Week 2 Hands-on - ServiceNow Administration
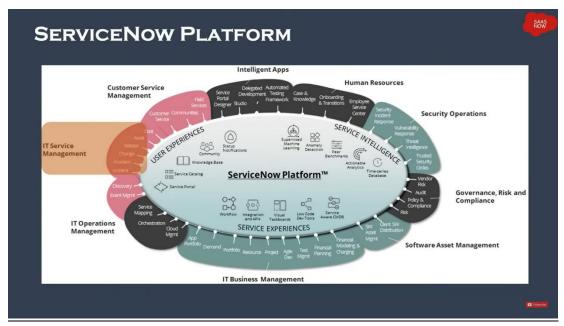
Here we will learn about -

1. Platform Overview and Architecture
2. User Interface and Branding
3. List & Filters and Forms
4. Task Management
5. Notifications
6. Knowledge Management
7. Service Catalog
8. Tables and Fields
9. Access Control List
10. Data Import
11. CMDB
12. Integration
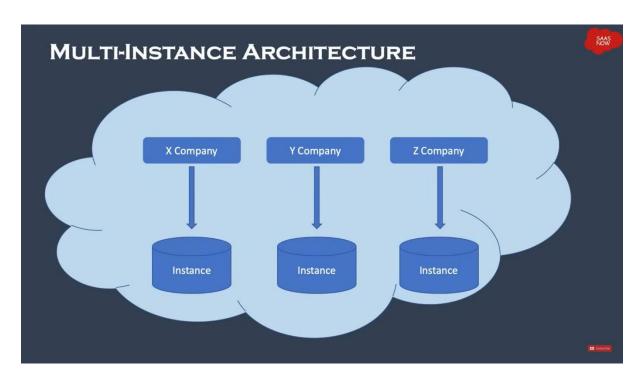13. Update Sets
14. Events
15. Platform Stats

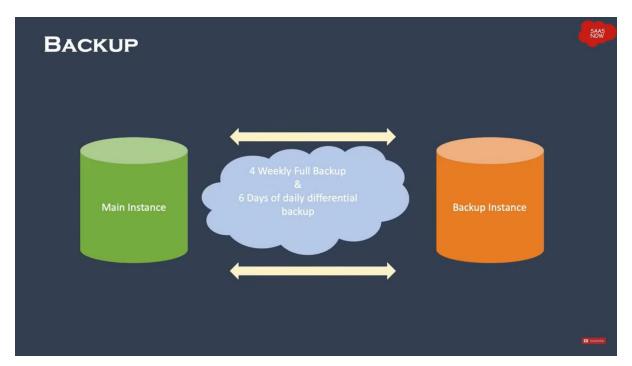# Platform Overview and Architecture –

The ServiceNow platform has various features –
- It's an application platform as a service (APAAS).
- It's based on single data model.
- It also has multi-instance properties.
- It has high availability architecture data centers.
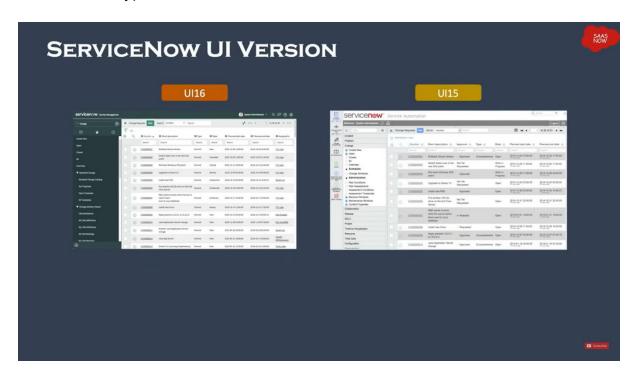- It also frequents backup system.

Multi-Instance Architecture –

Backups –

User Interface and Branding –

There are two types of UI version: UI16 & UI15

UI elements –
There are 4 types of UI elements that are
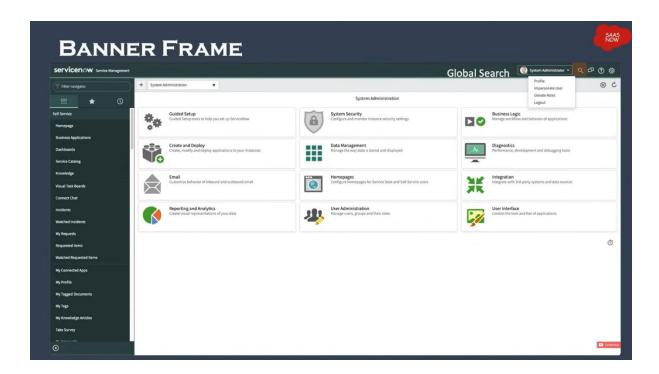1. Banner frame
2. Application navigator

3. Content frame
4. Edge frame (this element is only found in UI15 but not in UI16)

Banner frame –
This is the top most part of the ServiceNow application platform. It is made from various components that are:
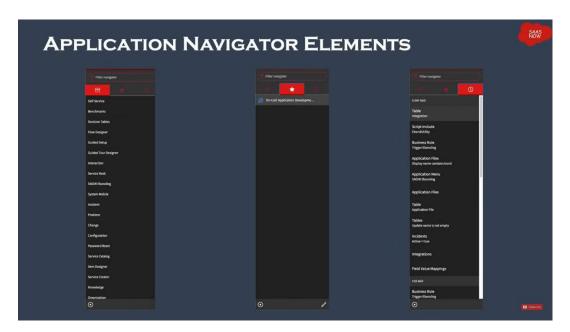1. Company logo & name of instance
2. Profile section
   a. Profile
   b. Impersonate user
   c. Elevate roles
   d. Logout
3. Global search
4. Connect chat
5. Help
6. Settings

Application Navigator Elements -
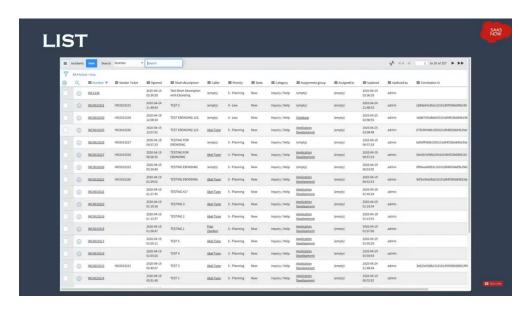There are 3 parts that consist in the application navigator:
1. Application menu – where we can find various services and support to perform task and simply create, delete, update data.
2. Favourite – here we can star mark our favourite record that we need to visit constantly and we want to access it very fast, it can be a particular record, a list, a form etc.
3. History – it shows us our past visits to records ,forms ,lists and all.

List and Forms -

List is a bunch of particular records grouped together where a user can access particular data.
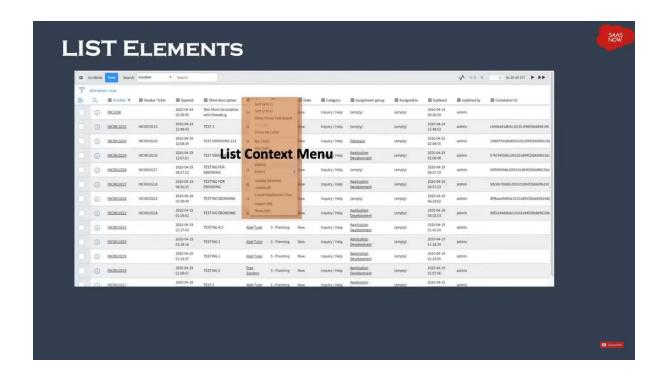
List also allows users with specific roles to create, update, delete records in a list.
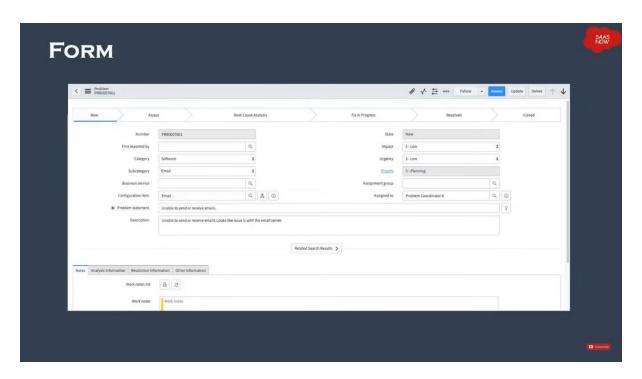

List elements –
There are bunch of list elements that are:
1. Title bar
2. Filters
3. Breadcrumbs
4. Column and field
5. List title menu
6. List context
7. List context menu

Forms –

This is what is known as a form and it helps us to create records like incident, task, services records etc.
Forms elements –
It has 4 parts that all make up the form page.

1. Content frame
2. Form title - it is the header of the form that has form menu and UI actions together.
3. Form menu – it has features like save, add to VTB, copy incident, create problem etc.
4. UI actions – it has actions such as update, resolve, delete

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.

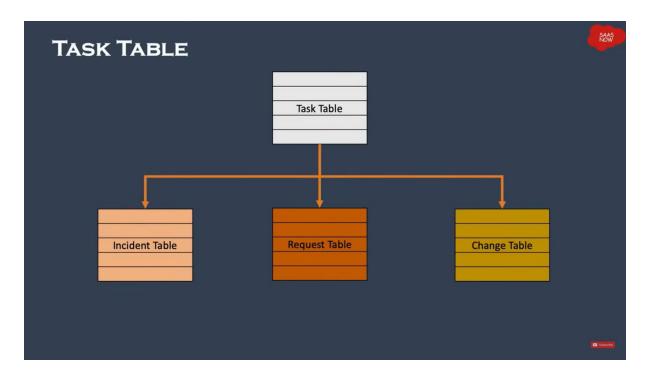Task workflow – it states how a task is raised, assigned, solved, and notified to the user.

Here below is a example of how the task flow works.

Task table – it is a core table(also known as parent table). That means other tables are extended by it.

Such tables that also hold the status of core tables are incident table , request table, change table, etc.. are some examples of parent table.

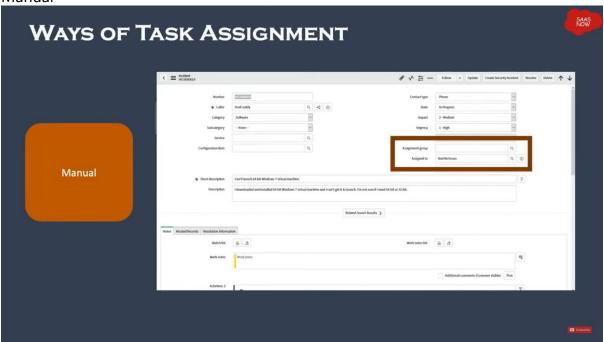Functionalities associated with tasks –
1. Approvals
2. Assignments
3. SLA

Ways of task management –
There are 4 ways to assign a task:
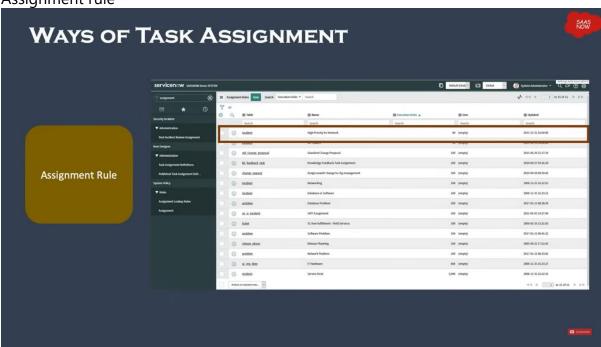1. Manual
2. Assignment rule
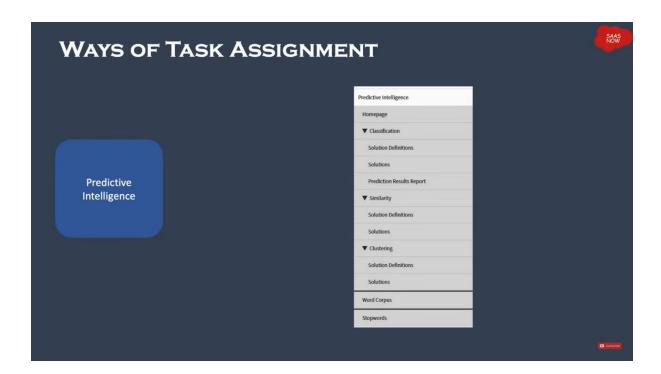
3. Predictive intelligence
4. Custom rules or script

Manual –

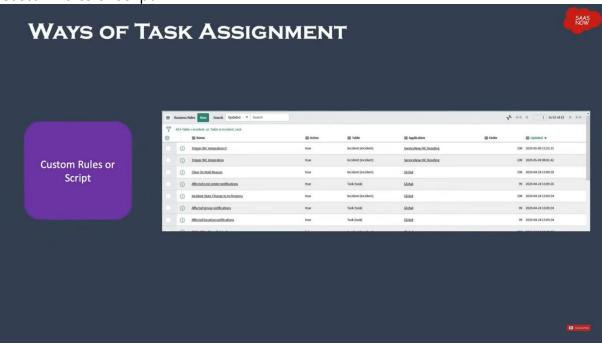Assignment rule –

Predictive intelligence –
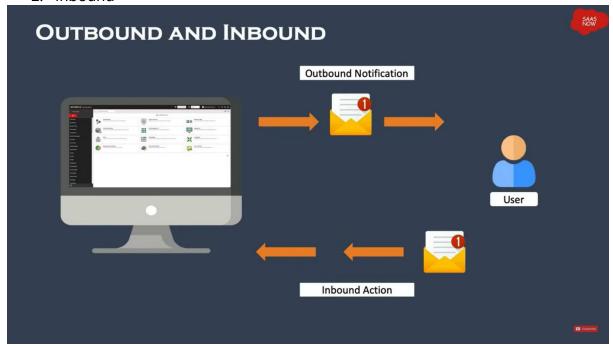
Custom rules or script –

Notification –

There are two ways a notification is received and based on that we perform certain task:
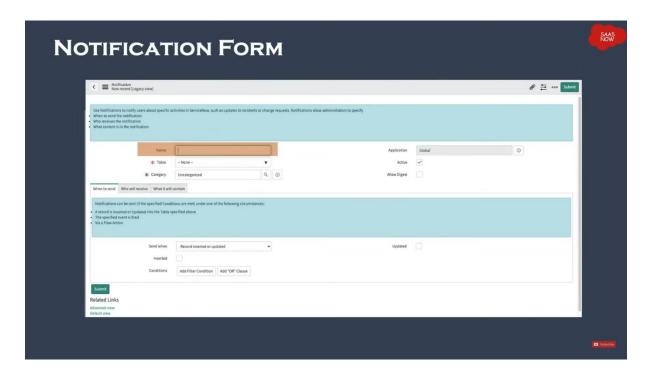
1. Outbound

2. Inbound

Notification application - features available to manage and access notification.

The application navigator is divided into 3 parts:
1. Email
2. Push
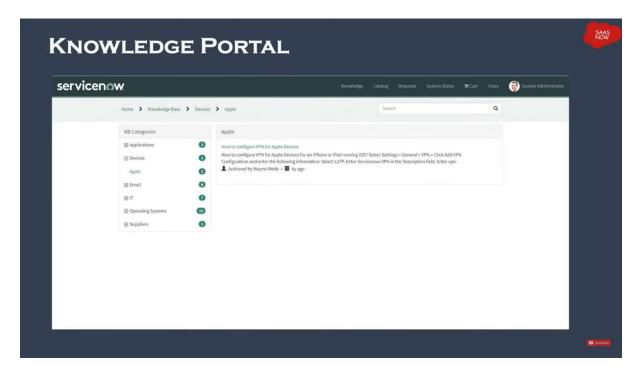3. Provider

Notification form –

Knowledge article –

A knowledge article is a record in a knowledge base that provides information to users. A knowledge article can be a policy, self-help tips, troubleshooting and resolution steps.
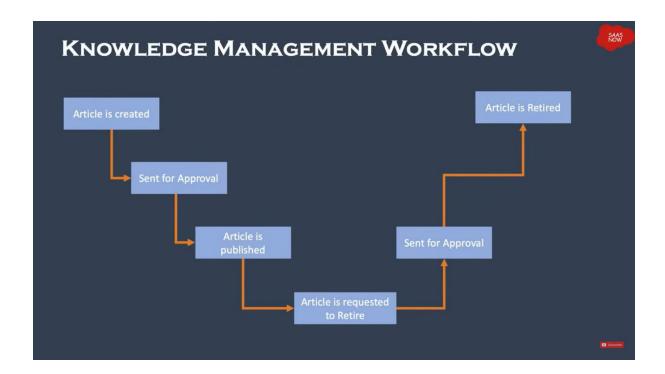
Benefits of knowledge management –
1. One stop shop to find answers
2. Provides a centralized location for the creation, categorization, viewing of articles.
3. Stores information in knowledge bases
4. Articles are referred as KB articles

Knowledge portal - place where users can find solution to their problems based on category and sub category.

Knowledge management workflows –

Service Catalog –

BENEFITS OF SERVICE CATALOG

One stop shop to request different services provided by all the departments of Organization

Categorized items help users to request the right Service

Multiple Catalogs can be created

SERVICE CATALOG APPLICATION

SERVICE CATALOG ROLES

admin

Catalog Admin

Catalog Manager

Catalog Editor