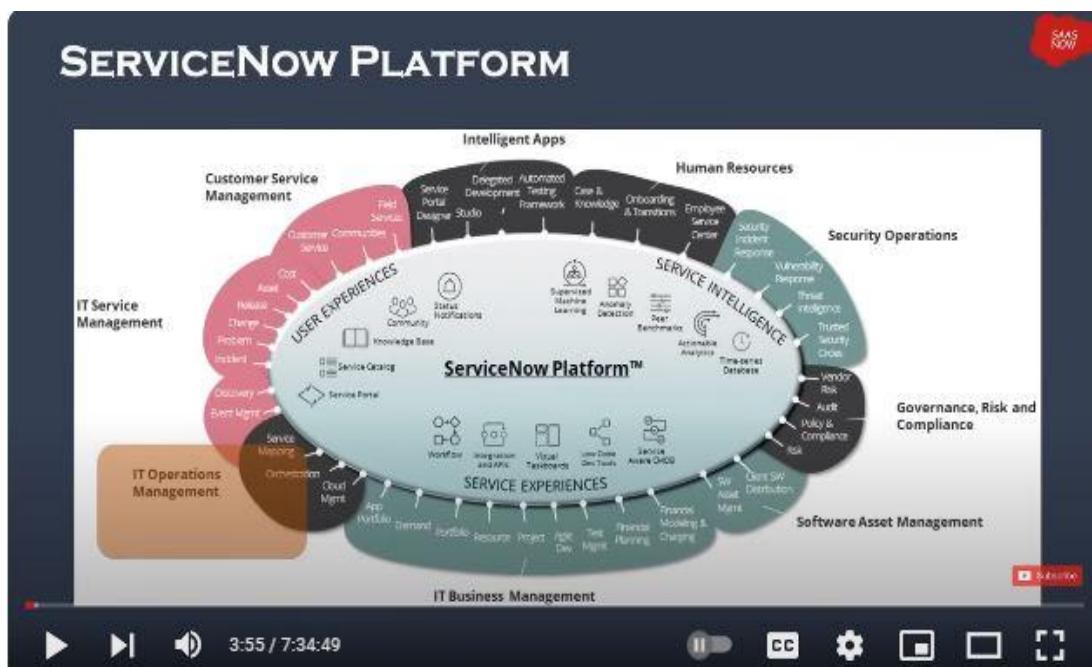


## COGNIZANT WEEK 2

### MODULE 2

#### SERVICENOW ADMINISTRATION FUNDAMENTALS

Service now Platform provides application platform as a service called APaaS. It is cloud based computing model which provides infrastructure to develop, run and manage applications. This platform is not limited to specific business functions of any organizations and can be utilized in different areas of organisation like IT, HR, Finance. Organizations can utilise ServiceNow to automate and standardize the service delivery. SN was known to be a ticketing tool but now it can be utilized for automation.



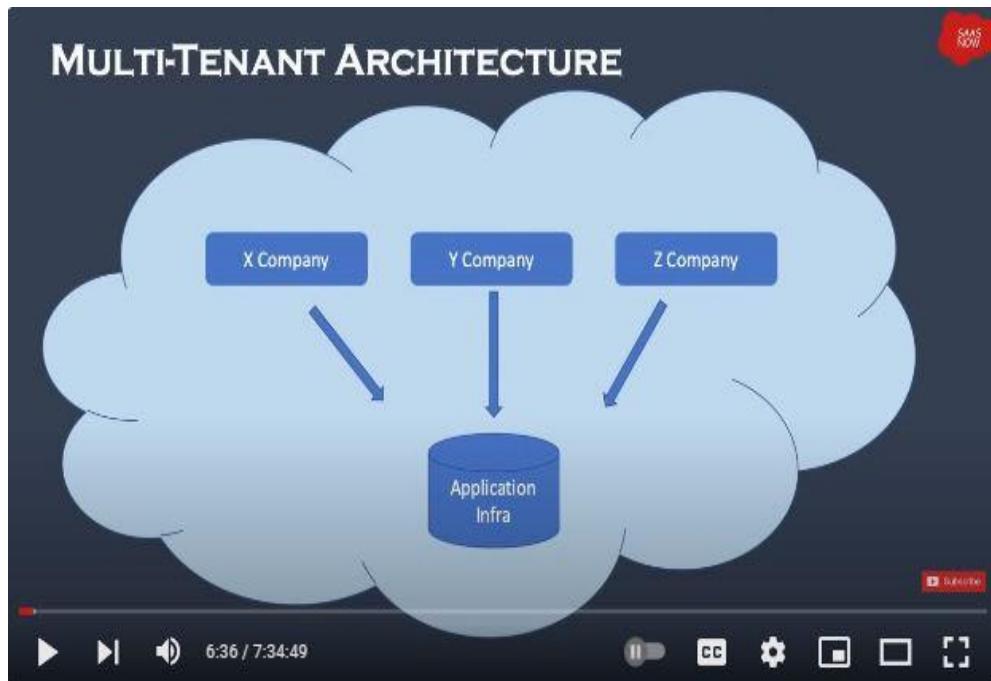
#### ServiceNow Architecture

ServiceNow platform is an application platform as service to automate business across organizations needed to develop, run and manage applications. It is single data model which is built on flexible table scheme and delivers common set of core capabilities and reusable components. SN platform has multi instance architecture rather than multi-tenant architecture which is used by other companies.

ServiceNow cloud is built on advance architecture called multi instance. This architecture organizes the data applications and customizations reside in unique software stack called an instance. The organization may have more than one instance, each instance is isolated from every other instance but can still communicate with each other, ServiceNow provides high availability data centres. ServiceNow provide four weekly full backs of the data with 6 day of different daily backups.

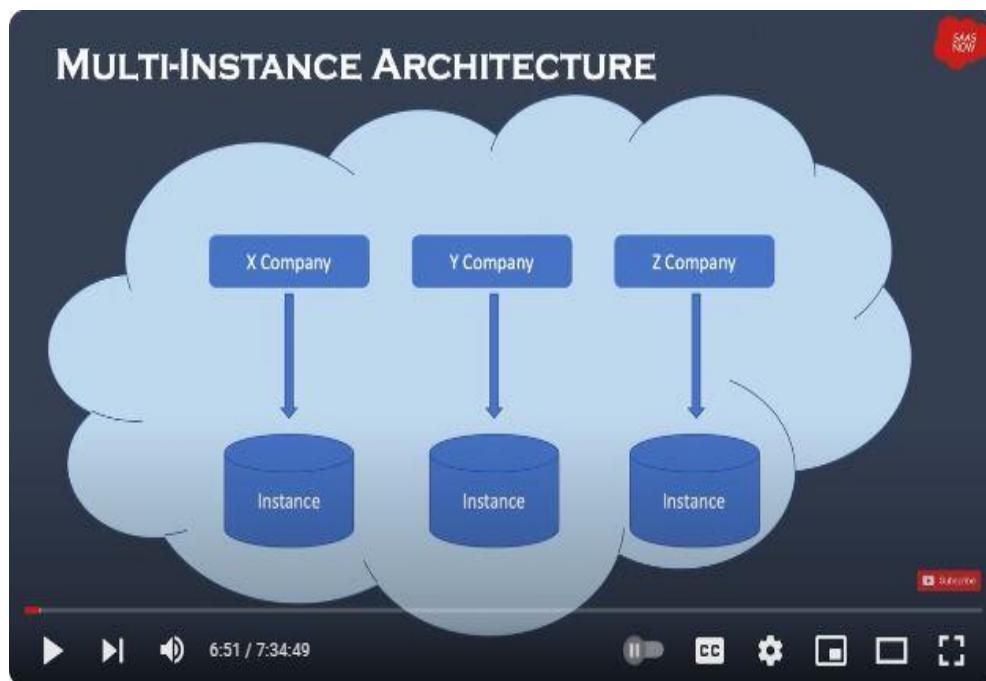
## MULTI-TENANT ARCHITECTURE

In this all three company's share Application Infra of Service provider.



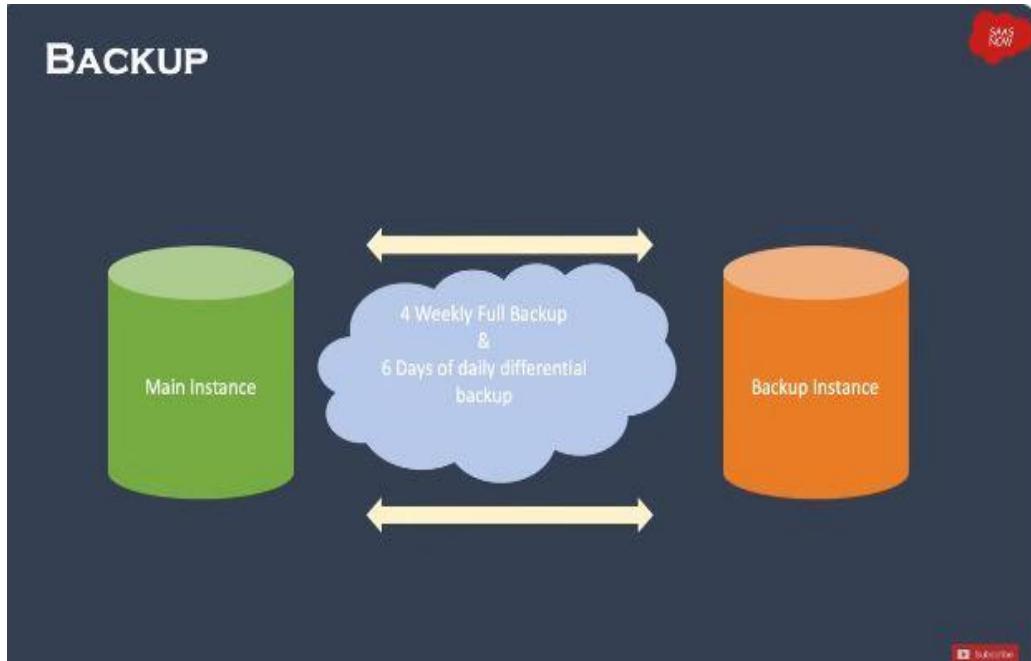
## MULTI-INSTANCE ARCHITECTURE (Provided by ServiceNow)

Every Organization has their own instance whose maintenance will be different from others.



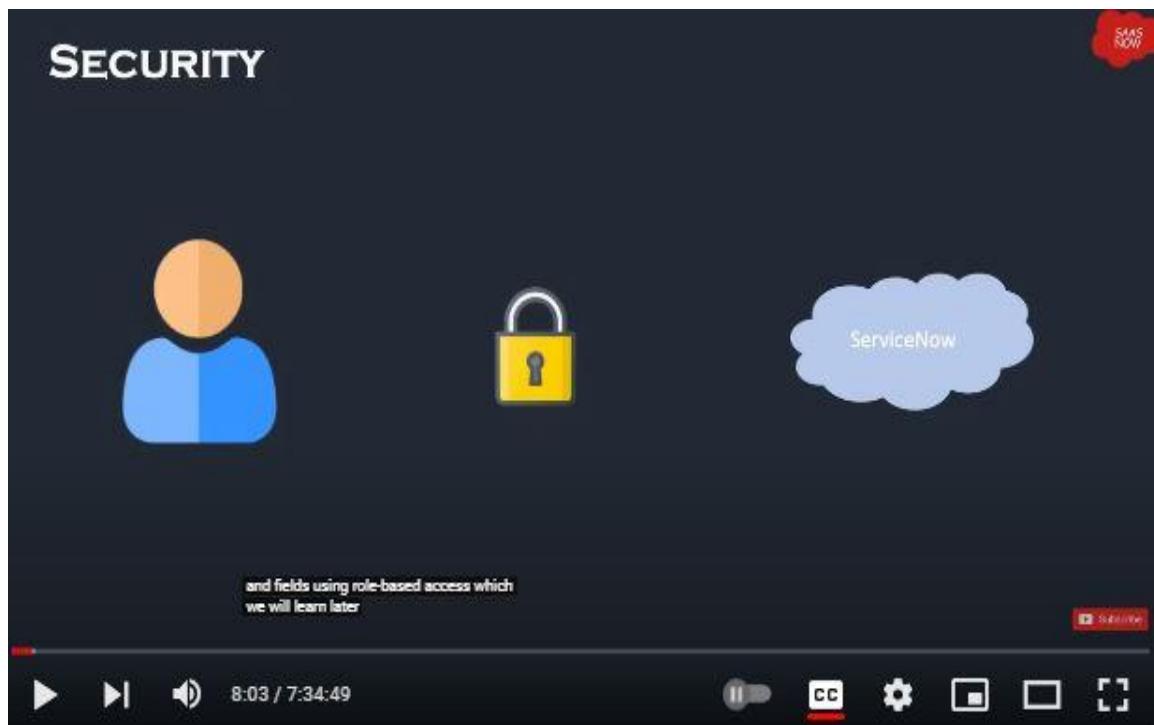
## BACKUP

ServiceNow provides 4 Weekly Full Backup and 6 Days of Daily differential backups. Backup is needed if in case something is broken in instance then service now fixes everything with the help of backup. This backup is also used in cloning activity as lower instances are copied from production instances.



## SECURITY

Service now can also be integrated with single sign on services that are compliant with saml 2.0 standard. Applications and fields can further be secured using role-based access.

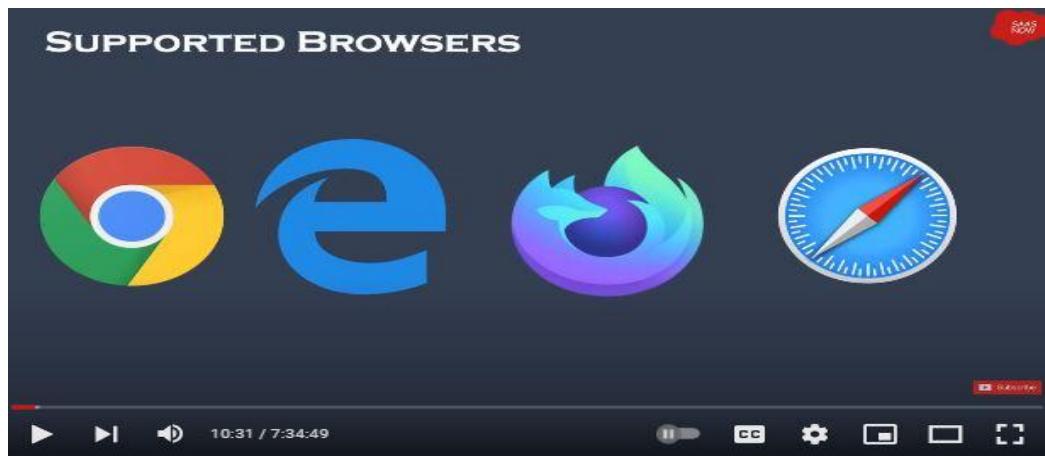
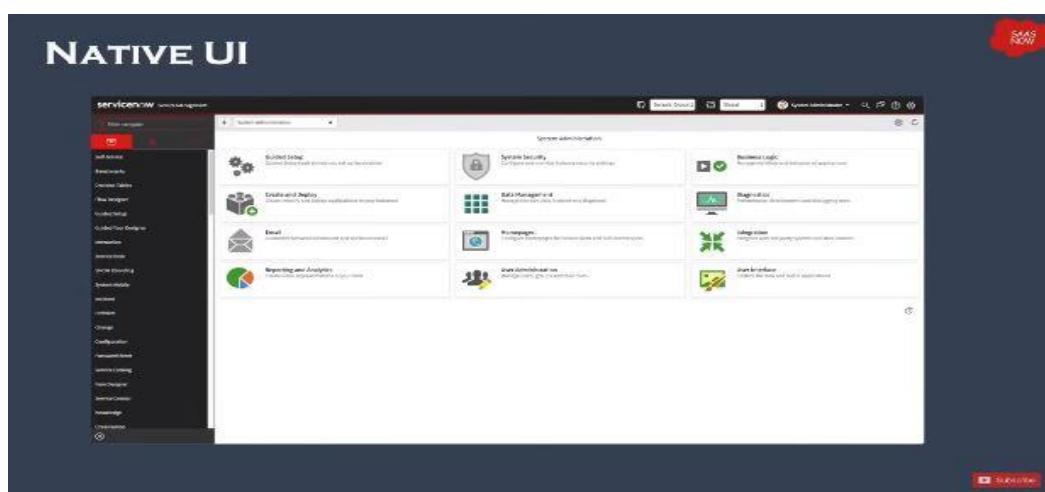
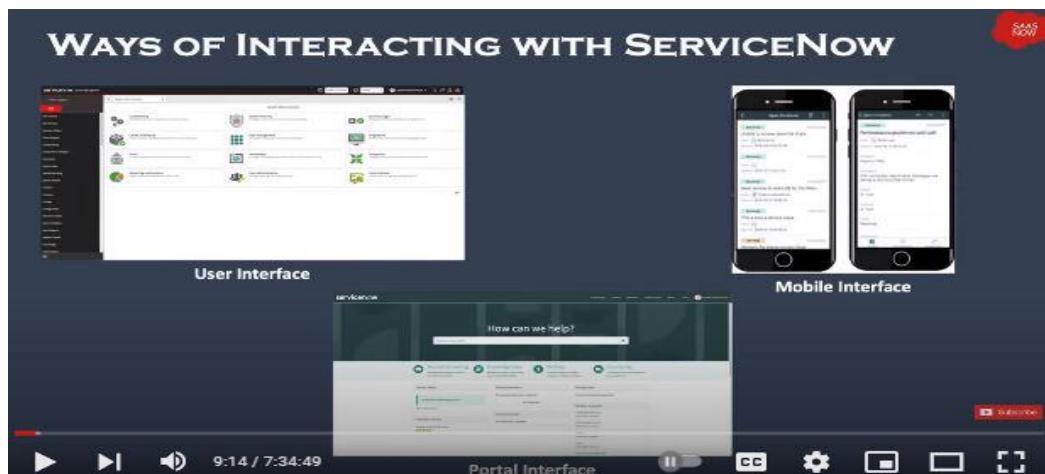


## PLATFORM INTERFACE

Platform interface refers to the ways of interacting with service now platform. It provides three ways to interact with platform.

1. User interface
2. Service Now mobile apps
3. Portal Interface

All of this access common data model of service now platform.



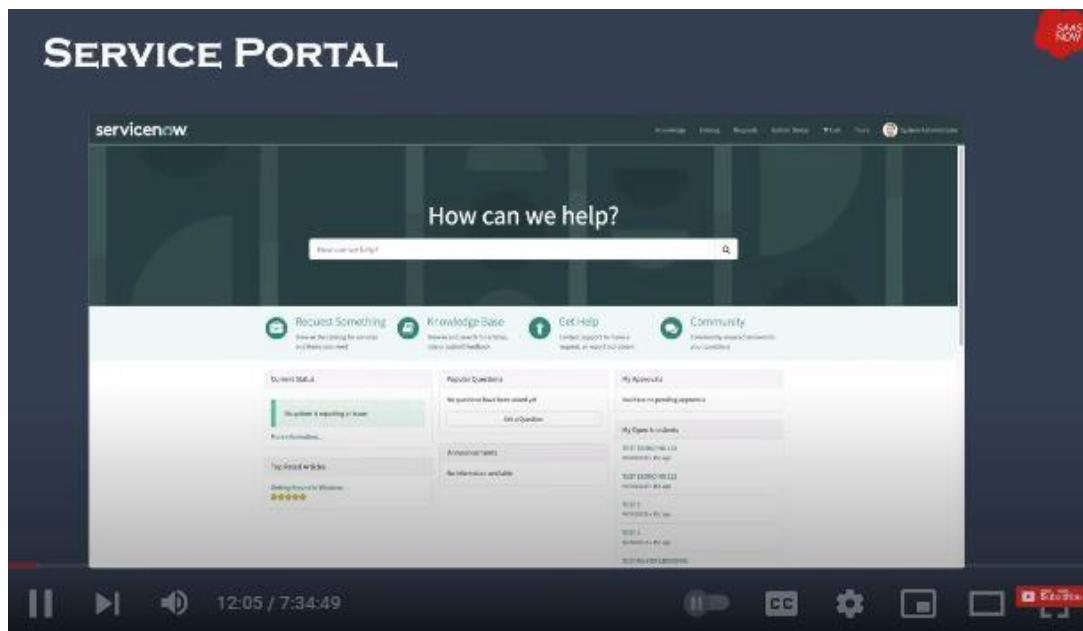
## Mobile Apps

Service Now's mobile apps allow users to access the platform's features on the go, enabling them to manage tasks, incidents, and approvals from their smartphones.



## Service Portal

The ServiceNow Service Portal is a customizable, web-based interface that allows users to access self-service options, request IT services, and track service tickets. It provides a user-friendly experience, enabling users to report issues, find knowledge articles, and resolve problems independently.



## Supported Authentication

Servicenow supports different types of user authentication such as:

1. Local Database

2. SSO
3. LDAP
4. OAuth 2.0
5. Digest Token
6. Multi-Factor

## Role Based Access



**Users:** Individual accounts representing people who interact with the ServiceNow platform.

**Group:** Set of users who share a common purpose.

**Role:** Collection of permissions in the Now Platform.

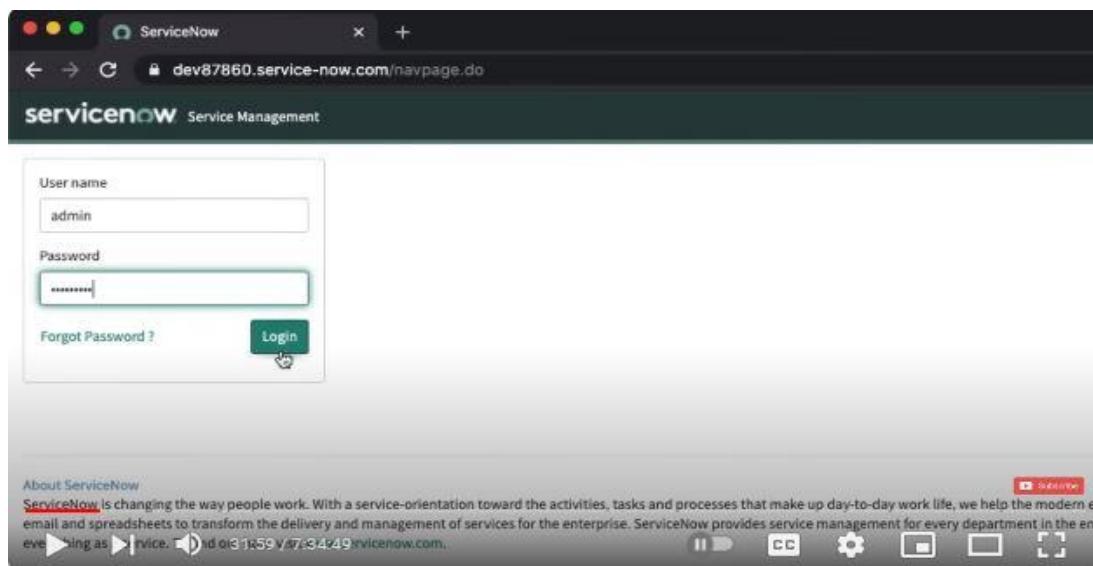
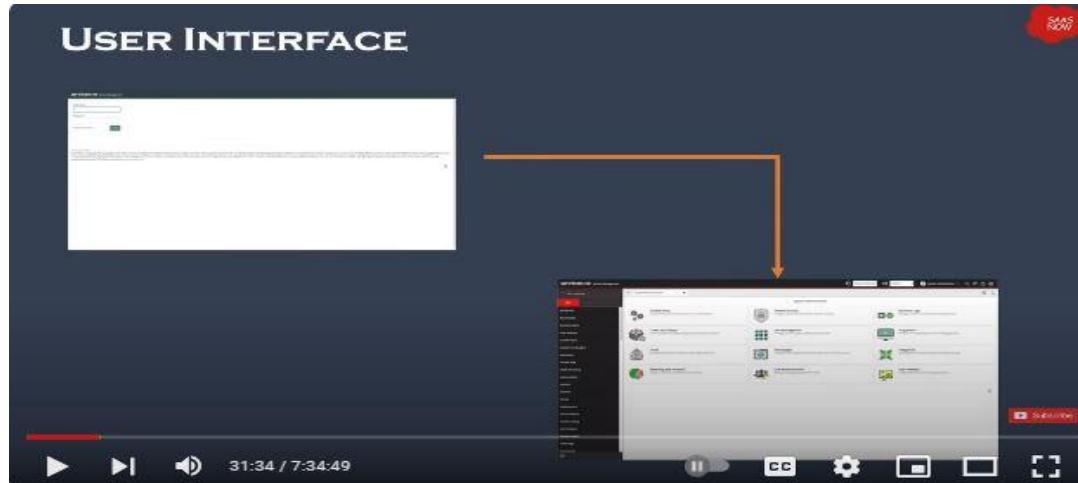
## Roles Assigned to a Group



## Base System Roles

1. Admin
2. Approver user
3. Itil
4. Catalog\_admin

## User Interface



## UI Elements

**Banner Frame:** Banner frame runs across the top of the user interface, the Logo is on the left of the Banner frame which when clicked on takes the user to the homepage, On the right is the User menu, help tools and the System settings. Application navigator takes up the left space of the screen and the remainder of the screen called workspace is referred to as content frame.

**Application Navigation:** In Service Now, 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.

## UI-16

The screenshot shows the ServiceNow interface. On the left is the Application Navigator sidebar with various service links like Self-service, Workforce, and System Administration. The main area is the Banner Frame, which contains a grid of tiles for System Administration modules: Guided Setup, System Security, Business Logic, Create and Deploy, Data Management, Diagnosis, Email, Homepages, Integration, Reporting and Analytics, and User Administration. A central Content Pane displays the User Administration tile. The bottom of the screen shows a media player-like control bar with play/pause, volume, and other controls.

## APPLICATION NAVIGATOR ELEMENTS

Three screenshots illustrate the components of the Application Navigator:

- Left Panel:** Shows the full list of available services in the Application Navigator.
- Middle Panel:** Shows a single service selected in the Application Navigator.
- Right Panel:** Shows the detailed configuration options for the selected service.

## UI- 15

The screenshot shows the ServiceNow System Administration dashboard. The left sidebar lists various system management services. The main content area features a "System Administration" section with tiles for Guided Setup, System Security, Business Logic, Create and Deploy, Data Management, Diagnosis, Email, Homepages, Integration, Reporting and Analytics, and User Administration. A banner at the top encourages users to "Make your life easier, create a dashboard!"

## System Settings

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.

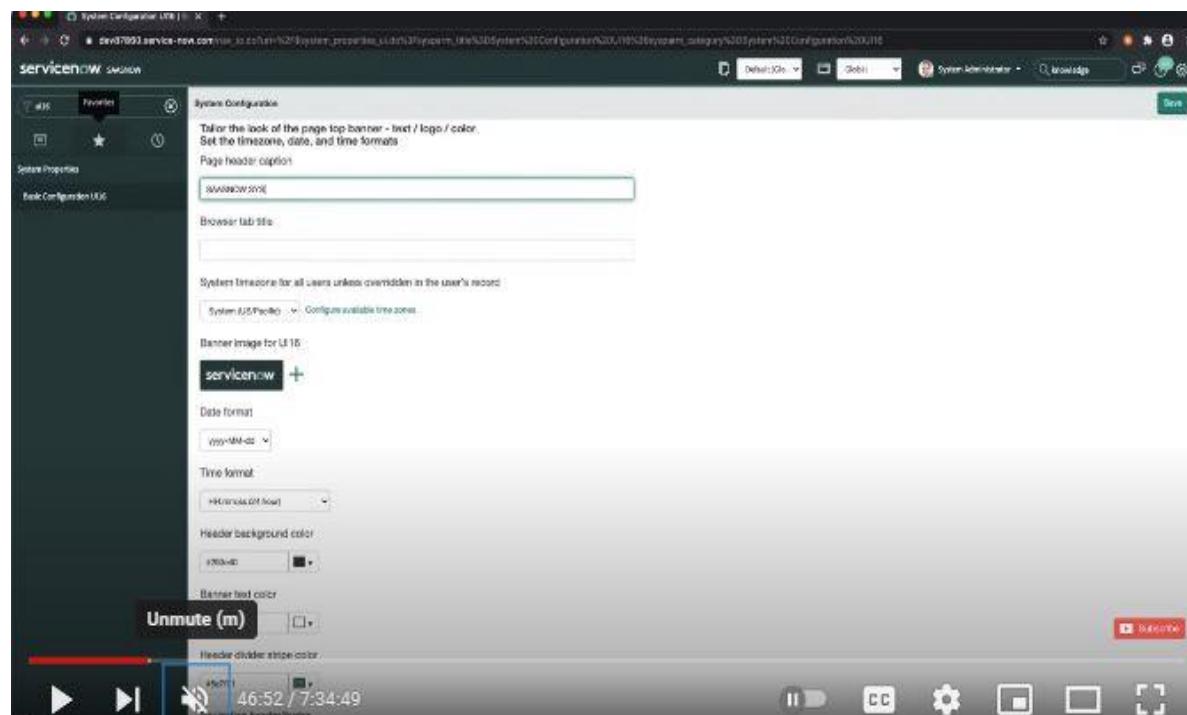
**Accessibility:** Modify settings to improve usability for those with accessibility needs.

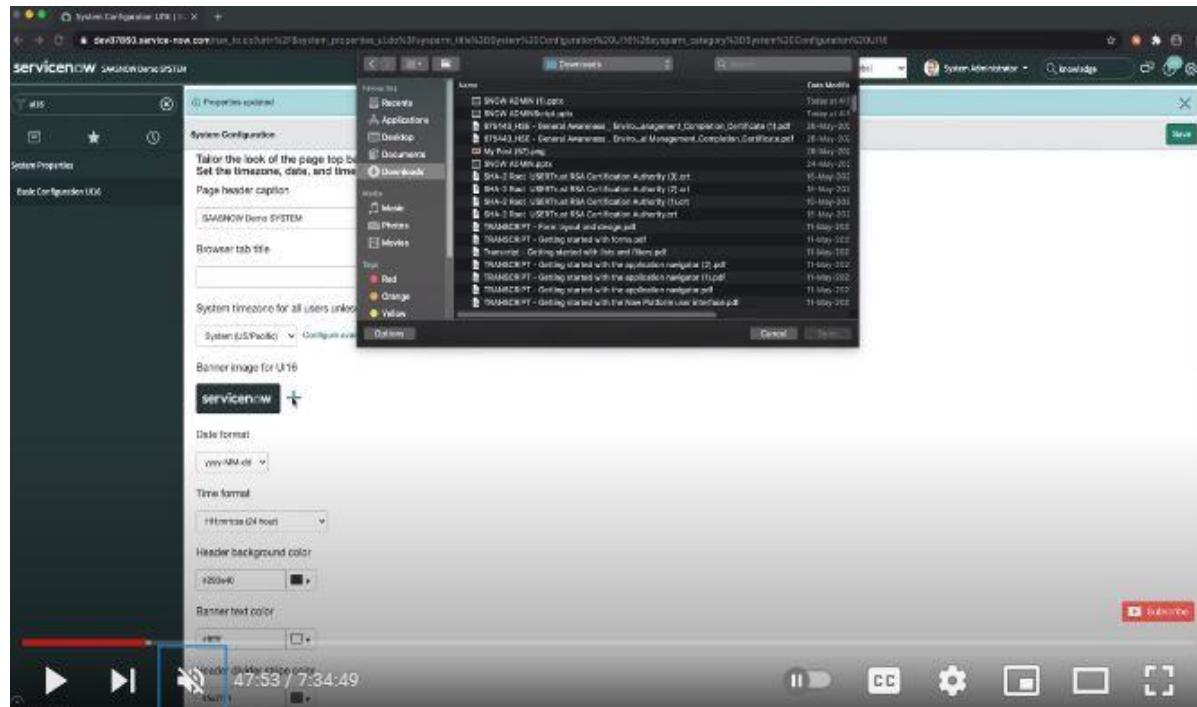
## Branding Overview

In ServiceNow, branding allows organizations to customize the look and feel of their instance to align with their corporate identity. It includes configuring elements like logos, colors, themes, and the header/footer styles of the user interface. This helps provide a consistent and familiar experience for users while enhancing usability.

Branding in ServiceNow is typically managed through the System Properties > Basic Configuration UI16 module, where admins can modify settings like:

- Company Logo
- Banner Image
- Navigation colors





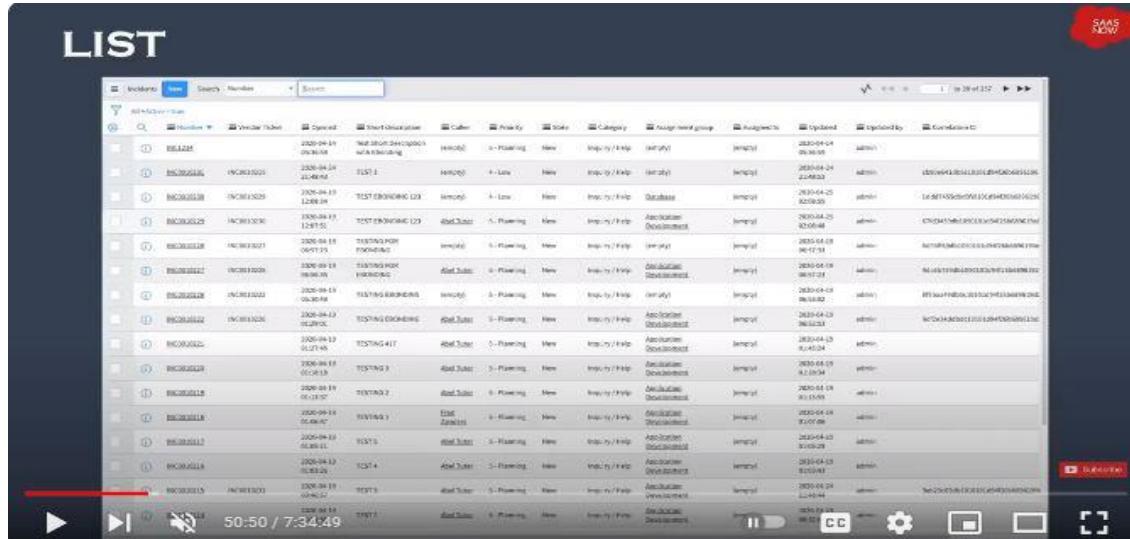
## List and Filters

## LIST

**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.



## List Elements:

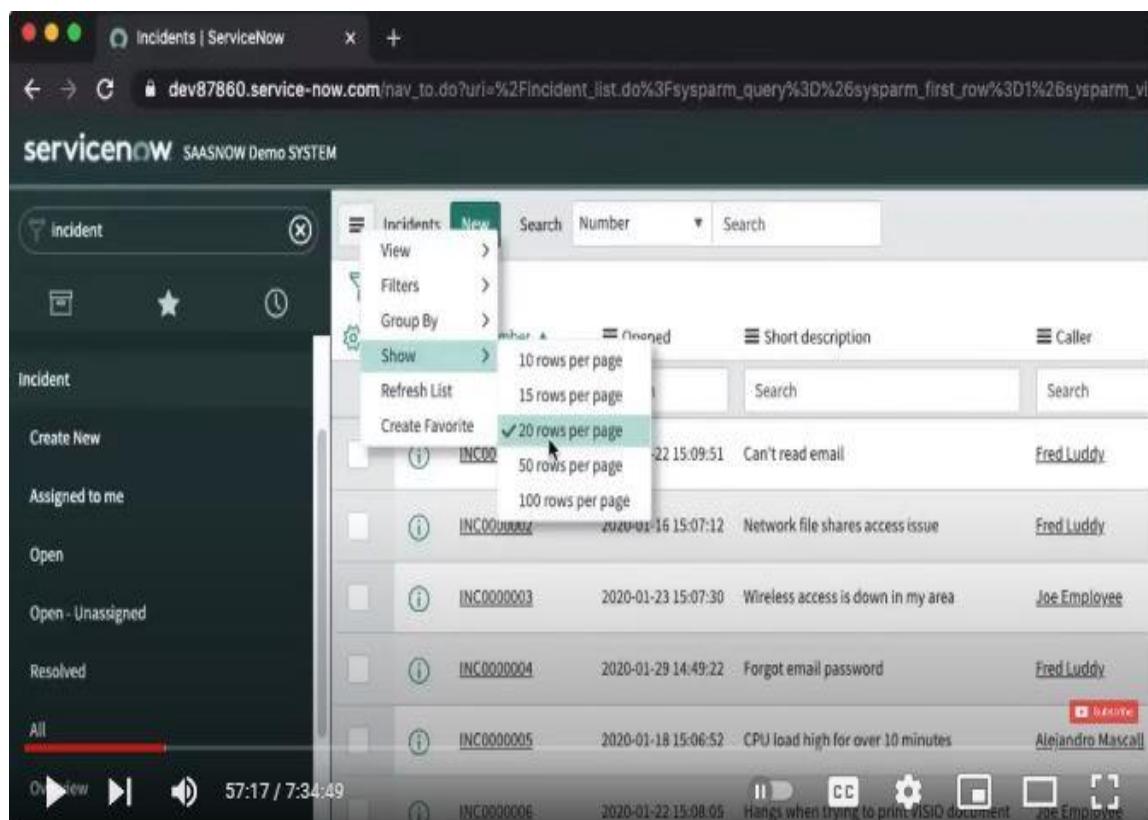
**List Title Menu:** In ServiceNow, the list title menu provides actions like creating new records, saving filters, and grouping records. It is located at the top left of the list view, offering users quick access to common functions to manage and filter list data.

**Breadcrumbs:** In ServiceNow, breadcrumbs display the hierarchical path of filters applied to a list, helping users track their navigation and refine or remove filters.

**List Context Menu:** List context menu provides quick access to actions and options for individual list items, such as editing, deleting, or creating related records.

**Title Bar:** The title displays the name of the current application or module and provides access to global navigation, such as the application navigator and user profile. It typically includes icons for search, notifications, and help.

**Columns and Fields:** Column refer to the individual data attributes displayed in a list view, while fields represent specific pieces of data within a record. Columns are the headers of the data shown, and fields are the values within each record.



The screenshot shows the ServiceNow Incidents list page. A search bar at the top has 'Caller' selected and 'fred' typed into the search field. The results table shows five incidents:

| Number     | Opened              | Description                        | Assignee     | Priority     |
|------------|---------------------|------------------------------------|--------------|--------------|
| INC0000001 | 2020-01-22 15:09:51 | Can't read email                   | Fred Luddy   | 1 - Critical |
| INC0000002 | 2020-01-16 15:07:12 | Network file shares access issue   | Fred Luddy   | 1 - Critical |
| INC0000003 | 2020-01-23 15:07:30 | Wireless access is down in my area | Joe Employee | 1 - Critical |
| INC0000004 | 2020-01-29 14:49:22 | Forgot email password              | Fred Luddy   | 1 - Critical |
| INC0000005 | 2020-01-18 15:06:52 | CPU load high for over 10 minutes  | Alejandro    | 1 - Critical |

## Creating Favorites

The screenshot shows the 'Create Favorite' dialog box open over the ServiceNow interface. The dialog contains a color palette and various icons for favoriting different types of records.

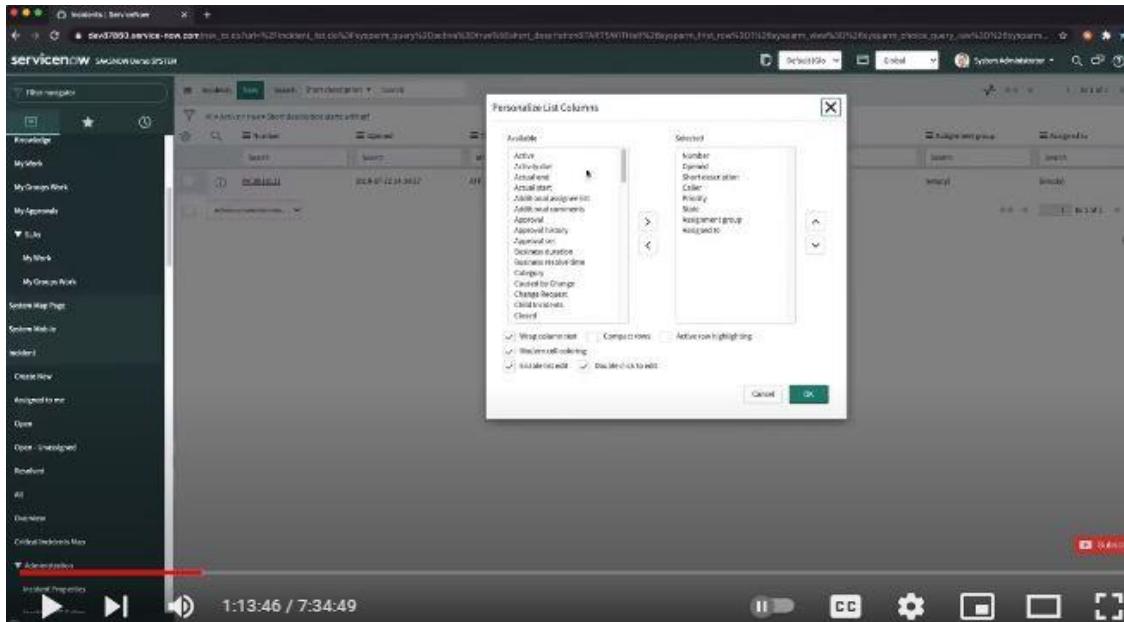
## Components:

- Columns:** Each list consists of columns that represent fields in the table. These columns show the data for each record, such as name, status, and priority.
- Rows:** Each row in a list represents a single record from the table. Rows display the data for that record according to the columns shown.
- Header:** The header row contains the column names, which can often be used to sort the data by clicking on the column header.

## Features:

- Filtering:** Users can apply filters to display only records that meet specific criteria. Filters can be saved and reused for future sessions.
- Sorting:** Users can sort records based on column data, either in ascending or descending order.

- **Personalization:** Users can personalize lists by selecting which columns to display, rearranging columns, or adjusting their widths.



- **Context Menus:** Right-clicking on a record in the list opens a context menu with actions like edit, delete, or view details.
- **List Layout:** Administrators can configure the layout of lists, including which columns are shown and their order, to meet organizational needs.

## Interactions:

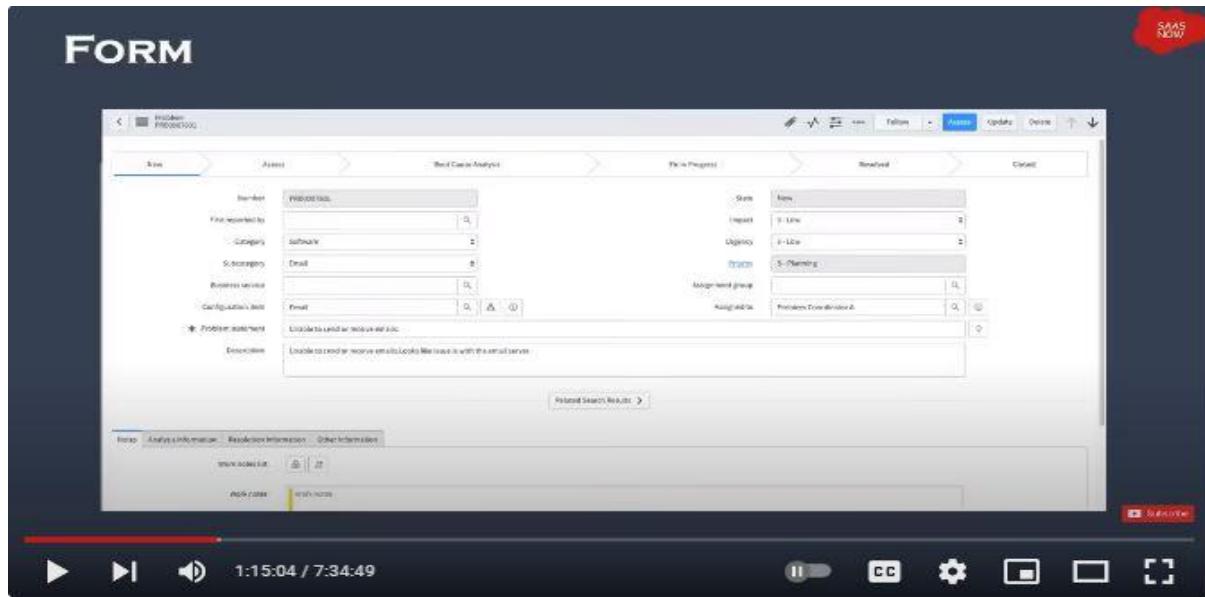
- **Inline Editing:** Users can edit record fields directly from the list view without opening the full record form.
- **Mass Update:** Users can perform updates on multiple records at once by selecting them and using the mass update feature.
- **List Actions:** Various actions can be applied to lists, such as exporting data, printing the list, or creating new records based on selected entries.

## Customization:

- **List Views:** Administrators can create different list views for various roles or purposes, each tailored to show relevant data for specific users or tasks.
- **Filters and Conditions:** Custom filters and conditions can be applied to lists to tailor the displayed data to specific needs.

## FORMS

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.



## 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.

## Form Elements are:

- Content Frame
- Form Title
- Form Menu
- UI Actions

## Notes Tab

### Work Notes:

- **Purpose:** Work Notes are intended for internal communication among service desk agents, developers, or other users working on a record. They are used to document actions taken, technical details, and updates related to the progress of the record.

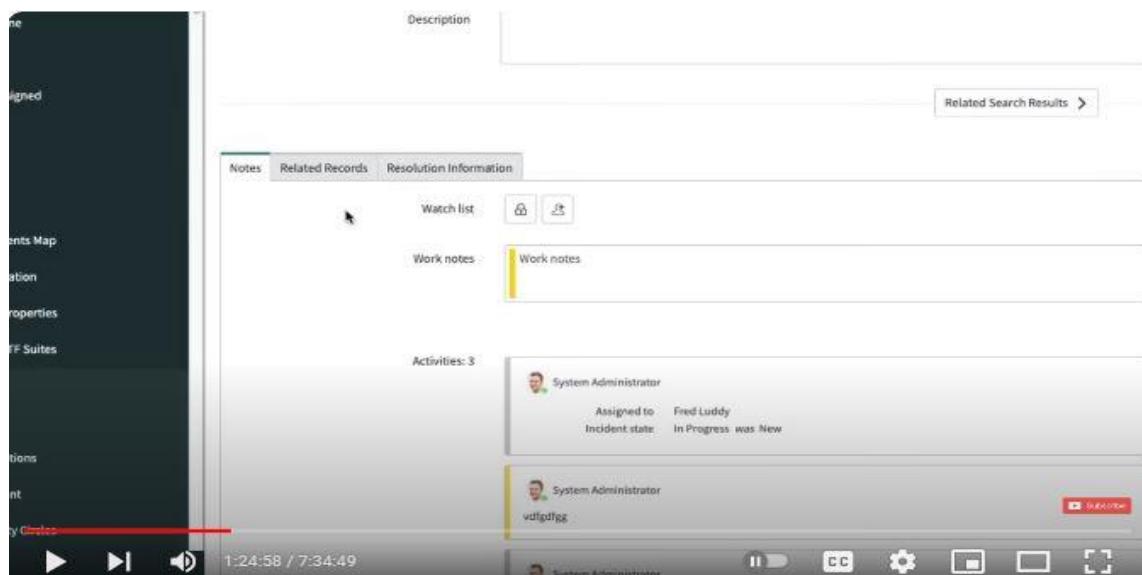
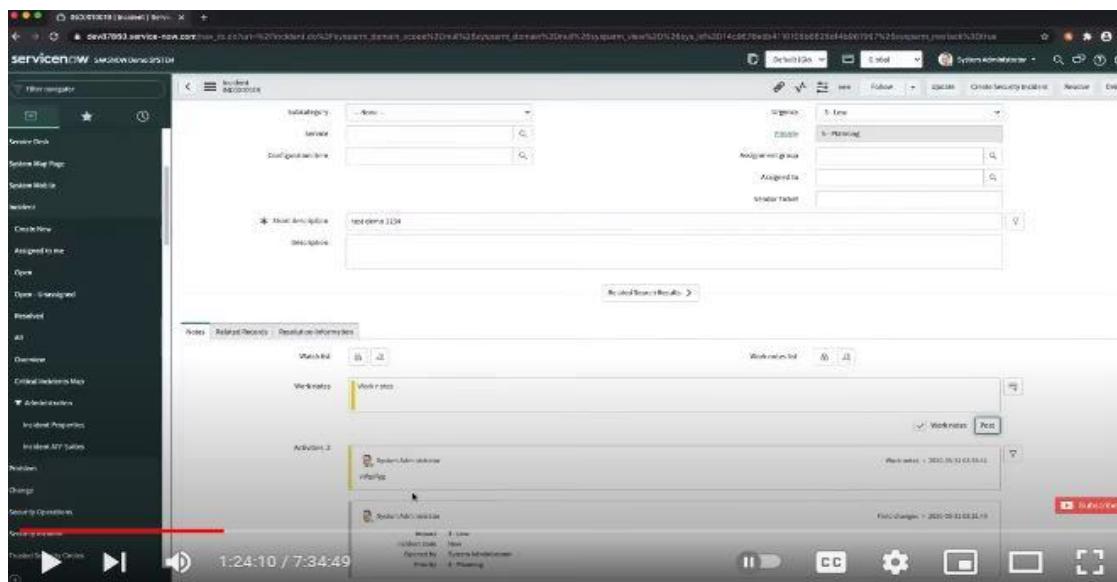
- **Visibility:** Work Notes are visible only to users with the appropriate role or permission, usually internal users and those involved with the record.
- **Usage:** They are typically used to track technical details, decisions, and changes made to the record. For example, an IT support agent might use Work Notes to record steps taken during troubleshooting.
- **Fields:** Work Notes are generally stored in a dedicated field or section within the record and are displayed in a chronological order.
- **Access:** They are not visible to end users or customers unless explicitly shared. This ensures sensitive or internal information remains confidential.

### **Comments:**

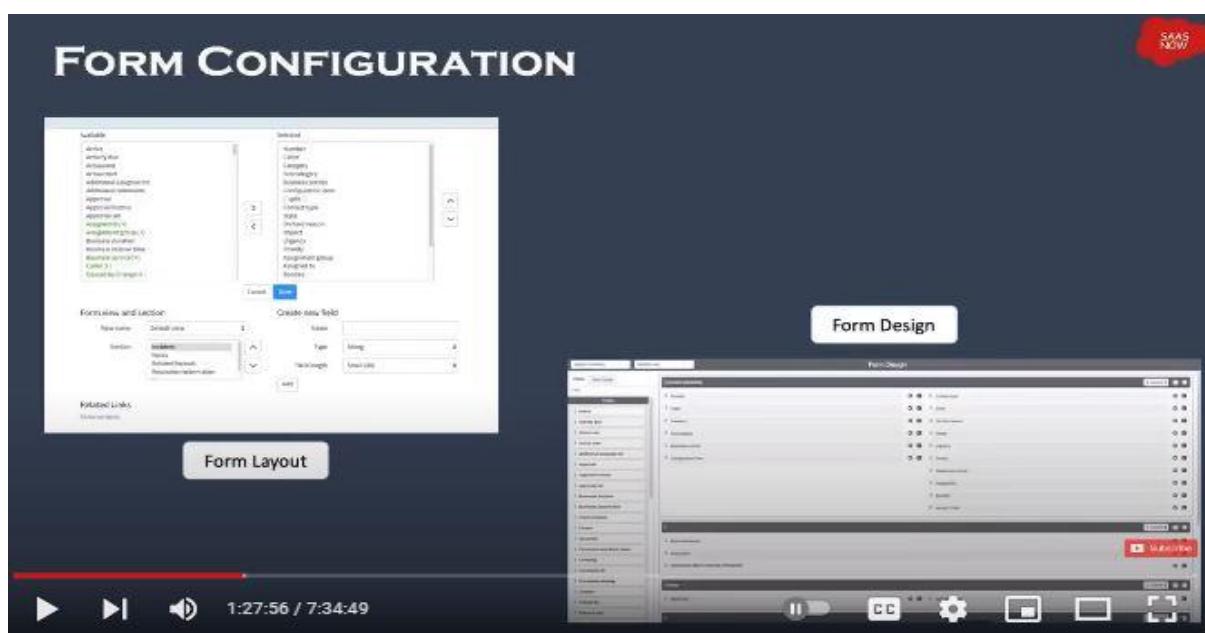
- **Purpose:** Comments are used for communication with end users or customers and for providing feedback or additional information that is relevant to them.
- **Visibility:** Comments are typically visible to both internal users and the record's stakeholders or end users, depending on the configuration and permissions.
- **Usage:** Comments are used to provide updates, ask questions, or give feedback that is relevant to the user or customer. For example, a comment might be added to inform a customer about the status of their support ticket.
- **Fields:** Comments are also stored in a dedicated field or section within the record and are usually displayed alongside Work Notes in the record's activity stream.
- **Access:** They are designed to be visible to all stakeholders involved with the record, including customers if the system is set up to allow this.

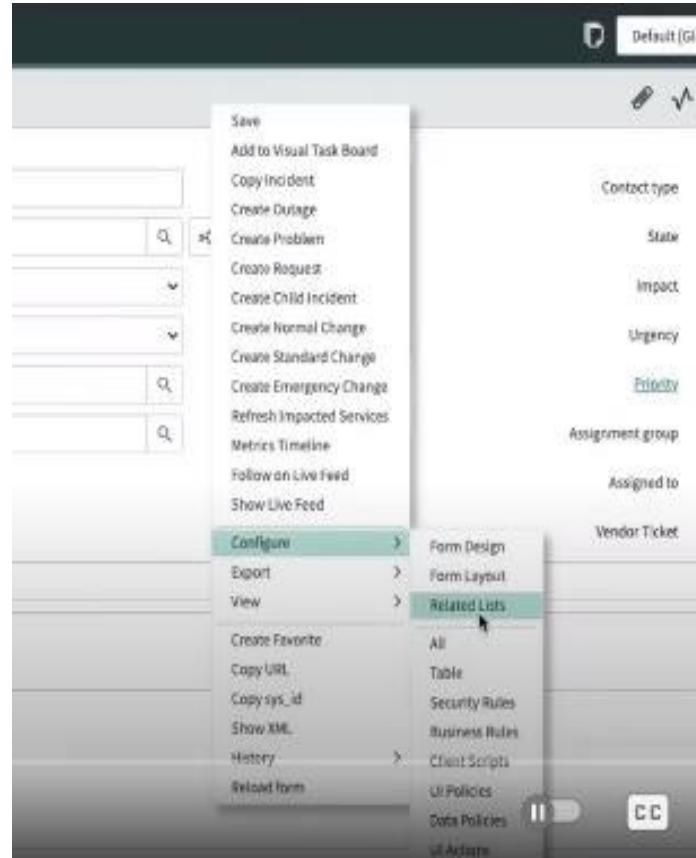
### **Activity Stream:**

- **Overview:** Both Work Notes and Comments are part of the Activity Stream in ServiceNow, which is a chronological feed of all activities and communications related to a record.
- **Purpose:** The Activity Stream provides a complete history of interactions and changes, allowing users to see both internal updates and customer communications in context.



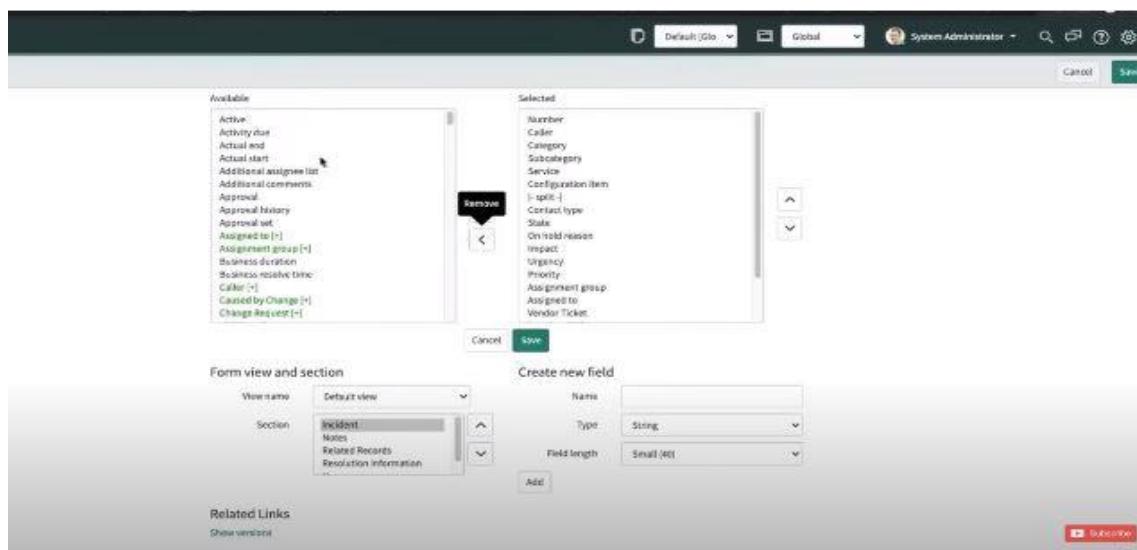
## Form Configuration





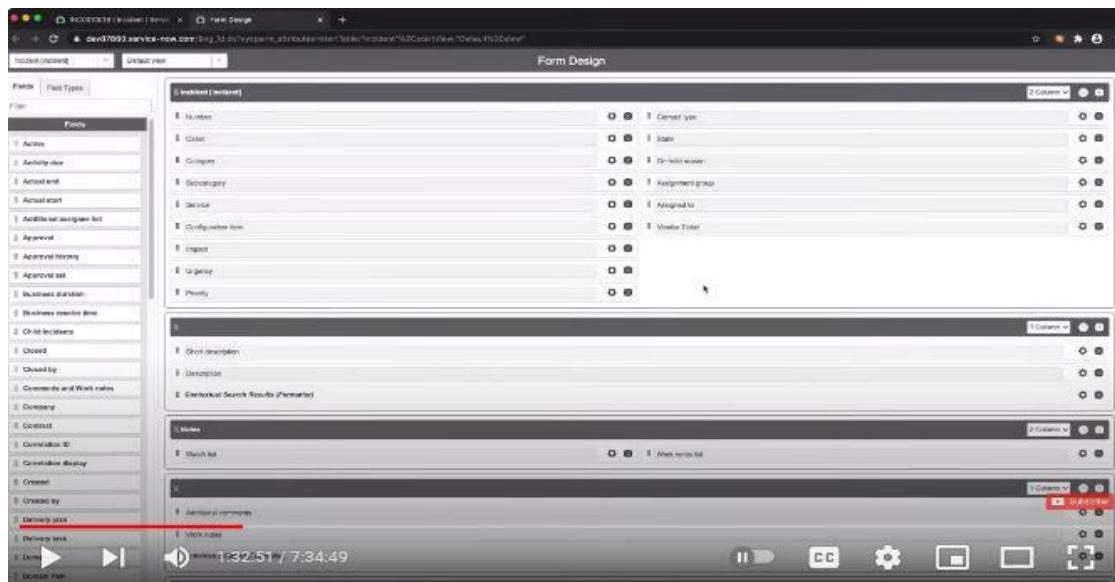
## 1. Form Layout:

- Sections:** Group fields into logical sections to improve organization and readability. Sections can be used to separate related fields and create a more structured layout.
- Tabs:** Divide forms into multiple tabs to manage complex forms with many fields. Each tab can contain different sections, allowing users to navigate through different parts of the form easily.
- Containers:** Use containers to group related fields or sections together, which helps in managing the layout and organizing information effectively.



## 2. Form Design:

- **Form Designer:** Use the Form Designer tool to drag and drop fields, sections, and other elements onto the form layout. This visual tool allows for easy customization and rearrangement of form components.
- **Form Layout Configuration:** Customize form layouts for different user roles or scenarios. You can create different form views for different purposes, such as different layouts for different user groups.



### Toggle Template Bar

- The Toggle Template Bar allows users to quickly apply predefined templates to forms, which helps in filling out repetitive fields or standardizing information across similar records. By using templates, organizations can ensure that common information is entered consistently, reducing errors and saving time.
- Choose the desired template from the Template Bar. The form will automatically populate with the data from the selected template. Users can review the applied data and make any necessary modifications before saving or submitting the form.

### Schedule Template

- In ServiceNow, Schedule Templates are used to define the working hours, holidays, and other time-based schedules for users, groups, or services. These templates help manage tasks, calculate durations, set service levels, and automate workflows based on predefined time periods.

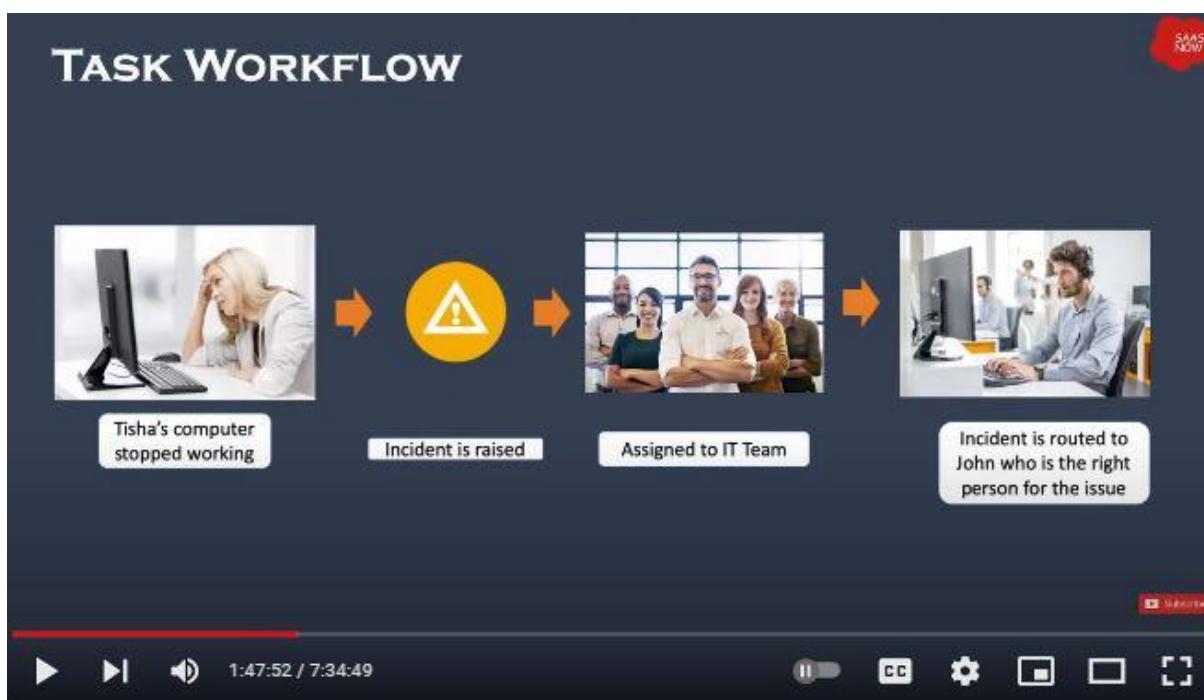
### Task Management

**Task** is a generic record type that represents any work item or action that needs to be performed. Tasks are used across various modules like Incident, Change,

Problem, and Request Management to track work, manage progress, and ensure completion.

## Task Workflow

In ServiceNow, a **Task Workflow** is an automated process that guides a task through various stages from creation to completion. Workflows help streamline business processes, automate approvals, and ensure tasks are completed in a consistent and efficient manner. Task workflows are commonly used for incidents, changes, problems, and service requests.



## **Workflow Stages:**

- **Start:** The workflow begins when a task is created or triggered by an event.
- **Stages:** These are the steps that guide the task through its lifecycle (e.g., creation, approval, work in progress, review, and closure).
- **End:** The workflow ends when the task is completed, cancelled, or closed.

## **Workflow Activities:**

- **Task Creation:** Automatically create sub-tasks or child tasks based on conditions.
- **Assignment:** Automate the assignment of tasks to users or groups based on pre-defined rules (e.g., based on task type, priority, or location).
- **Approvals:** Include approval activities where the task must be approved by a specific person or group before it proceeds to the next stage.
- **Notifications:** Send automated emails or alerts to notify users when a task is created, assigned, updated, or closed.
- **Scripted Actions:** You can use JavaScript code within the workflow to perform more complex actions or validations.

## **TASK TABLE**

The Task [task] table in ServiceNow is one of the core tables in the platform and serves as a foundation for all work-related records. It stores records that represent any type of task or work item, making it highly versatile and a crucial part of many ServiceNow processes, such as Incident, Change, Problem, and Request Management. The Task table provides a common structure for tracking and managing work across various applications.

## **Functionalities Associated with Tasks**

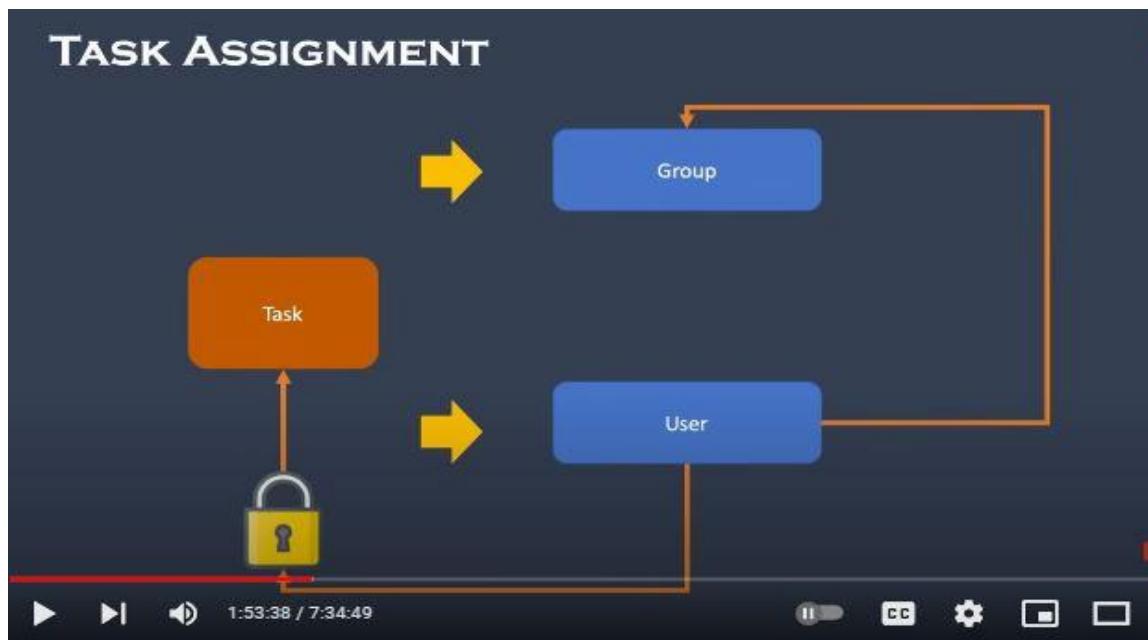


## TASK ASSIGNMENT

Task assignment in ServiceNow refers to the process of assigning tasks, such as incidents, problems, changes, or requests, to the appropriate users or groups to ensure work is handled efficiently. ServiceNow provides several methods to assign tasks manually, automatically, or based on predefined conditions to route tasks to the right individuals or teams.

In ServiceNow, task assignment is based on the relationship between roles, users, and groups:

1. **Roles:** Define what actions a user can perform. Roles determine task visibility and what users can assign or reassign.
2. **Users:** Individuals in the system who receive tasks. A task can be assigned to a specific user via the Assigned to field.
3. **Groups:** A collection of users. Tasks are often assigned to groups using the Assignment Group field, and any member can pick up or be assigned tasks.



## Ways of Task Assignment in ServiceNow

### 1. Manual Assignment

- **Assign to Group:** Users can manually assign a task to an Assignment Group using the Assignment Group field. This is done when the task requires action from a specific team.
- **Assign to Individual:** After assigning to a group, an individual within that group can be selected in the Assigned to field, directing the task to a specific user.

### 2. Assignment Rules

in ServiceNow automate the task assignment process by evaluating task fields and assigning them to the appropriate Assignment Group

or Assigned to user based on predefined conditions. This method ensures that tasks are consistently routed to the right teams or individuals without requiring manual intervention.

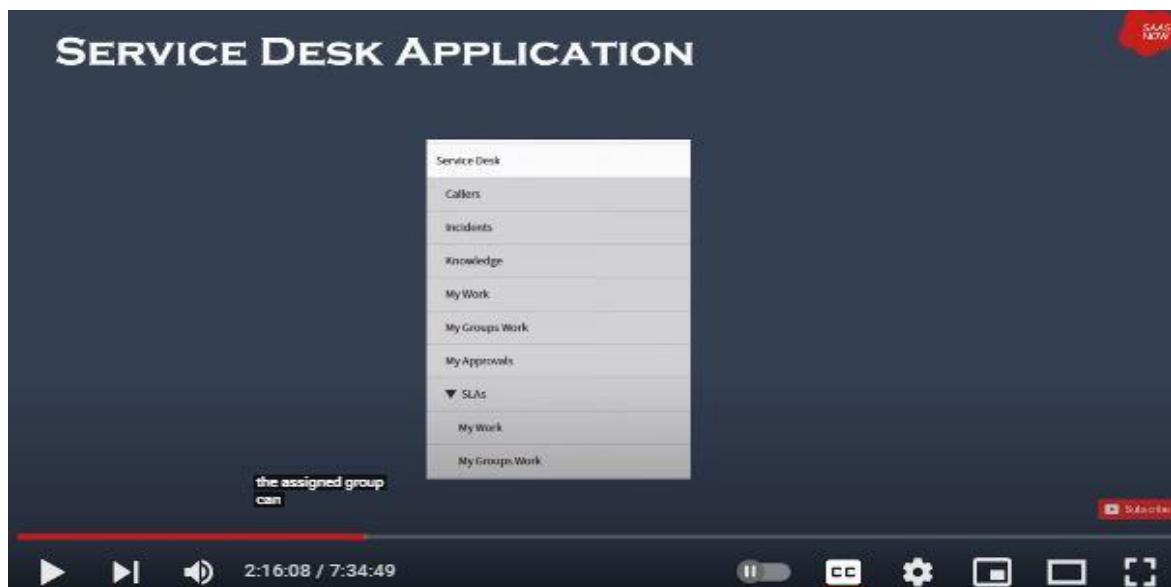
**3. Predictive Intelligence:** Predictive Intelligence in ServiceNow leverages machine learning and artificial intelligence to enhance task assignment processes by analysing historical data and identifying patterns. This approach aims to automatically assign tasks to the most suitable Assignment Group or Assigned to user based on predicted outcomes, improving efficiency and accuracy.

**4. Custom rules and script:** In ServiceNow, custom rules and scripts can be used to create highly tailored and flexible task assignment mechanisms. These customizations allow organizations to define unique criteria and logic for assigning tasks based on their specific requirements.

- **Business Rules:** Customize server-side logic to assign tasks based on field values and conditions.
- **Assignment Rules:** Automatically assign tasks using predefined conditions and rules.
- **Script Includes:** Reusable scripts for complex assignment logic, callable from other scripts or rules.
- **Client Scripts:** Modify assignment fields based on user interactions (less common for direct assignment).
- **Flow Designer:** Create automated workflows for assignment using a no-code/low-code approach.

## SERVICE DESK APPLICATION

A service desk is the main contact point between employee/service providers, handling issues, refunds, and more. A common example is the IT Service desk.



## Effective Task Management

### EFFECTIVE TASK MANAGEMENT

Work Notes and Comments



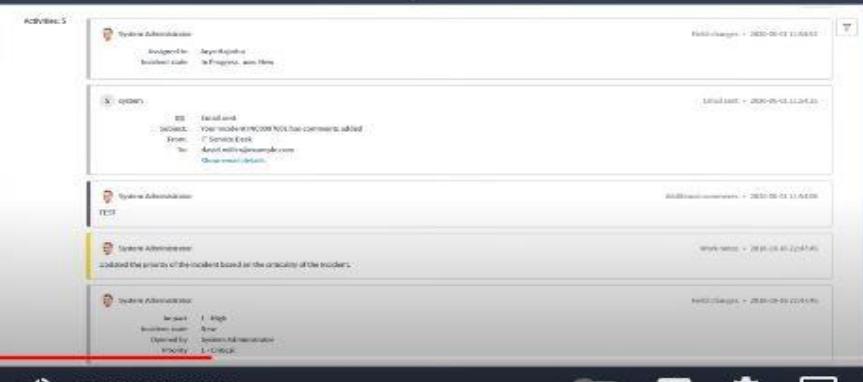
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### EFFECTIVE TASK MANAGEMENT

Activity Stream



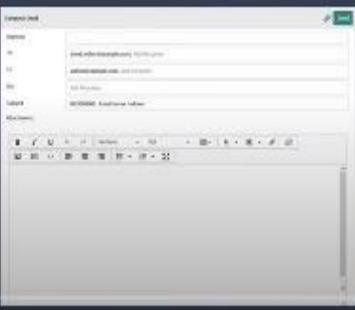
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### EFFECTIVE TASK MANAGEMENT

Email Functionality



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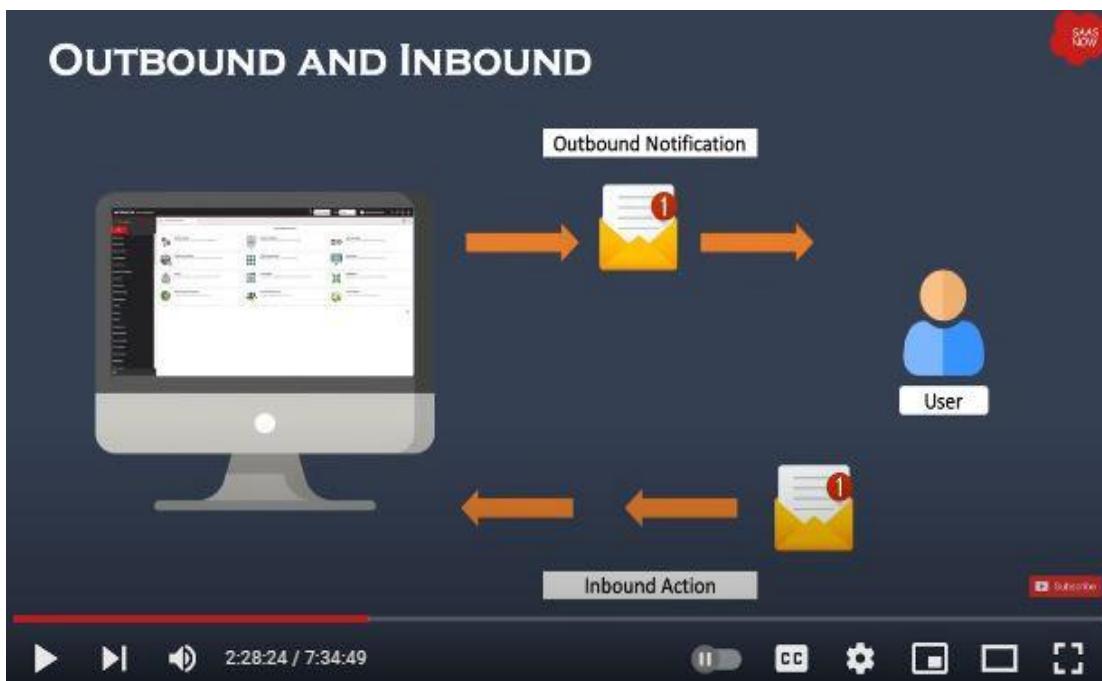
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## NOTIFICATIONS

### OUTBOUND AND INBOUND

Outbound Notifications are used to send information to users or external systems, typically via email, SMS, or even through integration with other systems. Notifications can be triggered by events or changes in data within ServiceNow.

Inbound notifications in ServiceNow refer to messages received by the platform from external sources, such as emails, SMS, or web services. These notifications can trigger workflows, update records, or execute other business logic depending on how they're configured.



### Notification Application

Navigate to Application navigator > System notification. Applications has three different sections for different modules. Email, which has modules related to email notifications, push which has modules related to mobile push notifications, provider which has modules related to configure notifications for agent workspace and virtual agent.

### OOB NOTIFICATIONS

Out-of-the-box (OOB) notifications in ServiceNow refer to the pre-configured notifications that come with the platform. These notifications are built to support common business processes and are designed to inform users about key events in the system. They can be customized, but are immediately available without additional configuration upon installation of ServiceNow.

## OOB NOTIFICATIONS

The screenshot shows the Studio application interface. On the left, a sidebar menu is open, with the 'System Notifications' section highlighted by a red box. The main area displays a table titled 'Notifications' with several rows of data. The columns include 'Name', 'Active', 'Title', 'Category', 'Event Listener', 'Last Run', 'Description', and 'Last Change in File'. One row is selected, showing 'Email' as the category and 'Email notification' as the title. The bottom of the screen features a navigation bar with icons for back, forward, search, and settings, along with a timestamp '2:36:02 / 7:34:49'.

## Notification Form

The screenshot shows the 'NOTIFICATION FORM' creation screen in Studio. The title 'NOTIFICATION FORM' is at the top. Below it is a detailed configuration form with sections for 'Title', 'Category', 'When to run', 'Send when', and 'Buttons'. A note states: 'This notification can be sent if the specified conditions are met under any of the following circumstances: A record is found and registered into the table specified above.' The bottom of the screen has a navigation bar with icons for back, forward, search, and settings, along with a timestamp '2:36:55 / 7:34:49'.

## Creating Notifications

The procedure to add files to an application in Studio is the same regardless of file type:

1. Select the **Create Application File** link.
2. Choose the new file type, in this case, **Notification**.
3. Configure the new file.

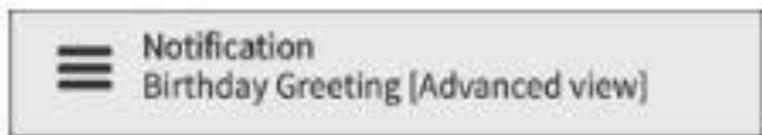
The screenshot shows a software interface for creating a new notification record. At the top left, it says "Notification New record". On the right, there are buttons for "Edit", "Delete", "Cancel", and a green "Submit" button. Below these are several input fields and dropdown menus:

- Name:** Birthday Greeting
- Application:** Employee Special Days
- Table:** Occasions [x\_snc\_employee...]
- Category:** Uncategorized
- Active:** A checked checkbox.
- Allow Digest:** An unchecked checkbox.

- **Name:** Notification name
- **Table:** Table for the triggering record or event
- **Category:** Identify and group related notifications
- **Application:** Application the notification is part of
- **Active:** If selected, the Email Notification is enabled in the runtime environment
- **Allow Digest:** If selected, the What Digest will contain section is displayed

The Notification form opens in the Default view. The Default view is a subset of all the notification configuration fields.

The Notification form has an Advanced view that shows all notification configuration fields. To open the Advanced view, click the **Advanced View** Related Link at the bottom of the notification form.



There are three sections to configure in a Notification.

- When to send
- Who will receive
- What it will contain

## When to Send

The When to Send section defines the conditions required to send the notification. The available configuration fields depend on whether the notification is sent when a record is inserted or updated or in response to an event. The images show the Advanced view.

- **Send when:** Choose Record inserted or updated, Event is fired, or Triggered.

- **Inserted:** Select this option to send email when a new record for the Table is added to the database. Available when Record inserted or updated is selected.
- **Updated:** Select this option to send email when an existing record is updated in the database. Available when Record inserted or updated is selected.
- **Event name:** Event that triggers the Notification. Available when Event is fired is selected.
- **Weight:** Numerical value determining which email to send when multiple notifications are in the Outbox for the same record and recipient(s).
- **Conditions:** Condition(s) under which to send the email. If there is no condition, this field returns true.
- **Advanced condition:** Server-side script to determine if a notification should be generated and sent.

Record inserted or updated:

| When to send   | Who will receive           | What it will contain  |
|--|----------------------------|---|
| Send when<br><input checked="" type="checkbox"/> Inserted<br>Conditions<br>Occasion date | Record inserted or updated | Weight<br>0<br>Updated<br>Conditions<br>Add Filter Condition Add "OR" Clause<br>Occasion date on Today AND OR X |

Event is fired:

| When to send                          | Who will receive   | What it will contain |
|---------------------------------------|--|----------------------|
| Send when<br>Event name<br>Conditions | Event is fired<br>x_snc_employee_spk.employeeOcci<br>Add Filter Condition Add "OR" Clause<br>choose field = oper --value-- | Weight<br>0          |

Triggered:

| When to send | Who will receive | What it will contain   |
|--------------|------------------|------------------------|
|              |                  | Send when<br>Triggered |

## Who will receive

The Who will receive section defines the recipient(s) for a notification. Recipients can be static or determined dynamically.

- **Users:** Select ServiceNow users, choose a reference field containing a ServiceNow user, or enter any valid email address.

- **Groups:** Select ServiceNow Groups to send notifications to all members of the group.
- **Users/Groups in fields:** Select a field or fields referencing user or group records that dynamically determine the recipients.
- **Exclude delegates:** Select to send notifications only to the intended user recipient and not to their delegates.
- **Event parm 1 contains recipient:** When using Event is fired to trigger the notification, pass the recipients in a comma separated-list as parm1 in gs.eventQueue().
- **Send to event creator:** When using Event is fired to trigger the notification, send the notification to the user who triggered the event if the user is a recipient. Deselect this option to prevent users from being notified of events they triggered.
- **Subscribable:** When selected, ServiceNow users who are not recipients of the notification can proactively opt into receiving the notification. Use this option with caution to avoid inadvertently making private data available to users who should not have access to it.
- **Event parm 2 contains recipient:** When using Event is fired, pass the recipients in a comma separated-list as parm2 in gs.eventQueue().

| When to send                    | Who will receive   | What it will contain                                      |
|---------------------------------|--|---|
|                                 |  |   |
| Users                           | <input type="checkbox"/> <input checked="" type="checkbox"/> | Groups <input type="checkbox"/>                           |
| Users/Groups in fields          | <input type="checkbox"/> Employee                            | Exclude delegates <input type="checkbox"/>                |
| Event parm 1 contains recipient | <input type="checkbox"/>                                     | Send to event creator <input checked="" type="checkbox"/> |
| Subscribable                    | <input type="checkbox"/>                                     | Event parm 2 contains recipient <input type="checkbox"/>  |

## What it will contain

The What it will contain section specifies the notification contents and envelope information. The notification Subject and Message HTML fields can contain static or dynamic text. The *Message HTML* field can also include server-side scripts.

- **Content type:** Select the content type for the email notification: HTML and plain text, HTML only, Plain text only.
- **Include attachments:** Select this check box to send all attachments from the triggering record as email attachments.
- **Omit watermark:** Select to remove the watermark containing the triggering record reference. This is not recommended because the watermark is one of the strategies used to match the inbound email to the outbound email for a record.

- **Message text:** Enter the notification message to send in plain text. This field is visible only if the content type is set to HTML and plain text or Plain text only.
- **Push Message Only:** Select this option to send this notification only as a push notification to a mobile device. The Push Notification feature must be active.
- **Importance:** Set the importance of the email message to Low or High. The default value of --None-- sends the message with normal importance.
- **From:** Enter the email address to use in the from field for the email notification.
- **Reply to:** Enter the email address used when people reply to the email notification.
- **Push Messages:** Associate one or more push messages with this notification. The Push Notification feature must be active. The push message and notification must be for the same table.
- **Email template:** Select an email template to add content to the email notification.
- **Subject:** Enter the subject line for the email message. The subject can include variables from the Select variables column.
- **Message HTML:** Enter the content of the email notification message. The message can include variables from the Select variables column.
- **SMS alternate:** Enter the notification message to send to an SMS device. The SMS alternate message is limited to 140 characters.

The screenshot shows the configuration interface for an Email Script. At the top, there are three tabs: "When to send", "Who will receive", and "What it will contain". The "What it will contain" tab is active, displaying the following fields:

- Content type:** A dropdown menu set to "HTML only".
- Importance:** A dropdown menu set to "-- None --".
- From:** An input field.
- Reply to:** An input field.
- Push Messages:** A button with a lock icon.
- Email template:** An input field containing a search icon.
- Subject:** An input field containing "Happy birthday!".
- Message HTML:** A rich text editor with a toolbar (B, I, U, etc.), font selection (Verdana), and size selection (8pt). It contains placeholder text: "Dear \${u\_employee.first\_name},\nMay your birthday be the start of a year filled with good luck, good health, and much happiness!\nNumber: \${number}."
- SMS alternate:** An input field.

On the right side of the interface, there are two sections labeled "Select variables:" each with a "Fields" button.

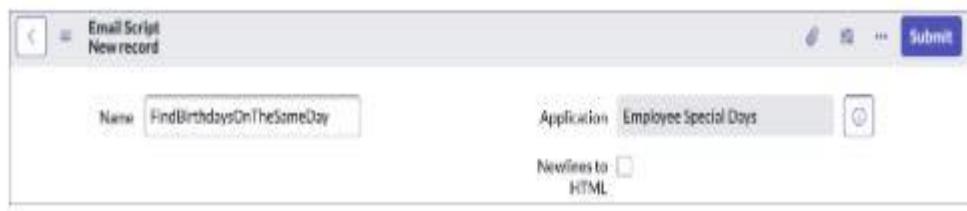
## Email Scripts

Use Notification Email Scripts to print Notification message content from a server-side script. Although Notification Email Scripts are application files,

they must be created in the main ServiceNow browser window and not in Studio. Use the All menu to open **System Notification > Email > Notification Email Scripts**. Click the New button to create the Notification Email Script.

Configure the Notification Email Script:

- **Name:** Name of the Notification Email Script. Do not use spaces or special characters other than underscores (\_).
- **Newlines to HTML:** Indicates the method to handle line breaks. The Newlines to HTML field is typically not selected and the correct line breaks are inserted directly into the Message HTML field. Updated legacy Notifications have this option selected because they were not created with a rich HTML editor.



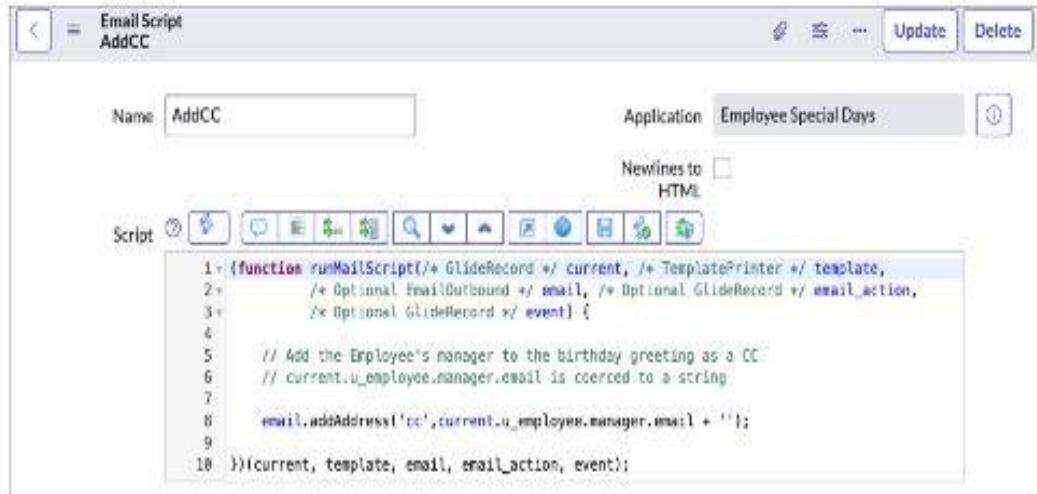
## Script Field

Write any server-side script in the Script Field. Notification Email Scripts have access to:

- **current** ([GlideRecord API](#))
- **email** ([GlideEmailOutbound API](#))
- **template** ([TemplatePrinter API](#))
- **event** (only for notifications responding to events)

The sample script shown uses the current and template objects.

```
1. (function runMailScript(/* GlideRecord */ current, /* TemplatePrinter */ template,
2.   /* Optional EmailOutbound */ email, /* Optional GlideRecord */ email_action,
3.   /* Optional GlideRecord */ event) {
4.
5.   // Construct a GlideRecord query to find all birthdays with a matching month
6.   // and day as the current occasion.
7.
8.   var sameBirthday = new GlideRecord('x_snc_employee_spe_occasions');
9.   sameBirthday.addQuery('occasion_month', current.occasion_month);
10.  sameBirthday.addQuery('occasion_day', current.occasion_day);
11.  sameBirthday.addQuery('u_occasion', 'birthday');
12.
13.  sameBirthday.query();
14.
15.  // Print to the Message field on a notification
16.  template.print(sameBirthday.getRowCount() - 1 + "employees in the company share your
17.  birthday.");
18. })(current, template, email, email_action, event);
```



## KNOWLEDGE MANAGEMENT

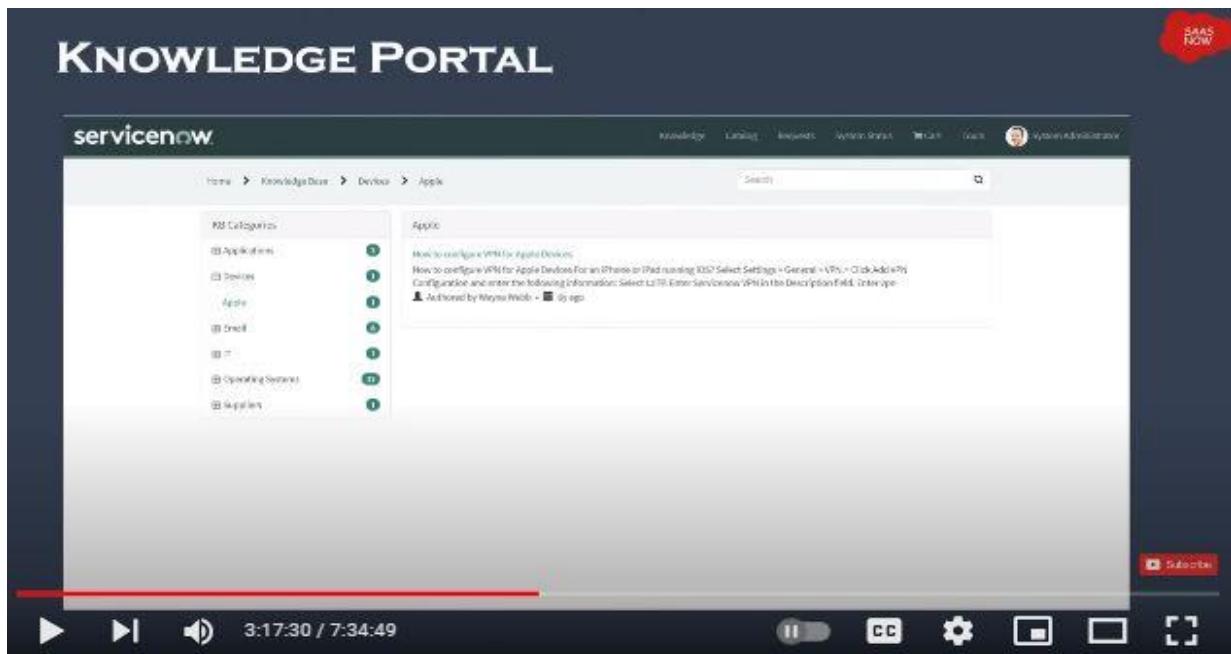
Knowledge Management in ServiceNow is designed to streamline the creation, sharing, and management of knowledge articles within an organization. It helps users access a centralized repository of information, such as how-to guides and troubleshooting tips, to resolve issues efficiently and reduce repetitive support requests.

The screenshot shows a video player interface. The title 'KNOWLEDGE ARTICLE' is displayed prominently. Below the title, a video frame contains the text: 'A knowledge article is a record in a knowledge base that provides information to users. A knowledge articles can be a policy , self-help tips, troubleshooting and resolution steps.' The video player has a progress bar at the bottom showing '3:00:29 / 7:34:49'. There are also standard video control buttons like play, pause, and volume. In the top right corner, there is a red button labeled 'SAAS NOW'.

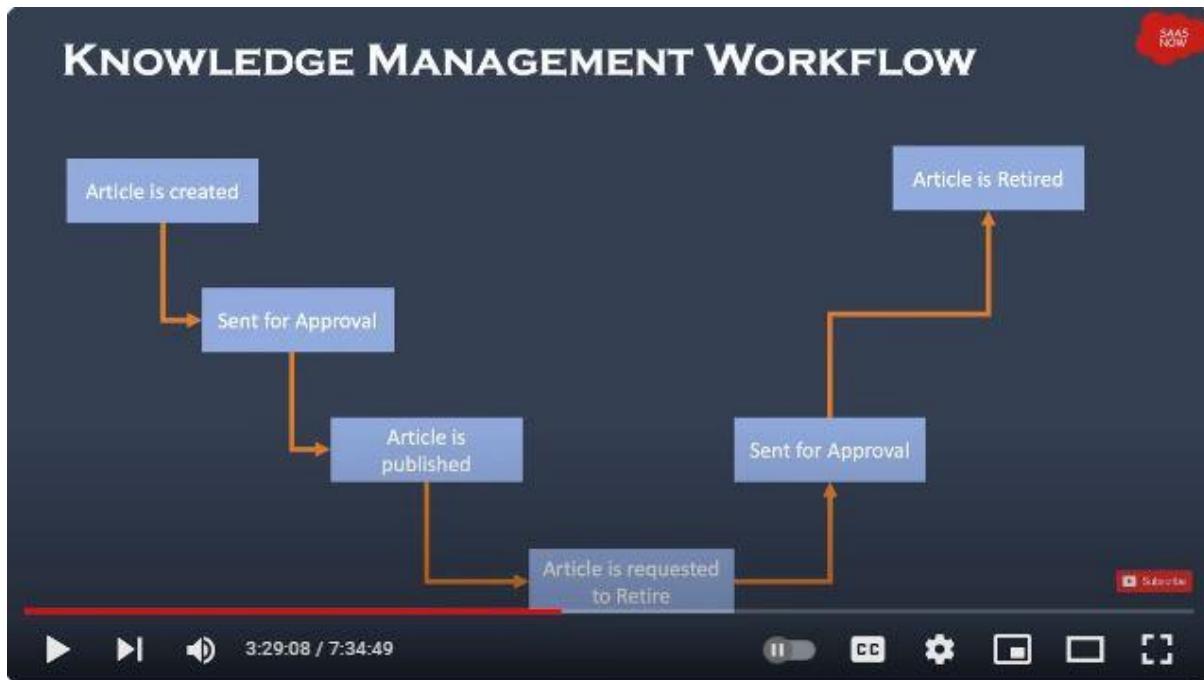
### Benefits of knowledge management

- Increase user satisfaction. Provide consistent, proven resolutions for your customers and employees to boost self-service.
- Promote knowledge sharing. Empower agents to write or automatically generate articles in the context of their work.
- Power continuous improvement.

## KNOWLEDGE PORTAL



## KNOWLEDGE MANAGEMENT WORKFLOW



### Knowledge - Approval Publish

Requests approval from a manager of the knowledge base. Articles in approval are in Review state before moving to Published state once approved or to Schedule for publish if set to publish later. If the manager rejects the request, the workflow is cancelled and the article remains in Draft state.

If ownership groups is enabled, email notifications with a link to the article are sent to the ownership group members for approval.

If ownership groups is not enabled, email notifications with a link to the article are sent to knowledge base managers for approval.

A notification is also sent to authors or revisers of articles to inform them that their article has been approved or rejected.

## **Knowledge-Approval Retire**

Requests approval from a manager of the knowledge base before moving the article to the retired state. The workflow is cancelled and the article remains in the published state if any manager rejects the request. If ownership groups is enabled, email notifications with a link to the article are sent to the ownership group members for approval.

If ownership groups is not enabled, email notifications with a link to the article are sent to knowledge base managers for approval.

**Knowledge - Instant Publish**

Immediately publishes a draft article without requiring an approval, or publishes on the scheduled publish date if set to publish later.

## **Knowledge - Publish Knowledge**

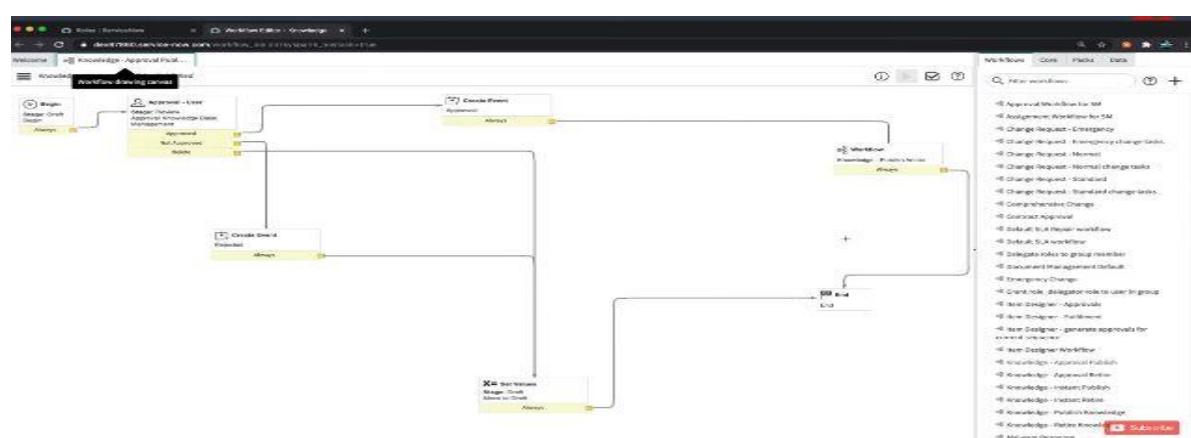
A subflow that moves the knowledge article to the published state. You can use this subflow when defining your own workflow.

## **Knowledge - Instant Retire**

Immediately retires a published article without requiring an approval.

## Knowledge - Retire Knowledge

A subflow that moves the knowledge article to the retired state. You can use this subflow when defining your own workflow.



## IMPORT ARTICLES



ServiceNow Knowledge Management allows you to import your existing knowledge articles. This document is intended to assist knowledge administrators in successfully importing knowledge articles. It captures step-by-step guide, different import options and import recommendations.

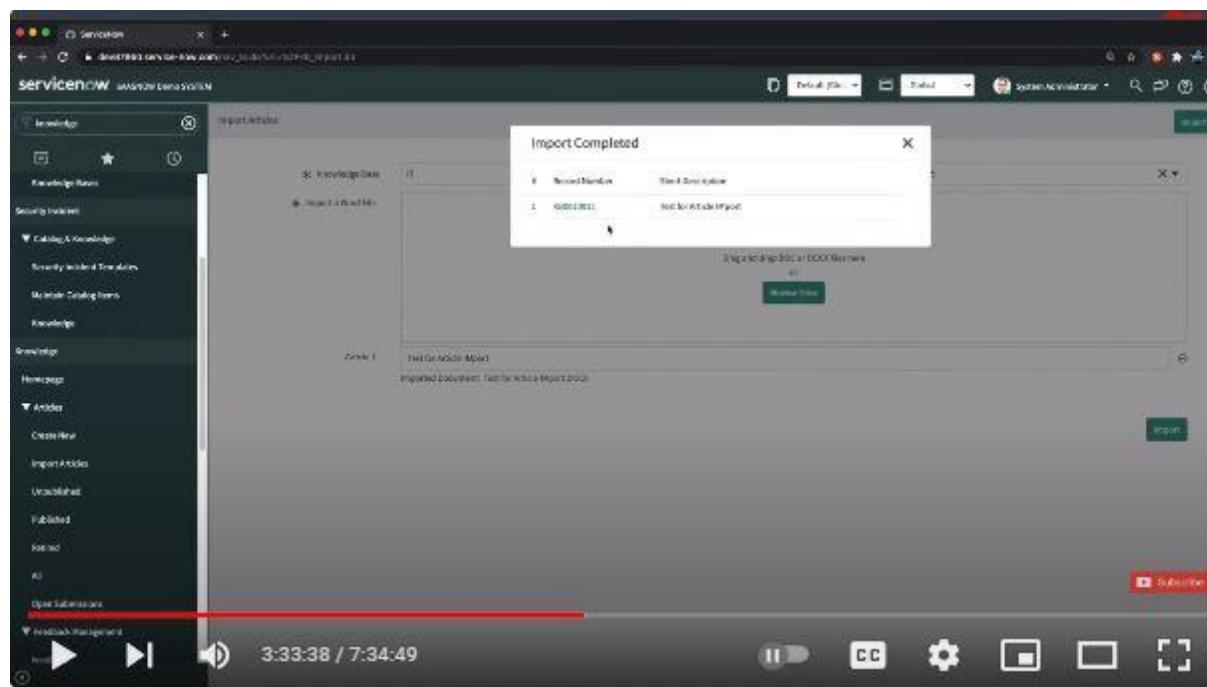
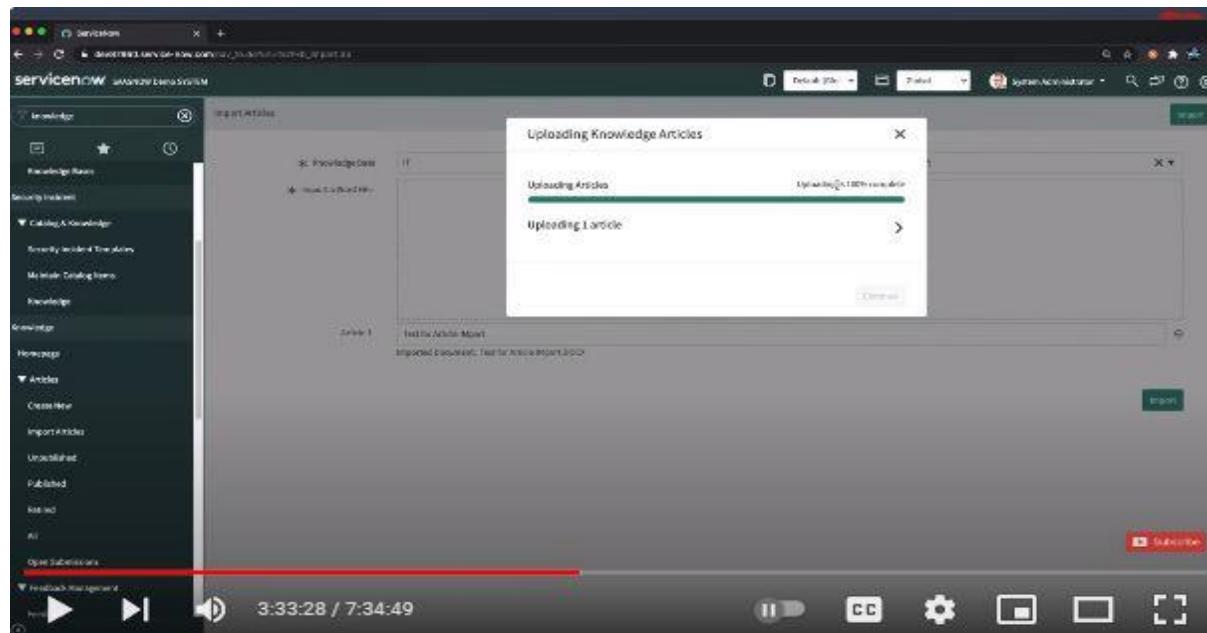
Every organization has different knowledge base. Depending on your industry, you may need to bring all your content over to the new knowledge base, or you may be able to leave some behind. It is important that you consider your company's needs and plan for knowledge base import. Please consider below recommendations before you start importing knowledge articles.

### **Key Recommendations:**

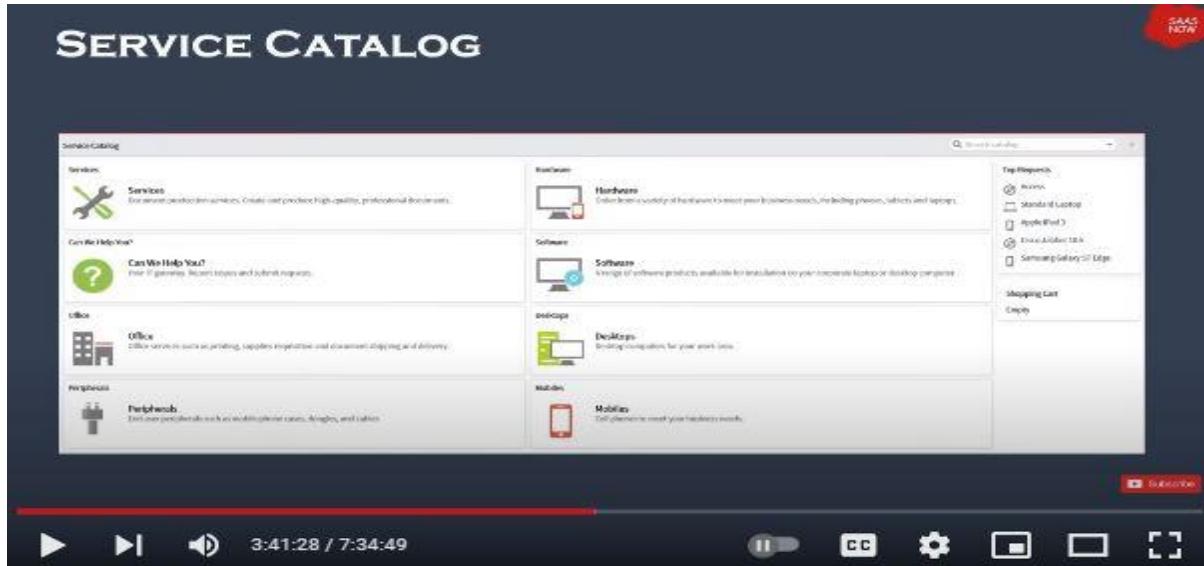
- Review your knowledge articles and remove obsolete, unused content which is no longer relevant.
- Identify and define knowledge article categories ahead of time.
- It is a good idea to tag Imported knowledge articles for future identification purpose.
- Determine size and volume of knowledge base - number of articles, media images, size etc.
- Depending on size, you can plan for knowledge migration in multiple phases. Focus on high value content which are heavily consumed and utilized. Plan for appropriate resources, time and efforts for every phase.
- Evaluate below suggested import options by considering size, volume and type of legacy Knowledge Base.

## Manual Import

ServiceNow Knowledge Management allows you to import your existing knowledge articles manually. This option is better suited to import less number of articles. Manual import offers guided import wizard to import multiple documents at a time. When you import a document, text content from the document is used to create the knowledge article. Images from the document are added as attachments to the knowledge article and embedded in the article body.



## SERVICE CATALOG



Deliver products and services through a user-friendly interface. Empower employees and customers with self-service and faster request fulfilment.

### Benefits of Service Catalog

#### Boost self-service

Let employees and customers request catalog items such as service and product offerings on their own.

#### Increase operational efficiency

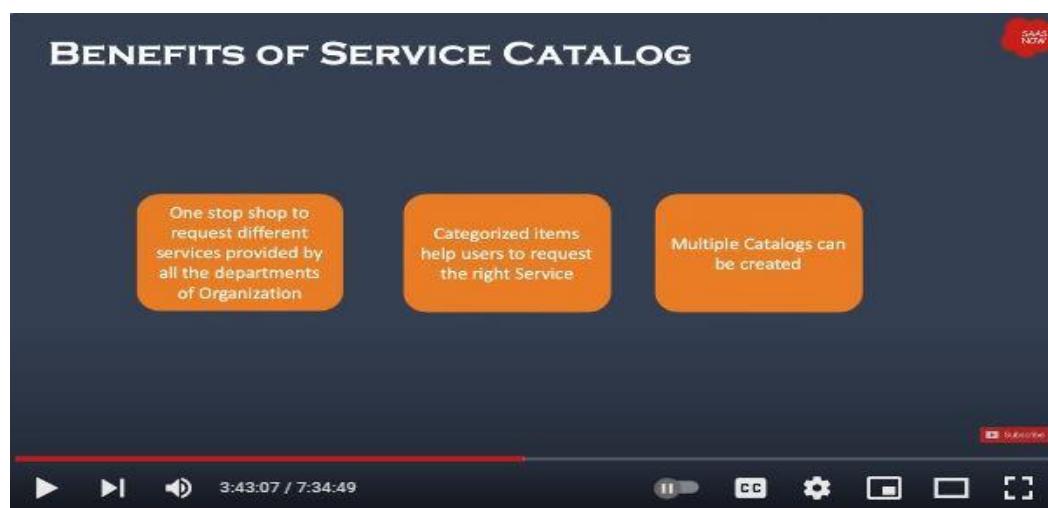
Speed service delivery and reduce costs with solid info, routing, process execution, and automation.

#### Gain real-time visibility

Give Service Catalog owners full insight into order volume, velocity, and automation levels.

#### Accelerate time to value

Make IT-department catalog development more consistent with a visual and guided building experience.



# SERVICE CATALOG APPLICATION

This screenshot shows a list of catalog items in the Service Catalog application. The items are organized into columns: Name, Description, Category, Active, Status, Location, Owner, and Approved. The list includes various service types such as Service Catalog, Service Catalog, Service Catalog, Resource, and Technical Catalog. Some items have specific descriptions like 'Employee Benefits' or 'Delegated roles in another organization'. The status column indicates if the item is active or inactive, and the location column shows where it is located. The owner column lists the responsible person, and the approved column shows the date when the item was approved.

| Name                   | Description                                     | Category          | Active | Status        | Location | Owner   | Approved            |
|------------------------|---|-------------------|--------|---------------|----------|---------|---------------------|
| Employee Benefits      | Provides a centralized change request ...       | Service Catalog   | Yes    | Empty         | Standard | Jessica | 2018-06-15 20:41:20 |
| Laptop                 | Office equipment such as printing, copyi...     | Service Catalog   | Yes    | Empty         | Standard | Jessica | 2018-01-18 09:01:39 |
| Session                | Document production services, Create and...     | Service Catalog   | Yes    | Empty         | Office   | Jessica | 2014-01-16 20:57:27 |
| Recommended Guidelines |   | Resource          | No     | Empty         | Empty    | Jessica | 2018-05-15 18:04:44 |
| Software               | A range of software products available ...      | Service Catalog   | Yes    | Empty         | Empty    | Jessica | 2018-10-24 06:40:20 |
| Procedure              | Standard procedures such as incident res...     | Service Catalog   | Yes    | Empty         | Standard | Jessica | 2018-11-22 09:44:43 |
| Data Delegation        | Delegate certain roles in another organizat...  | Service Catalog   | Yes    | Not delegated | Empty    | Jessica | 2018-10-24 06:40:30 |
| Expense or Charge      | Request a service charge for the expense ...    | Technical Catalog | No     | Empty         | Empty    | Jessica | 2014-01-15 18:29:44 |
| Virtual Machine        | Virtual machine requests for remote workin...   | Service Catalog   | Yes    | Empty         | Empty    | Jessica | 2018-10-24 06:40:20 |
| Laptops                | Laptops required for remote working...          | Service Catalog   | Yes    | Empty         | Standard | Jessica | 2018-10-24 06:40:20 |
| Printers               | A range of printers for office or lab use...    | Service Catalog   | Yes    | Empty         | Standard | Jessica | 2018-10-24 06:40:20 |
| Network Asset          | Check from a variety of hardware invento...     | Service Catalog   | Yes    | Empty         | Standard | Jessica | 2018-07-24 20:57:39 |
| Security Resources     | Resources                                       | Resource          | No     | Empty         | Empty    | Jessica | 2018-05-15 18:04:44 |
| Infrastructure         | Infrastructure hardware and services to the ... | Technical Catalog | Yes    | Empty         | Empty    | Jessica | 2018-04-18 07:00:34 |
| Database               | Database requests for your work area            | Service Catalog   | Yes    | Empty         | Standard | Jessica | 2018-10-24 06:40:20 |
| Class Code             | Quick access to other necessary information...  | Service Catalog   | Yes    | Empty         | Empty    | Jessica | 2018-04-18 07:00:34 |
| Document Services      | Services offered by the library department...   | Service Catalog   | Yes    | Empty         | Empty    | Jessica | 2018-02-13 18:00:23 |

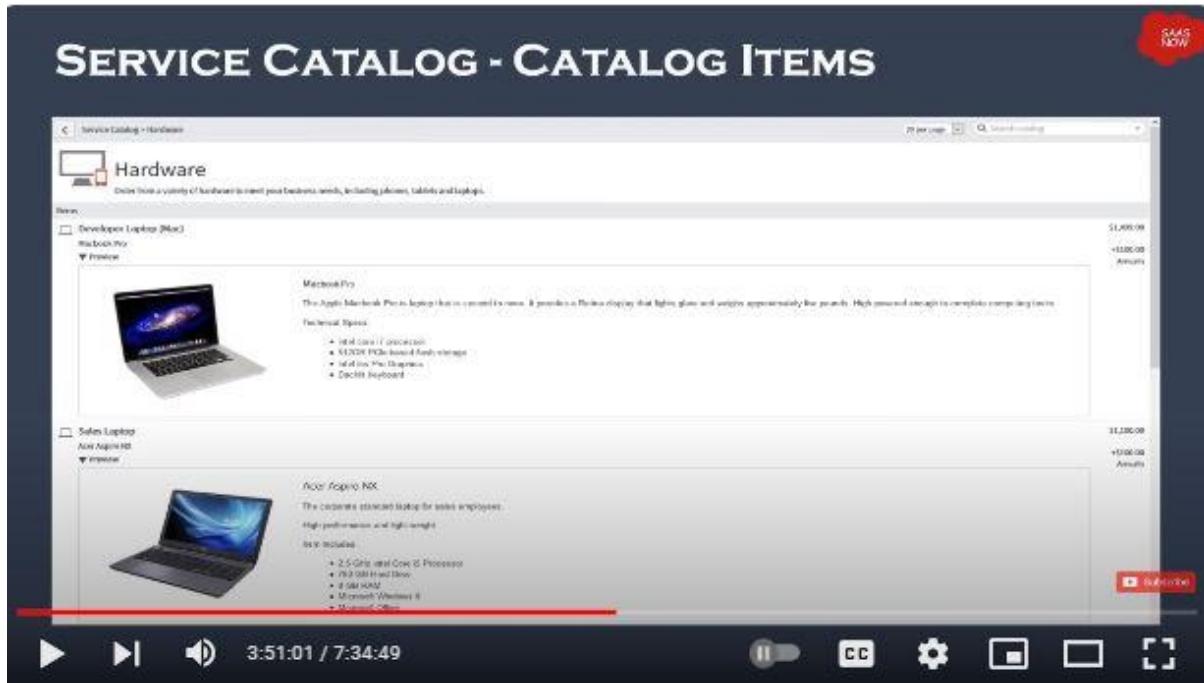
This screenshot shows a categorized view of catalog items in the Service Catalog application. The categories include Services, Hardware, Software, Office, PeopleSoft, and Mobile. Each category has a brief description and a list of items. For example, the Services category includes Employee Benefits, Laptop, Session, Recommended Guidelines, Software, Data Delegation, Expense or Charge, Virtual Machine, Printers, Network Asset, Security Resources, Infrastructure, Database, Class Code, and Document Services. The hardware category includes Laptops, Desktops, and Servers. The software category includes Database. The office category includes Office. The peoplesoft category includes PeopleSoft. The mobile category includes Mobile. The sidebar on the left shows the navigation menu with 'Catalog' selected.

## Service Catalog Categories

Categories organize service catalog items into logical groups. Administrators and catalog administrators can create and configure categories, defining their characteristics and adding content such as catalog items to them.

Categories can have a parent-child relationship, for example, IT and Laptops. A child category is a subcategory of its parent category. Each catalog item, order guide, record producer, content item, and subcategory appears as a single item

within the category. A catalog item can exist in multiple categories, giving you the flexibility to offer the same service from multiple places within your catalog.



The overall catalog is made up of a collection of discrete catalog items.

The basic Service Catalog item types include:

### Standard catalog items

**Record producers:** provides alternative ways to add information such as Incidents via the service catalog.

**Order guides:** enables to group multiple catalog items in one request.

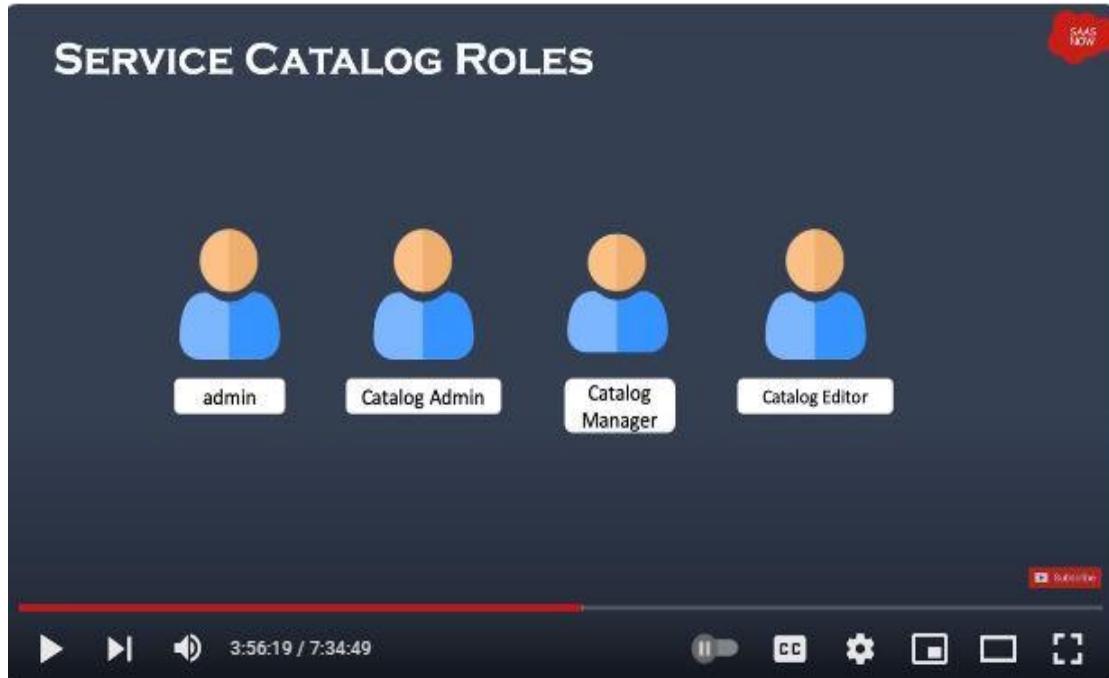
**Content Items:** these are the catalog items which provide information instead of goods or services.

A catalog item can be a good or service. If something can be ordered by itself, it is a catalog item. If something only makes sense as part of a greater whole, it is part of an item, rather than an item in and of itself. For example, a new Dell server is a catalog item, as is a new Executive Desk.

Use a catalog item to publish a service to your users. Add a service description, images, and a workflow to determine the approval and fulfilment processes for the catalog items.

Use the variables to present and gather information from the users. Catalog UI Policies and Catalog Client Scripts can also be added to control the item behaviour based on user input.

## Service Catalog Roles



### **Administrator [admin]**

Can manage all aspects of the Service Catalog application, including scripting functions such as creating UI macros or business rules.

### **Catalog administrator [catalog\_admin]**

Can manage the Service Catalog application, including catalogs, categories, and items, but not including scripting functions available to administrators.

### **Catalog manager [catalog\_manager]**

Can edit and update a service catalog, as well as the categories and catalog items within the catalog. The manager can assign editors and also a different manager for the service catalog. You can perform these actions only on catalogs for which you are assigned as the manager.

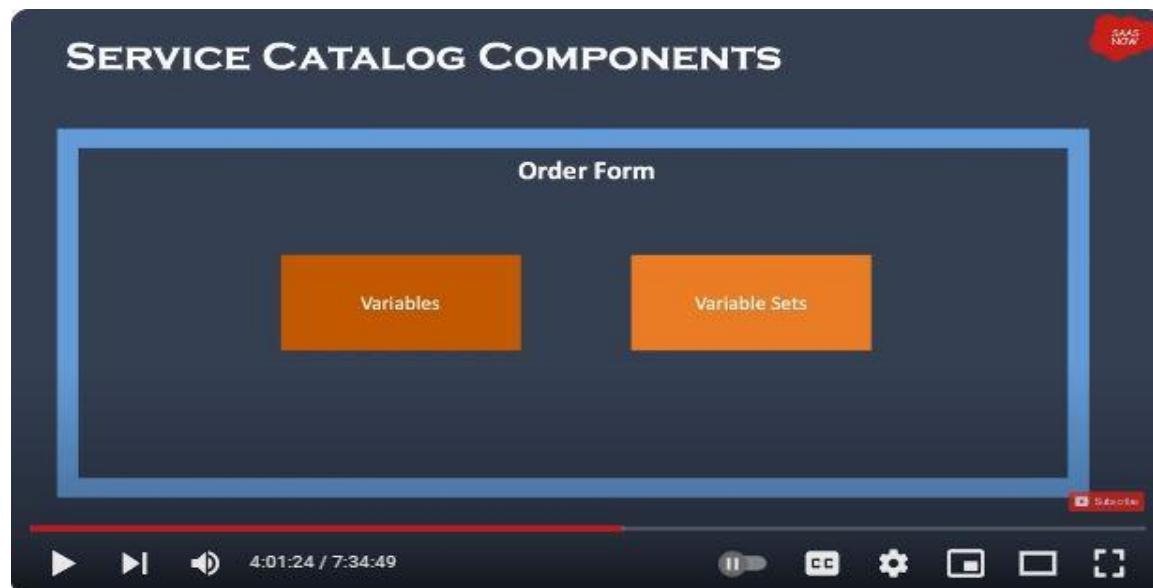
### **Catalog editor [catalog\_editor]**

Can edit and update a service catalog, as well as categories and catalog items within the catalog. The editor can assign other editors, but cannot change the catalog manager. You can perform these actions only on catalogs for which you are assigned as the editor.

### **Catalog builder editor [catalog\_builder\_editor]**

Can create and maintain items in the catalog builder using the templates that the user has access to.

## SERVICE CATALOG COMPONENTS



In ServiceNow, the Service Catalog is a key component that allows users to request goods and services from different departments. It provides a user-friendly interface where users can search for, browse, and request services. The key components of the Service Catalog in ServiceNow include:

### 1. Catalog Items

**Definition:** These are the individual goods or services that users can request.

**Examples:** Laptops, software installations, password resets, employee onboarding.

### 2. Categories

**Definition:** Service items are grouped into categories for easier navigation and organization.

**Examples:** IT Services, HR Services, Facilities, Financial Services.

### 3. Record Producers

**Definition:** A type of catalog item used to create records in ServiceNow. It provides a simplified way for users to submit information, creating records like incidents or change requests.

**Example:** Creating an IT ticket for a new issue or submitting a request for a new employee setup.

### 4. Variables

**Definition:** Fields that collect specific information from users as they submit a request.

**Examples:** Dropdowns, text fields, checkboxes, date pickers that users fill out when submitting a catalog item request.

### 5. Variable Sets

**Definition:** A group of variables that can be reused across multiple catalog items.

**Example:** A common set of fields like “First Name,” “Last Name,” and “Department” used in various service request forms.

### 6. Workflows

**Definition:** Automated processes that define what happens once a catalog request is submitted. They handle approvals, fulfillment, notifications, and escalations.

**Example:** When a user requests a laptop, a workflow can route the request for manager approval, notify IT, and update the requester on the progress.

### 7. Execution Plans

**Definition:** These define the sequence of tasks that need to be executed to fulfill a request.

**Example:** When a new employee is onboarded, the execution plan could include tasks for setting up a workstation, granting system access, and sending a welcome email.

### 8. Service Catalog Requests (REQ)

**Definition:** Represents a user's overall request, which can contain multiple requested items (RITMs).

**Example:** A user may request multiple services in a single submission (like a new phone and software installation).

## 9. Requested Items (RITM)

**Definition:** Each individual service or product that has been requested.

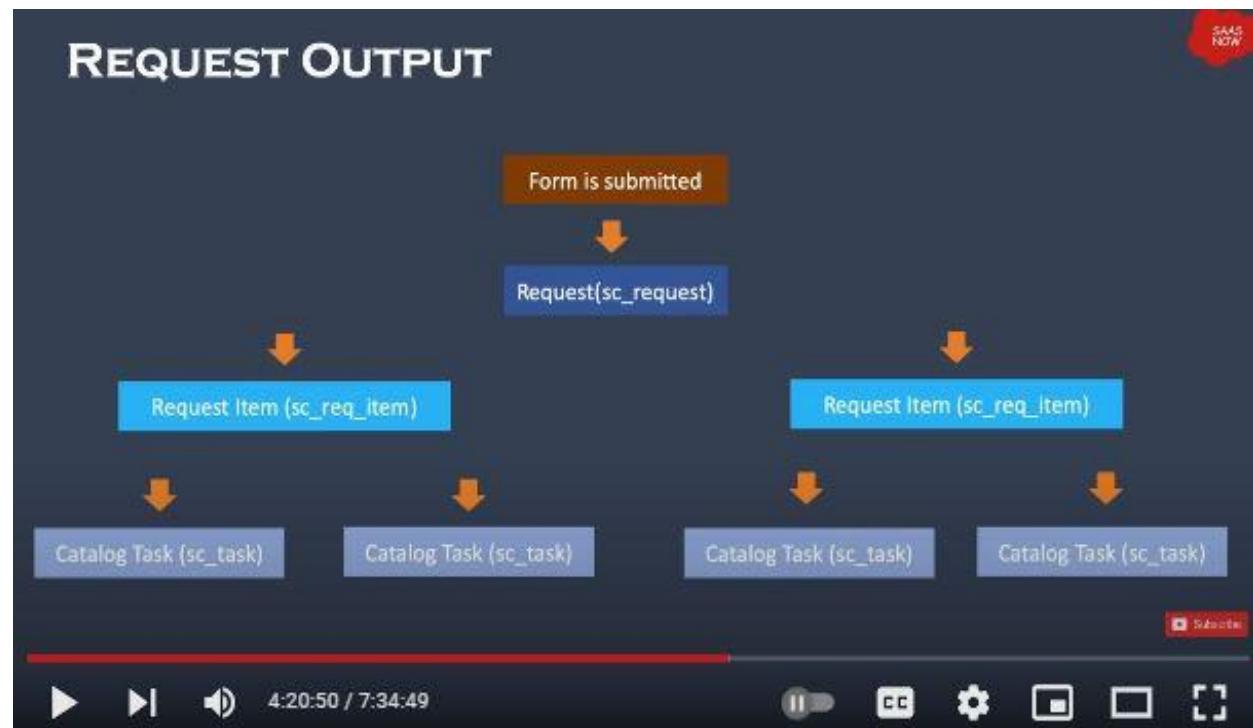
**Example:** If a user orders a laptop and software installation, these would be two separate RITMs under a single REQ.

## 10. Catalog Tasks (TASK)

**Definition:** Tasks that are created for fulfilling a specific requested item (RITM).

**Example:** For a laptop request, catalog tasks could include preparing the hardware, installing software, and delivering the device.

## REQUEST OUTPUT



### Form is Submitted:

At the top of the diagram, it shows that the process begins when a form is submitted. This is typically how requests are initiated in ServiceNow.

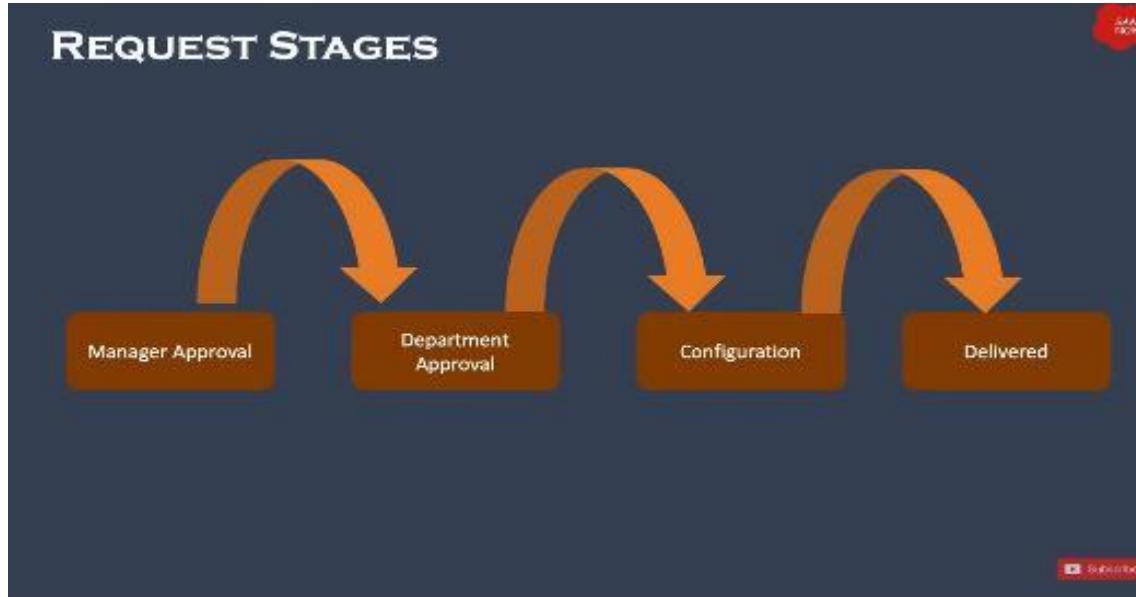
**Request (sc\_request):** After the form submission, it moves to creating a request. In ServiceNow, sc\_request is the table where request records are stored. It serves as a parent record for the individual request items or tasks.

**Task Generation:** The diagram branches out after the request, indicating the creation of various tasks:

**Request Item (sc\_req\_item):** Each request can have multiple request items. These represent specific products or services being requested, and they are stored in the sc\_req\_item table.

**Catalog Tasks:** After the request items are generated, catalog tasks are created. Catalog tasks are individual tasks or actions that need to be completed as part of fulfilling the request (e.g., provisioning software, preparing hardware, etc.).

## REQUEST STAGES



**Request Creation:** The request is submitted by a user through a service catalog or request form. This includes details about what is being requested.

**Manager Approval:** The manager reviews the request to ensure it is justified and aligns with departmental or organizational policies. The request is either approved or denied at this stage. If the manager approves it, the request moves forward; if not, it is either sent back for modification or closed.

**Department Approval:** In some cases, especially for larger or more complex requests, department-level approval is required. This might involve additional reviews from department heads or other designated approvers. This step ensures that the request aligns with departmental budgets, policies, or other constraints.

**Configuration:** Once the necessary approvals are obtained, the request may enter the configuration stage. This involves setting up or configuring the requested item or service according to the specifications. For example, if a user requests a new software application, this stage might involve installing and configuring the software according to the user's needs.

**Delivery:** After configuration, the item or service is delivered to the user. This stage involves the actual handover of the requested item or the activation of the service. For instance, if the request was for a new laptop, delivery would involve physically handing over the laptop to the user or deploying it to their workstation.

## TABLES AND FIELDS

### ServiceNow Data Structure

Everything is managed via database structure in servicenow tables which is database components which stores rackets. Rackets are stored in tables, these rackets have fields which shows information of particular rackets.



### ServiceNow Data Related Tables

As a ServiceNow administrator you can access modules related to table and columns. Under System definition, in the application navigator we find three different applications, tables which have rackets for each table you have in servicenow.

**Tables and columns**, shows advanced view where you can see all the tables and their columns details.

**Dictionary** contains definitions of each table and field in the database of your instance.

Go to System definition application, and go to tables modules which shows list of all table rackets of your instance.

In ServiceNow, data is stored in tables, and it has a flexible table structure. Some of the key data-related tables include:

#### 1. [Task] Table (task)

The central table for all task-related records, including incidents, problems, changes, and more.

Common child tables:

Incident (incident)

Problem (problem)

Change Request (change request)

## 2. [Incident] Table (incident)

Stores all incident records, a subset of the task table.

Related to customer-reported issues or requests.

## 3. [Change Request] Table (change request)

A subset of the task table, for tracking changes in IT infrastructure.

Associated with handling infrastructure or application modifications.

## 4. [Problem] Table (problem)

Tracks problem records, another subset of the task table.

Related to the identification and management of root causes of incidents.

## 5. [CMDB] Tables

These tables store configuration item (CI) data.

Main CMDB tables:

**Configuration Item (cmdb\_ci):** Stores general CIs.

**Base Configuration Item (cmdb):** Stores core information related to CIs.

## 6. [User] Table (sys\_user)

Stores records of all users within the system.

Holds details such as username, email, and roles.

## 7. [User Group] Table (sys\_user\_group)

Stores information about different user groups.

## 8. [Location] Table (cmn\_location)

Stores the location data for users or assets.

## 9. [Knowledge Base] Tables

**Knowledge (kb\_knowledge):** Contains all knowledge base articles.

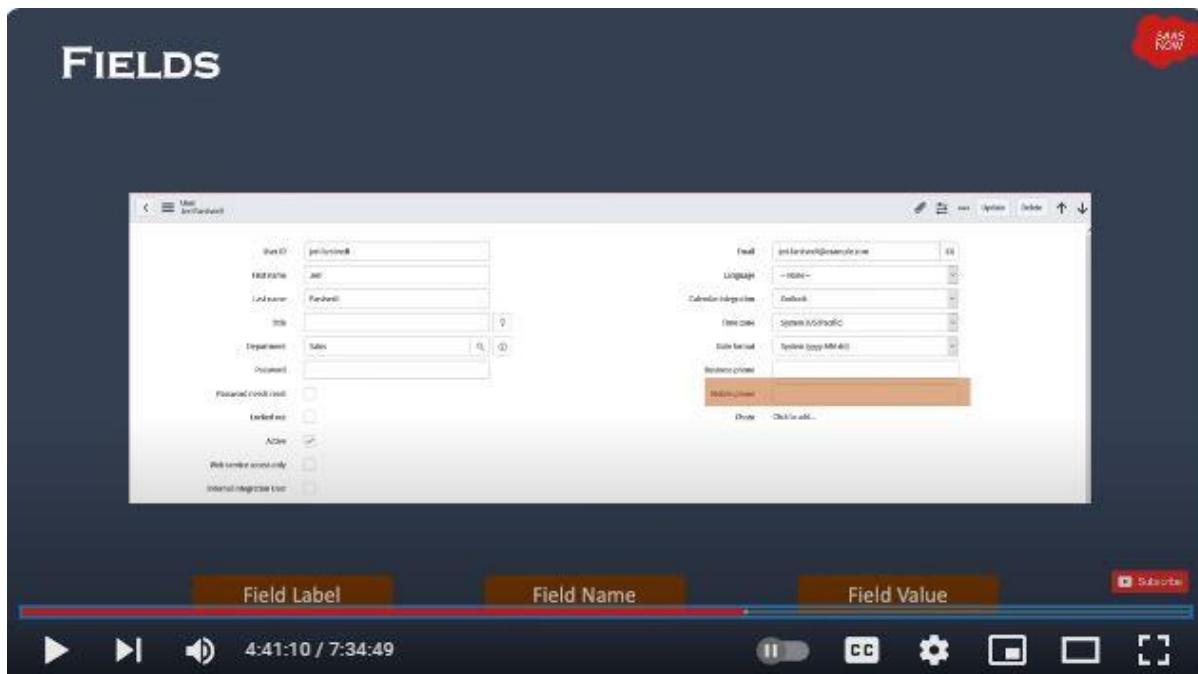
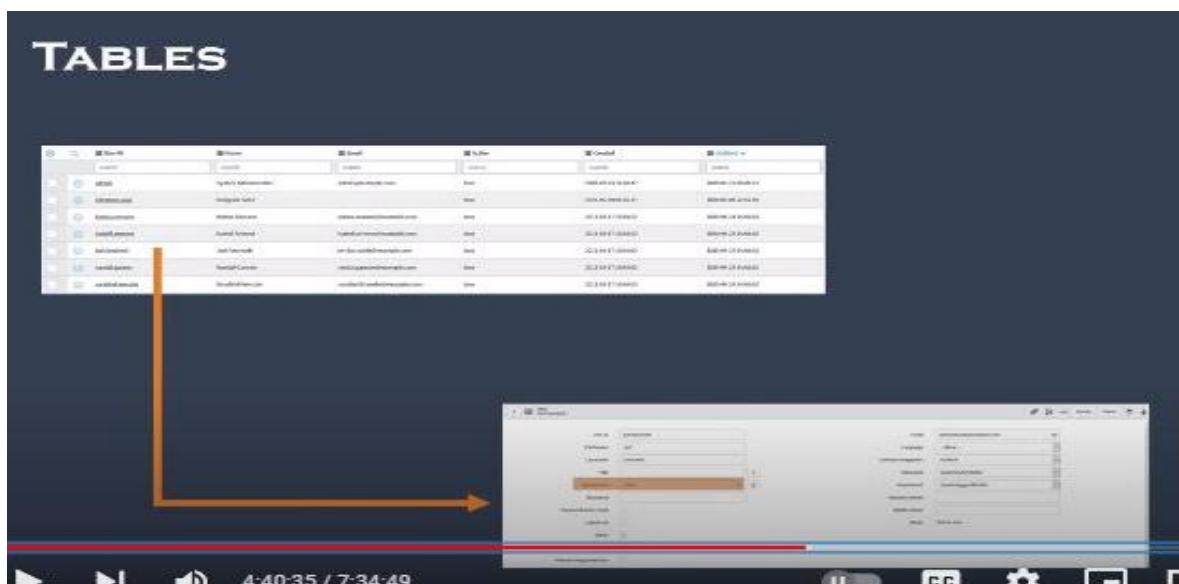
**Knowledge Base (kb\_knowledge\_base):** Stores information about the knowledge bases themselves.

## 10. [Catalog Request] Tables

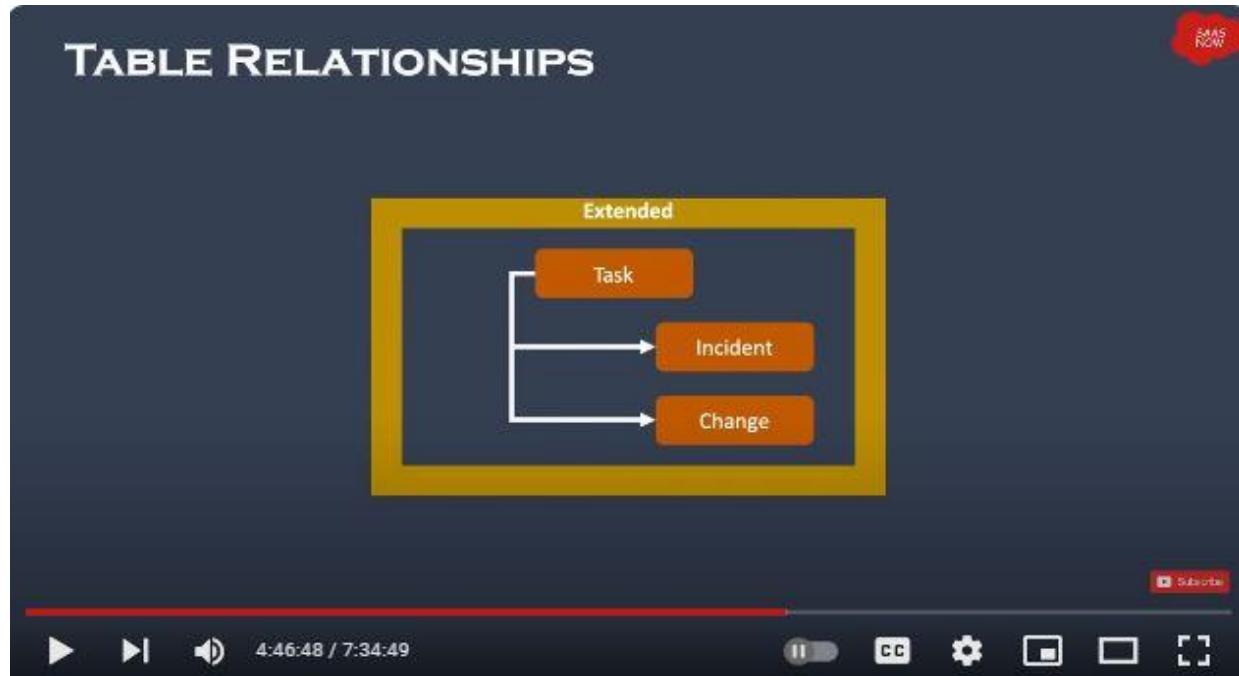
**Request (sc\_request):** Stores service catalog requests.

**Requested Item (sc\_req\_item):** Stores individual items within a service request.

**Catalog Task (sc\_task):** Stores tasks associated with catalog items.



## TABLE RELATIONSHIPS



In ServiceNow, task-based tables such as Task, Incident, and Change Request have specific relationships that enable the system to manage IT service management (ITSM) processes efficiently

### 1. Task Table (task)

The Task table is the parent table for all task-based records in ServiceNow, including Incident, Change, Problem, and others.

Common fields such as assigned\_to, priority, state, and created\_by are inherited by its child tables. The Task table stores general tasks that need to be tracked and completed.

**Child tables of the Task table include:**

- Incident (incident)
- Change Request (change\_request)
- Problem (problem)

Since Incident and Change are both extensions of the Task table, they inherit common fields and functionality but are used for specific processes.

### 2. Incident Table (incident)

The Incident table is a child of the Task table, specifically used to manage IT incidents.

**Fields inherited from the Task table:**

- assigned\_to

- state
- priority
- created by

### 3. Change Request Table (change request)

The Change Request table is another child of the Task table, used to manage changes in IT infrastructure.

Like the Incident table, the Change Request table inherits core fields from the Task table but also has specific fields like risk, change\_type, and justification for managing changes.

### 4. Relationships Between Task, Incident, and Change Request

Since Incident and Change Request are both child tables of Task, they share the same table structure and many fields, making it easier to interrelate them.

#### Example of key relationships:

**Incident to Change Request:** An incident that requires infrastructure change can be linked to a Change Request. This relationship is often managed through reference fields or the creation of related records.

**Change Request to Task:** A Change Request can have associated tasks (e.g., approval tasks, implementation tasks) that need to be completed before the change is considered resolved.

**Incident to Task:** Incidents can generate tasks or be part of larger projects or problem-solving activities.

## TYPES OF TABLES



In ServiceNow, there are several types of tables, each serving a different purpose based on the data structure and functionality. The key types of tables include:

## 1. Base Tables

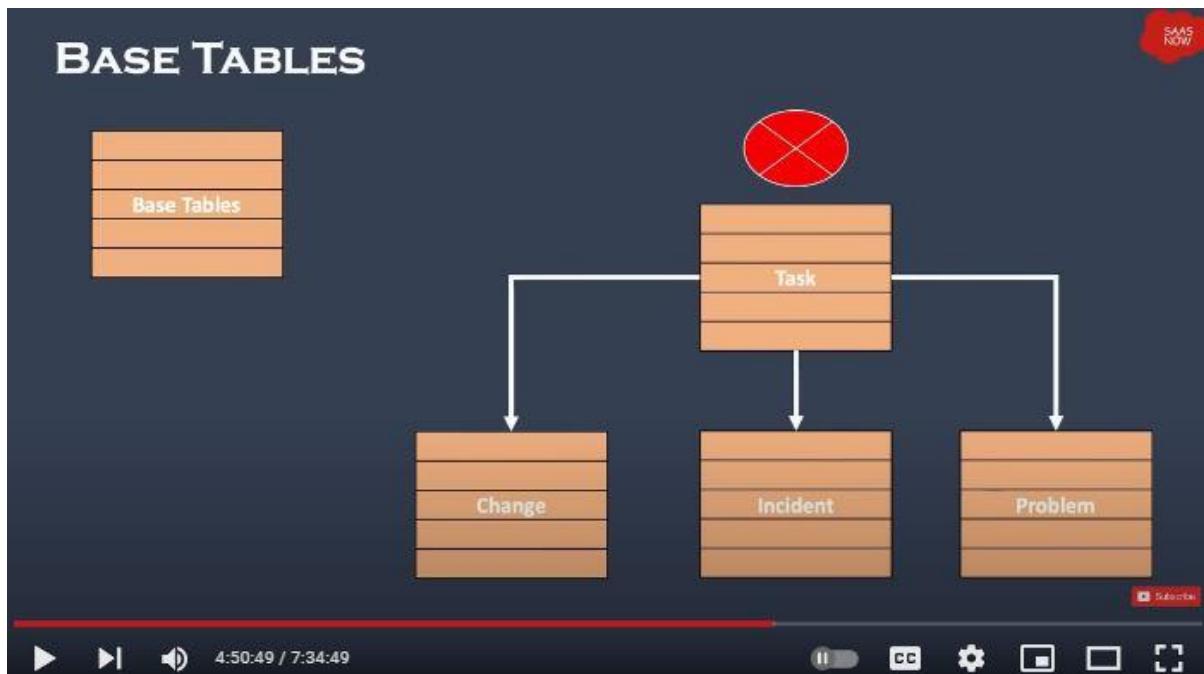
**Definition:** These are foundational tables that other tables can extend from. They are not extended from any other table.

**Examples:**

**Task (task):** A core table for task-related records (e.g., incidents, changes).

**CMDB (cmdb):** The base table for configuration items (CIs).

**User (sys\_user):** Stores user data.



## 2. Extended Tables (Child Tables)

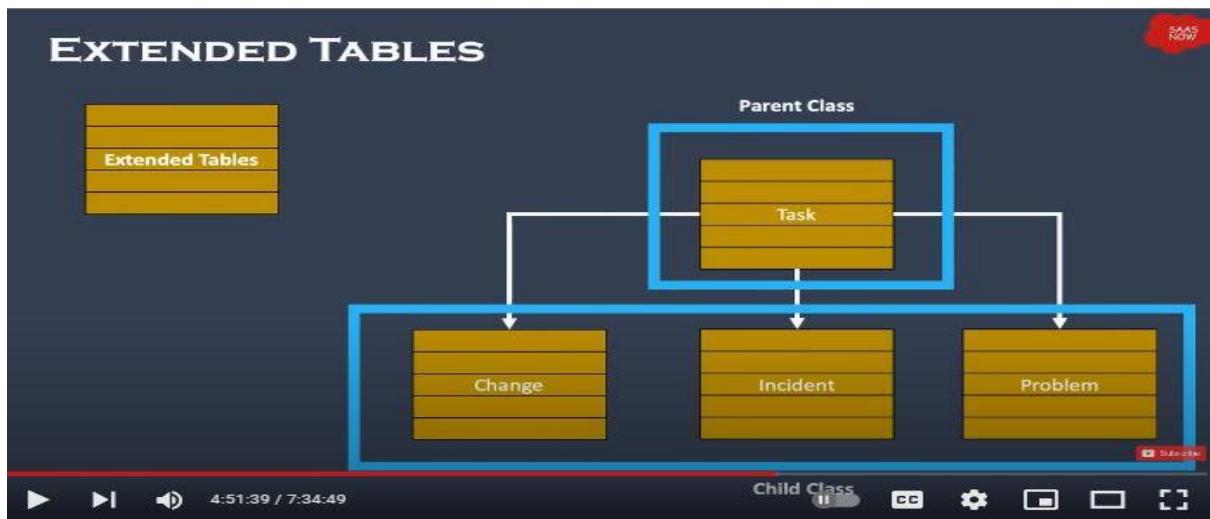
**Definition:** These tables extend from a parent table, inheriting fields and behavior from the parent. They add more specific fields for their particular use case.

**Examples:**

**Incident (incident):** Extends from the Task table.

**Problem (problem):** Extends from the Task table.

**Change Request (change\_request):** Extends from the Task table.



### 3. Core Tables

**Definition:** These tables are provided by default in the ServiceNow platform and serve various core functionalities across the system.

**Examples:**

**Incident (incident):** Manages incidents.

**Problem (problem):** Manages problems.

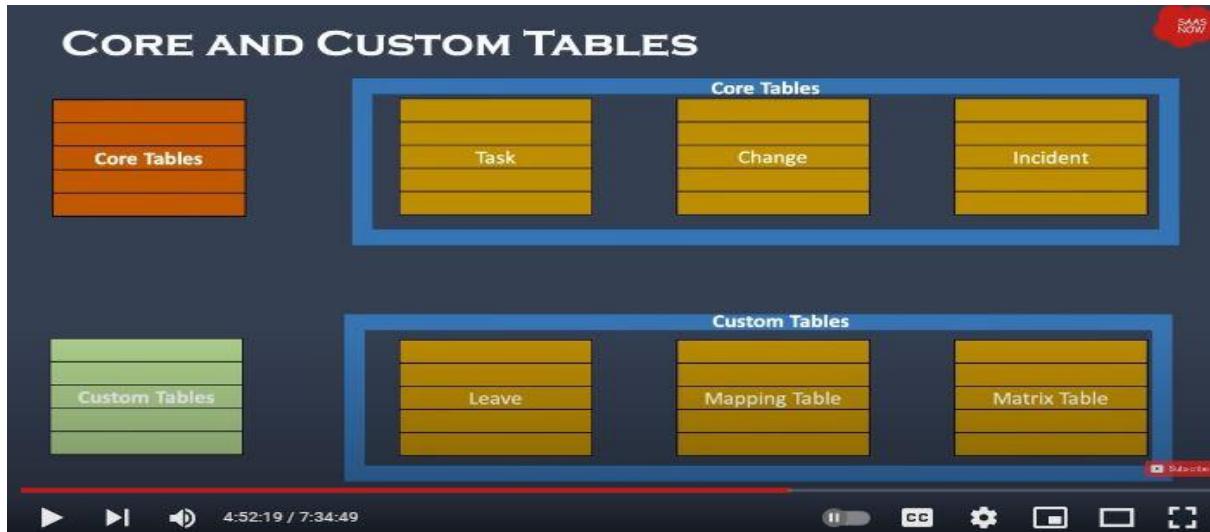
**Change Request (change\_request):** Manages change processes.

**Knowledge (kb\_knowledge):** Manages knowledge articles.

### 4. Custom Tables

**Definition:** Tables that are created by users or administrators to store custom data not covered by the out-of-the-box tables.

**Examples:** A table to track a specific business process like customer feedback or internal audit data.



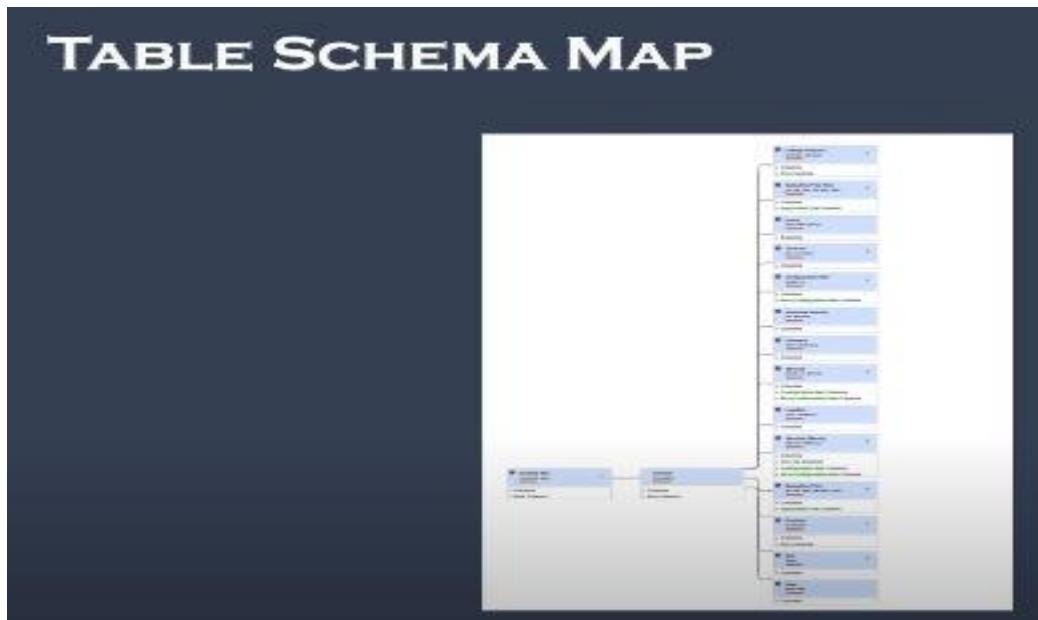
## Creating a new custom table

The screenshot shows the ServiceNow 'New Record' interface for creating a new custom table. The top navigation bar includes 'New Record', 'Title', 'ServiceNow Demo SYST', and 'Logout'. The left sidebar contains links such as 'System ID', 'Email Application', 'App Services (Mobile)', 'Mobile (Mobile)', 'Menu Categories', 'Dictionary', 'Tables', 'Choice Lists', 'Language/PK', 'BPM Handler', 'Tables & Columns', 'Table Groups', 'Database Views', 'Table Operations', 'Table Index Configurations', 'Table Index Details', 'Table Index Step Details', and 'Find/Update System Dictionaries'. The main content area has tabs for 'Columns', 'Controls', and 'Application Access'. The 'Columns' tab is active, showing a table with columns: 'Column Label' (containing 'Name'), 'Type' (containing 'String'), 'Reference' (empty), 'Maxlength' (empty), 'Default value' (empty), and 'Display' (empty). A 'Dictionary Entries' section lists 'NAME' and 'NAME/ID'. Below the table are 'Add' and 'Cancel' buttons, and a 'Related Links' section with 'Find in update list'. The status bar at the bottom indicates '1 row(s) found'.

This screenshot shows the 'Application Access' tab for the custom table 'u\_demo\_table'. The tab header includes 'Columns', 'Controls', and 'Application Access'. The 'Application Access' tab is active. It displays configuration options for 'Accessible from' (set to 'All application sources'), 'Can read' (checkbox checked), 'Can create' (checkbox checked), 'Can update' (checkbox unchecked), and 'Can delete' (checkbox unchecked). It also includes 'Allow access to this table via web services' (checkbox checked) and 'Allow configuration' (checkbox unchecked). At the bottom are 'Submit' and 'Cancel' buttons, and a 'Related Links' section with 'Find in update list'.

## TABLE SCHEMA MAP

Shows relationships between the maps



A Table Schema Map in ServiceNow provides a graphical overview of the relationships between tables, allowing users to visualize how different tables interact within the platform's database structure. It highlights key elements such as references between tables, where one table contains a reference field pointing to another, and extensions, showing parent-child relationships for tables that extend others.

The schema map displays both inbound and outbound references, helping administrators and developers understand data dependencies and the overall structure of applications. It also supports better data management by ensuring that changes to tables and fields do not disrupt existing relationships.

## ACCESS CONTROL LIST

### Types of Permission



**Login:** Basically controlled on the basis of user groups and roles. First level of security which is mandatory to be authenticated before interacting with UI of servicenow.

**Application and Modules:** On the basis of roles assigned to user.

**Table and records:** If user has access to the modules, they will see the list of records for a particular table, however those records will only be visible and editable if user has acquired access.

These access for tables and records are based on ACL (Access Controlled List).

## ACCESS CONTROL

Access is a kind of security rule which is defined to restrict the permission of user to interact with tables and records. Moreover, the data we have in ServiceNow is of highest level of security which can be applied at table level, row level and then we have field level which is called column level access.



## OPERATIONS RESTRICTED

There are number of operations which can be restricted with the help of access control for the users, they are basically the CRUD operations.

### CRUD

**Create:** Users cannot create the record if restrictions are applied, if they have access they can create record.

**Read:** Users cannot read the field if restrictions are applied.

**Update:** Users cannot update or edit the record or field if restrictions are applied.

**Delete:** User cannot delete racket if restrictions are applied.

## OPERATIONS RESTRICTED



Additional actions include:

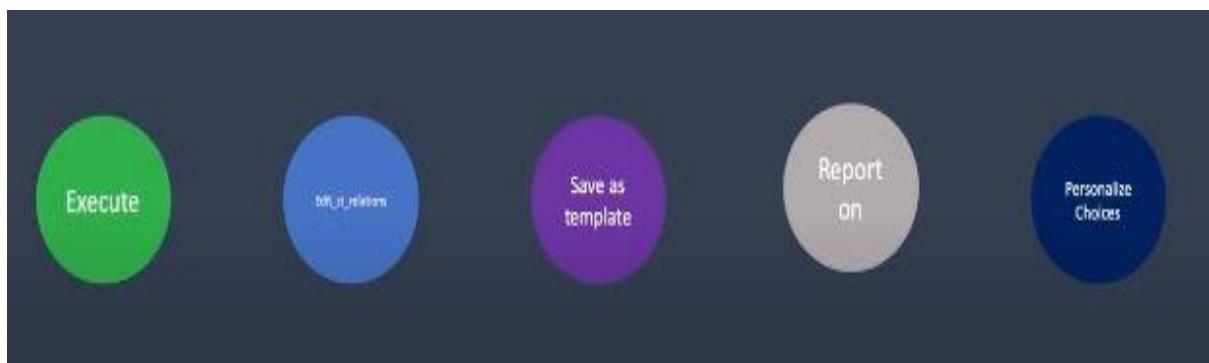
**Execute:** If restriction is applied, users cannot execute script on a record/racket.

**Added\_ci\_relations:** Users cannot add relationships in cmdb.

**Save as template:** ServiceNow has template functionality, if this restriction is applied, then users cannot see those field to be available to create template.

**Report on:** Users cannot create reports if restrictions are applied.

**Personalise choice:** Users cannot right click on field and configure the choices of the field.



## SECURITY MODULES

### SECURITY MODULES

System Properties

Security

System Security

High Security Settings

System Security

Access Control (ACL)

## **ACCESS CONTROL LIST**

## ACL FORM AND FIELDS

# ACL FORM AND FIELDS

The screenshot shows a software interface for managing Access Control Lists (ACLs). The top navigation bar includes 'File', 'Edit', 'View', 'Insert', 'Format', 'Tools', and 'Help'. Below the title 'ACL FORM AND FIELDS' is a large orange header bar with tabs for 'Type' (selected) and 'List'. The main form area contains the following fields:

- Type: List
- Name: test
- Description:
- Notes:

allow user to records or resources. Resources with values: resource, record.

A screenshot of a software interface titled "ACL FORM AND FIELDS". The main area shows a form with several fields: "Name" (set to "Admin"), "Email" (set to "admin@domain.com"), "Last Name" (set to "Override"), "First Name" (set to "Admin"), and "Description" (set to "Allow read for records in selected, increase performance, excellent, read"). A large orange bar covers the "Last Name" field. To the right of the form, the text "Admin Override" is displayed in bold black font.

## ACL FORM AND FIELDS

The screenshot shows the initial configuration of an ACL. It includes fields for:

- Name: student
- Object: student
- Relationship: student
- Action policy: student
- A. Access: read, created
- Condition: Allow read for records in documents document with value: student, read

Below the form is a "Definition" section.

## ACL FORM AND FIELDS

The screenshot shows the ACL configuration with the following details:

- Name: student
- Object: student
- Relationship: student
- Action policy: student
- A. Access: read, created
- Condition: Allow read for records in documents document with value: student, read

Below the form is a "Definition" section and a "Roles required for this ACL" section, which lists:

- student
- student read
- student created

## ACL FORM AND FIELDS

The screenshot shows the ACL configuration with the following details:

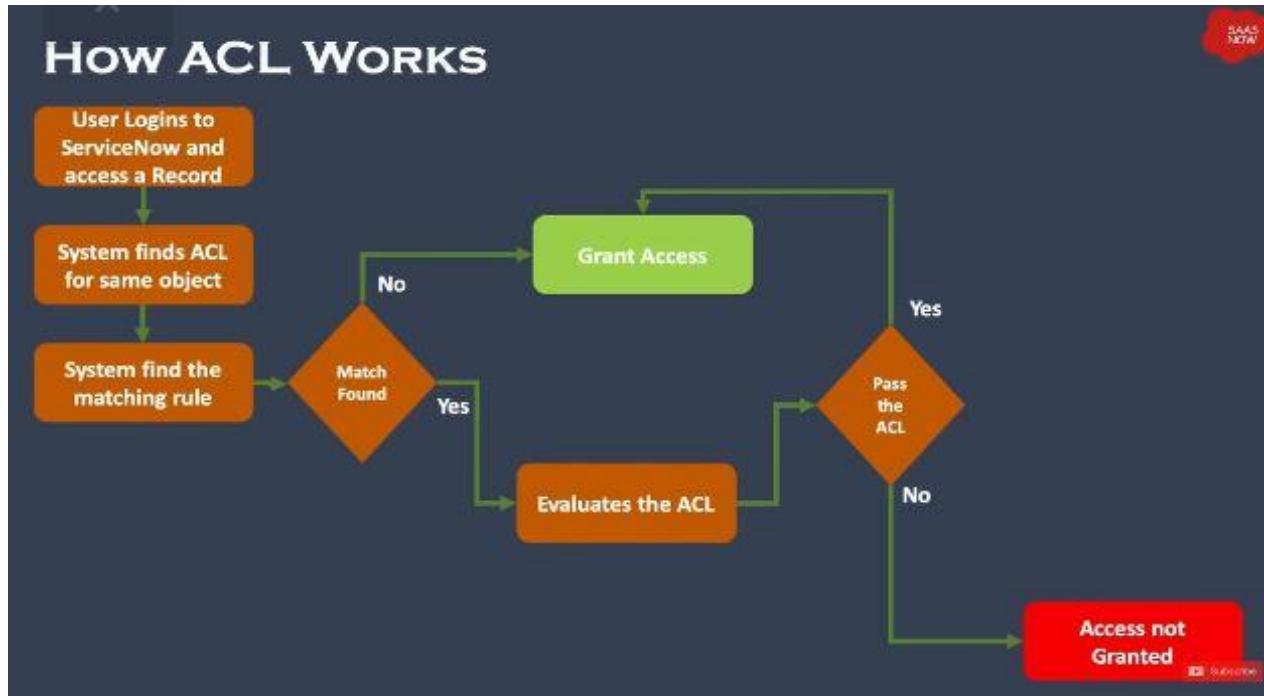
- Name: student
- Object: student
- Relationship: student
- Action policy: student
- A. Access: read, created
- Condition: Allow read for records in documents document with value: student, read

Below the form is a "Definition" section and a "Custom Condition" section, which contains:

- Condition: student
- Condition: student read
- Condition: student created

The "Custom Condition" section has a "Condition" dropdown set to "student" and a "Value" dropdown set to "read".

## ACL WORKFLOW



## NEED OF DATA IMPORT:



Importing data from Active Directory and HR systems into ServiceNow is essential for:

1. Centralized Data Management: Consolidates information in one platform.
2. User and Role Management: Keeps user roles and permissions up to date.
3. Automated Workflows: Triggers tasks like onboarding and access management.

4. Improved Service Delivery: Ensures accurate data for efficient IT and HR services.
5. Compliance and Auditing: Maintains regulatory compliance with accurate data.
6. Enhanced Reporting: Provides comprehensive analytics and insights.
7. Data Accuracy: Ensures consistency across systems.
8. Self-Service: Personalizes user experiences.

### Ways of data import:

**WAYS OF DATA IMPORT**

The screenshot shows a software interface titled "WAYS OF DATA IMPORT". On the left, there is a large yellow circle containing the word "Import". The main area displays a list of problems with columns for "Problem statement", "State", "Resolution code", "Assignment group", "Assigned to", "Configuration item", and "Related Incidents". A context menu is open over the first item in the list, showing options like "Show Visual Task Board", "Sort (a to z)", "Group By Number", "Bar Chart", "Pie Chart", "Configure", "Import", "Export", "Update Selected", "Update All", "Create Application Files", "Import XML", and "Show XML". A modal dialog box is overlaid on the screen, prompting the user to "Insert new records or update existing records using an Excel template file. Click upload to process the data to be imported. (0.00 KB)" and asking if they want to "insert" or "update" data. It also asks if they want to "Create an Excel template to enter data?" and provides a "Create Excel template" button. At the bottom, it says "Step 1: Create an Excel template file to enter data" and "Step 2: Upload the template file" with a "Choose file" button.

**WAYS OF DATA IMPORT**

The screenshot shows a software interface titled "WAYS OF DATA IMPORT". On the left, there is a large yellow circle containing the words "Import Sets". The main area displays a "Load Data" form. The form has sections for "Import set table" (radio buttons for "Create table" and "Existing table"), "Label" (text input field), "Name" (text input field), "Source of the import" (radio buttons for "File" and "Data source"), "File" (button labeled "Choose file" with the message "No file chosen"), "Sheet number" (text input field with value "1"), and "Header row" (text input field with value "1"). At the bottom right is a "Submit" button.

## 1. Data Import using Import Sets

- Import Sets are a flexible method to import data from external sources (like spreadsheets, databases, or other systems) into ServiceNow. Use Import Sets when you need to transform or map data before it is inserted into a target table.
- Process:
  1. Data Source: Define the source of the data
  2. Load Data: Load data into an Import Set table.
  3. Transform Map: Create a transform map to map fields from the Import Set table to the target table.
  4. Run Transform: Run the transform to move data from the staging table to the target table in ServiceNow.

## 2. Direct Data Import

- Direct Import involves using built-in tools like the Integration Hub or data integrations available in ServiceNow. This is ideal when importing data directly from external systems, like Active Directory or HR systems, where built-in connectors exist.
- Process:
  1. Integration Hub: Use Integration Hub for pre-built connectors and flows for systems like Active Directory, Workday, etc.
  2. Data Integration Tools: Use REST/SOAP APIs or MID Server for direct data import from external systems.
  3. Schedule or On-Demand: Schedule the data import regularly or run it on demand.



An Import Set in ServiceNow involves several key components that work together to bring data into the platform from external sources.:

## 1. Data Source

- Defines where the data is coming from. This could be a file (CSV, Excel), an external database (via JDBC), LDAP, or an API endpoint. The data source specifies the format and location of the data to be imported.

## 2. Import Set Table

- A temporary staging table in ServiceNow where the imported data is initially stored. This table mirrors the structure of the incoming data and allows for the review, cleanup, and transformation of the data before moving it to the target table.

## 3. Transform Map

- A set of rules and field mappings that define how data from the Import Set table should be transformed and mapped to fields in the target table. The transform map specifies the relationship between source fields (from the Import Set table) and destination fields (in the target table).

## 4. Transform Script

- Scripts within the transform map that allow you to apply custom logic during the transformation process.

## 5. Target Table

- The table in ServiceNow where the transformed data will be inserted. The target table is the final destination for the imported data, such as Incident, User, CMDB, etc.

## 6. Coalesce Fields

- A method used to determine whether an incoming record should be inserted as a new record or update an existing one. Coalesce fields are set in the transform map to uniquely identify records. If a match is found, the existing record is updated; otherwise, a new record is created.

## 7. Import Set Loader

- The component that loads data into the Import Set table from the data source. It ensures that data is correctly populated in the staging table before any transformation occurs.

## 8. Run Transform

- The process that executes the transformation of data from the Import Set table to the target table. This can be done manually or set to run automatically after the data is loaded into the Import Set table.

## 9. Error Handling

- Mechanisms to handle errors or exceptions during data import. Error conditions can be logged, and corrective actions can be defined to handle data inconsistencies or transformation issues.

### Data import:

This screenshot shows the ServiceNow Incident creation interface. The top navigation bar includes 'Default (Glo)', 'Global', 'System Administrator', and standard action buttons: Follow, Update, Create Security Incident, Resolve, and Delete. The main form has fields for Number (INC0010001), Caller, Category (Inquiry / Help), Subcategory, Service, Configuration item, Contact type, State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, Assigned to, Vendor Ticket, Short description (This is a demo for importing data), and Description. Below the form is a Notes tab containing sections for Watch list, Work notes (with a yellow highlighted note: 'Work notes'), and Additional comments (Customer visible). A 'Post' button is at the bottom right of the notes area.

### List view:

This screenshot shows the ServiceNow Problem list view. The top navigation bar is identical to the incident creation screen. The main area displays a table of problems with the following columns: Number, Problem statement, State, Resolution code, Assignment group, Assigned to, Configuration item, and Related Incidents. The table lists various incidents, such as 'Unable to send or receive emails.', 'Users redirected to copycat webpage', 'SPAM', 'Unauthorized Network scans', 'Access Control on terminals', 'USB with malware', 'Buffer overflow Error', 'Unauthorized Network scans', 'Unauthorized Network scans', 'XSS identified in application', 'SYN scan', 'OEM Java vulnerability', 'email open relay', 'Possible Spear phishing attack', 'SPAM attack', 'Whale phishing attack', and 'DNS attack - zone transfer'. Each row includes a checkbox and a magnifying glass icon for viewing details.

### Xml file selection:

The screenshot shows the ServiceNow Incident Detail screen for incident INCO010001. The left sidebar contains navigation links for Service Desk, Item Map Page, Item Mobile, Incident, Create New, Assigned to me, Open, Unassigned, Resolved, All, Overview, Critical Incidents Map, Administration, Incident Properties, Incident ATF Suites, Problem, Change, Security Operations, and Facility Incident. The main panel displays incident details: Number (INCO010001), Caller (highlighted with a red asterisk), Category (Inquiry / Help), Subcategory (None), Service, Configuration item, Contact type (None), State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, Assigned to, Vendor Ticket, Short description, Description, and a Notes tab with Work notes and Additional comments (Customer visible).

## Import set:

The screenshot shows the ServiceNow Import Set Definition screen for 'Import Set Deleter'. The left sidebar includes options for Create Transform Map, Run Transform, Administration, Data Sources, Robust Import Set Transformers, ETL Definitions, Transform Maps, Scheduled Imports, Advanced, Import Sets, Concurrent Import Sets, Concurrent Import Set Jobs, Progress, Transform History, Transform Errors, Import Log, Import Set Tables, Cleanup, and Scheduled Cleanup. The main panel shows settings for the import set: Name (Import Set Deleter), Active (checked), Application (Global), Conditional (unchecked), Run (Daily), Time zone (None), Time (Hours 00), Run this script (with a dropdown menu), and buttons for Update, Execute Now, and Delete.

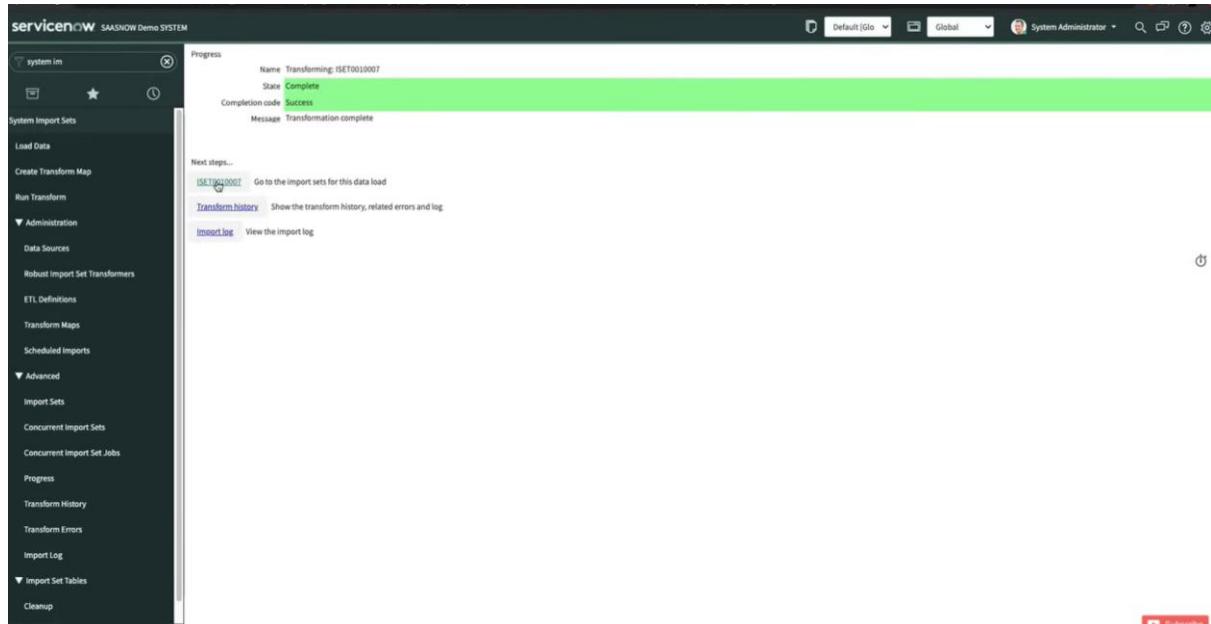
## Import set:

The screenshot shows the ServiceNow Import Log screen. The left sidebar lists the same categories as the previous screen. The main panel displays a log table with two entries: '2020-07-06 00:00:00' (Information level) and '2020-07-06 01:04:04' (Information level). Both entries show the message 'Cleaning import sets > 7 days old' and the action 'Cleanup'. A search bar at the top allows filtering by 'All' or 'Created on Today', and a 'Search' button. The bottom right corner features a 'Settings' button and a 'Subscribe' button.

## Mapping assist:

## Transform mapping:

## Transform mapping completion:



## CMBD:

### WHAT IS CMDB?

- Configuration Management Database
- Repository which stores information about the configuration items of any organization
- Stores the relationship between different configuration items

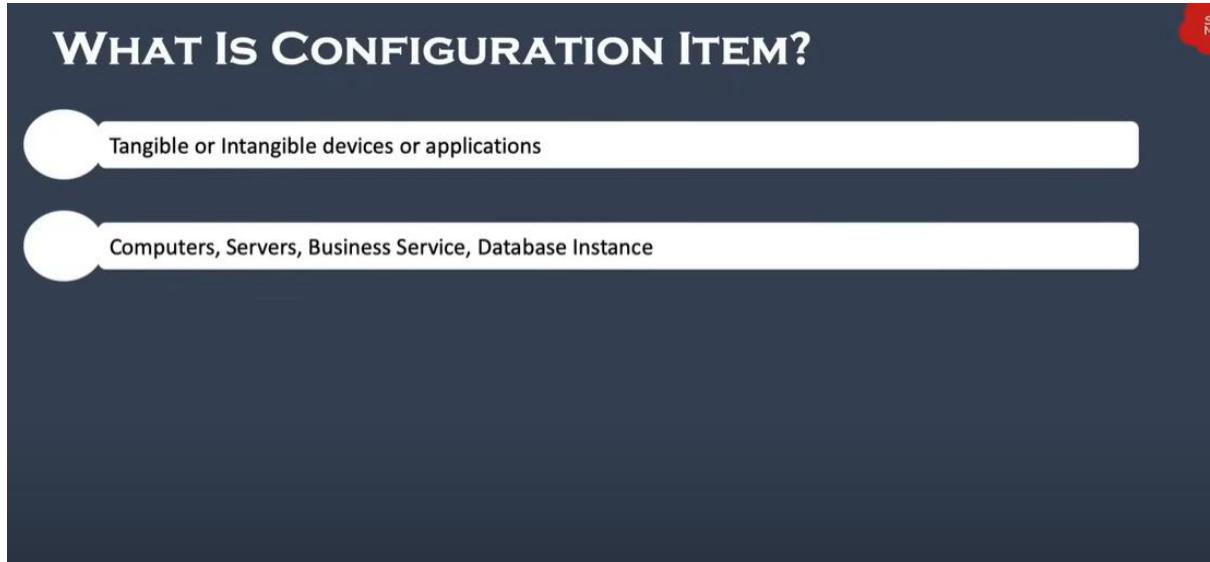
A Configuration Management Database (CMDB) is a repository in ServiceNow that stores information about all the components within an organization's IT environment. These components can include hardware, software, network devices, applications, and services, along with their relationships and dependencies.

### Key Points:

- Centralized Repository: Stores data about all IT assets and their configurations.
- Relationship Mapping: Shows how different configuration items are related and interact with each other.

- Change Management: Helps manage and track changes to CIs to reduce the risk of service disruption.
- Service Impact Analysis: Assists in understanding the impact of any changes or incidents on various services.

## CONFIGURATION ITEM:



## CMDB APPLICATION:

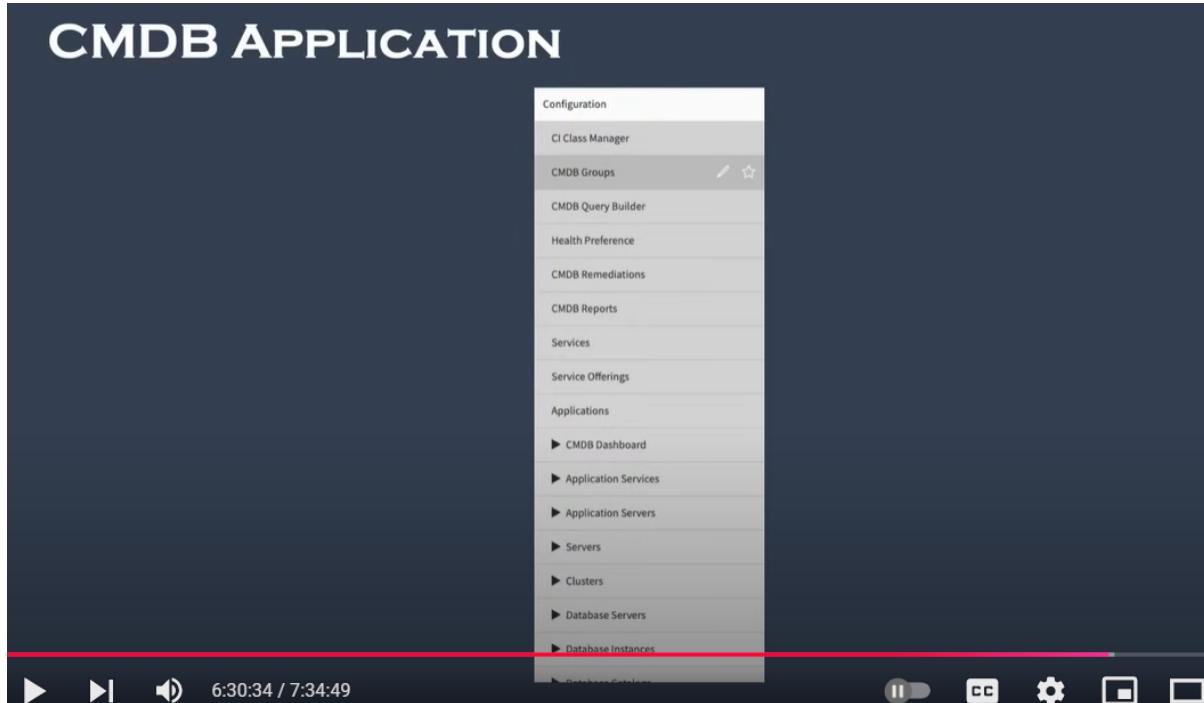
The CMDB Application in ServiceNow is a tool that manages all IT assets and their relationships. It provides a centralized database to track Configuration Items (CIs) like hardware, software, and network devices, and shows how they connect and depend on each other.

### Key Features:

- Centralized Repository: Stores information about all IT assets (CIs).
- CI Relationships: Maps dependencies between CIs.
- Automated Data Collection: Uses tools like Discovery and Service Mapping.
- Impact Analysis: Helps understand the impact of incidents and changes.
- Improved IT Management: Supports incident resolution, change management, and compliance.

This helps organizations maintain accurate data, manage changes, and ensure service reliability.

# CMDB APPLICATION



## CI FORM:

A screenshot of a "CI FORM" record in ServiceNow. The form has a header with the title "CI FORM" and a sub-header "Linux Server PS LinuxApp01". The main body of the form contains several sections: "Configuration" (with fields for Name, Asset tag, Manufacturer, Asset, Class, and Comments), "Hardware" (with fields for RAM (MB), CPU manufacturer, CPU type, CPU speed (MHz), CPU count, CPU core count, and Is Virtual), and "Software" (with fields for Hypervisor, OS Domain, Operating System, OS Version, OS Service Pack, SNS Domain, IP Address, Disk space (GB), and Description). A "Related Items" section at the bottom lists various relationships between this CI and other assets like Network Gate, Services, Storage Devices, and Windows Servers. A "Search for C" input field and a "Submit" button are also visible.

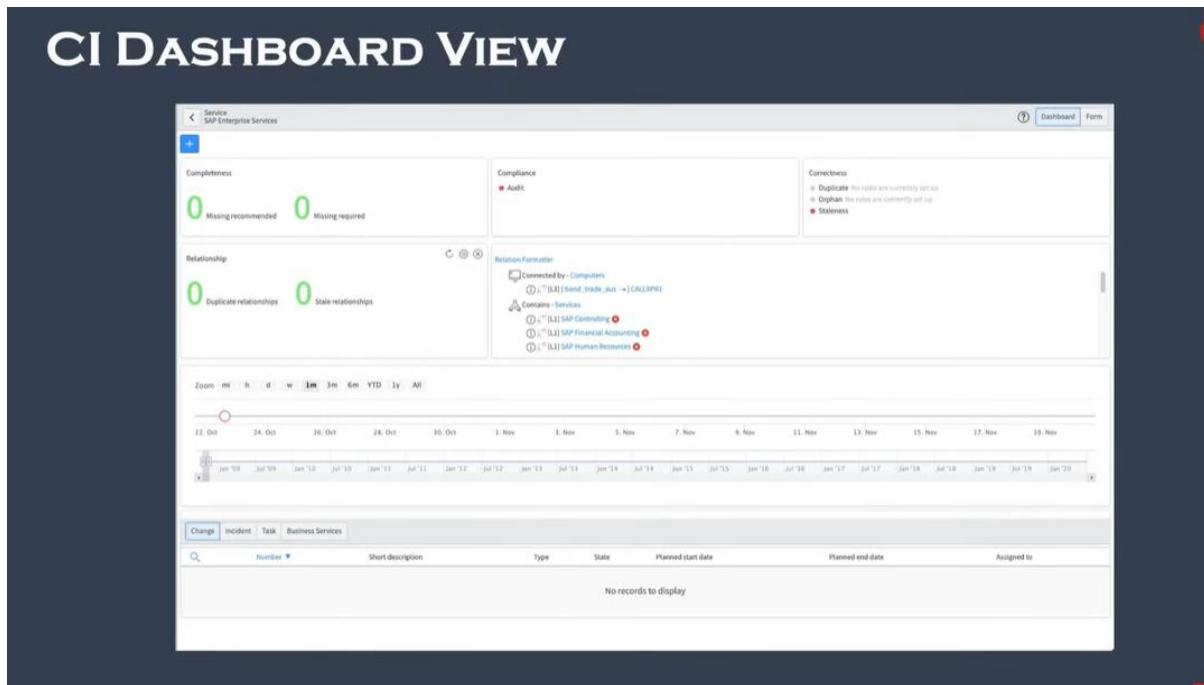
A **CI Form** in ServiceNow is a record form used to manage and display details of a Configuration Item (CI) in the Configuration Management Database (CMDB).

## Key Elements:

- Attributes:** Includes fields like CI name, type, status, location, and owner.
- Relationships:** Shows connections to other CIs.
- Lifecycle Information:** Tracks changes, incidents, and maintenance activities related to the CI.

## Purpose:

- Provides a detailed view of individual CIs.
- Helps manage and track IT assets, their statuses, and dependencies.



A **CI Dashboard** in ServiceNow provides a visual overview of Configuration Items (CIs) and their status within the Configuration Management Database (CMDB). It helps in monitoring and managing IT assets effectively.

### Key Features:

- **Visual Widgets:** Displays charts, graphs, and lists of CIs based on various criteria (e.g., CI status, type, health).
- **Data Insights:** Provides metrics on CI health, compliance, and relationships.
- **Quick Access:** Allows for rapid access to key CI information and statuses.
- **Customization:** Users can customize dashboards to show relevant CI data and metrics.

### Purpose:

- **Monitor CI Status:** Tracks the health and status of CIs.
- **Analyse Trends:** Provides insights into CI-related trends and issues.
- **Manage Data:** Helps in managing CI data and resolving issues more efficiently.

## KEY CMDB TABLES:



**cmdb\_ci**: Base table for all Configuration Items (CIs). Contains common fields for all CI types.

**cmdb\_ci\_computer**: Stores information about computer systems (e.g., servers, workstations).

**cmdb\_ci\_network**: Contains data on network devices (e.g., routers, switches).

**cmdb\_ci\_application**: Holds information about software applications.

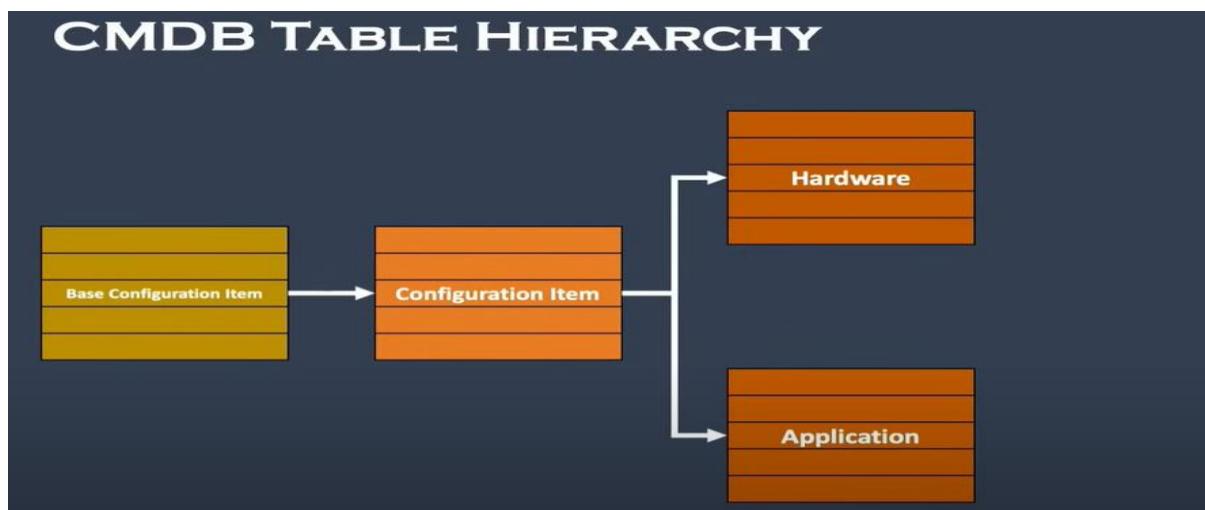
**cmdb\_ci\_service**: Represents IT services and their relationships to CIs.

**cmdb\_ci\_database**: Stores details about databases and database servers.

**cmdb\_ci\_storage**: Contains data on storage devices and systems.

**cmdb\_ci\_infrastructure**: Covers infrastructure components like data centers and racks.

## TABLE HIERARCHY:



### 1. Base Table

- **cmdb\_ci**
  - The root table for all Configuration Items in the CMDB.
  - Contains common fields that are inherited by all other CI tables.

## 2. Configuration Table Hierarchy

- **cmdb\_ci\_computer**
  - **Configuration:** Specific to computer systems, including servers and workstations.
- **cmdb\_ci\_network**
  - **Configuration:** Contains network-related CIs like routers, switches, and firewalls.
- **cmdb\_ci\_service**
  - **Configuration:** Represents IT services, showing how they are related to other CIs.
- **cmdb\_ci\_application**
  - **Configuration:** Details about software applications.

## 3. Application Table

- **cmdb\_ci\_application**
  - **Application:** Stores information about various software applications.

## 4. Hardware Table

- **cmdb\_ci\_computer**
  - **Hardware:** Includes servers, workstations, and other computer-related hardware.
- **cmdb\_ci\_network**
  - **Hardware:** Covers network devices like routers and switches.
- **cmdb\_ci\_storage**
  - **Hardware:** Contains information about storage devices and systems.

## USAGE OF CMDB:

The screenshot shows three separate configuration item (CI) records in the ServiceNow CMDB. Each record includes fields for Number, Requested by, Category, Service, Configuration item, Priority, Risk, Impact, State, Impact, Urgency, Assignment group, and Assigned to.

**Record 1 (Top):**  
Number: PR0001001  
Requested by: System Administrator  
Category: System Administration  
Service: None  
Configuration item: Apple - MacBook Pro 13" for Technical Staff  
Priority: 4 - Low  
Risk: Moderate  
Impact: 3 - Low  
State: New  
Impact: 3 - Low  
Urgency: 3 - Low  
Assignment group: X - Planning  
Assigned to: Problem Coordinator A

**Record 2 (Middle):**  
Number: PR0001001  
Requested by: System Administrator  
Category: Software  
Service: Email  
Configuration item: Email  
Priority: 4 - Low  
Risk: Moderate  
Impact: 3 - Low  
State: New  
Impact: 3 - Low  
Urgency: 3 - Low  
Assignment group: X - Planning  
Assigned to: Problem Coordinator A

**Record 3 (Bottom):**  
Number: CH00040001  
Requested by: System Administrator  
Category: Server Reboot  
Service: ApplicationServerPeopleSoft  
Configuration item: ApplicationServerPeopleSoft  
Priority: 4 - Low  
Risk: Moderate  
Impact: 3 - Low  
Type: Emergency  
State: New  
Conflict status: Not Run  
Conflict last run: 2023-09-01 10:00:00  
Assignment group: ITSM Engineering  
Assigned to: ITSM Engineering

**Usage Of CMDB**

A diagram showing a yellow box labeled "Configuration Item" connected by a horizontal arrow to a blue box labeled "Incident".

The **CMDB (Configuration Management Database)** in ServiceNow is used to:

1. Track IT Assets
2. Manage Relationships
3. Support Change Management
4. Improve Incident Resolution
5. Enhance Service Management
6. Facilitate Compliance

## CI DEPENDENCY VIEW:

The screenshot shows a graphical dependency view for SAP Enterprise Services. It displays a network of nodes representing different SAP services, such as SAP Financial Access, SAP Human Resource, SAP Controlling, SAP Sales and Distribution, SAP Payroll, SAP Logistics, SAP Plant Maintenance, and SAP Materials Management. Arrows indicate the dependencies between these services, showing how changes in one service can affect others. A tooltip at the top of the screen provides a description of the dependency view.

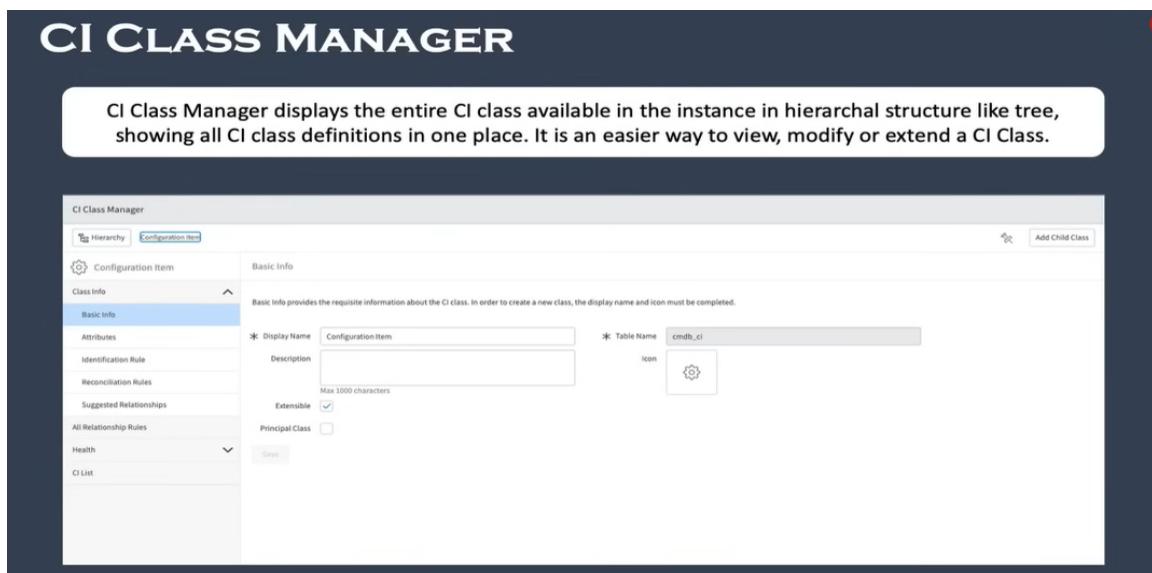
**Dependency view display graphical infrastructure view of a CI and all other CI connect or related to the CI. It also indicates if there is some existing issue or alert for a CI.**

The **CI Dependency View** in ServiceNow visually shows how Configuration Items (CIs) are connected and dependent on each other.

- **Visual Diagram:** Displays CIs and their relationships graphically.
- **Interactive:** Allows zooming and clicking to explore details.
- **Impact Analysis:** Helps assess how changes or incidents affect other CIs and services.

It's used for troubleshooting, impact analysis, and planning by revealing the connections and dependencies between IT assets.

## CI CLASS MANAGER:



The **CI Class Manager** in ServiceNow is a tool used to manage and configure the classes of Configuration Items (CIs) within the CMDB.

- **Class Definition:** Allows users to define and modify CI classes and their attributes.
- **Hierarchy Management:** Helps organize CI classes into a hierarchy for better data structuring.
- **Field Configuration:** Manages fields and their properties for different CI classes.
- **Relationship Management:** Defines relationships and dependencies between CI classes.

It's essential for customizing the CI model and ensuring the CMDB accurately reflects the organization's IT assets and their relationships.

## INCIDENT CREATION:

The screenshot shows the ServiceNow Incident creation interface. On the left is the application navigator with various incident-related items like 'Create New', 'Assigned to me', and 'Resolved'. The main area is titled 'Incident New record'. It contains fields for 'Number' (INC0010028), 'Caller' (with a lookup icon), 'Category' ('Inquiry / Help'), 'Subcategory' ('-- None --'), 'Service' (with a lookup icon), 'Configuration item' (with a lookup icon), 'Contact type' ('-- None --'), 'State' ('New'), 'Impact' ('3 - Low'), 'Urgency' ('3 - Low'), 'Priority' ('5 - Planning'), 'Assignment group' (empty), 'Assigned to' (empty), 'Vendor Ticket' (empty), 'Short description' (empty), and 'Description' (empty). Below the form is a 'Related Search Results' section with a search bar and a 'Knowledge & Catalog (All)' dropdown. A callout box with the text 'Lookup using list' points to the 'Service' field's lookup icon.

### Steps to Create an Incident:

1. Navigate to Incident Module:
  - o Go to Incident > Create New from the application navigator.
2. Fill in the Incident Form:
  - o Caller: Select the person reporting the incident.
  - o Short Description: Provide a brief summary of the issue.
  - o Description: Enter detailed information about the problem.
  - o Category/Impact/Urgency: Set appropriate values to determine the priority.
3. Save the Incident:
  - o Click Submit or Save to create the incident and generate an incident number.

### Purpose:

Creating incidents in ServiceNow helps track and resolve issues efficiently by logging, prioritizing, and assigning them to the appropriate teams.

## SERVERT APPLICATION:

The screenshot shows the ServiceNow Server Application configuration interface. The left sidebar lists server types: BEA Weblogic, IBM WebSphere, Java, JBoss, Domino, Web Servers, Servers (All, Linux, Windows, Unix, ESX, Solaris, AIX, HPUX). The main area is titled 'Server ApplicationServerHelpdesk'. It contains fields for 'Operating System' ('Windows XP'), 'OS Version' (empty), 'OS Service Pack' (empty), 'DNS Domain' (empty), 'Disk space (GB)' (empty), 'CPU manufacturer' ('Intel'), 'CPU type' ('GenuineIntel'), 'CPU speed (MHz)' ('633'), 'CPU count' ('1'), 'CPU core count' (empty), and 'Description' ('HelpDesk App Server'). Below the form is a 'Related Items' section with 'Update' and 'Delete' buttons, a 'Search for CI' input, and a 'Related Links' section with 'Subscribe' and 'Unsubscribe' buttons. At the bottom is a navigation bar with 'Subscribed by' (New, Edit, Search, User) and a 'Search' bar. A callout box with the text 'Lookup using list' points to the 'CPU manufacturer' field's lookup icon.

**A Server Application** in the context of ServiceNow and CMDB refers to software installed on a server that provides specific services or functions, such as web servers, databases, or application servers.

- **Definition:** An application that runs on a server to perform tasks like hosting websites, managing databases, or supporting business applications.
- **Examples:** Apache HTTP Server (web server), Microsoft SQL Server (database server), and Tomcat (application server).
- **CI in CMDB:** Represented as a Configuration Item (CI) in the CMDB, often associated with the physical or virtual server it runs on.

## Purpose:

Server applications are critical components of IT infrastructure, providing essential services to end-users and other systems.

The screenshot shows the ServiceNow CMDB Application table interface. The top navigation bar includes 'Default (Glo)', 'Global', 'System Administrator', and 'Update/Delete All Record' buttons. The left sidebar lists various CMDB categories: Health Preference, CMDB Remediations, CMDB Reports, Services, Service Offerings, Applications, CMDB Dashboard, CMDB View, Service View, Group View, Application Services, Application Services, Service Groups, Service Group Responsibilities, Properties, and Configuration Items. The main content area displays the 'Application' record with the following details:

| Label         | Value              |
|---------------|--------------------|
| * Label       | Application        |
| * Name        | cmdb_ci_appl       |
| Extends table | Configuration Item |

The 'Dictionary Entries' section lists the following fields:

| Column label      | Type       | Reference | Max length | Default value | Display           | Column name |
|-------------------|------------|-----------|------------|---------------|-------------------|-------------|
| Asset             | Reference  | Asset     | 32         | false         | asset             |             |
| Asset.tag         | String     | (empty)   | 40         | false         | asset_tag         |             |
| Assigned          | Date/Time  | (empty)   | 40         | false         | assigned          |             |
| Assigned.to       | Reference  | User      | 32         | false         | assigned_to       |             |
| Assignment group  | Reference  | Group     | 32         | false         | assignment_group  |             |
| Attestation Score | Integer    | (empty)   | 40         | false         | attestation_score |             |
| Attested          | True/False | (empty)   | 40         | false         | attested          |             |

