

# Week-1:

## Digital Nurture 3.0 – Deep Skilling

### Hands-On:

=>**What is ServiceNow:** ServiceNow, its purpose, platform, and infrastructure.

=>**ServiceNow Platform Overview:** ServiceNow Platform Architecture, Applications and Workflows, User Interfaces, and Role-based Access and Authentication.

=>**ServiceNow User Interface Overview:** ServiceNow Platform User Interface, Fundamentals Lesson, identifying elements of the interface, Global Search, Connect Chat, Contextual Help, Application Navigator, Favorites, History. ACLs, UI policies, Business Rules and Client Scripting.

=>**ServiceNow Branding Overview:** ServiceNow Branding Introduction, Company Guided Setup, ServiceNow Portal, and UI Builder.

=>**ServiceNow Lists and Filters:** ServiceNow List View interface, standard paradigm, List Control, filter conditions, Refresh list.

=>**Forms in ServiceNow:** Forms in ServiceNow, The Standard Layout, Form Field Types, Saving Changes, Insert / Insert & Stay, Form Sections, Related Lists & Formatters, Form Views, Form Personalization, Adding Attachments, Form Templates, Creating & Editing Views

=>**A Hands-on ServiceNow Tool Demo:** Logging In, ServiceNow Next

Experience UI, The Navigation Bar, ServiceNow Applications Overview ,The Application Navigator, The ServiceNow Store, ServiceNow Application Training and Certifications, Working with Lists and Forms Overview, List Views, Form Views, Knowledge Management in ServiceNow, The ServiceNow Database.

**=>Introduction to Importing Data in ServiceNow:** Import data into ServiceNow via integrations.

**=>Creating a Data Source in ServiceNow:** Integrations in ServiceNow start with the creation of a DataSource, creating a DataSource record in ServiceNow to load data from some external data, collection and importing into the ServiceNow platform.

**=>Understanding Import Sets in ServiceNow:** How import sets are created and how they provide the ability to transform data and map individual fields to target tables.

**=>ServiceNow Transform Maps & Field Maps:** Importing, transforming, and mapping imported data into ServiceNow.

**=>ServiceNow Incident Management Tutorial and Task**

**Administration:** ServiceNow ticket and task management (Incident, Problem, Change) capabilities, task creation, task assignment rules, task collaboration, and visual task boards.

**=>ServiceNow Reporting Tutorial:** ServiceNow's reporting capabilities, the different types of reports, how to create and manage reports, and how to share reports with users, groups, or via dashboards.

**=>What is Low Code No Code Development?:** what Low Code No Code software development, how it works, pros and cons, and career opportunities.

# What is ServiceNow:

=>ServiceNow is a cloud-based platform that provides enterprise service management (ESM) solutions, primarily focusing on automating and streamlining IT service management (ITSM). It helps organizations improve their operational efficiency by automating routine tasks, managing incidents, and providing a centralized platform for tracking and resolving IT issues.

=>The platform's core purpose is to enhance productivity across various business functions, including IT, HR, customer service, and more, by offering a unified platform for managing workflows and services. ServiceNow's powerful integration capabilities allow it to connect with various third-party tools and systems, creating a cohesive environment for managing enterprise operations.

=>ServiceNow's infrastructure is built on a multi-instance cloud architecture, ensuring high availability, scalability, and data security. Each customer gets their own instance, providing customization options while maintaining strong data isolation. The platform includes a range of built-in tools and applications, such as the Now Platform, which serves as the foundation for building and deploying custom applications.

=>In summary, ServiceNow is a versatile platform designed to streamline service management across an organization, leveraging its robust infrastructure to support scalable and secure operations.

# SNAP SHOT:

## What is ServiceNow?

ServiceNow is a software company based in Santa Clara, California, founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve the business problems themselves.

- ServiceNowSimple working definition



That's ServiceNowSimple's working definition.

Full screen (

9:23 / 9:45 • ServiceNow Definition >



# ServiceNow Platform Overview:

=>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 for tailored 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.

=>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.

=>The user interfaces (UIs) in ServiceNow are designed to be intuitive and 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.

=>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.


# SNAP SHOT:


Lesson 2: ServiceNow Platform Overview


## User Authentication

When a user attempts to login to an instance, ServiceNow validates their identity and enables access to functions and data based upon their related groups and roles. The platform can support several methods of user authentication including:

- Local database authentication
- External Single Sign-on (SSO)
- LDAP
- OAuth 2.0
- Digest Token
- Multi-factor Authentication



 ServiceNowSimple.com



ServiceNow Platform Overview (J3)

# ServiceNow User Interface Overview:

=>The ServiceNow Platform User Interface (UI) is designed for ease of use, with a focus on accessibility and efficiency. Key elements of the interface include the Application Navigator, Global Search, Connect Chat, Contextual Help, Favorites, and History.

=>The **Application Navigator** is a sidebar that provides quick access to all applications and modules within the platform. **Global Search** allows users to search across the platform for records, tasks, and knowledge articles. **Connect Chat** enables real-time communication among users, fostering collaboration. **Contextual Help** offers in-app assistance, guiding users through processes and features without leaving the interface. **Favorites** allow users to bookmark frequently accessed items, while **History** tracks recently viewed records for easy retrieval.

=>In the context of security and automation, **Access Control Lists (ACLs)** define who can access what data, enforcing security at the record and field levels. **UI Policies** dynamically control the visibility and behavior of form fields based on specific conditions. **Business Rules** are server-side scripts that execute when records are inserted, updated, or deleted, automating processes. **Client Scripting** involves JavaScript that runs in the user's browser to handle tasks like form validation and UI manipulation.

=>These components collectively create a robust and user-friendly environment for managing enterprise operations.

# Snap shot:

The image is a screenshot of a YouTube video player showing a ServiceNow user interface. The video title is "ServiceNow User Interface Overview (J5)". The channel is "ServiceNowSimple" with 17.7K subscribers. The video has 253 likes and a "Share" button. The video player shows a red progress bar at 32:41 / 34:19. The video content displays the ServiceNow "Service Management" interface. The left sidebar includes a "Filter navigator" with icons for "Incident", "User", "20M AGO", "Incidents", "Tables", "2H AGO", "Application Menu", "Module", and "New Record". The main area shows a "Set up your favorites" section with a "Name" field containing "INC0009003", a "Color" selection (a yellow color is selected), and an "Icon" selection (a yellow icon is selected). The video player controls at the bottom include a play button, a volume icon, a progress bar, a "CC" (Closed Captions) button, a "HD" button, and a "SUBSCRIBE" button.

ServiceNow User Interface Overview (J5)

ServiceNowSimple  
17.7K subscribers

253 | Share | Download



# ServiceNow Branding Overview:

=>ServiceNow offers extensive branding and customization options to ensure that the platform aligns with a company's identity and user experience goals. The **Branding Introduction** in ServiceNow allows organizations to customize the look and feel of the platform, including logos, color schemes, and fonts, to reflect their corporate branding. This creates a consistent and recognizable interface for users.

=>The **Company Guided Setup** is a step-by-step onboarding tool that helps administrators configure and personalize their ServiceNow instance according to their organization's requirements. This guided setup simplifies the process of implementing and customizing the platform, ensuring that key configurations, such as branding and basic settings, are correctly established.

=>The **ServiceNow Portal** is a customizable, user-friendly interface that serves as a central hub for employees or customers to access services, submit requests, and find information. It can be branded and configured to match the organization's needs, providing a seamless user experience.

=>The **UI Builder** is a low-code tool that allows administrators and developers to create custom user interfaces within ServiceNow. It enables the creation of dynamic, responsive pages and components without extensive coding, making it easier to build tailored experiences that meet specific business needs.

Together, these features empower organizations to create a visually appealing, cohesive, and user-centric platform.

# Snap shot:

The screenshot displays a web browser window showing a ServiceNow guided setup process. The browser's address bar shows the URL: `https://dev110924.service-now.com/nav_to.do?uri=%2F$guided_setup.do%23%2Fcontent%2F4ff66d5c25513200964f48ca4b89e8d4%3`. The ServiceNow header includes the logo and the text "My Personal Developer Instance", along with a user profile for "System Administrator".

The left sidebar contains a navigation menu with the following items: Guided, App Engine, Configuration, Guided Setup, Conversational Interfaces, Conversational Interfaces Guide..., ITSM Guided Setup, ITOM Guided Setup, Guided Tour Designer, and Create Tour. The "Guided Setup" item is currently selected.

The main content area is titled "ITSM Guided Setup > Company". It features a progress indicator showing "7% Complete" and a circular progress bar with "100%" and the word "Company". Below this, a list of tasks shows "2 / 2 Tasks completed":

- System Configuration (checked)
- Welcome Page (checked)

The "Company" section includes instructions: "Transform the ServiceNow instance by configuring your company name, logo, and color theme to reflect your corporate brand. Configure the default system settings such as the time zone and the date and time formats." It also has buttons for "Mark as Incomplete" and "Configure".

The "System Configuration" section includes instructions: "Configure default settings for the time zone and the date and time formats of the system. Upload your logo to appear in the banner, and customize the banner and browser tab text." It also has buttons for "Mark as Incomplete" and "Configure".

The "Welcome Page" section includes instructions: "Customize the login page of the ServiceNow instance to welcome users to the site. Provide users with instructions, embed images or videos, and provide links to other online company resources." It also has buttons for "Mark as Incomplete" and "Configure".

A video player is overlaid on the bottom left of the screen, showing a man speaking. The video player controls show the video is at 18:59 / 21:04, titled "Lesson 6 Result", and includes a "SUBSCRIBE" button.

**ServiceNow Branding Overview (J6)**

# ServiceNow Lists and Filters:

The ServiceNow List View interface is a crucial component for managing 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 row represents a record and each column represents a field within that record.

**List Control** options are available through the gear icon in the top left corner of the list view, providing users with the ability to 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 specific criteria. 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 viewing the 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 large volumes of data effectively.

## Snap shot:

The screenshot displays the ServiceNow List View interface for Incidents. The browser address bar shows the URL: [https://dev63742.service-now.com/nav\\_to.do?uri=%2Fincident\\_list.do%3Fsysparm\\_query%3D%26sysparm\\_first\\_row%3D1%26sysparm\\_](https://dev63742.service-now.com/nav_to.do?uri=%2Fincident_list.do%3Fsysparm_query%3D%26sysparm_first_row%3D1%26sysparm_). The ServiceNow logo and "Service Management" text are visible in the top left. The user is logged in as "System Administrator".

The left sidebar contains navigation options: Incident, Favorites, Incidents Favorite, Self-Service, Incidents, Watched Incidents, Service Desk, Incidents, Incident, Create New, Assigned to me, Open, Open - Unassigned, and Resolved.

The main content area shows a list of incidents with columns: Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, and Upd. The list is filtered by "Priority" and shows 1 to 20 of 67 items. The incidents listed are:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Upd
INC0000024	2021-06-29 16:52:52	Issue with a web page on wiki	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2021-09-13:15:44
INC0000012	2021-06-01 16:07:00	Customer didn't receive eFax	Don Goodliffe	5 - Planning	Closed	Software	Database	David Loo	2021-09-12:56:12
INC0000039	2021-06-18 17:41:01	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	Network	Network	(empty)	2021-09-12:39:11
INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-09:14:59
INC0000029	2021-06-16 17:00:44	I can't get my weather report	Charlie Whitherspoon	5 - Planning	In Progress	Inquiry / Help	Service Desk	Don Goodliffe	2021-09-12:50:55
INC0000030	2021-06-24 17:01:12	Lost connection to the wireless network	Rick Berzle	5 - Planning	Closed	Hardware	Network	David Loo	2021-09-13:15:33
INC0000035	2021-06-26 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson	2021-09-13:16:11
INC0008111	2019-07-22 14:04:57	ATF: Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-15:44
INC0000020	2021-06-15 16:51:35	I need a replacement iPhone, please	Fred Luddy	5 - Planning	In Progress	Inquiry / Help	(empty)	ITIL User	2021-09-13:15:33
INC0000001	2021-09-12 02:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	2022-01-08:16:12
INC0008112	2019-07-29 11:48:43	Assessment: ATF	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-11:48:43

The bottom of the interface shows a video player with a red "SUBSCRIBE" button and a play button. The video title is "ServiceNow Lists and Filters".

# 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.

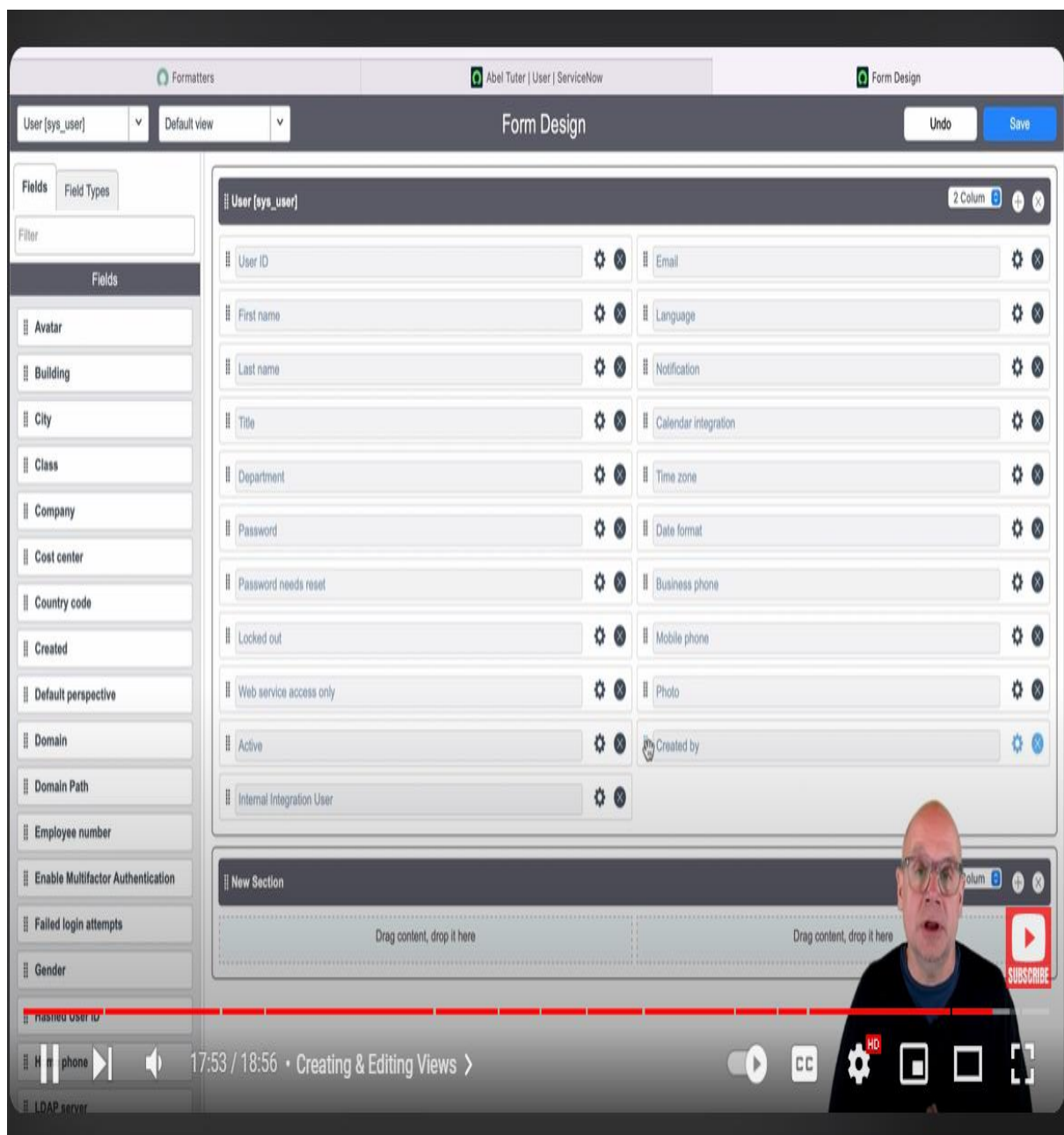
**Form Field Types** include text fields, choice lists, reference fields, date/time pickers, and more, each designed to capture specific data types. **Saving Changes** is straightforward: users can save records with the "Save" button or use "Insert" and "Insert & Stay" options to save a new record and either exit or 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 main record, while **Formatters** provide additional functionality, such as activity logs.

**Form Views** determine which fields and sections are visible based 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.

## Snap shot:



# A Hands-on ServiceNow Tool Demo:

Logging into ServiceNow grants access to its **Next Experience UI**, a modern and streamlined interface designed for improved navigation and user experience. The **Navigation Bar** is a key feature, providing quick access to applications, settings, and user profiles, ensuring that users can efficiently move through the platform.

**ServiceNow Applications Overview** introduces the various applications available on the platform, covering areas like IT service management (ITSM), HR, customer service, and more. These applications are accessible through the **Application Navigator**, a powerful tool that organizes and displays all available applications and modules based on user roles and permissions.

The **ServiceNow Store** is a marketplace where users can find and install additional applications and integrations to extend the platform's functionality. For those seeking to deepen their expertise, **ServiceNow Application Training and Certifications** offer structured learning paths and certifications, enhancing skills and career opportunities.

**Working with Lists and Forms Overview** covers the essentials of interacting with data, including **List Views** for managing records and **Form Views** for detailed record editing. **Knowledge Management in ServiceNow** is crucial for creating, managing, and sharing knowledge articles across the organization, promoting information sharing and efficiency.

Finally, the **ServiceNow Database** underpins the entire platform, storing all records, configurations, and data, ensuring robust and scalable performance for enterprise operations.

## Snap shot:

The screenshot shows a ServiceNow Knowledge Base article titled "How to configure VPN for Apple Devices" (KB0000008). The article is viewed on a desktop browser. The breadcrumb trail is "Home / Devices / Apple". The article has a rating of 5 stars and 59 views. The content is divided into two sections: "For an iPhone or iPad running iOS?" and "For Mac OS X Mavericks (10.9), Mountain Lion (10.8) or Lion (10.7)". The iOS section lists 7 steps for configuring a VPN. The Mac section lists 6 steps for configuring a VPN. A video player is embedded at the bottom of the article, showing a man speaking. The video player has a red progress bar and a "SUBSCRIBE" button. The video title is "What is ServiceNow? (A Hands-on ServiceNow Tool Demo)".

dev104335.service-now.com/now/nav/ui/classic/params/target/kb\_view.do%3Fsysparm\_article%3DKB0000008%26sysparm\_rank%3D1%26sysparm\_tsqueryid%3D65...

servicenow All Favorites History Admin IT - How to configure VPN for Apple... Search

Home / Devices / Apple Flag Article Create Incident Edit

### How to configure VPN for Apple Devices

KB0000008  
☆☆☆☆☆ 59 views

#### How to configure VPN for Apple Devices

For an iPhone or iPad running iOS?

1. Select **Settings > General > VPN**.
2. Click **Add VPN Configuration** and enter the following information:
3.
  1. Select **L2TP**.
  2. Enter **ServiceNow VPN** in the **Description** field.
  3. Enter **vpn-nu.vpn.servicenow.edu** in the **Server** field.
  4. Enter your **NetID** in the **Account** field.
  5. Enter your **NetID password** in the **Password** field.
  6. Enter **servicenow** (case sensitive) in the **Secret** field.
  7. Select **Save**.
4. To connect to ServiceNow VPN, **VPN** should be turned **On**. Once you are successfully connected to ServiceNow VPN, your screen will look like the following

For Mac OS X Mavericks (10.9), Mountain Lion (10.8) or Lion (10.7)

1. Open **Apple > System Preferences**.
2. Select the **Network** icon in the **System Preferences** window.
3. Click the **+** button at the bottom left of the screen to add a new connection. (Note: You may need to click the **LOCK** icon to enable editing of Network Settings.)
4.
  - Select **Interface: VPN**
  - Select **VPN Type: L2TP over IPSec**
  - Enter **Service Name: ServiceNow VPN**
  - Click **Create**.
5. From the **Network** window enter the following
6.
  - Enter **Server Address: vpn-nu.vpn.servicenow.edu**
  - Enter **Account Name: your NetID**
7. Click **Authentication Settings**.
8.
  - Click **OK**.
  - Click **Apply**.

see the ratings of the articles and those will move up and down on lists accordingly.

What is ServiceNow? (A Hands-on ServiceNow Tool Demo)



# Introduction to Importing Data in ServiceNow:

Importing data into ServiceNow via integrations involves connecting ServiceNow to external systems to automate data transfer and synchronization. This process typically utilizes REST APIs, SOAP APIs, or scripted web services to enable communication between ServiceNow and other platforms.

## Steps:

1. **Identify Data Source:** Determine where the data resides (e.g., external databases, third-party applications, or cloud services).
2. **Set Up Integration:** Configure integration in ServiceNow by setting up an import set, which serves as a staging area for data before it is transformed and inserted into target tables.
3. **Use Data Sources:** Define data sources within ServiceNow, specifying the method (e.g., JDBC, file, HTTP) used to pull data into the import set.
4. **Mapping:** Create transform maps to define how incoming data should be mapped from the import set to the corresponding ServiceNow tables.
5. **Automation:** Schedule imports or trigger them via events or workflows to keep data synchronized.

6. **Error Handling:** Implement error-checking mechanisms to address data discrepancies during import.

This setup ensures that ServiceNow remains a reliable single source of truth by seamlessly integrating with external data sources and keeping records up to date.

## **Snap shot:**

## Blog

Home » BLOG » Importing &amp; Loading Data » Simple Import Intro

## Simple Import Intro

🕒 August 24, 2021 👤 jtt0340 📁 Importing & Loading Data 💬 0 Comments

### Simple Import Series

1. Simple Import Intro
2. [Creating a Data Source](#)
3. [Understanding Import Sets](#)
4. [Creating a Transform Map & Field Maps](#)

So, you have data in your company someplace and you want to get it loaded into ServiceNow. These are my notes describing how to setup a ServiceNow import using a Data Source, Import Set, and Transform Map.

### Source -> Staging -> Target

Full screen (f)

Before we go too far let's settle on basic concepts and terminology. The process of importing data normally involves pulling data from a **Source** data entity and loading it into a **Target** data entity.



0:03 / 2:21



# Creating a Data Source in ServiceNow:

Integrating external data into ServiceNow starts with the creation of a Data Source record, which defines how ServiceNow will connect to and retrieve data from an external source. A Data Source in ServiceNow specifies the method of data collection, such as via files (CSV, Excel), JDBC connections, or web services like REST or SOAP APIs.

## Steps:

1. **Create Data Source Record:** In ServiceNow, you create a Data Source record that includes details like the type of data source, the format of incoming data, and connection information (e.g., URL for web services, database credentials for JDBC).
2. **Define Import Set Table:** The Data Source is linked to an import set table where incoming data will be temporarily stored. This table acts as a staging area.
3. **Data Loading:** The system loads data from the external source into the import set table according to the configuration in the Data Source record.
4. **Transform Maps:** After loading, transform maps are created to map fields from the import set table to the corresponding fields in ServiceNow's target tables.

5. **Execute Import:** The import process is executed, transforming and transferring data from the import set table to ServiceNow's standard tables.

This structured approach ensures that data is accurately captured and integrated into the ServiceNow platform, maintaining consistency and integrity across the system.

# Snap shot:

The screenshot shows the ServiceNow interface for configuring a Data Source. The browser address bar displays a URL from dev57230.service-now.com. The left sidebar contains navigation links for 'system import sets', 'System Import Sets', 'Load Data', 'Create Transform Map', 'Run Transform', 'Administration', 'Data Sources', 'Robust Import Set Transformers', 'ETL Definitions', 'Transform Maps', 'Scheduled Imports', 'Advanced', 'Import Sets', 'Concurrent Import Sets', and 'Concurrent Import Set Jobs'. The main content area is titled 'Data Source Test Import' and shows the configuration for a data source named 'Test Import'. The configuration includes fields for 'Name' (Test Import), 'Application' (Global), 'Import set table label' (Test Import), 'File retrieval method' (Attachment), 'Import set table name' (u\_test\_import), 'Type' (File), 'Format' (Excel (.xlsx/.xls)), 'Zipped' (unchecked), 'Sheet number' (0), 'Header row' (0), and 'Use Batch Import' (unchecked). There are 'Update' and 'Delete' buttons at the bottom of the configuration section. Below the configuration, there are 'Related Links' for 'Test Load 20 Records' and 'Load All Records'. At the bottom of the screen, there is a video player interface with a red progress bar, a play button, a volume icon, a timestamp of 14:45 / 15:40, and a 'SUBSCRIBE' button.

system import sets

Service Management

Default (Glob) Global System Administrator

Data Source Test Import

Manage Attachments (1): test\_import.xlsx (rename) (download)

\* Name Test Import Application Global

Import set table label Test Import File retrieval method Attachment

\* Import set table name u\_test\_import

Type File

Format Excel (.xlsx/.xls)

Zipped

Sheet number 0

Header row 0

Use Batch Import

Update Delete

Related Links

Test Load 20 Records

Load All Records

Transforms Robust Transformer Import Sets Attachments (1)

Multi Import Sets

14:45 / 15:40

Search Number Search

SUBSCRIBE

# Understanding Import Sets in ServiceNow:

Import sets in ServiceNow are a mechanism used to import and 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 processed and 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 the data.
2. **Generate Import Set Table:** When you create an import set, 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 into the import set table, where it can be reviewed and manipulated if necessary.

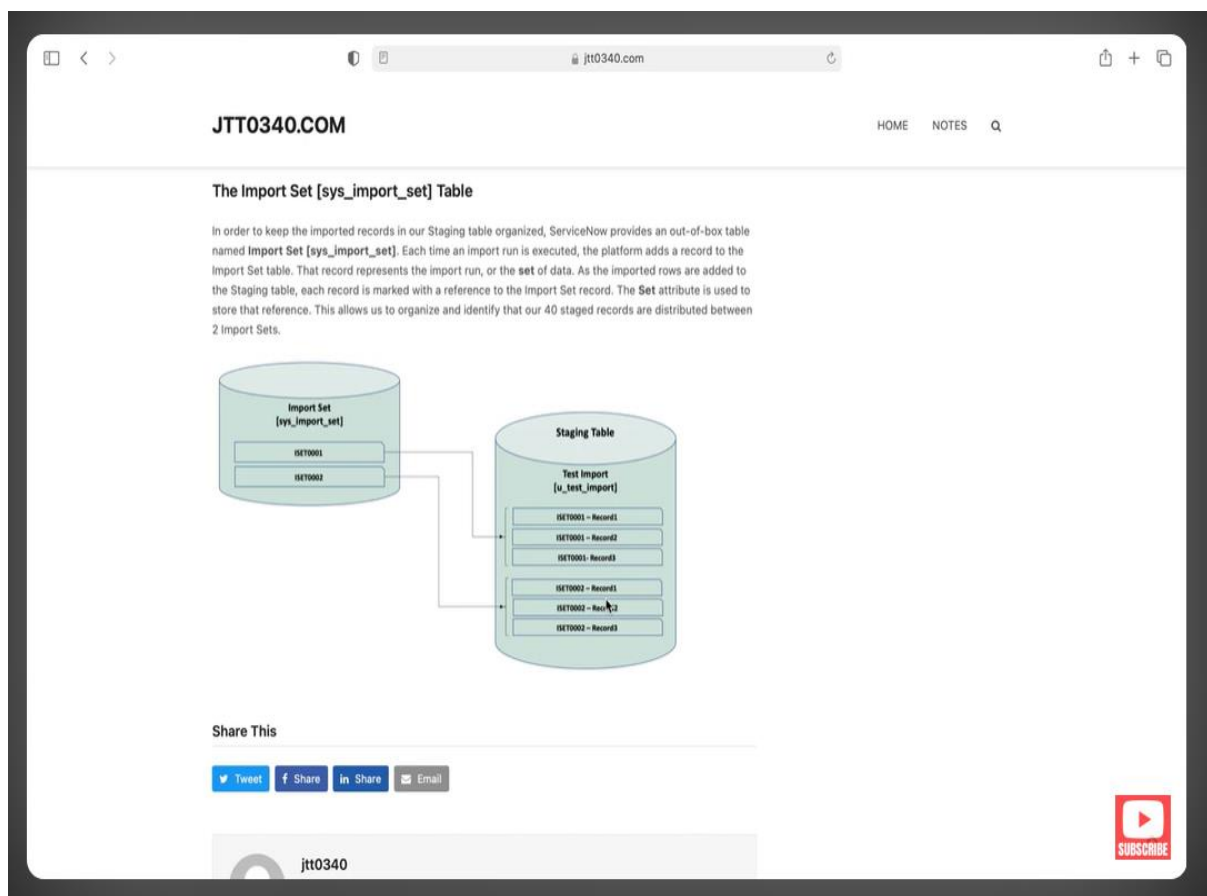
## Transforming Data:

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 to the target table, ensuring it is properly formatted and integrated.

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

## Snap shot:





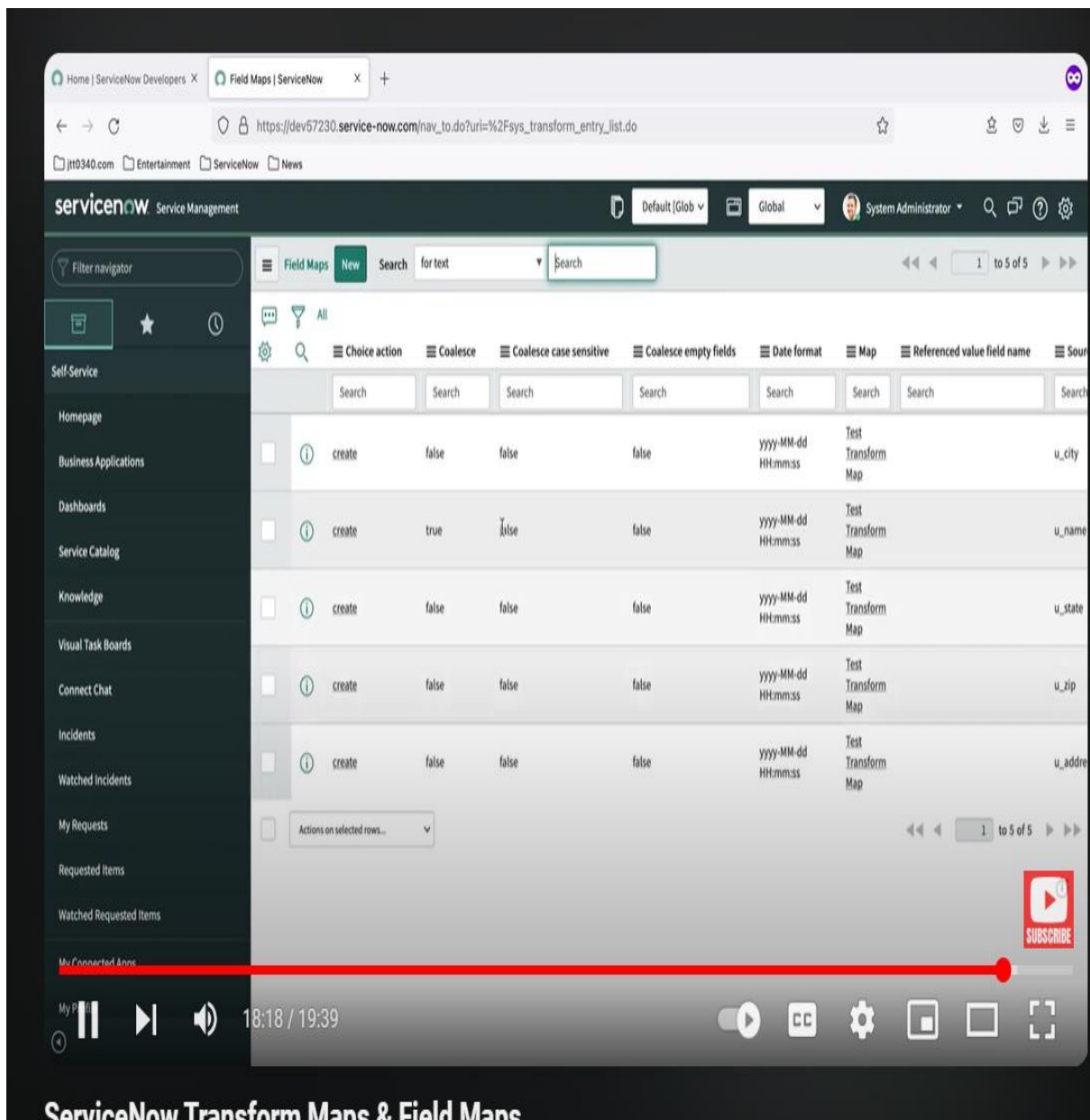
# ServiceNow Transform Maps & Field Maps:

Importing, transforming, and mapping data in ServiceNow involves a structured process to ensure external data is accurately integrated into the platform. Here's a concise overview:

1. **Importing Data:** Data from external sources, such as CSV files, databases, or web services, is initially loaded into an import set table within ServiceNow. This table serves as a temporary storage area where raw data is held before processing.
2. **Transforming Data:** Data transformation involves modifying the imported data to match the format and structure required by ServiceNow's target tables. This step may include data cleaning, formatting, or conversion. ServiceNow uses transform maps to facilitate this process, where you define rules and scripts to manipulate the data as needed. For instance, you might convert date formats or adjust field values.
3. **Mapping Data:** Mapping defines how data from the import set table should be transferred to the target tables in ServiceNow. This is done using transform maps that specify which fields in the import set table correspond to fields in the target table. Field mappings can be straightforward or involve complex logic and transformations.

Once the data is transformed and mapped correctly, it is imported into the target tables, making it available for use within ServiceNow's applications and workflows. This ensures that data integration is accurate and consistent with the platform's requirements.

## Snap shot:



The screenshot displays the ServiceNow Field Maps interface. The left sidebar contains a 'Filter navigator' and a list of menu items: Self-Service, Homepage, Business Applications, Dashboards, Service Catalog, Knowledge, Visual Task Boards, Connect Chat, Incidents, Watched Incidents, My Requests, Requested Items, and Watched Requested Items. The main content area shows a table of transform maps. The table has columns for 'Choice action', 'Coalesce', 'Coalesce case sensitive', 'Coalesce empty fields', 'Date format', 'Map', 'Referenced value field name', and 'Source'. The table contains five rows of data, each representing a transform map. The first row is selected. The bottom of the interface shows a video player with a red progress bar and a 'SUBSCRIBE' button.

Choice action	Coalesce	Coalesce case sensitive	Coalesce empty fields	Date format	Map	Referenced value field name	Source
create	false	false	false	yyyy-MM-dd HH:mm:ss	Test Transform Map	u_city	
create	true	false	false	yyyy-MM-dd HH:mm:ss	Test Transform Map	u_name	
create	false	false	false	yyyy-MM-dd HH:mm:ss	Test Transform Map	u_state	
create	false	false	false	yyyy-MM-dd HH:mm:ss	Test Transform Map	u_zip	
create	false	false	false	yyyy-MM-dd HH:mm:ss	Test Transform Map	u_address	

# ServiceNow Incident Management Tutorial and Task Administration:

ServiceNow's ticket and task management system is integral to its IT Service Management (ITSM) capabilities, handling various types of requests and workflows efficiently. Key components include:

1. **Incident Management:** Handles unplanned disruptions or issues affecting services. Incidents are logged, categorized, prioritized, and assigned to support teams. Resolution is tracked, and the process ensures timely restoration of service.
2. **Problem Management:** Focuses on identifying the root cause of recurring incidents. Problems are analyzed and managed to prevent future incidents. Known errors are documented, and workarounds or fixes are developed.
3. **Change Management:** Manages changes to IT services, ensuring they are made with minimal disruption. Change requests are evaluated, planned, and implemented through a structured process, including risk assessment and approval workflows.

**Task Creation:** Tasks are generated as part of incidents, problems, or change requests, detailing specific actions required. They can be automatically created or manually added depending on the workflow.

**Task Assignment Rules:** ServiceNow uses assignment rules to automatically assign tasks based on criteria like workload, skill set, or availability. These rules ensure tasks are routed to the appropriate individuals or groups.

**Task Collaboration:** Collaboration features, such as comments and notifications, facilitate communication among team members involved in resolving tickets or tasks.

**Visual Task Boards:** Provide a Kanban-style interface for managing and tracking tasks visually. They allow teams to organize tasks, track progress, and manage workloads efficiently.

This comprehensive system supports effective ticket and task management, enhancing overall service delivery and support.

## Snap shot:

The screenshot displays the ServiceNow Visual Task Boards interface. The top navigation bar includes the ServiceNow logo, tabs for All, Favorites, History, and Workspaces, and a search bar. The main header shows 'Incidents by Category' with a 'Guided Board' link. Below this, there are filters for 'Filter by title or number' and 'Due By'. The interface is organized into columns representing different incident categories: Inquiry/Help (33), Software (17), and Hardware (11). Each column contains a list of incident cards, each showing the incident title, category, assigned user, and status. For example, under 'Inquiry/Help', there are incidents like 'Unable to access the shared folder.', 'Missing my home directory', 'Forgot email password', 'Reset my password', 'Reset my password', 'Printer in my office is out of toner', and 'EMAIL Server Down Again'. Under 'Software', there are incidents like 'Defect tracking tool is down.', 'Sales forecast spreadsheet is READ ONLY', 'Can't log into SAP from my laptop today', 'Having problems with Sales Tools perf...', 'SAP Sales app is not accessible', 'Hangs when trying to print VISIO docu...', 'my PDF docs are all locked from editing', and 'Customer didn't receive eFax'. Under 'Hardware', there are incidents like 'This is my test hardware incident.', 'The USB port on my PC stopped w', 'CPU load high for over 10 minutes', 'My computer is not detecting the I', 'Employee payroll application serv', 'Lost connection to the wireless ne', and 'Zoom to have ap issue with my ha'. On the right side, there is an 'Activity Stream' panel showing recent activity, including comments and updates on incidents. A video player is visible in the bottom right corner, showing a man speaking, with a 'SUBSCRIBE' button and a video title 'ServiceNow Incident Management Tutorial and Task Administration'.

# ServiceNow Reporting Tutorial:

ServiceNow offers robust reporting capabilities to help users analyze and visualize data effectively. Here's a breakdown of its reporting features:

## 1. Types of Reports:

- **List Reports:** Display data in a tabular format, useful for summarizing large datasets.
- **Chart Reports:** Include bar, pie, line, and other charts to visually represent data trends and distributions.
- **Pivot Table Reports:** Enable users to analyze data across multiple dimensions, providing dynamic insights.
- **Performance Analytics:** Advanced reporting that includes metrics, scorecards, and indicators for ongoing performance tracking.

## 2. Creating Reports:

- **Access Report Designer:** Navigate to the Reports module and select "Create New" to start designing a report.
- **Define Data Source:** Choose the table or dataset you want to report on.
- **Configure Report Type:** Select the type of report (list, chart, pivot) and define its layout and data filters.
- **Add Fields and Filters:** Select fields to display, set conditions, and apply sorting to refine the data shown in the report.
- **Save and Run Report:** Save your configuration and run the report to view the results.

## 3. Managing Reports:

- **Edit:** Modify existing reports by accessing them from the Reports list and updating filters, fields, or visualizations.

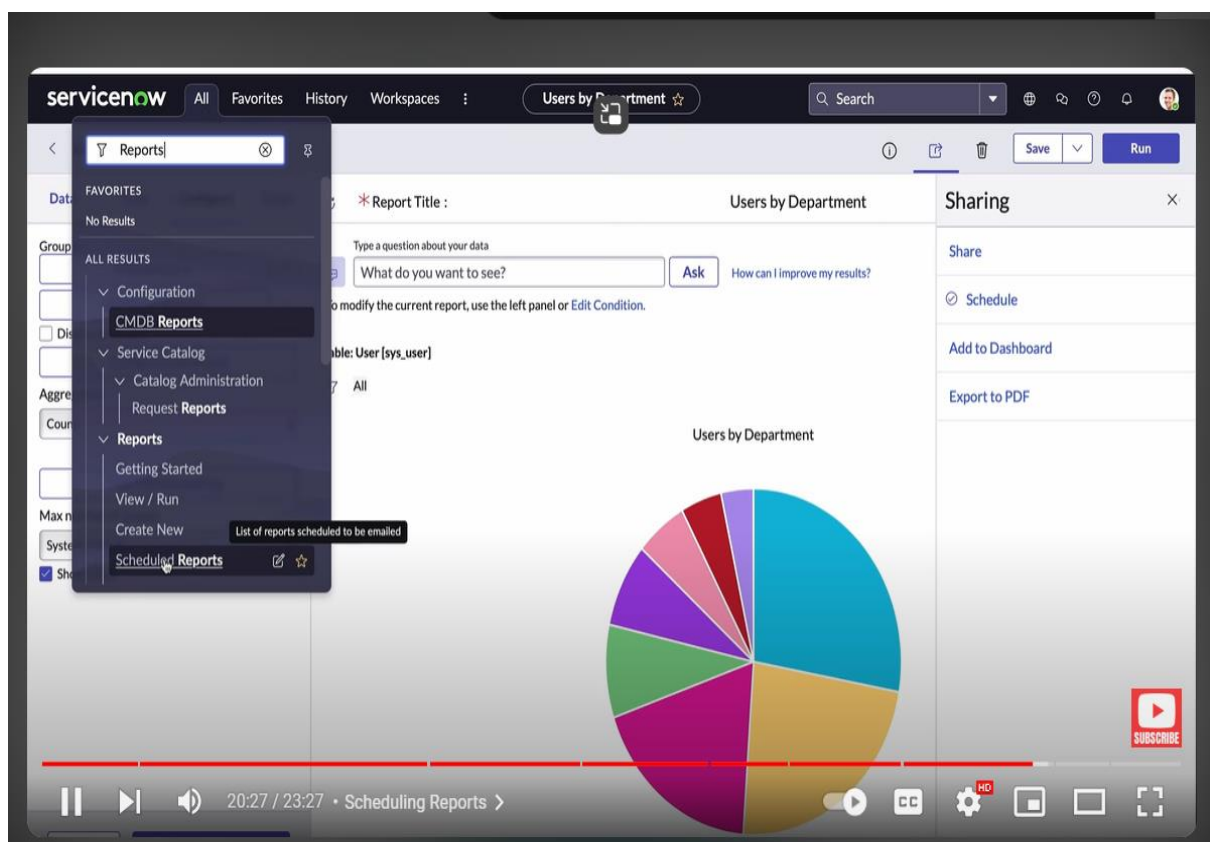
- **Schedule:** Set up automated schedules to run and email reports periodically.

#### 4. Sharing Reports:

- **Direct Sharing:** Share reports with specific users or groups by setting permissions or using the "Share" option within the report settings.
- **Dashboards:** Add reports to dashboards for a consolidated view. Dashboards can be customized and shared with users or groups to provide real-time insights.

ServiceNow's reporting tools are designed to be flexible and user-friendly, enabling effective data analysis and decision-making across the platform.

## Snap shot:



# What is Low Code No Code Development?

Low Code No Code (LCNC) software development platforms enable users to create applications with minimal or no traditional coding. These platforms use visual interfaces, drag-and-drop components, and pre-built templates to simplify app development.

## How It Works:

- **Visual Development:** Users design applications by dragging and dropping elements, setting properties, and configuring workflows through graphical interfaces.
- **Pre-built Components:** Utilize reusable components and modules that handle common functionalities, reducing the need for custom code.
- **Automation:** Automate processes and workflows using built-in tools, improving efficiency and consistency.

## Pros:

- **Speed:** Accelerates development cycles, allowing rapid prototyping and deployment.
- **Accessibility:** Enables non-developers, such as business analysts or process owners, to build and maintain applications.
- **Cost-Effective:** Reduces the need for specialized coding skills, potentially lowering development costs.

## Cons:

- **Limited Customization:** May not support complex requirements or custom features that require extensive coding.

- **Scalability Issues:** Applications built on LCNC platforms might face challenges with scalability or performance for large-scale needs.
- **Vendor Lock-In:** Reliance on specific platforms may lead to difficulties if transitioning to other technologies.

### **Career Opportunities:**

- **LCNC Developer:** Focus on creating and managing applications using LCNC tools.
- **Business Analyst:** Design and develop solutions to meet business needs without deep technical expertise.
- **Consultant:** Advise organizations on LCNC strategies and implementations.
- **Platform Specialist:** Specialize in a particular LCNC platform, providing expertise and support.

LCNC platforms offer a gateway to innovative application development and broaden career prospects in tech and business domains.

## **Snap shot:**





# Low Code / No Code Career Opportunities



- Think 'outside the box' about how you get work done; is there a better way?
- Continue to learn IT skills to understand what IT can provide
- With power comes responsibility; start slow and simple and build from there



8:53 / 10:11 • Career Opportunities >



HD



## What is Low Code No Code Development?



ServiceNow Simple