Week 2 : Deepskilling

ServiceNow Admin features and applications

- ServiceNow provides free demo instances for admins and developers to practice.

- ServiceNow offers three different mobile applications for efficient and productive work on the go.

Service portal features and supported authentication options in ServiceNow

- Users can request services and access the catalog from the service portal.

- ServiceNow supports various authentication methods such as local database, single sign-on, LDAP, OAuth 2.0, digest token, and multi- factor.

Roles in ServiceNow system

- Roles are predefined and can be assigned to different users for various types of access in the system.

- It's best practice to add roles to groups for easier maintenance rather than individual users.

Understanding the Application Navigator in ServiceNow

- The Application Navigator provides access to different applications and modules in ServiceNow.

- It consists of All Applications, Favorites, and History tabs for easy navigation and access.

ServiceNow user interface overview

- Different access levels provide different information and functionalities

- Application navigator allows easy access to different modules and applications

Managing application favorites and history in ServiceNow

- You can tag applications and individual modules as favorites for quick access.

- The history tab automatically records the applications, data, and records viewed in ServiceNow for quick reference.

Customizing banner image and branding in ServiceNow

- Changing banner image and system name in ServiceNow

- Configuring welcome page content and other settings under System UI

How to change the filter and list control options in ServiceNow incidents list

- Condition can be changed to show active incidents only and remove subsequent conditions

- You can change the number of records displayed on the page using list control options

Understanding views, filters, and sharing in ServiceNow administration

- Views allow the customization of data display and the addition or removal of fields based on user requirements

- Filters can be saved and shared for ease of use and can help in managing and applying specific data filters

Saving and applying filters

- Users can save filters to easily access specific data.

- Filters can be applied to view specific incident records and create multiple filters as per the user's requirements.

ServiceNow Admin: Customizing List Views

- Options to sort, group, and create charts for list data

- Configure and customize list layouts for ServiceNow administrators and developers

Understanding form elements and functionalities in ServiceNow.

- Forms consist of different elements such as content frame, form title, form menu, and form buttons, each serving a specific purpose in displaying and interacting with data.

- Forms in ServiceNow are used to display details about a record, allow user input for creating or updating a record, and provide options for saving or submitting the form.

- Reference fields like 'caller' display data from a different table, such as the users table.

- After saving a record, additional buttons and options are available, such as 'create security incident' and 'delete'.

Configuring form layout options

- You can customize the form layout by right-clicking on the title bar and selecting the 'configure' option.

- Form layout allows you to select the fields to be displayed, change views, add fields, and create sections on the form.

- You can select field type, length, and reference table

- You can customize the layout and placement of fields on the form

- Reloading the form to see impact on layout, urgency, and priority

- Configuring related list for a form and adding new related list

Understanding task assignment and management in ServiceNow

- Tasks in ServiceNow can be any record that can be assigned or completed by a user, and users are notified as the task moves along a workflow.

- Task examples include incident records, problem records, or requests, and they are essential for tracking the action and progress for work assigned to a team or individual.

- Automatic and manual assignment of tasks requires setting the right rules for assignment to the appropriate teams or individuals.

- SLA (Service Level Agreement) is used to track the services provided by teams and highlights if work is completed within agreed timelines; access is crucial for task completion.

Exploring the task table and its extensions

- Using the tables module under system definition to access the list of tables in the instance

- Understanding the concept of tables extending from the task table, with

examples such as incident, problem, and change

- Tables like change requests, change tasks, incident, problem task request are extended from the task table.
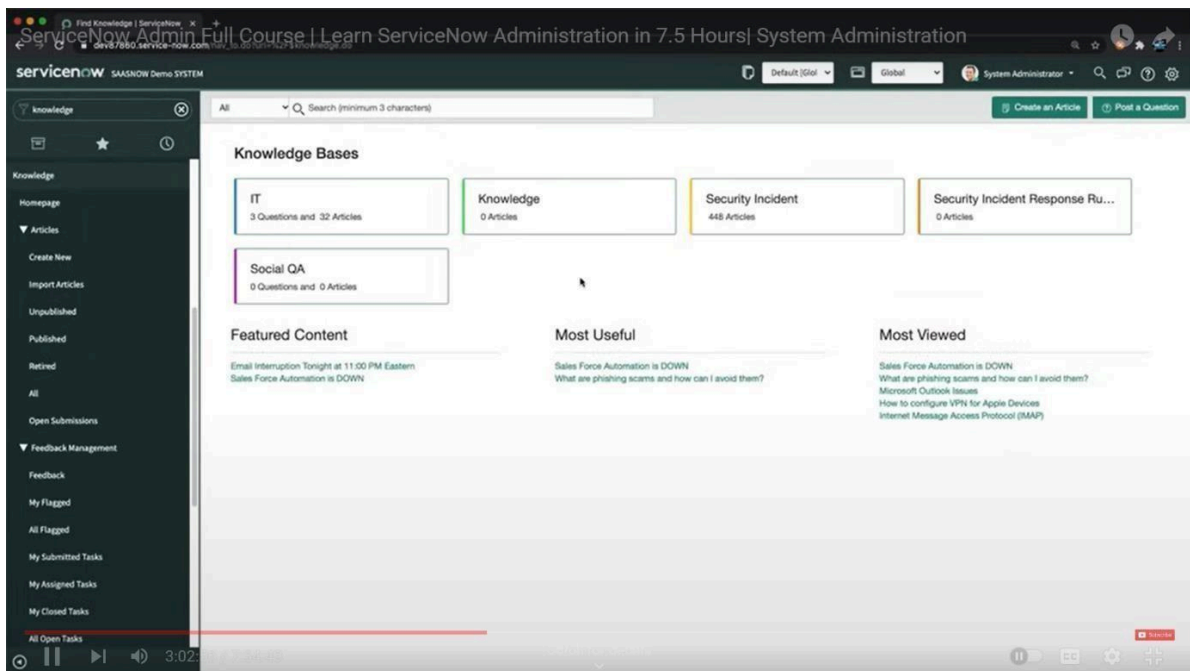
ServiceNow Admin can assign incident manually as an idle user and use assignment rules to automate assignments.

- Idle users in ServiceNow have visibility into limited applications like incident, change, problem, and configuration.

- ServiceNow provides out-of-the-box assignment rules and two modules for assignment lookup to automate assignment of tasks.

Predictive intelligence in ServiceNow

- Predictive intelligence needs to be enabled separately via a plugin and is a licensed application. It requires purchasing and obtaining a license for your organization.

- ServiceNow provides a module for predictive intelligence, allowing you to train your instance to read data and perform automated assignments without manual intervention.

- ServiceNow provides a service desk application specifically for users who work on different tasks like incident, request, change, problem, etc.

Email functionality and activity stream in ServiceNow

- ServiceNow provides email functionality to send custom emails with attachments to different users related to a particular task.

- The activity stream in ServiceNow shows the timeline of activities done, allowing users to track the progress of tasks.

Configuring and managing notifications in ServiceNow

- Removing email filters to show all emails sent from the instance

- Configuring specific rules for restricting access to notifications

- ServiceNow has out of the box categories such as service catalog approvals and module-based categories.

- The notification form has three important sections - when to send, who will receive, and what it will contain.

- Understanding the use of reply-to email addresses to customize user replies

- Incorporating push messages and email templates for mobile notifications

Handling priority changes and notifications in ServiceNow administration

- Notifications can be set up to alert concerned stakeholders upon changes in priority

- System automatically sends notifications to specified recipients upon priority change

- Inbound actions allow creating new actions like reply, forward, etc. based on conditions for elements in emails.

- Conditions include keywords, BCC, body text, content type, importance, mailbox notification type, and others.

Knowledge article creation and management

- Creating new knowledge articles with appropriate access

- Importing external files in doc or docx format for knowledge management

- Feedback submission includes rating, comments, and flagging articles.

- Knowledge base administration involves creating, configuring, and managing knowledge bases and their related articles.

- Users can contribute, create, and edit articles based on set criteria without needing to directly select individual users.

- The platform offers features like ratings module, search log, navigation add-ons, messages, properties, and overview for efficient knowledge management.

Service catalog in ServiceNow

- Service catalog allows users to request various services and products from different departments

- It provides a one-stop shop for users to find and request services and

products, similar to the experience of shopping on Amazon

- Users with catalog roles can create, edit, and manage services and products.

- Different configurations for services provided by different departments can be done in the service catalog application.

- Categories can be dynamic and customized based on business requirements

- Categories can have parent-child relationships and can be managed through the 'Maintain Categories' module

Creating catalog, category, and catalog item in ServiceNow.

- Steps for creating a category and catalog item under a catalog in ServiceNow.

- Adding existing variable sets to the created catalog item in ServiceNow.

- Variables can be added with specific types and questions for user input

- Submission and monitoring of request items and catalog tasks can be done with ease

- Tables store records, which consist of fields showing information about each record.

- Under System Definition, you can access modules related to tables, columns, and dictionary.

- ServiceNow views can be personalized by changing columns to show specific data

- Field configuration in ServiceNow involves setting the column label and backend column name, as well as the field type

Understanding Table Relationships in ServiceNow

- One-to-many relationship involves one table having fields referencing to other tables, many-to-many relationship involves two or more tables being related to each other, and extended relationship involves one or more tables being extended from another table

Understanding base tables and core tables in ServiceNow

- Base tables in ServiceNow are the tables that are not extended, and they include the task table.

- Core tables, such as incident, change, and problem, are directly provided by ServiceNow for different applications.

Understanding tables and access control in ServiceNow

- Tables referencing tables and extended tables provide a

graphical representation of relationships between different tables

- Access control lists (ACLs) in ServiceNow allow for controlling accessibility of data and defining permissions for tables and fields

Access control and security in ServiceNow

- Access control in ServiceNow is based on roles assigned to users, tables, and records.

- Access control rules restrict user permissions for CRUD operations, including create, read, update, and delete.

- The system security application allows configuring high security settings and permissions for the platform.

- The ACL module provides a list of security rules for different tables and records, enabling the creation of access control lists for defined rules at table and field levels.

Introduction to system import sets and its modules

- System import sets allow for importing and managing data in ServiceNow.

- Modules include Load Data, Create Transform Map, Run Transform, and Data Sources.

- LDAP is one of the data sources available

- Data import and scheduling can be done for various data sources

ServiceNow Admin - Configuration Management Database (CMDB)

- Details about primary person responsible for CI, commenting, and configurations

- Overview of related items, CI dashboard view, and key CMDB tables

- CMDB tables are structured in a hierarchy, with base configuration item as the main table

- Proper CMDB CI's usage in ServiceNow allows for effective issue resolution and record creation

- Configuration item and service fields are important when creating a new incident in the incident application

- Selecting a configuration item in ServiceNow can automatically route an incident to the appropriate group

- You can extend this functionality from the CMDB application table and find the feature in ServiceNow documentation

ServiceNow CMDB is a powerful application for issue resolution.

- CMDB is used in creating different records like incident, change, problem, and knowledge check.

- Various questions related to variables, catalog items, catalog editor, task records, flow and workflow, and table columns are discussed in the video.

- Understanding field mapping and templates for import in ServiceNow

- Exploring file formats and import functionality options

- Key tables of CMDB: base configuration item, configuration item, and CI relationships

- ServiceNow integration includes SSO, LDAP, monitoring, notifications, events, and common integrations with CMDB, incident management, problem management, change management, user administration, and single sign-on

ServiceNow Admin Full Course | Learn ServiceNow Administration in 7.5 Hours| System Administration

INTEGRATION

ServiceNow can share data with 3rd party applications or external systems with integration
- SSO
- LDAP
- Monitoring
- Notifications
- Events

7:05:11 / 7:34:49   Scroll for details