

COGNIZANT WEEK 1

LESSON 1:

What is ServiceNow?

ServiceNow is a cloud-based platform that provides IT service management (ITSM) and automates workflows across various business functions. It helps organizations streamline their operations and improve efficiency through digital workflows and integrated solutions.

Who is ServiceNow?

Employees

- ServiceNow employs over 17,000 people across the globe
- In 2022, ServiceNow was recognized as one of Glassdoor's Best Places to Work in both the United States and the UK.
- In 2021, ServiceNow was one of FORTUNE magazine's World's Most Admired Companies, Future 50 companies, and 100 Best Companies to Work For



0:56 / 9:45 • ServiceNow Employees and Customers >

When is ServiceNow?

ServiceNow is a cloud-based platform designed to manage and automate IT services and business processes. It was first released in 2004 and has since expanded its offerings beyond ITSM to include capabilities for customer service, HR, security operations, and more. The platform provides a single system of record for IT and other enterprise functions, aiming to improve efficiency and service delivery. ServiceNow's flexibility allows for extensive customization and integration with other tools and systems. It is used by organizations of various sizes to streamline workflows and enhance overall operational effectiveness.

When is ServiceNow?



- 2003: Steve Doherty founds the company as GlideSoft
- 2006: Company name changed from GlideSoft to **servicenow**.
- 2012: becomes a publicly traded company
- 2018: ServiceNow #1 on most innovative companies
- 2019: named CEO of ServiceNow



How ServiceNow?

ServiceNow is a cloud-based platform that automates and manages IT services and business processes. It provides integrated solutions for IT service management, customer service, and more. Its flexibility allows for extensive customization to meet diverse organizational needs.

How ServiceNow?

Infrastructure

- **Compute Resources:** Datacenters, racks, servers, ports, network resources, fans, etc.
- **Security:** The platform is secured via multiple technologies which have been certified by third-party security organizations
- **Service Level Agreements:** Paired datacenters provide redundancy and failover; Redundancy is built into every layer including devices, power, and network resources
- **Backups:** 4 daily full backups per week and 6 days of daily differential backups



How ServiceNow?

Platform

- All applications (OOB and custom) for the entire enterprise are supported by a single, common, data-model and database
- Ability to develop custom applications and workflows that integrate seamlessly into the platform



How ServiceNow?

Applications / Workflows

ServiceNow comes with a robust suite of applications which are functionally categorized into 4 primary workflows:



- **IT Workflows:** Service Management (24), Operations Management (13), Business Management (10), Asset Management (4), DevOps (4), Security Operations (8), Governance, Risk, and Compliance (13), Telecommunications Network, Performance Management (3)
- **Employee Workflows:** HR Service Delivery (16), Workplace Service Delivery (10), Legal Service Delivery (10), Procurement Service Management (6), Safe Workplace Suite (1)
- **Customer Workflows:** Customer Service Management (29), Field Service Management (11), Connected Operations (4), Financial Service Operations (25), Telecommunications Service Management (24)
- **Creator Workflows:** App Engine (15), IntegrationHub (8)



Where ServiceNow?

ServiceNow is headquartered in Santa Clara, California, USA. However, as a cloud-based platform, it operates globally, with data centers and operations distributed across various regions to support users and organizations worldwide.

Where ServiceNow?

- **Headquarters:** Santa Clara, California
- **Office Locations & Employees:** Across the globe including North America, Latin America, Europe, Middle-East, Africa, Asia Pacific, Japan
- **Data Centers:**
 - **Asia Pacific Japan:** Australia, Hong Kong, Japan, Singapore, India
 - **Europe, Middle East, Africa:** Germany, Ireland, Netherlands, Switzerland, UK
 - **North America:** Canada, USA
 - **South America:** Brazil



LESSON 2:

ServiceNow Platform Overview:

The video player has a purple header bar with the title "Meet Fred Luddy". In the top right corner of the video frame, there is a small thumbnail of a man with glasses and a Christmas tree in the background. The video content itself shows a man with grey hair and a blue shirt, smiling with his arms crossed. To the left of the video, there is a text box containing the following information:
ServiceNow was founded by Fred Luddy in 2004 to "automate the flow of work throughout a business"
Fred attended Indiana University but dropped out before graduating.
To the right of the video, there is another text box:
How awesome would it be if the businesspeople themselves could solve their own business problems using technology that was straightforward, intuitive, and simple?
Below the video, there is a text box stating: "As of 11/22/2021, Fred Luddy has a net worth of 1.3 billion dollars." At the bottom right of the video frame, there is a "ServiceNowSimple.com" logo with a YouTube "SUBSCRIBE" button.

The Now platform:

The NOW Platform is ServiceNow's core technology framework that underpins all of its applications and services. It provides a single data model, user interface, and workflow engine, enabling organizations to build and manage custom applications, automate business processes, and streamline workflows. The platform's flexibility and scalability support a wide range of enterprise needs, from IT service management to HR, customer service, and beyond.

The video player has a purple header bar with the title "The Now Platform". In the top right corner of the video frame, there is a small thumbnail of a man with glasses and a Christmas tree in the background. The video content itself shows a man with grey hair and a blue shirt, smiling. Below the video, there is a text box containing the following information:
The Now Platform is an **Application Platform as a Service (APaaS)**.

- ServiceNow is a **cloud-based**.
- ServiceNow provides and supports the **infrastructure** computer resources.
- ServiceNow provides a **platform** upon which you can **develop your own custom solutions**.
- ServiceNow provides a robust set of **applications** and **workflows** to support most common business processes.
- All applications (OOB and custom) for the **entire enterprise** are supported by a **single, common, data-model and database**.

At the bottom right of the video frame, there is a "ServiceNowSimple.com" logo with a YouTube "SUBSCRIBE" button.

Applications and Workflows:

Applications: ServiceNow offers a variety of pre-built applications tailored to different business needs, such as IT Service Management (ITSM), Customer Service Management (CSM), Human Resources (HR), and Security Operations. Users can also develop custom applications using the platform's tools and resources.

Workflows: The platform allows for the automation of processes and workflows. It features a visual workflow editor that helps design, automate, and manage tasks and processes across various functions. This enables organizations to streamline operations, improve efficiency, and ensure consistency in service delivery.

The screenshot shows a YouTube video player. At the top, it says "Lesson 2: ServiceNow Platform Overview". Below that is a purple header bar with the title "Applications and Workflows". To the right of the title is a small video thumbnail of a man with glasses. The main content area contains text about ServiceNow's applications and workflows, followed by a bulleted list of four categories. At the bottom, there are standard YouTube video controls: play/pause, volume, progress bar (showing 8:59 / 23:34), and a "ServiceNowSimple.com" watermark. There are also icons for subtitles, settings, and sharing.

ServiceNow comes with a robust suite of applications which are categorized (**functionally**) into 4 primary workflows:

- **IT Workflows:** 79 applications that support internal IT functions
- **Employee Workflows:** 43 applications targeted at the needs of employees
- **Customer Workflows:** 93 applications that support functions related to customers
- **Creator Workflows:** 23 applications designed to enable ServiceNow platform development and operations support

ServiceNowSimple.com

Lesson 2: ServiceNow Platform Overview

Applications and Workflows

IT Workflows	Employee Workflows	Customer Workflows	Creator Workflows
IT Service Management (24)	HR Service Delivery (16)	Customer Service Management (29)	App Engine (15)
IT Operations Management (13)	Workplace Service Delivery (10)	Field Service Management (11)	IntegrationHub (8)
IT Business Management (10)	Legal Service Delivery (10)	Connected Operations (4)	
IT Asset Management (4)	Procurement Service Management (6)	Financial Service Operations (25)	
DevOps (4)	Safe Workplace Suite (1)	Telecommunications Service Management (24)	
Security Operations (8)			
Governance, Risk, and Compliance (13)			
Telecommunications Network Performance Management (3)			

ServiceNowSimple.com

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|| ▶ 🔍 10:28 / 23:34 • Applications and Workflows >

Now Platform Architecture:

The NOW Platform architecture consists of a multi-instance cloud environment where each organization operates in its own secure instance. It features a unified data model and a centralized workflow engine that supports automation and integration. The platform uses a web-based interface and provides APIs for extensive customization and integration with other systems.

Lesson 2: ServiceNow Platform Overview

Now Platform Architecture

When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance.

- Enterprise Cloud
 - Most cloud services are built on a multi-tenant architecture in which your platform and data are co-mingled with other companies. ServiceNow is built on a **multi-instance architecture**. You have your own instance of the platform and database.
- Availability & Redundancy
 - All ServiceNow datacenters are paired with another datacenter to provide redundancy and failover. **Redundancy is built into every layer** including devices, power, and network resources.

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|| ▶ 🔍 13:12 / 23:34 • Applications and Workflows >

The screenshot shows a video player interface for a YouTube video titled "Now Platform Architecture (2)". The video is part of "Lesson 2: ServiceNow Platform Overview". The player includes a thumbnail of a man speaking, a progress bar at 13:40 / 23:34, and various control icons like play, pause, and volume. The video content discusses ServiceNow's responsibility for IT infrastructure and compute resources, and details about backups and domain separation.

Lesson 2: ServiceNow Platform Overview

Now Platform Architecture (2)

When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance.

- Backups & Security
 - ServiceNow provides **4 weekly full data backups** and **6 days of daily differential backups**. The entire platform is secured using multiple technologies which have been certified by third-party security organizations.
- **Domain Separation** (multi-tenancy)
 - The ServiceNow platform provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.
 - All users can potentially see records from the 'global domain', but only users who belong to a domain can see domain-specific records.

13:40 / 23:34 • Now Platform Architecture (2) >

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Now Platform User-interfaces:

Service Portal: A customizable, user-friendly interface for end users to access and interact with services, request support, and track their tasks.

Workspace: A modern, role-based interface designed for service agents and managers to handle tasks, collaborate, and view detailed dashboards and reports.

Mobile App: A mobile-friendly interface allowing users to access the platform, manage tasks, and receive notifications from their smartphones or tablets.



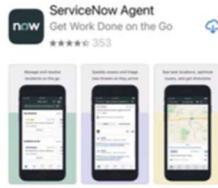
Now Platform User-interfaces

ServiceNow provides 3 user-interfaces for interacting with the Now platform.

The **Now Platform UI** is the primary UI. It is best used on desktop and laptop computers and is accessed via a web-browser and the instance URL.



The **ServiceNow Mobile Apps** are best used on mobile devices and can be installed from the device's app store. The **ServiceNow Agent** app targets fulfilling requests. The **Now Mobile** app is built for the needs of employees. The **ServiceNow Onboarding** app targets the needs of new-hire employees.



The **Service Portal** is a user-friendly, self-service, widget-based portal accessed via a web-browser and special URL.



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Role based access:

Users: Individual accounts representing people who interact with the ServiceNow platform. Each user has a profile with specific attributes, such as username, email, and assigned roles.

Groups: Collections of users grouped together based on shared responsibilities or functions. Groups help manage permissions and notifications collectively. For example, a "Help Desk" group might include all users responsible for handling support tickets.

Roles: Define what actions a user or group can perform within the platform. Roles come with specific permissions that grant access to particular features, data, and operations. Users and groups are assigned roles to ensure they have the appropriate level of access based on their responsibilities.

Lesson 2: ServiceNow Platform Overview

Role-based Access

Not every member of an organization needs access to all information all the time. ServiceNow uses role-based access to ensure a user can get the information they need, and no more. The primary components include:

- A **User** is an individual that has been given access to an instance. Users are usually assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-service user. They can login and access actions like viewing the homepage, Service Catalog, articles, and surveys.
- A **Group** is a set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.
- A **Role** is a collection of permissions. A role can be assigned to an individual user, a group of users, or another role. Multiple roles can be assigned to a single role. It's best to assign roles to a group rather than an individual user.

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17.47 / 23:34 • Role-based Access >

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LESSON 3:

Banner Frame:

The Banner Frame in ServiceNow is the top section of the interface that provides quick access to essential features like the application navigator, global search, user profile settings, and notifications. It remains consistent across different screens, offering users easy navigation and system-wide controls. The Banner Frame also displays the logo and the instance name.

Banner Frame: User Menu

The User Menu provides the following tools:

- **Profile:** Set profile attributes including name, phone, title, email, date format, time zone
- **Impersonate User:** Access the instance as another user; available to users with admin or impersonator role
- **Elevate Roles:** A safety mechanism for high-impact actions; available to System Admin
- **Logout:** Logout of the ServiceNow instance

System Administrator

Profile
Impersonate User
Elevate Roles
Logout

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Banner Frame: System Settings(3)

In the Banner Frame of ServiceNow, **System Settings** can be accessed via the gear icon typically located in the upper-right corner. Clicking this icon opens a settings menu where users can customize their personal interface preferences, such as:

- **Theme:** Change the visual theme of the interface (e.g., light or dark mode).
- **Notifications:** Manage how and when you receive system alerts.
- **Lists:** Adjust how list views behave, like enabling/disabling grid layout.
- **Form settings:** Customize form layouts and field displays.
- **Accessibility:** Modify settings to improve usability for those with accessibility needs.

Lesson 3

Banner Frame: System Settings (3)

- **Form Settings**
 - Enable/disable tabbed forms
 - Set related lists to load with form loading, after form loading, or on demand
- **Notification Settings**
 - Enable/disable notifications and set notification types

- **Developer Settings**
 - Select Application and Update Set
 - Enable/disable Application Picker and Update Set Picker
 - Enable/disable JavaScript Log Viewer
 - Enable/disable Automated Test Framework Page Inspector

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Application Navigation:

In ServiceNow, **Application Navigation** refers to the left-hand panel, often called the **Application Navigator**, which provides access to all the applications, modules, and features within the platform. Key aspects include:

1. **Search Bar:** At the top of the Application Navigator, users can search for specific applications, modules, or records by typing keywords, making navigation quick and efficient.
2. **Application Menu:** Below the search bar, there is a list of all available applications and modules. These are organized in a hierarchical structure, with applications containing various modules that expand to reveal specific functionalities.
3. **Favorites and History:** Users can mark frequently used modules as favorites for easy access, and the history section keeps track of recently accessed items for quick navigation.



Application Navigator

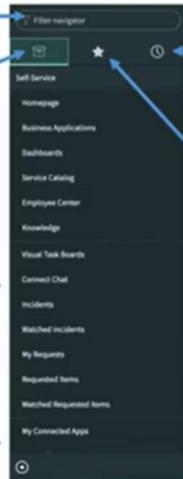
Navigation Filter

- Filters the list of applications and modules as you type

All Applications

- All applications and modules available to the logged-in user
- Double-click to expand/collapse all

Application
Module
▼ Separator
Module



History

- Provides quick access to items we've visited recently; default is last 30 items

Favorites

- Access applications and modules you have marked as favorites (like in a web browser)



Lesson 4:

ServiceNow Branding Overview:

Guided Setup:

Guided Setup in ServiceNow is a feature designed to help administrators configure and customize the platform step-by-step. It provides a structured, interactive process for setting up different applications, modules, or overall system configurations.

Guided Setup



- Guided Setup provides a System Administrator step-by-step instructions to configure various Applications and Modules within your instance to suit the needs of the users.
- To access Guided Setup, locate the **Guided Setup** application in the Application Navigator and select the **ITSM Guided Setup** or **ITOM Guided Setup** module.
- ITSM Guided Setup** includes the following categories: **Company**, Connectivity, Foundation Data, CMDB, Incident Management, Major Incident Management, Problem Management, Change Management, Service Catalog, Knowledge Management, Continual Improvement Management, Project Communication, Go Live
- ITOM Guided Setup** includes the following categories: MID Server, Discovery, Event Management, Operational Intelligence, Cloud Provisioning and Governance

Service Portal, UI Builder:

Service Portal and **UI Builder** are two key tools in ServiceNow for creating user interfaces, each serving different purposes:

Service Portal:

- **Purpose:** Service Portal is designed to create user-friendly, web-based interfaces for end-users to interact with the ServiceNow platform. It's commonly used to build self-service portals where users can access knowledge bases, submit service requests, and check the status of their incidents.
- **Customization:** Administrators can customize the look and feel of the portal using widgets, themes, and templates. The drag-and-drop interface allows for easy configuration without requiring deep coding knowledge.
- **Accessibility:** Service Portals are mobile-responsive, ensuring that users have a consistent experience across different devices.

UI Builder:

- **Purpose:** UI Builder is a more advanced tool introduced for building custom workspaces and pages within the NOW Experience framework. It offers greater flexibility for creating modern, dynamic user interfaces, particularly for agent workspaces and other complex applications.
- **No-Code/Low-Code Development:** UI Builder provides a visual, drag-and-drop interface that allows users to design pages without extensive coding, though it also supports more complex customizations for those who need it.
- **Real-Time Updates:** It allows for real-time preview and editing, making the design process more intuitive and efficient. Users can build interactive, component-based pages that pull in data from various sources within ServiceNow.

Service Portal, UI Builder



Service Portal and UI Builder are two additional tools that can be used to brand the interface.

Service Portal is a widget-based tool that allows creation of intuitive, user-friendly interfaces to the Now Platform.

UI Builder allows you to build-out a functional page by choosing from a library of components (buttons and data visualizations) and layouts.

System Administration

Did you know you can create a dashboard version of this homepage? Dashboards are like homepages, but easier to use. Dashboards have a drag-and-drop canvas that lets you easily add, move, and resize widgets. You can also add multiple tabs. Flexible sharing lets any user view and collaborate on dashboards with you!

System Administration

- Guided Setup
- System Security
- Business Logic
- Create and Deploy
- Data Management
- Diagnostics
- Email
- Homepages
- Integration
- Reporting and Analytics
- User Administration
- User Interface

Help

No Help Article Associated

There is no help article associated with this view. You can add an article to this view by clicking the Add Help Article button.

Add Help Article

SUBSCRIBE

ITSM Guided Setup

0% Complete

Getting started

Welcome to ServiceNow's Guided Setup wizard. The goals of Guided Setup are to help you:

- Get going
- Learn
- Feel empowered

Update Sets

Working with Update Sets within Guided Setup

If you are a new customer, run ITSM Guided Setup in your production instance and clone the production instance over sub-production instances after going live.

If you are an existing customer or if you want to run ITSM Guided Setup in a sub-production instance, use our product documentation to learn more about using Update Sets and Exporting Data.

To enable the update set and application scope pickers, click in the header and navigate to the Developer tab.

Pre-setup Checklist

Collect the following information in advance to ease the setup process:

Platform Branding	Email Settings	LDAP Server	Single Sign On Server
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Help

No Help Article Associated

There is no help article associated with this view. You can add an article to this view by clicking the Add Help Article button.

Add Help Article

SUBSCRIBE

ITSM Guided Setup

7% Complete

Company 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. Status: Completed Edit	Connectivity Configure the ServiceNow instance to support inbound and outbound email notification. Integrate it with your existing LDAP and single sign-on (SSO) solutions. Status: Not Started Get Started	Foundation Data Skip 0 / 7 Tasks completed
--	---	---

Help

2 / 2 Tasks completed

- ✓ System Configuration
- ✓ Welcome Page

0 / 3 Tasks completed

- Email Properties
- LDAP Integration
- SSO Integration

0 / 7 Tasks completed

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LESSON 5:

ServiceNow Lists and Filters:

Lists:

- **Purpose:** Lists are tabular views that display records from a specific table in ServiceNow. Each row in a list represents a record, and each column corresponds to a field within that record.
- **Customization:** Users can customize lists by rearranging columns, grouping records, and applying sorting to organize the data in a way that suits their needs.
- **Actions:** Lists allow users to perform bulk actions on selected records, such as editing, deleting, or exporting data. Users can also drill down into individual records for more details.

Filters:

- **Purpose:** Filters are used to narrow down the data displayed in a list by specifying conditions that records must meet to be shown.
- **Creating Filters:** Users can create filters by defining criteria based on field values (e.g., “Priority is High,” “State is Open”). These criteria can be combined using logical operators (AND, OR) for more complex filtering.
- **Saving Filters:** Frequently used filters can be saved as “Personalized” filters, making it easy to apply them later. Saved filters can also be shared with other users.
- **Filter Navigation:** Filters can be applied via the filter navigator at the top of lists, allowing users to quickly modify and apply different criteria without leaving the list view.

The screenshot shows a ServiceNow list view for 'Incidents'. The top navigation bar includes 'Incidents' (highlighted in green), 'New', 'Search', 'Number', and a search input field. Below the header is a toolbar with icons for 'All', 'Number', 'Opened', 'Short description', 'Caller', 'Priority', 'State', 'Category', 'Assignment group', 'Assigned to', and 'Updated'. The main area displays a table of incidents with the following columns: Search, Search, Search, Search, Search, Search, Search, Search, Search, Search. The data rows include:

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0000001	2021-06-16 16:09:51	Can't read email	Fred.Luddy	● 1 - Critical	Closed	Network	Service.Desk	Charlie.Whitherspoon	admin
INC0000002	2021-06-10 16:07:12	Network file shares access issue	Fred.Luddy	● 1 - Critical	On Hold	Network	Network	Howard.Johnson	admin
INC0000003	2021-06-17 16:07:30	Wireless access is down in my area	Joe.Employee	● 1 - Critical	In Progress	Network	Network	Beth.Anglin	admin
INC0000004	2021-06-23 15:49:22	Forgot email password	Fred.Luddy	● 1 - Critical	Closed	Inquiry / Help	Service.Desk	Bud.Richman	admin
INC0000005	2021-06-12 16:06:52	CPU load high for over 10 minutes	Alejandro.Mascali	● 1 - Critical	Closed	Hardware	Hardware	Bud.Richman	system
INC0000006	2021-06-16 16:08:05	Hangs when trying to print VISIO document	Joe.Employee	● 1 - Critical	Closed	Software	Software	Howard.Johnson	admin
INC0000007	2015-08-12 16:08:24	Need access to sales DB for the West	Joe.Employee	● 1 - Critical	On Hold	Database	{empty}	David.Loo	admin
INC0000008	2021-06-24 16:08:39	Printer in my office is out of toner	Joe.Employee	● 1 - Critical	Closed	Inquiry / Help	Hardware	ITIL.User	
INC0000009	2021-06-23 15:50:23	Reset my password	Rick.Berlie	● 1 - Critical	Closed	Inquiry / Help	Service.Desk	David.Loo	
INC0000010	2021-06-17 15:53:02	Need Oracle 10G/R2 installed	Fred.Luddy	4 - Low	Closed	Database	Database	David.Loo	admin
INC0000011	2021-06-24	Need new Blackberry set...	Don...	3 - Moderate	Closed	Inquiry / Help	Hardware	ITIL.User	

At the bottom of the list view, there are playback controls (rewind, play, fast forward, volume), a timestamp (1:22 / 19:51), and a 'SUBSCRIBE' button with a YouTube icon.

LESSON 6:

Forms in ServiceNow:

In ServiceNow, **Forms** are used to display and enter data for individual records in a table. They are a key component of the platform, enabling users to create, view, and edit records. Here's how forms work:

Key Features of Forms:

1. **Data Fields:** Forms consist of various fields that correspond to the columns in a table. Each field allows users to input or view data, such as text, numbers, dates, or selections from a dropdown list.
2. **Form Layout:** The layout of a form can be customized to show fields in different sections or tabs, helping to organize information logically. Administrators can configure the layout to meet specific user needs.
3. **Related Lists:** At the bottom of a form, related lists may display associated records from other tables, such as incidents related to a particular user or tasks linked to a change request. This helps users see connections between records.
4. **Form Actions:** Forms include action buttons (e.g., Submit, Update, Save, Delete) that allow users to perform operations on the record. These buttons are usually located at the top or bottom of the form.
5. **Client-Side Scripting:** Forms support client-side scripting, such as UI Policies and Client Scripts, which can dynamically hide/show fields, enforce mandatory fields, or perform other actions based on user input.

6. **Form Sections:** Forms can be divided into sections to group related fields together, making the form easier to navigate and use.

Customization:

Administrators can customize forms using the **Form Designer**, where they can drag and drop fields, configure field properties, and apply rules to control the form's behavior.

Form Types:

- **Standard Forms:** These are the default forms associated with records in a table.
- **Catalog Forms:** Used in Service Catalog to define the fields that users fill out when submitting a request.



A form in ServiceNow is a common set of tools and user-interface elements used to view and update a single record from the database.

Incident Record

User Record

servicenow Forms

Header Bar

Required

Related Lists

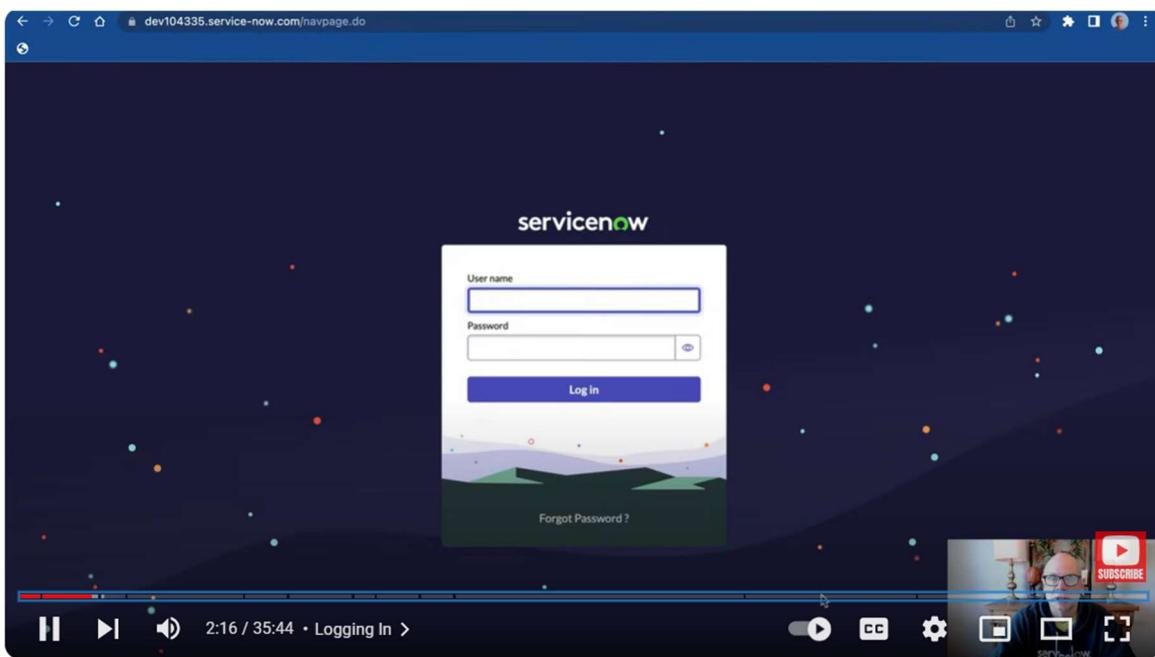
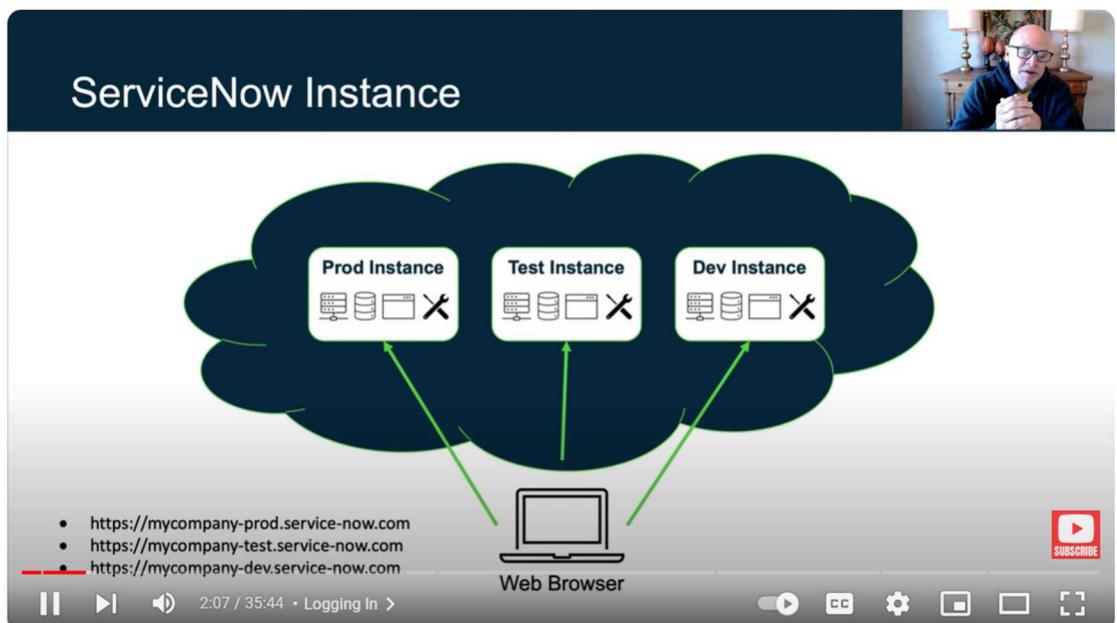
Sections

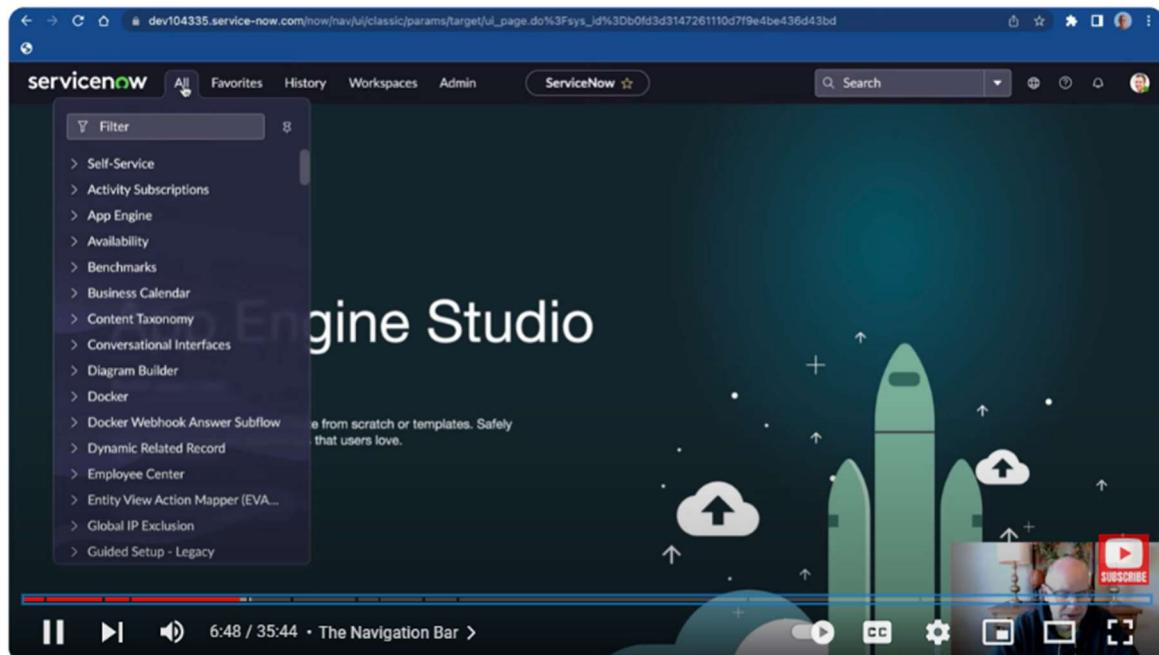
Fields

Read-only

LESSON 7:

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





Incidents											
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search
	INC0000039	2022-06-18 17:41:01	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	Network	Network	(empty)	2022-09-16 12:39:15	admin
	INC0000046	2022-08-26 15:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	Software	(empty)	2022-08-25 15:37:27	glide.maint
	INC0007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	● 1 - Critical	New	Hardware	Openspace	(empty)	2022-09-16 19:44:09	system
	INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	● 1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
	INC0008111	2019-07-22 14:04:57	ATF : Test1	Jeff Thies	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
	INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
	INC0000058	2016-08-10 09:37:45	Performance problems with email	Bow Ruggeri	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:37:45	admin
	INC0000059	2016-08-10 09:14:29	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	admin
	INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:59	admin
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-08-30 01:06:16	admin

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

LESSON 8:

Introduction to Importing Data in ServiceNow:

Importing Data in ServiceNow involves bringing external data into the platform to populate tables and integrate with existing processes. This feature is crucial for data migration, onboarding new systems, or updating large datasets. Here's an introduction:

Key Steps in Importing Data:

1. Identify the Data Source: Data can be imported from various sources, including CSV files, Excel spreadsheets, XML files, and direct database connections. ServiceNow can also pull data via integrations with external systems using APIs or connectors.
2. Create or Use an Import Set: Import Sets are temporary tables in ServiceNow where the incoming data is initially stored. This intermediate step allows for data transformation and mapping before it is loaded into the target table.
3. Field Mapping: Map the fields from the source data to the corresponding fields in the target ServiceNow table. This process ensures that the data is correctly aligned, such as mapping a "Name" column in a CSV file to a "User Name" field in the ServiceNow User table.
4. Transform Maps: A Transform Map is used to define how data from the Import Set is transformed and loaded into the target table. It can include scripts and rules to clean, validate, or modify data during the import process.
5. Run the Import: After setting up the Import Set and Transform Map, the import process is executed, transferring the data from the source into the ServiceNow tables. Users can review the results and address any errors that occur during the import.
6. Data Validation: After importing, it's important to validate the data to ensure accuracy and completeness. This may involve checking for duplicates, ensuring data integrity, and verifying that all necessary records were imported.

Use Cases for Data Import:

Initial Setup: Migrating data from legacy systems during the initial implementation of ServiceNow.

Ongoing Integration: Regularly importing data from external systems, such as HR or financial systems, to keep ServiceNow tables up-to-date.

Bulk Updates: Updating large datasets, such as asset inventories or user records, in bulk.

Tools and Features:

Import Set API: Allows for programmatic import of data into ServiceNow.

Data Source Types: ServiceNow supports a variety of data sources, including JDBC, FTP, and direct file upload.

Scheduled Imports: Automates the import process at regular intervals, useful for ongoing data synchronization.

Importing data into ServiceNow is a powerful capability that ensures the platform has the accurate and relevant data needed to support business processes and decision-making.

The screenshot shows a blog post titled "Simple Import Intro" on a website. The header includes a "Blog" link and a breadcrumb trail: Home > BLOG > Importing & Loading Data > Simple Import Intro. The main content area features the title "Simple Import Intro" and a sidebar with a "Simple Import Series" section containing four numbered links: 1. Simple Import Intro, 2. Creating a Data Source, 3. Understanding Import Sets, and 4. Creating a Transform Map & Field Maps. Below the sidebar, there is a paragraph of text about the purpose of the series.

Simple Import Intro

August 24, 2021 | jt0340 | 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

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.

Introduction to Importing Data in ServiceNow

Source -> Staging -> Target

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.

In ServiceNow, the import process introduces an intermediary data entity between those two steps. We will refer to that entity simply as **Staging** (ServiceNow calls it an Import Set Table). That entity is an automatically created custom table that is used to stage the imported data prior to processing and loading into the Target. It enhances the performance of the import and provides a useful tool for designing field-level mappings and data transformations.

So, a ServiceNow import actually involves 3 data entities:

1. **Source**
 - The entity containing the data to be imported into ServiceNow
 - ServiceNow is prepared to work with many sources including files (Excel, CSV, JSON, etc.), JDBC-compatable databases, LDAP, REST, and custom scripts
2. **Staging**
 - A table that ServiceNow automatically creates as part of the import process to temporarily store data pulled from the Source prior to transforming and adding to the Target
 - Enhances the performance of the import and provides useful tools for designing field-level mappings and data transformations
3. **Target**
 - The ServiceNow table into which the data will be imported
 - This could be an out-of-box ServiceNow table or a custom table created specifically for our purposes



Introduction to Importing Data in ServiceNow

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Three data entities involved in a ServiceNow import



1:59 / 2:21



Introduction to Importing Data in ServiceNow

LESSON 9:

Creating a Data Source in ServiceNow:

Creating a Data Source in ServiceNow is an essential step for importing external data into the platform. A Data Source defines the location and format of the data that you want to import. Here's how to create a Data Source:

Steps to Create a Data Source:

1. Navigate to the Data Sources Module:

- Go to the Application Navigator and type "Data Sources."

- Click on **System Import Sets > Administration > Data Sources**.
2. **Create a New Data Source:**
- Click the **New** button to create a new Data Source.
 - You will be prompted to fill out a form with several key fields.
3. **Fill in the Data Source Details:**
- **Name:** Give your Data Source a descriptive name that identifies the source of the data.
 - **Import Set Table:** Choose whether to create a new table for the import set or use an existing one.
 - **Type:** Select the type of Data Source, such as **File** (e.g., CSV, Excel), **Database** (JDBC), **Web Service**, or **LDAP**.
 - **File Retrieval Method:** If the Data Source is a file, you'll need to specify how ServiceNow should retrieve it (e.g., FTP, local file upload).
 - **Format:** Specify the format of the data (e.g., CSV, Excel, XML).
 - **Other Fields:** Depending on the type of data source, you may need to provide additional details such as connection strings, file paths, credentials, or query parameters.
4. **Upload or Connect to the Data Source:**
- For file-based Data Sources, upload the file directly if it's available.
 - For database or web service Data Sources, configure the connection details and test the connection to ensure it's properly set up.
5. **Save the Data Source:**
- After filling out the required fields, click **Submit** or **Update** to save the Data Source.
6. **Test the Data Source:**
- Optionally, you can test the Data Source by importing a small sample of data to ensure that the configuration is correct and that the data is being retrieved properly.

Use Cases for Data Sources:

- **File Imports:** Importing data from spreadsheets or CSV files, such as employee lists or asset inventories.
- **Database Integration:** Connecting to external databases to pull in data on a scheduled basis, such as user records from an HR system.

- **Web Services:** Importing data from external applications via REST or SOAP web services.

Tips:

- **Scheduled Imports:** If the Data Source is used for ongoing data imports, consider setting up a scheduled import to automate the process.
- **Field Mapping:** After creating the Data Source, you'll need to map the fields from the Data Source to the target table in ServiceNow using a Transform Map.

The screenshot shows the ServiceNow System Diagnostics page. A modal window titled "Make your life easier, create a dashboard!" is displayed, providing instructions on how to create a dashboard version of the homepage. Below the modal, the "System Diagnostics" section displays "Cluster Nodes Status" with the following data:

Name	Status
app132017.ytz3.service-now.com:dev57230004	online
Logged in users	1
Last reported	0 seconds
Last reported (seconds ago)	0
JVM UP time	3 hours 2 minutes
JVM CPU time	1 hour 13 minutes
Scheduler running	true
Scheduler queue length	0
Memory (MB)	216.0 of 1980.0
JVM Classes	29275.0 loaded, 240.0 unloaded
Transactions	1802
Errors	9
GC.ParNew.Count	2604 (71 per 5 minutes)
GC.ParNew.TotalTime	49166 (49 seconds)
GC.ParNew.AvgTime	0.018880952
GC.ConcurrentMarkSweep.Count	35 (0 per 5 minutes)
GC.ConcurrentMarkSweep.TotalTime	31441 (31 seconds)
GC.ConcurrentMarkSweep.AvgTime	0.8983143

Creating a Data Source in ServiceNow

The screenshot shows the ServiceNow Data Source creation page. The left sidebar is expanded to show the "Data Sources" section under "Administration". The main form is for creating a new Data Source, with the following fields filled in:

- Name:** Test Import
- Import set table label:** Test Import
- Import set table name:** u_test_import
- Type:** File
- Format:** Excel (.xlsx/.xls)
- File retrieval method:** Attachment
- File path:** (empty)
- Zipped:** (unchecked)
- Sheet number:** 0
- Header row:** 0
- Use Batch Import:** (unchecked)

A "Submit" button is at the bottom right of the form. A "SUBSCRIBE" button with a YouTube icon is visible in the bottom right corner of the page.

Creating a Data Source in ServiceNow

The screenshot shows the ServiceNow interface for creating a data source. On the left, the navigation bar includes 'System Import Sets', 'Data Sources', and 'Import Sets'. The main panel displays the 'Data Source Test Import' configuration. It shows the import set table name as 'u_test_import', type as 'File', and format as 'Excel (.xlsx/.xls)'. The 'Sheet number' and 'Header row' fields are set to 0. There is also a 'Use Batch Import' checkbox. Below this, a 'Related Links' section shows 'Test Load 20 Records' and 'Load All Records'. At the bottom, there are tabs for 'Transforms', 'Robust Transformer', 'Import Sets', and 'Attachments'. A search bar at the bottom right is set to 'Import Sets'.

Creating a Data Source in ServiceNow

The screenshot shows an Excel spreadsheet titled 'test_import'. The data is organized into columns labeled 'name', 'address', 'city', 'state', and 'zip'. The data rows are as follows:

	name	address	city	state	zip
1	Sam Smalley	111 Elm Street	Nowhere	MO	66651
2	John James	400 Elm Street	Someplace	CA	87654
3	Wendy Withers	18 Target Drive	Nowhere	TN	56789
4	Billy Barnes	1234 Count Ave	Townville	IL	34567
5	Mary Marx	902 N Peach St	Cityburg	FL	77665

Creating a Data Source in ServiceNow

The screenshot shows the ServiceNow interface for managing attachments. The left sidebar includes 'System Import Sets', 'Data Sources', and 'Import Sets'. The main panel shows the 'Data Source Test Import' configuration with the 'Attachments' tab selected. It lists one attachment named 'test_import.xlsx' with a download link. The attachment details are as follows:

- Name: Test Import
- Import set table label: Test Import
- Import set table name: u_test_import
- Type: File
- Format: Excel (.xlsx/.xls)
- Zipped: Unchecked
- Sheet number: 0
- Header row: 0
- Use Batch Import: Unchecked

LESSON 10:

Understanding Import Sets in ServiceNow:

An **Import Set** in ServiceNow is a tool used to import data from various sources into ServiceNow tables. It serves as an intermediary that temporarily stores the incoming data, allowing you to transform and map it before it's permanently loaded into the target tables. Here's an overview of how Import Sets work:

Key Concepts of Import Sets:

1. Import Set Table:

- When data is imported, it is first stored in an Import Set Table, which is a temporary holding place for the data.
- The Import Set Table mirrors the structure of the data being imported, allowing you to examine and manipulate it before finalizing the import.

2. Data Sources:

- Import Sets are fed by Data Sources, which define where the data is coming from (e.g., CSV file, database, web service).
- The Data Source determines how the data is retrieved and what format it's in, but the Import Set Table is where that data first lands in ServiceNow.

3. Transform Maps:

- A Transform Map is used to map fields from the Import Set Table to the appropriate fields in the target table where the data will be permanently stored.
- Transform Maps can include scripts and rules to clean, validate, or manipulate the data as it's being transferred to the target table.

4. Running the Import:

- After setting up the Import Set and Transform Map, the data import process is executed. The data is loaded into the Import Set Table, transformed according to the map, and then inserted or updated in the target table.

5. Import Set API:

- For advanced use cases, the Import Set API allows you to programmatically control the import process, enabling automation and integration with other systems.

Use Cases for Import Sets:

- 1. Data Migration:**
 - When moving data from a legacy system into ServiceNow, Import Sets allow you to bring in large amounts of data, ensuring it is accurately transformed and integrated into the new system.
- 2. Bulk Data Updates:**
 - If you need to update many records at once (e.g., adding new users, updating asset details), Import Sets allow you to import and process the data efficiently.
- 3. Regular Data Synchronization:**
 - Import Sets can be used for regular data imports, such as synchronizing data between ServiceNow and external systems (e.g., HR databases, financial systems).

Steps in Using Import Sets:

- 1. Create a Data Source:** Define where the data is coming from and the format.
- 2. Create an Import Set Table:** This happens automatically when you import data for the first time.
- 3. Create a Transform Map:** Map the fields from the Import Set Table to the target table.
- 4. Run the Import:** Load the data into the Import Set Table, then transform and move it into the target table.
- 5. Review and Validate:** Check the imported data to ensure accuracy and completeness.

Benefits:

- **Data Transformation:** Import Sets allow you to clean and validate data before it's committed to the system.
- **Error Handling:** Errors in the data can be caught and corrected in the Import Set Table before they affect the target table.
- **Flexibility:** Import Sets can handle various data formats and sources, making them a versatile tool for data integration.

Best Practices:

- **Test Imports:** Always test with a small dataset first to ensure your Transform Maps work as expected.
- **Use Scheduled Imports:** For ongoing data imports, consider scheduling the import process to run automatically at regular intervals.

- **Document Transform Maps:** Maintain clear documentation of your Transform Maps for easier troubleshooting and future updates.

The screenshot shows the ServiceNow Import Set progress page. The top bar indicates the URL as https://dev57230.service-now.com/nsv_to.do?url=%2Fimport_status.do%3Fsysparm_id=3D005af77f25423010139a78ea279. The main area displays the following information:

- Progress:** Name: ImportProcessor, State: Complete, Completion code: Success, Message: Processed: 5, inserts 5, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:02.632).
- Next steps...**
 - Import sets:** Go to the import sets for this data load.
 - Loaded data:** Go to the newly imported data inside the staging table: u_test_import.
 - Create transform map:** Create a transform map for the newly staged data.
 - Import log:** View the import log.

Understanding Import Sets in ServiceNow

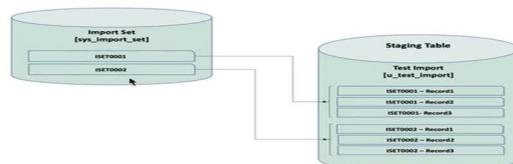
The screenshot shows the ServiceNow Test Imports list page. The top bar indicates the URL as https://dev57230.service-now.com/nsv_to.do?url=%2Fu_test_import_list.do. The main area displays a table of import sets:

Row	Set	State	Target table	Target record	Error
3	ISET0010036	Pending	(empty)	(empty)	
1	ISET0010036	Pending	(empty)	(empty)	
1	ISET0010037	Pending	(empty)	(empty)	
3	ISET0010037	Pending	(empty)	(empty)	
0	ISET0010036	Pending	(empty)	(empty)	
4	ISET0010036	Pending	(empty)	(empty)	
2	ISET0010036	Pending	(empty)	(empty)	
0	ISET0010037	Pending	(empty)	(empty)	
2	ISET0010037	Pending	(empty)	(empty)	
4	ISET0010037	Pending	(empty)	(empty)	

Understanding Import Sets in ServiceNow

The Import Set [sys_import_set] Table

In order to keep the import sets organized, the Staging layer organizes them by creating an external table named Import Set [sys_import_set]. Each time an import run is executed, the platform adds a record to the Import Set Table. That record represents the import run, or the set of data. As the imported rows are added to the Staging table, each record is marked with a reference to the Import Set record. The Set attribute is used to store that reference. This allows us to organize and identify that our 40 staged records are distributed between 2 Import Sets.



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LESSON 11:

ServiceNow Transform Maps & Field Maps:

In ServiceNow, **Transform Maps** and **Field Maps** are essential components used to import data from an Import Set Table into target tables. They define how data is transformed and mapped during the import process. Here's a detailed overview:

Transform Maps:

1. Purpose:

- Transform Maps are used to define how data from an Import Set Table is mapped and transformed before being inserted into the target table in ServiceNow.

2. Key Components:

- **Source Table:** The Import Set Table where the raw data is initially stored.
- **Target Table:** The ServiceNow table where the data should be loaded after transformation.
- **Field Mapping:** Specifies which fields in the Import Set Table correspond to fields in the target table.
- **Transform Scripts:** Custom scripts that can be used to manipulate data during the transformation process. These scripts can be applied to transform data values, handle special cases, or validate data.

3. Creation:

- Navigate to **System Import Sets > Administration > Transform Maps** in ServiceNow.
- Click **New** to create a new Transform Map.
- Define the **Name**, **Source Table** (Import Set Table), and **Target Table**.
- Add field mappings and, if necessary, configure transformation scripts.

4. Execution:

- Once the Transform Map is configured, you run the import process. The data flows from the Import Set Table through the Transform Map, which applies the field mappings and transformation rules before loading the data into the target table.

Field Maps:

1. Purpose:

- Field Maps define the relationship between fields in the Import Set Table and fields in the target table. They ensure that data is correctly mapped and transferred during the import.

2. Key Components:

- **Source Field:** The field in the Import Set Table that contains the data to be imported.
- **Target Field:** The corresponding field in the target table where the data will be inserted.
- **Transform Script:** An optional script that can be used to manipulate the data from the source field before it is placed into the target field.

3. Creation and Configuration:

- Within a Transform Map, you add Field Maps to specify how individual fields should be mapped from the Import Set Table to the target table.
- Field Maps can be added manually or automatically generated when you create a Transform Map.

4. Example:

- If your Import Set Table has a field named first_name, and you want to map this to the first_name field in the target table, you would create a Field Map that specifies this mapping.

Usage Scenario:

1. Basic Example:

- **Import Set Table:** Contains a CSV file with columns name, email, phone.
- **Target Table:** User table in ServiceNow.
- **Transform Map:** Defines how to map name to Name, email to Email, and phone to Phone in the User table.

2. Advanced Example:

- **Import Set Table:** Contains a list of incidents with statuses as text descriptions.
- **Transform Map:** Includes scripts to translate text statuses into predefined status codes used in the target Incident table.

Best Practices:

- **Test Transform Maps:** Always test with a subset of data to ensure that transformations and mappings work as expected.
- **Document Transformations:** Keep clear documentation of field mappings and transformation rules for future reference and troubleshooting.
- **Handle Errors:** Use logging and error handling in transform scripts to manage issues that may arise during the import process.

The screenshot shows the ServiceNow Mapping Assist interface. On the left, the navigation bar includes links like Self-Service, Homepage, Business Applications, Dashboards, Service Catalog, Knowledge, Visual Task Boards, Connect Chat, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, and My Connected Apps. The main area is titled "Mapping Assist". It displays three tables: "Source: Test Import" (with fields type, Updated, Updated by, Updates, address, city, name, state, and zip), "Field Map" (with rows for name mapped to User Name and address), and "Target: My Table" (with fields Address, City, State, and Zip Code). Below these is a "Data Viewer" section with tabs for "Test Import" and "My Table". Under "Test Import", there's a table with two rows: "Comment" (Field: Comment, Value: Created) and "admin" (Field: Created by, Value: admin). A red horizontal line highlights the "Import set run" link at the bottom of the viewer. The top right of the interface shows standard save and cancel buttons, along with user information for System Administrator.

LESSON 12:

ServiceNow Incident Management Tutorial and Task Administration:

ServiceNow Incident Management Tutorial

Incident Management in ServiceNow focuses on restoring normal service operation as quickly as possible following disruptions. It involves the processes for handling incidents reported by users, ensuring minimal impact on the organization's operations. Here's a comprehensive tutorial to get you started:

1. Overview of Incident Management

- **Purpose:** To manage and resolve incidents efficiently to minimize downtime and impact on business operations.
- **Key Components:** Incidents, Categories, Subcategories, Tasks, and Workflows.

2. Creating an Incident

1. Navigate to Incident Management:

- Go to Incident > Create New from the Application Navigator.

2. Fill Out the Incident Form:

- **Caller:** Select or enter the user who reported the incident.
- **Short Description:** Provide a brief summary of the incident.
- **Description:** Detail the issue or problem.
- **Category and Subcategory:** Choose appropriate categories to classify the incident.
- **Priority:** Set the priority based on impact and urgency.

3. Save the Incident:

- Click Submit to create the incident or Save to save it as a draft.

3. Managing and Resolving Incidents

1. Assign the Incident:

- **Assignment Group:** Assign the incident to a specific group or individual responsible for resolving it.
- **Assigned To:** Select the specific person if necessary.

2. Work on the Incident:

- Update the incident with progress notes.
- Change the status as work progresses (e.g., In Progress, On Hold).

3. Communicate:

- Use Comments and Work Notes to communicate updates and gather additional information.

4. Resolve the Incident:

- Once resolved, update the resolution details.

- Change the status to Resolved and provide a resolution summary.
- Verify with the user if necessary and then close the incident.

4. Incident Management Features

- SLAs (Service Level Agreements): Define response and resolution times to ensure incidents are handled within agreed timeframes.
- Notifications: Configure notifications to alert users and groups about incident updates and changes.
- Reports and Dashboards: Use built-in reports and dashboards to track incident metrics, such as response times and resolution rates.

Task Administration in ServiceNow

Task Administration involves managing tasks related to incidents, changes, and other processes. Tasks are individual units of work assigned to users or groups, often used to support incident resolution, change management, and other workflows.

1. Creating and Managing Tasks

1. Create a Task:

- Navigate to the appropriate module (e.g., Incident > Create New).
- Create a task related to the incident, change, or other record as needed.

2. Task Assignment:

- Assignment Group: Assign the task to a group.
- Assigned To: Select the individual responsible for the task.

3. Update Task Status:

- Use statuses like Open, In Progress, On Hold, and Closed to reflect the task's current state.

4. Add Work Notes and Comments:

- Document progress and communicate with other users through work notes and comments.

2. Task Templates

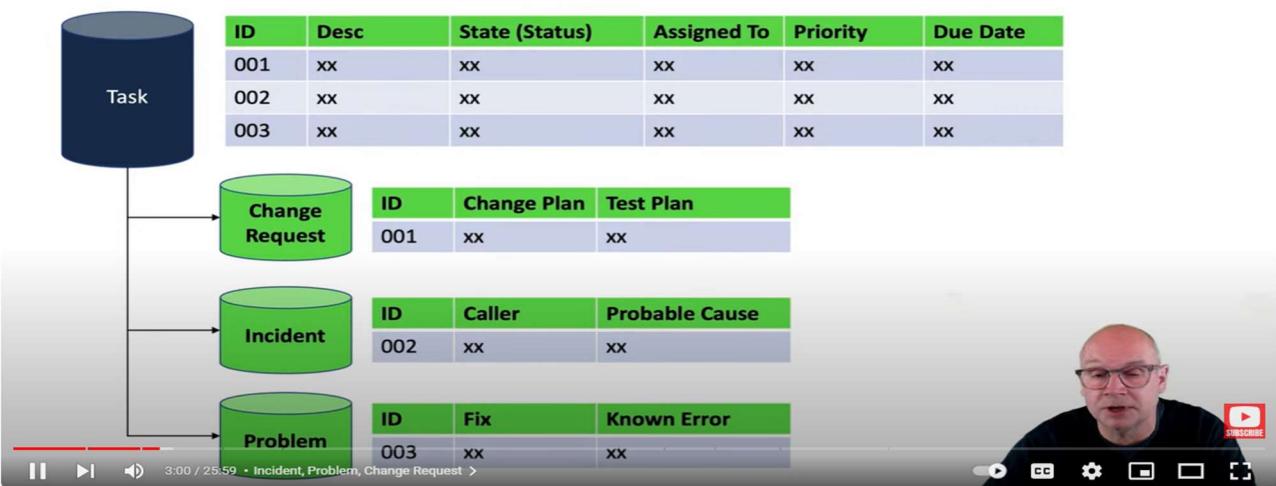
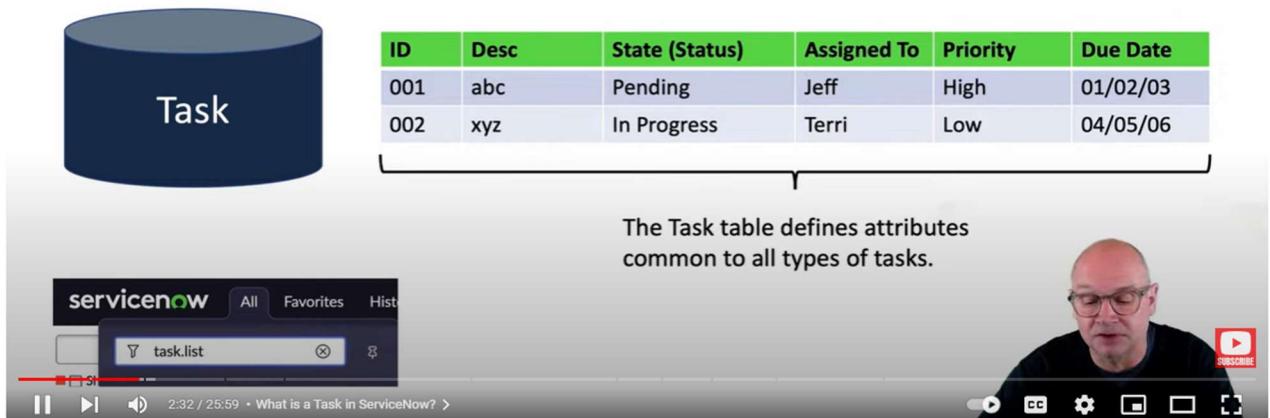
- Purpose: Use task templates to standardize repetitive tasks and ensure consistency.

- **Creation:** Navigate to Task Templates and create templates that define common tasks and associated details.

3. Task Management Features

- **Task SLA:** Track and manage SLAs associated with tasks to ensure they are completed within the agreed timeframes.
- **Task Notifications:** Configure notifications to alert users about task assignments and updates.
- **Task Reports:** Use reports to track task progress, completion rates, and other metrics.

A Task is some item of work that needs to get done. In ServiceNow, each Task is represented by a record in a database table named Task [task].



LESSON 13:

ServiceNow Reporting Tutorial:

ServiceNow Reporting allows users to create, customize, and analyze reports to gain insights into various aspects of the platform, such as incidents, changes, and other processes. Here's a tutorial to help you get started with ServiceNow Reporting:

1. Introduction to Reporting

Purpose: To analyze and visualize data, helping organizations make informed decisions based on insights from ServiceNow records.

Key Components:

- **Reports:** Visual representations of data, including charts, tables, and graphs.
- **Dashboards:** Collections of reports and widgets that provide an overview of key metrics and data.

2. Creating a Basic Report

1. Navigate to Reporting:

- Go to **Reports > View / Run** from the Application Navigator.

2. Create a New Report:

- Click on **Create New** or **New** to start a new report.

3. Select the Table:

- Choose the table from which you want to pull data (e.g., Incident, Change Request).

4. Configure the Report:

- **Name:** Enter a name for your report.
- **Type:** Select the type of report you want to create (e.g., List, Pie Chart, Bar Chart, etc.).
- **Filter Conditions:** Define filter criteria to specify which records should be included in the report.
- **Group By:** Optionally, group data by a specific field to aggregate results (e.g., group incidents by priority).

5. Set Up Columns or Data Series:

- Choose the columns or data series you want to display in the report.

6. Run the Report:

- Click **Run** to generate the report based on the configurations you've set.

7. Save the Report:

- Click **Save** or **Save As** to save your report. You can also share it with others or set permissions as needed.

3. Customizing and Editing Reports

1. Edit an Existing Report:

- Navigate to **Reports > View / Run**, find the report you want to edit, and click on its name.
- Click **Edit** to make changes to the report's configuration.

2. Modify Report Filters:

- Adjust filter conditions to refine the data included in the report.

3. Change Report Type:

- You can switch between different report types (e.g., from a list view to a chart) by modifying the report type setting.

4. Add or Remove Columns:

- Adjust the columns displayed in list reports or modify data series in chart reports.

5. Use Visualization Tools:

- Utilize ServiceNow's visualization options to enhance your report's presentation, such as adding trend lines, customizing colors, or configuring data labels.

4. Advanced Reporting Features

1. Scheduled Reports:

- Schedule reports to run automatically at specified intervals. Navigate to the report and click **Schedule** to configure timing and delivery options.

2. Performance Analytics:

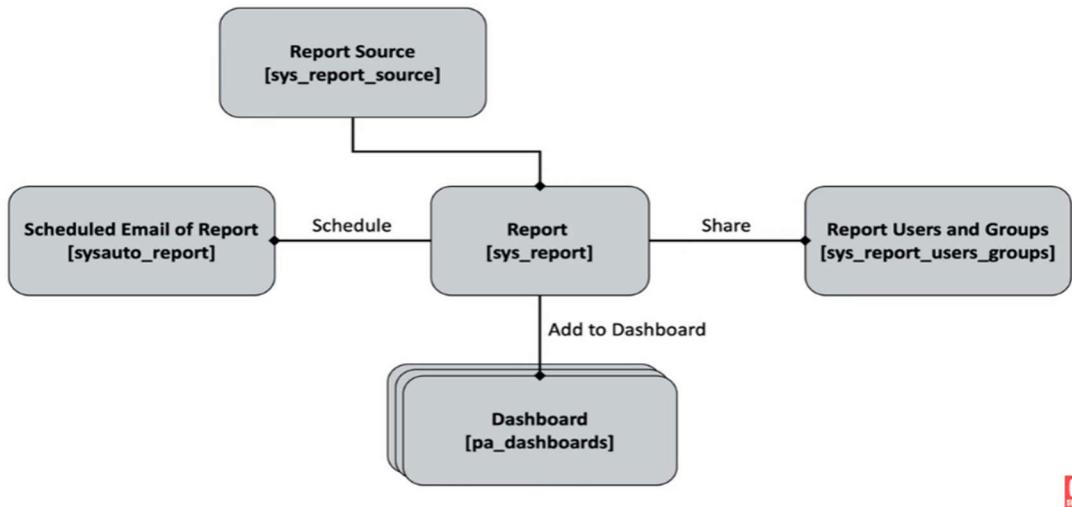
- For more advanced analytics, use Performance Analytics to create widgets, indicators, and scorecards. Performance Analytics provides historical data trends and advanced data visualization.

3. Dashboards:

- Combine multiple reports into a single dashboard for a comprehensive view. Navigate to **Dashboards > Create New** to build and configure dashboards.

4. Report Sharing and Permissions:

- Set permissions to control who can view, edit, or share reports. Use the **Sharing** options to manage access to your reports.



Scheduled Email of Report [sysauto_report] extends Scheduled Job

FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Run	The recurrence rate of the scheduled email report	String (Daily, Weekly, Monthly, On Demand, etc.)
Time	The time at which the scheduled email report should be ran	Time
Subject	The subject of the email for the scheduled email report	String
Introductory message	The content of the email for the scheduled email report	HTML
Condition	A script containing the condition that must be met for the scheduled email report	Script (Plain)



LESSON 14:

What is Low Code No Code Development?:

Low Code and No Code Development are approaches to software development that enable users to create applications with minimal or no traditional coding. These methods use visual interfaces, drag-and-drop functionality, and pre-built components to streamline the development process. Here's an overview:

Low Code Development

Definition:

- **Low Code Development** involves using a visual development environment to create applications with minimal hand-coding. Developers use pre-built components and drag-and-drop tools to build applications, while still writing some code for customization and complex functionality.

Key Features:

1. **Visual Development:** Provides a graphical interface to design and build applications, including forms, workflows, and data models.
2. **Reusable Components:** Offers pre-built modules and templates that can be customized and reused across different applications.
3. **Code Integration:** Allows for integration of custom code where needed for advanced functionality or specific requirements.
4. **Accelerated Development:** Speeds up the development process by reducing the amount of manual coding required.

Use Cases:

- **Business Process Automation:** Quickly create applications to automate workflows and business processes.
- **Internal Tools:** Develop internal applications and tools with minimal coding for enterprise use.

No Code Development

Definition:

- **No Code Development** enables users to build applications without writing any code. It uses visual development tools and pre-configured templates to allow users to create applications entirely through graphical interfaces.

Key Features:

1. **Drag-and-Drop Interface:** Users can design applications using a drag-and-drop interface, selecting and configuring pre-built elements.
2. **Pre-Built Templates:** Offers a variety of templates and components that users can customize without any coding.
3. **User-Friendly:** Designed for users with little to no technical background, allowing non-developers to create applications.
4. **Rapid Deployment:** Facilitates fast development and deployment of applications.

Use Cases:

- **Prototyping:** Quickly build and iterate on application prototypes.
- **Citizen Development:** Enable business users or non-technical staff to develop and customize applications to meet their needs.

Benefits of Low Code/No Code Development

1. **Speed:** Accelerates the application development lifecycle, allowing for faster deployment and iteration.
2. **Cost-Effective:** Reduces development costs by minimizing the need for extensive coding and development resources.
3. **Accessibility:** Empowers non-technical users to participate in application development and customization.
4. **Flexibility:** Allows for rapid changes and updates to applications based on evolving business requirements.
5. **Integration:** Facilitates integration with various systems and data sources through pre-built connectors and APIs.

Limitations

1. **Complexity Handling:** Low Code platforms may handle complex scenarios less efficiently than traditional coding.
2. **Customization:** While powerful, No Code platforms may have limitations in terms of highly specific or advanced customizations.
3. **Scalability:** Some Low Code/No Code solutions might face challenges in scalability or performance as the application grows.

Low Code / No Code Pros & Cons

Pros

- Empowers the people that know the business to solve business problems themselves
- Improves agility via tools for creating IT-services quickly
- Lower costs via more apps in less time with less dependence on IT
- Increased automation opportunities

Cons

- Requires generalization which limits flexibility
- Limits technical improvements (I can code this better)



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

- Your jobs are safe
- Understand that you are the tail, not the dog



What is Low Code No Code Development?