enabling ServiceNow to function as a connected, dynamic platform.

Snap shot: