LESSON 1:

What is Service Now?

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

It was Founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use, cloud based environment in which business people can solve the problems themselves.

Who is Service Now?

Service now Targets Mid to large enterprises with likes of Coca-Cola, Deloitte, etc.

Bill McDermott being the current CEO of Service Now, who was the former CEO of SAP and Fred Luddy being the current founder and chairman of company's board of director's.

When is Service Now?

In 2003, Fred founded a company named glide soft, in 2006 company's name was changed from glide soft to service now, in 2012 it became a publicly traded company and in 2018 it was named no 1 most innovative companies and in 2019 company was named a new CEO.

The platform provides a single system of record for IT and other enterprise functions, aiming to improve efficiency and service delivery. Service Now's flexibility allows for extensive customization and integration with other tools and systems. It is used by organizations of various sizes to streamline workflows and enhance overall operational effectiveness.

How is ServiceNow?

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

It is a Cloud-based Application platform as a Service(APaaS), it provides infrastructure platform and application and workflow required to support business IT needs. Business people can connect to and utilize the platform from PCs or Mobile devices.

ServiceNow infrastructure includes all the compute resources including the security both physical and virtual. Data backups are also included with four daily backups each weeks and 6 days of daily differential backups per week. Platform is underpinned by a single enterprise-wide data model and database it can support most IT functions.

How ServiceNow?

Platform

- All applications (OOB and custom) for the entire enterprise are supported by a single, common, data-model and database

- Ability to develop custom applications and workflows that integrate seamlessly into the platform

How ServiceNow?

Applications / Workflows

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

- **IT Workflows:** Service Management (24), Operations Management (13), Business Management (10), Asset Management (4), DevOps (4), Security Operations (8), Governance, Risk, and Compliance (13), Telecommunications Network, Performance Management (3)

- **Employee Workflows:** HR Service Delivery (16), Workplace Service Delivery (10), Legal Service Delivery (10), Procurement Service Management (6), Safe Workplace Suite (1)

- **Customer Workflows:** Customer Service Management (29), Field Service Management (11), Connected Operations (4), Financial Service Operations (25), Telecommunications Service Management (24)

- **Creator Workflows:** App Engine (15), IntegrationHub (8)

Where is ServiceNow?

Service now has its headquarters located in Santa Clara, California. Its office Locations and employees are widespread across the global including North America, Latin America, Europe, Middle-East, Africa, Asia Pacific, Japan. Data centres and operations distributed across various regions to support users and organizations worldwide. It is spread throughout Asia Pacific Japan, Europe, Middle East, Africa, North America and South America.

Where ServiceNow?

- **Headquarters**: Santa Clara, California

- **Office Locations & Employees**: Across the globe including North America, Latin America, Europe, Middle-East, Africa, Asia Pacific, Japan

- **Data Centers**:

    - **Asia Pacific Japan**: Australia, Hong Kong, Japan, Singapore, India

    - **Europe, Middle East, Africa**: Germany, Ireland, Netherlands, Switzerland, UK

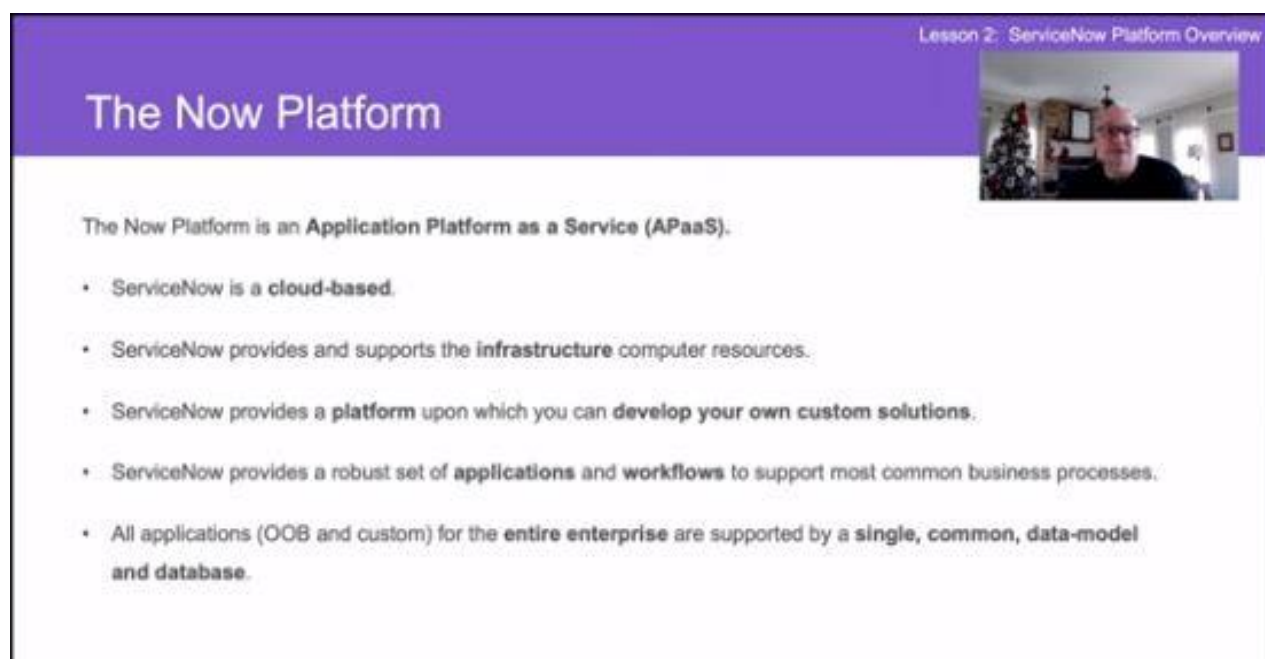   - **North America**: Canada, USA

    - **South America**: Brazil

LESSON 2:

Service-now Platform Overview:

The Now Platform

The Now Platform is an application platform as a Service(APaaS). ServiceNow is a cloud-based platform that provides and supports the infrastructure computer resources. It provides a platform upon which we can develop our own custom solutions and provides a robust set of applications and workflows to support most common business processes.

Service now provides all the infrastructure that is cloud based and they maintain it and also provides platform to support any company's in developing their own solutions and the entire Service now is built on a single, common database and a data model.

Application and Workflows:

ServiceNow streamlines IT service management (ITSM), IT operations, and various business workflows. Its applications facilitate efficient processes across multiple departments such as IT, human resources, customer service, and security operations. In the realm of ITSM, ServiceNow provides modules like Incident Management for handling service disruptions, Change Management for overseeing changes within the IT environment. Additionally, it supports IT Operations Management (ITOM) to monitor and manage infrastructure. Beyond IT, ServiceNow extends to HR Service Delivery, automating HR processes to enhance employee experiences, and Customer Service Management, which improves customer support through efficient workflow automation.

The Now Platform Architecture

When an instance of ServiceNow is purchased, service now takes on the responsibility of managing and supporting IT infrastructure and complete Environment.

Enterprise cloud

One thing that makes ServiceNow different from other cloud delivery model is multi instance architecture. In other cloud platform when normally logged in, the data of one

company is often intermingled with other company data. ServiceNow use multi-instance in which data are not intermingled with the data that other company's are using.

Availability and Redundancy

All ServiceNow data centres are paired with another data centres to provide redundancy and fall over.

Now platform user-interfaces:

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.

Mobile App: 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.

The apps provide real-time updates, notifications, and a user-friendly interface to enhance productivity and responsiveness. With mobile access, employees can perform key workflows and resolve issues anytime, anywhere.

Now Platform UI: The Now Platform UI in ServiceNow offers a modern, intuitive interface designed for ease of use across devices. It provides a unified experience for navigating tasks, managing workflows, and accessing data, all within a customizable layout.

Its responsive design enhances productivity by making the platform accessible and user-friendly for both technical and non-technical users.

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

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

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

Role-based Access

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

- A **User** is an individual that has been given access to an instance. Users are usually assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-service user. They can login and access actions like viewing the homepage, Service Catalog, articles, and surveys.

- A **Group** is a set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.

- A **Role** is a collection of **permissions**. A role can be assigned to an individual user, a group of users, or another role. Multiple roles can be assigned to a single role. It's best to assign roles to a group rather than an individual user.

User Authentication:

Service Now validates the user's identity when they attempt to login to an instance and enables to access to functions and data based on the users related groups and roles. Service Now platform can support several methods of user authentication which includes Local database authentication, External Single Sign-on(SS0), LDAP, OAuth 2.0, Digest Token, Multi-factor Authentication

User Authentication

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

- **Local database authentication**
- **External Single Sign-on (SSO)**
- **LDAP**

- **OAuth 2.0**
- **Digest Token**
- **Multi-factor Authentication**

LESSON 3

ServiceNow user Interface Overview

Main Screen 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.
User Menu provides the following tools:
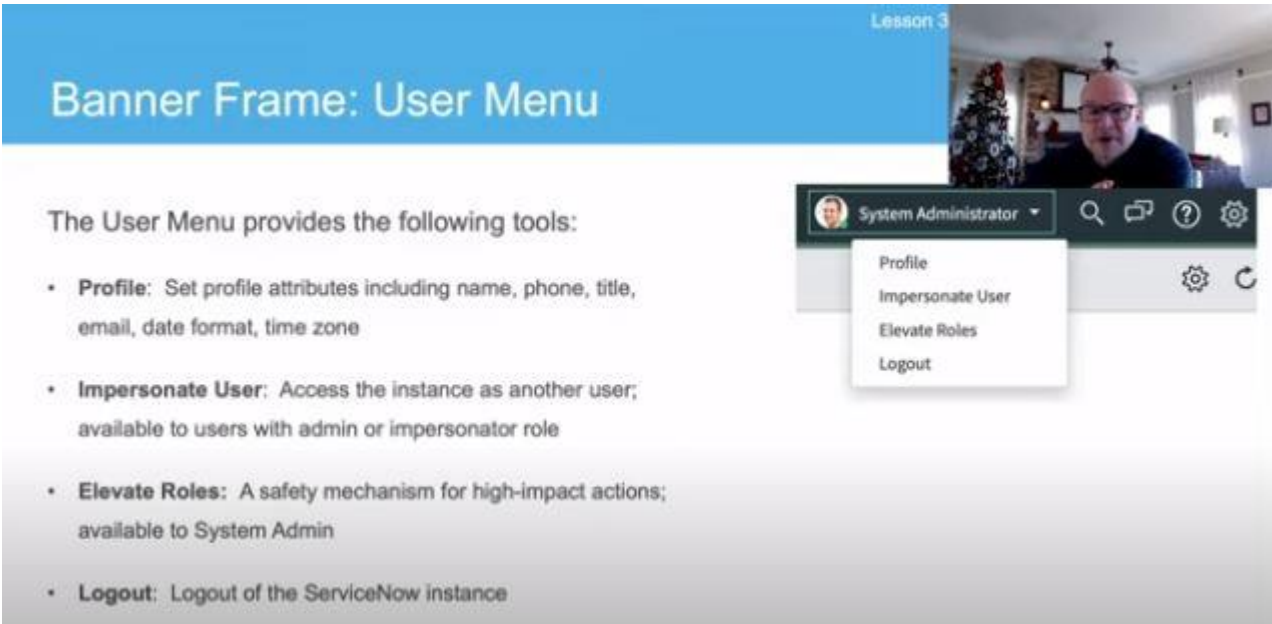
Profile: Sets profile including name, phone, title, email, date format, time zone.
Impersonate User: Access the instance as another user, available to users with admin or impersonate role.
Elevate Roles: A Safety mechanism for high-impact actions; available to System Admin.
Logout: Logout of the ServiceNow instance.

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.
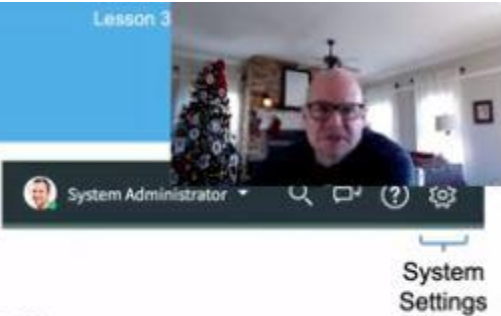
Application Navigation:

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. Key aspects include:

1. Search Bar: At the top of the Application Navigator, users can search for specific applications,

modules, or records by typing keywords, making navigation quick and efficient.

2. Application Menu: Below the search bar, there is a list of all available applications and modules.

These are organized in a hierarchical structure, with applications containing various modules that

expand to reveal specific functionalities.

3. Favorites and History: Users can mark frequently used modules as favorites for easy access, and the history section keeps track of recently accessed items for quick navigation.
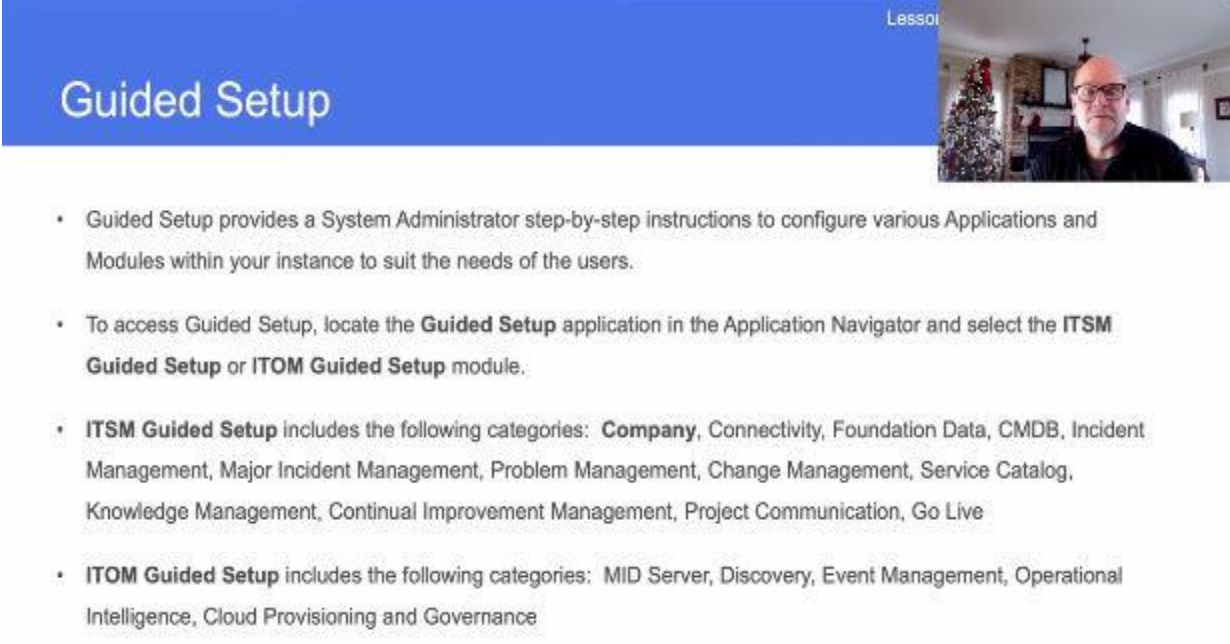
LESSON 4:

Service Now Branding Overview:

Guided Setup:

Guided setup in ServiceNow is a step-by-step configuration tool designed to help administrators and users configure and implement various applications and modules in ServiceNow. It provides a structured, interactive process for setting up different applications, modules, or overall system configurations.

Service Portal and UI Builder:

The Service Portal in ServiceNow is a tool designed to create intuitive, user-friendly, web-based interfaces that allow users to interact with the ServiceNow platform. It is most commonly used to build self-service portals, where users can access knowledge bases, submit service requests, track the status of incidents, and perform other tasks without needing direct assistance from IT or support teams.

Key Features of the Service Portal:

1. **Customization:**

   Widgets: Custom widgets can be used to display various types of content and functionality.

   Themes and Templates: The Service Portal allows for complete customization of themes.

   Drag-and-Drop Interface: The portal offers a drag-and-drop interface for easy configuration, so administrators can build and arrange pages without needing deep development skills.

2. Purpose:

The purpose of the Service Portal in ServiceNow is to provide a user-friendly, web-based interface for end-users to interact with the platform. It allows users to access resources like knowledge bases, submit requests, and track incidents in a self-service manner. The portal is customizable and mobile-responsive, ensuring ease of use across devices.

3. Accessibility:
Service Portals are mobile-responsive, ensuring that users have a consistent experience across different devices.

UI Builder:
1. Purpose: UI Builder is a more advanced tool introduced for building custom workspaces and pages within the NOW Experience framework. It offers greater flexibility for creating modern, dynamic user interfaces, particularly for agent workspaces and other complex applications.

2. No-Code/Low-Code Development: UI Builder provides a visual, drag-and-drop interface that allows users to design pages without extensive coding, though it also supports more complex customizations for those who need it.

3. Real-Time Updates: It allows for real-□me preview and editing, making the design process more intuitive and efficient. Users can build interactive, component-based pages that pull in data from various sources within ServiceNow.

Screenshot 1 — System Administration homepage

servicenow Service Management

System Administrator ▼

Filter navigator

System Administration ▼

Make your life easier, create a dashboard!

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

Don't ask me again   Remind me later   Create dashboard version

Self-Service
Homepage
Business Applications
Dashboards
Service Catalog
Employee Center
Knowledge
Visual Task Boards
Connect Chat
Incidents

System Administration

Guided Setup — Guided Setup tools to help you set up ServiceNow

System Security — Configure and monitor instance security settings

Business Logic — Manage workflow and behavior of applications

Create and Deploy — Create, modify and deploy applications to your instances

Data Management — Manage the way data is stored and displayed

Diagnostics — Performance, development and debugging tools

Email — Customize behavior of inbound and outbound email

Homepages — Configure homepages for Service Desk and Self Service users

Integration — Integrate with 3rd-party systems and data sources

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

Add Help Article

Screenshot 2 — System Configuration

servicenow Service Management

Guided

System Configuration   Save

Tailor the look of the page top banner - text / logo / color
Set the timezone, date, and time formats

Page header caption
Service Management

Browser tab title

System timezone for all users unless overridden in the user's record
System (America/Los_Angeles) ▼   Configure available time zones

Banner image for UI16
servicenow +

Date format
MM-dd ▼

format
mss (24 hour) ▼

background color

App Engine
▼ Configuration
   Guided Setup
Conversational Interfaces
Conversational Interfaces Guide...
Guided Setup
ITSM Guided Setup
ITOM Guided Setup
Guided Tour Designer
Create Tour

Help — No Help Article Associated

Add Help Article

Mark as Complete
Skip this Configuration
Back to Guided Setup

Screenshot 3 — ITSM Guided Setup

servicenow Service Management

Guided

0% Complete

ITSM Guided Setup   Toggle Help Sidebar

Company   Skip   0 / 2 Tasks completed
0%
Transform the ServiceNow instance by configuring your company name, logo, and color theme to reflect your corporate brand. Configure the default system settings such as the time zone and the date and time formats.
Status: Not Started
Get Started
• System Configuration
• Welcome Page

Connectivity   Skip   0 / 3 Tasks completed
0%
Configure the ServiceNow instance to support inbound and outbound email notification. Integrate it with your existing LDAP and single sign-on (SSO) solutions.
Status: Not Started
Get Started
• Email Properties
• LDAP Integration
• SSO Integration

Foundation Data   Skip   0 / 7 Tasks completed

App Engine
▼ Configuration
   Guided Setup
Conversational Interfaces
Conversational Interfaces Guide...
Guided Setup
ITSM Guided Setup
ITOM Guided Setup
Guided Tour Designer
Create Tour

LESSON 5:

ServiceNow Lists and Filters:

Lists:

Purpose: Lists are tabular views that display records from a specific table in ServiceNow, each row in a list represents a record, and each column corresponds to a field within that record.

Customization: Users can customize lists by rearranging columns, grouping records, and applying sorting to organize the data in a way that suits their needs.
Actions: Lists allow users to perform bulk actions on selected records, such as editing, deleting, or exporting data. Users can also drill down into individual records for more details.

Filters:

Purpose: Filters are used to narrow down the data displayed in a list by specifying conditions that records must meet to be shown.

Creating Filters: Users can create filters by defining criteria based on field values (e.g, "Priority is High," "State is Open"). These criteria can be combined using logical operators (AND, OR) for more complex filtering

Saving Filters: Frequently used filters can be saved as "Personalized" filters, making it easy to apply them later. Saved filters can also be shared with other users.

Filter Navigation: Filters can be applied via the filter navigator at the top of lists, allowing users to quickly modify and apply different criteria without leaving the list view

LESSON 6:

Forms in ServiceNow:

In ServiceNow, forms are used to collect and display information for individual records in the platform. Each form is tied to a table and displays fields related to that table. Forms allow users to create, view, and modify records, such as incidents, requests, tasks, or any other type of data. They are customizable, allowing administrators to add fields, sections, related lists, and rules to control visibility and behaviour. Forms can also integrate with workflows, making them a critical part of Service Now's process automation.

Key features of forms in ServiceNow include:

Custom Fields: Forms can be customized with various field types like text, date, choice lists, and more, tailored to specific table data.

Form Layout: Administrators can customize the layout, organizing fields into sections and tabs for a better user experience.
Form Views: Different views can be created for different user roles, showing only relevant fields and data.

Client Scripts & UI Policies: Scripts and policies can control form behaviour, such as dynamically showing/hiding fields, making fields mandatory, or performing real-time validation.

Related Lists: Forms can display related records from other tables, offering a comprehensive view of associated data.

Activity Stream: Allows users to track changes, comments, and updates in real-time on the form.

Customization:

Administrators can customize forms using the Form Designer, where they can drag and drop fields, configure field properties, and apply rules to control the form's behaviour.
Form Types:
Standard Forms: These are the default forms associated with records in a table.
Catalog Forms: Used in Service Catalog to define the fields that users fill out when submitting a request.

servicenow Forms

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

Incident Record

User Record

---

servicenow All Favorites History Workspaces ⋮ Incident - INC0009009 ☆ Q Search

Incident
INC0009009

Number	INC0009009
* Caller	David Miller
Category	Inquiry / Help
Subcategory	-- None --
Service	
Service offering	
Configuration item	
* Short description	Unable to access the shared folder.
Description	Unable to access the shared folder. Please provide access.

Channel	-- None --
State	New
Impact	3 - Low
Urgency	2 - Medium
Priority	4 - Low
Assignment group	
Assigned to	

Related Search Results >

Notes Related Records Resolution Information

Watch list
System Administrator

Work notes list

Work notes

---

servicenow Forms

Header Bar

Required

Related Lists

Fields

Read-only

Sections

LESSON 7:
Hands on service Now Tool Demo:
Logging In:
Logging in ServiceNow tracks system activity, errors, and events for troubleshooting and auditing purposes. Key logs include system logs for capturing errors and event logs for monitoring user actions and system events.
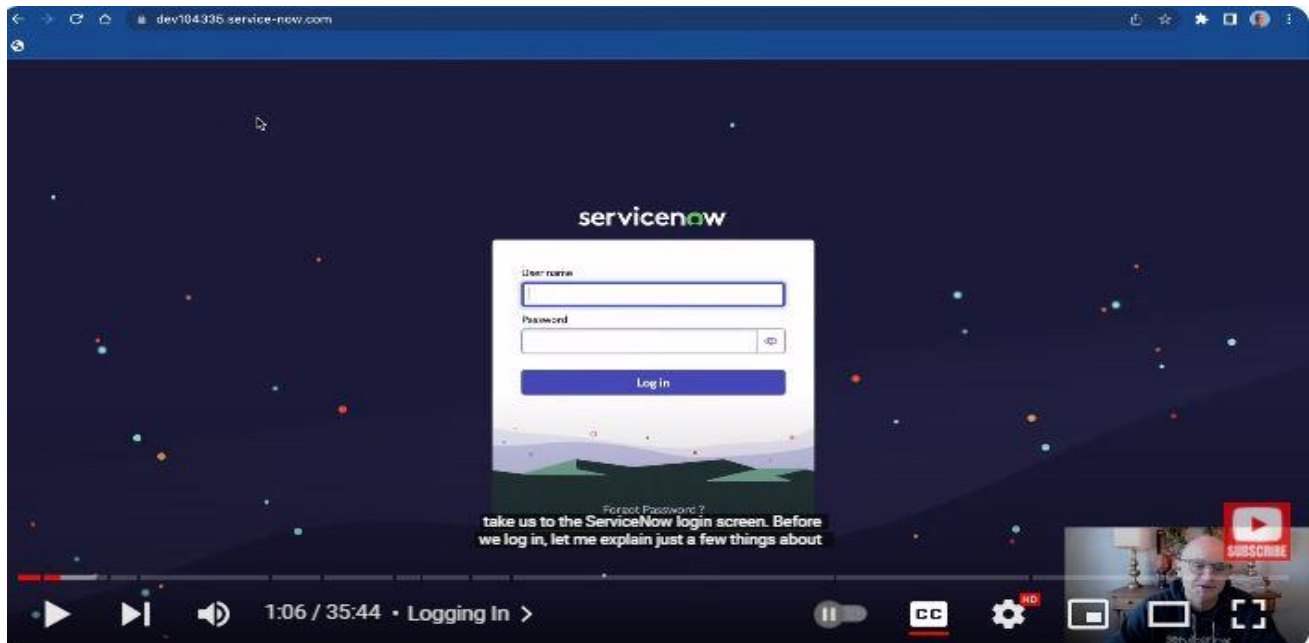
Navigating Applications and User Interface:

Navigating applications and the user interface in ServiceNow involves using the application navigator to access various modules and features.

You can search for specific applications or modules, use the filter navigator to quickly find items, and access different parts of the platform through the main dashboard, which includes forms, lists, and related content for efficient workflow management.
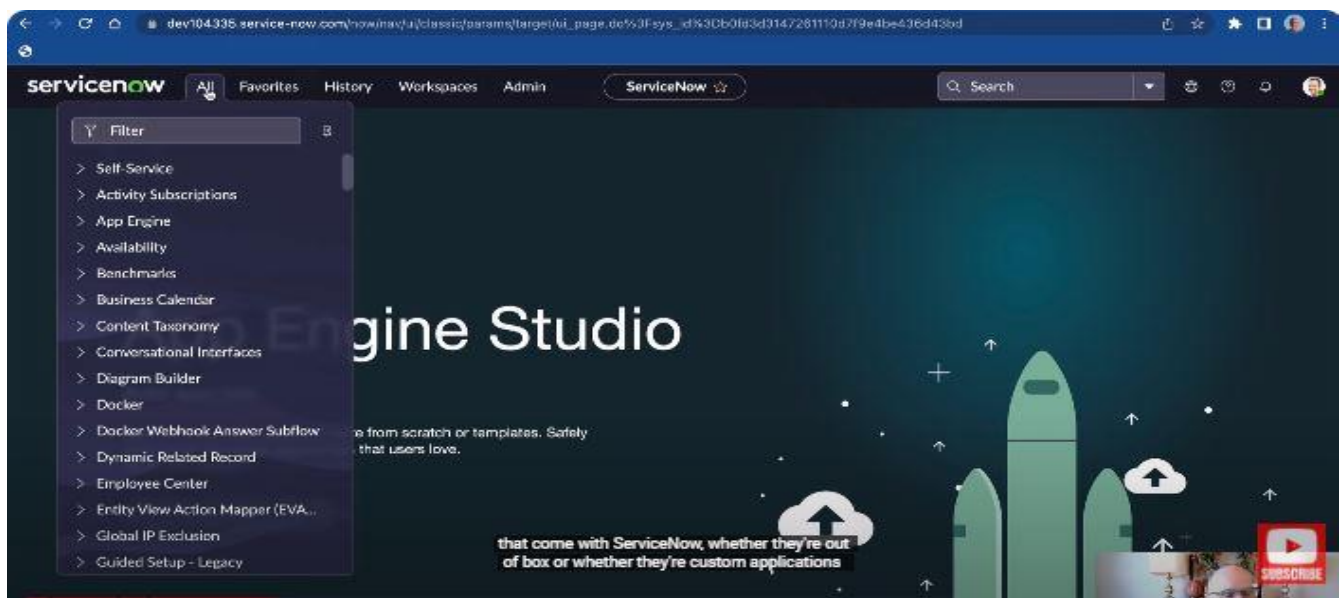
The ServiceNow Store:
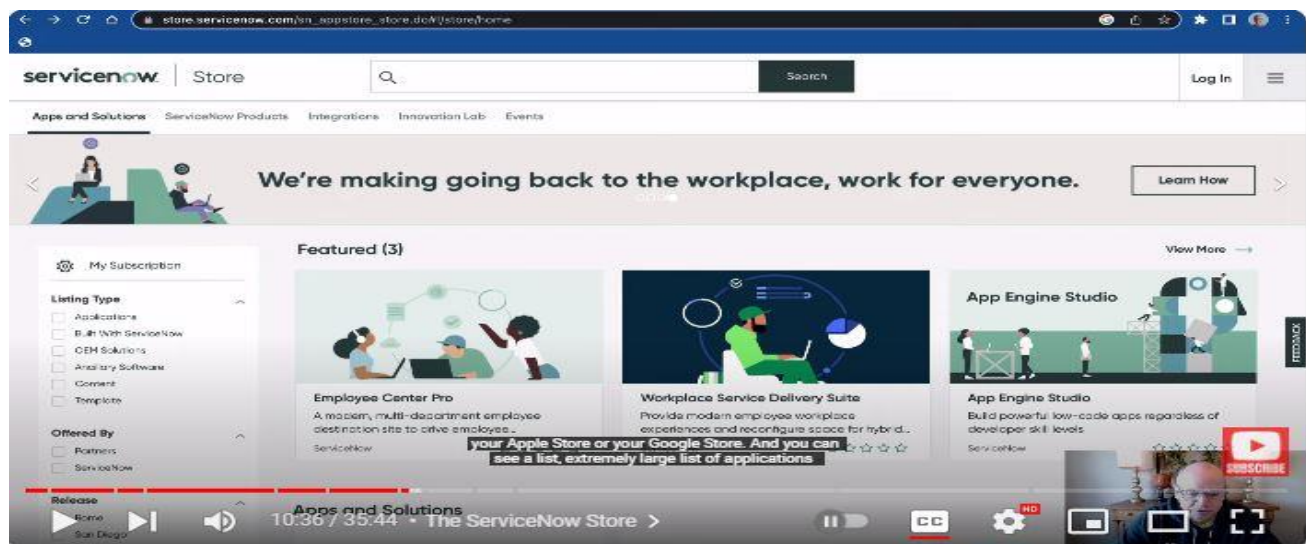
Working with lists and forms:
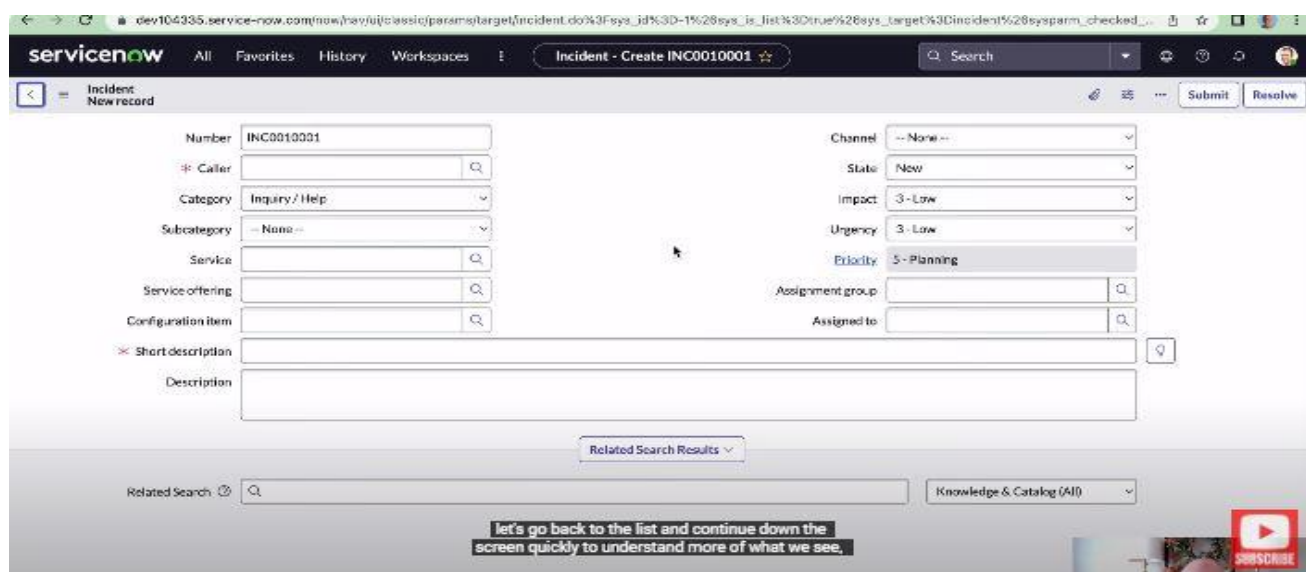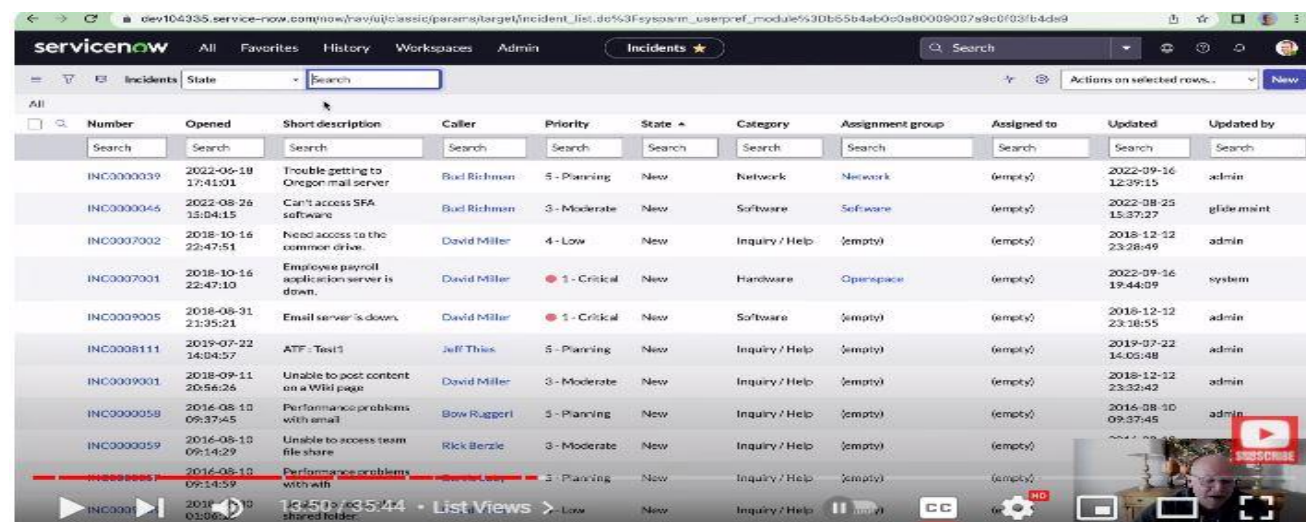
Knowledge Management in ServiceNow:

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.
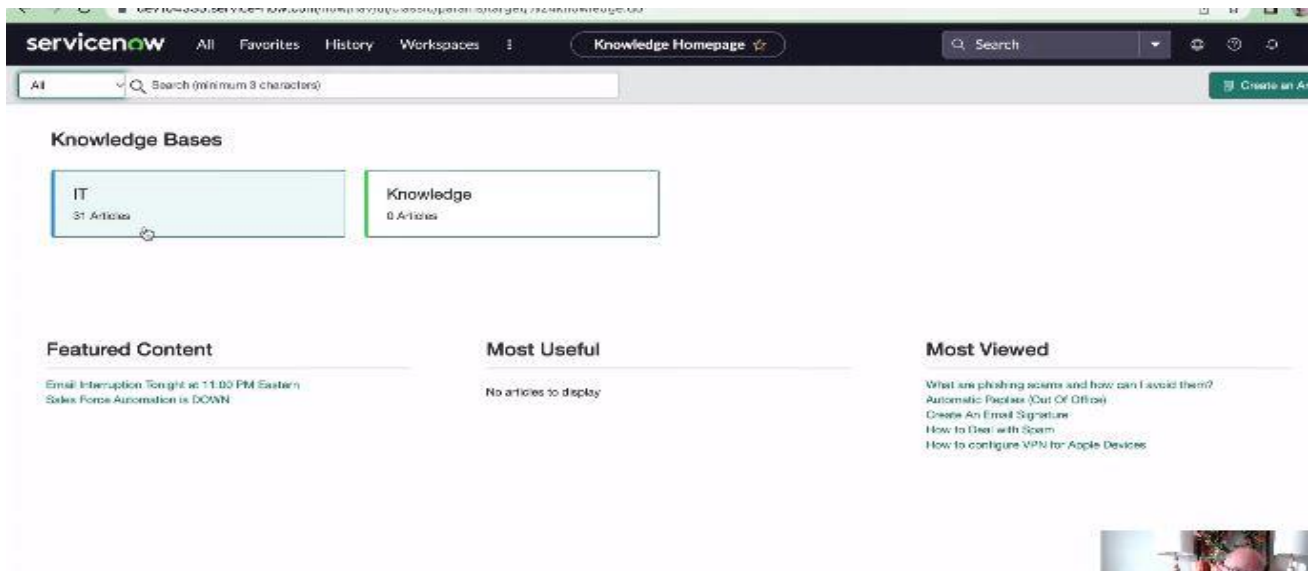
ServiceNow Database:

Service Now's database is built on a relational database management system (RDBMS), where data is organized into tables with rows and columns

LESSON 8:

Introduction to Importing data in ServiceNow

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

Key Steps in Importing Data:

1. Identify the Data Source: Data can be imported from various sources, including CSV files, Excel spreadsheets, XML files, and direct database connections. ServiceNow can also pull data via integrations with external systems using APIs or connectors.

2. Create or Use an Import Set: Import Sets are temporary tables in ServiceNow where the incoming data is initially stored. This intermediate step allows for data transformation and mapping before it is loaded into the target table.

3. Field Mapping**:** Map the fields from the source data to the corresponding fields in the target ServiceNow table. This process ensures that the data is correctly aligned, such as mapping a "Name" column in a CSV file to a "User Name" field in the ServiceNow User table

4. Transform Maps: A Transform Map is used to define how data from the import Set is transformed and loaded into the target table. It can include scripts and rules to clean, validate, or modify data during the import process.

5. Run the Import: After setting up the import Set and Transform Map, the import process is executed, transferring the data from the source into the ServiceNow tables. Users can review the results and address any errors that occur during the import.

6. Data Validation: After importing, it's important to validate the data to ensure accuracy and completeness. This may involve checking for duplicates, ensuring data integrity, and verifying that all necessary records were imported.

Use Cases for Data Import:

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

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

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

Tools and Features:

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

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

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

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

Importing data in service now

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

So, a ServiceNow import actually involves 3 data entities:

1. **Source**
   - The entity containing the data to be imported into ServiceNow
   - ServiceNow is prepared to work with many sources including files (Excel, CSV, JSON, etc.), JDBC-compatable databases, LDAP, REST, and custom scripts

2. **Staging**
   - A table that ServiceNow automatically creates as part of the import process to temporarily store data pulled from the Source prior to transforming and adding to the Target
   - Enhances the performance of the import and provides useful tools for designing field-level mappings and data transformations

3. **Target**
   - The ServiceNow table into which the data will be imported
   - This could be an out-of-box ServiceNow table or a custom table created specifically for our purposes

LESSON 9:

Creating a Data Source in ServiceNow:

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

Steps to Create a Data Source:

1. Navigate to the Data Sources Module:

- o   Go to the Application Navigator and type "Data Sources"
- o   Click on System Import Sets > Administration > Data Sources.

2. Create a New Data Source:

- o   Click the New button to create a new Data Source
- o   You will be prompted to fill out a form with several key fields.

3. Fill in the Data Source Details:

- o   Name: Give your Data Source a descriptive name that identifies the source of the data.
- o   Import Set Table: Choose whether to create a new table for the import set or use an existing one

o   Type: Select the type of Data Source, such as File (eg, CSV, Excel), Database (IDBC), Web Service, or LDAP.

o   File Retrieval Method: If the Data Source is a file, you'll need to specify how ServiceNow should retrieve it (eg., FTP, local file upload).

o   Format: Specify the format of the data (eg, CSV, Excel, XML).

o   Other Fields: Depending on the type of data source, you may need to provide additional details such as connection strings, file paths, credentials, or query parameters.

4. Upload or Connect to the Data Source:

For file-based Data Sources, upload the file directly if it's available.

For database or web service Data Sources, configure the connection details and test the connection to ensure its properly set up.

5. Save the Data Source

After filling out the required fields, click Submit or Update to save the Data Source

6. Test the Data Source:

Optionally, you can test the Data Source by importing a small sample of data to ensure that the configuration is correct and that the data is being retrieved properly

Use Cases for Data Sources:

File Imports: Importing data from spreadsheets or CSV files, such as employee lists or asset Inventories

Database Integration. Connecting to external databases to pull in data on a scheduled basis, such as user records from an HR system.

LESSON 10:

Understanding Import Sets in ServiceNow:

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

Key Concepts of Import Sets:

1.Import Set Table:

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

 2. Data Sources:

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

3. Transform Maps:

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

4. Running the Import:

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

5. Import Set API:

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

Use Cases for Import Sets:

1. Data Migration

2. Bulk Data Updates

3. Regular Data Synchronization

Steps in Using Import Sets:

1. Create a Data Source: Define where the data where is coming from and the format.

2. Create an Import Set Table: This happens automatically when you import data for the first time.

3. Create a Transform Map: Map the fields from the Import Set Table to the target table.

4. Run the Import: Load the data into the Import Set Table, then transform and move it into the target table.

5. Review and Validate: Check the imported data to ensure accuracy and completeness.
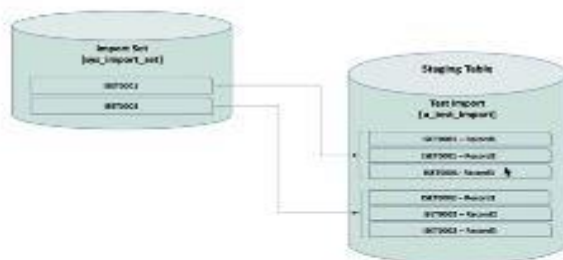
LESSON 11:

ServiceNow Transform Maps and Field Maps:

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

Transform Maps:

1. Purpose:

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

2. Key Components:

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

3. Creation:

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

4. Execution:

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

Field Maps:

1. Purpose:

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

2. Key Components:

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

3. Creation and Configuration:

o Within a Transform Map, you add Field Maps to specify how individual fields should be mapped from the Import Set Table to the target table.

o Field Maps can be added manually or automatically generated when you create a Transform Map.

4. Example:

o If your Import Set Table has a field named first_name, and you want to map this to the first_name field in the target table, you would create a Field Map that specifies this mapping.
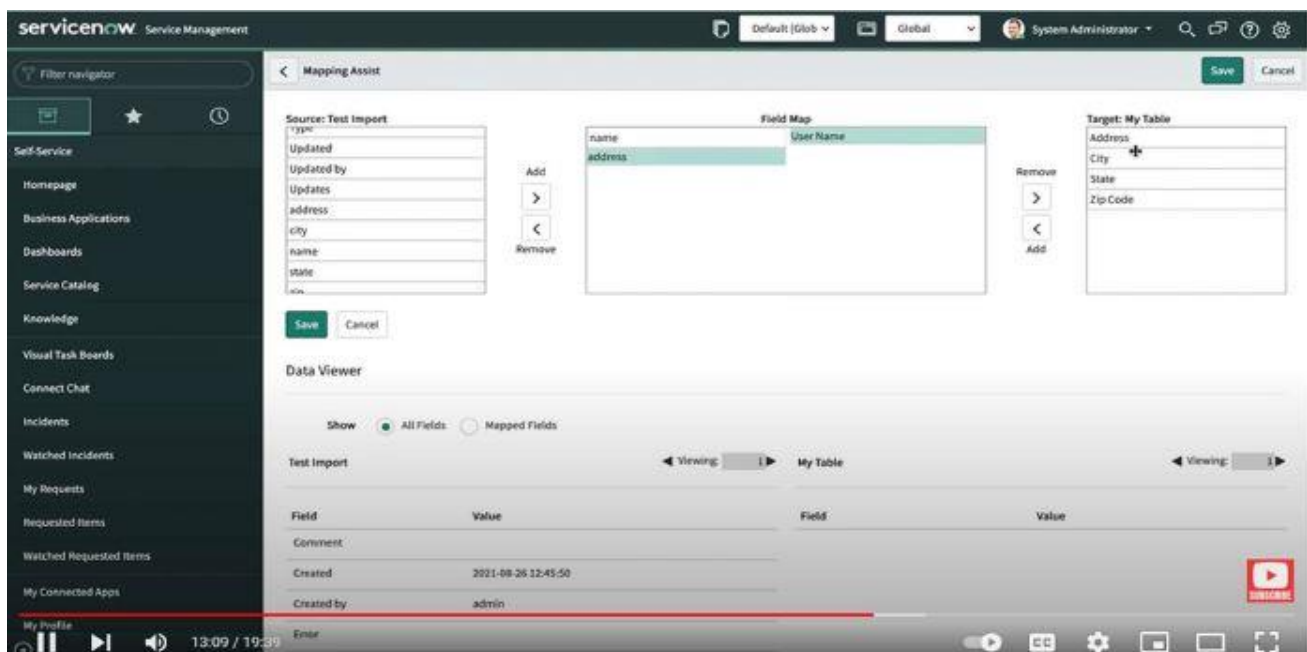
LESSON 12:

ServiceNow Incident Management Tutorial and Task Administration:

1. Creating an Incident

•   **Navigate to Incident**: Go to **Incident > Create New** from the application navigator.

•   **Fill in Details**: Enter information such as the incident's short description, description, category, and priority. Assign the incident to the appropriate user or group.

•   **Submit**: Click **Submit** to create the incident.

2. Managing Incidents

•   **View Incidents**: Navigate to **Incident > All** to view the list of incidents. Use filters to find specific incidents.

- **Update an Incident**: Open an incident record, and modify fields as needed. You can change the status, add comments, or reassign the incident.
- **Work Notes and Comments**: Use the **Work notes** section to document updates or actions taken. Use **Comments** for additional notes visible to the end-user.

3. Incident Lifecycle

- **New**: Initial status when an incident is created.
- **In Progress**: Status when the incident is being actively worked on.
- **On Hold**: Status when the incident is temporarily paused.
- **Resolved**: Status indicating the issue has been addressed. The incident can be tested and verified.
- **Closed**: Final status after the resolution is confirmed and no further action is needed.

4. Automations and Notifications

- **Business Rules**: Set up business rules to automate actions, such as changing the incident's state or sending notifications based on specific conditions.
- **Notifications**: Configure notifications to alert users and support staff of important updates or changes in incident status.

5. Reporting and Analysis

- **Create Reports**: Use the reporting feature to generate reports on incident metrics, such as response time, resolution time, and incident trends.
- **Dashboards**: Create dashboards to visualize key metrics and track performance.

6. Knowledge Base Integration

- **Link Knowledge Articles**: Attach relevant knowledge base articles to incidents to provide users with self-service solutions and reduce resolution time.

7. Configuration and Customization

- **Form Layout**: Customize the incident form layout to include additional fields or sections as needed.
- **Service Catalog Integration**: Integrate incident management with the service catalog to allow users to raise incidents directly from service requests.

For more detailed steps and customization options, Service Now's documentation and community forums provide extensive resources and guidance.

Task Administration in ServiceNow

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

1. Creating and Managing Tasks

1. Create a Task:

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

2. Task Assignment:

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

3. Update Task Status:

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

4. Add Work Notes and Comments:

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

2. Task Templates

   o Purpose: Use task templates to standardize repetitive tasks and ensure consistency.
   o Creation: Navigate to task templates and create templates that define common tasks and associated details.

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

The Task table defines attributes common to all types of tasks.
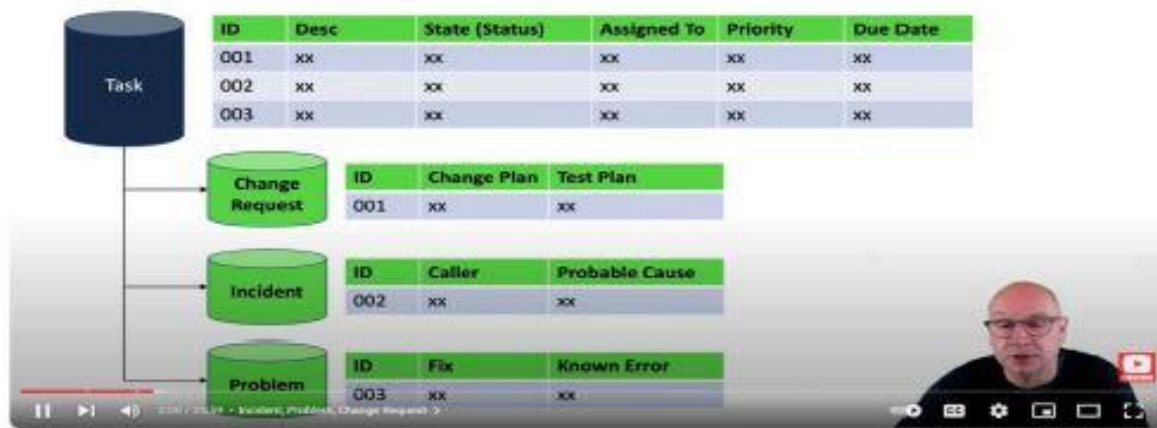
LESSON 13:

ServiceNow Reporting Tutorial:

ServiceNow Reporting allows users to create, customize, and analyse reports to gain insights into various aspects of the platform, such as incidents, changes, and other processes.

1. Introduction to Reporting
Purpose: To analyze and visualize data, helping organization make informed decisions based on insights from ServiceNow records.

Key Components:

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

2. Creating a Basic Report

1. Navigate to Reporting:

o Go to Reports > View / Run from the Application Navigator

2. Create a New Report:

o Click on Create New or New to start a new report

3. Select the Table:

o Choose the table from which you want to pull data (eg, Incident, Change Request).

4. Configure the Report:

Name: Enter a name for your report.

Type: Select the type of report you want to create (eg, List, Pie Chart, Bar Chart, etc.).

Filter Conditions: Define filter criteria to specify which records should be included in the report.

Group By: Optionally, group data by a specific field to aggregate results (eg, group incidents by priority)

5. Set Up Columns or Data Series:

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

6. Running the Report:

Click **Run** to generate the report based on your selected configurations.

7. Saving the Report:

Click **Save** or **Save As** to store your report. You can also share it with others or set permissions as necessary.

3. Customizing and Editing Reports:

1. **Editing an Existing Report**:
   o Go to **Reports > View / Run**, locate the report you want to modify, and click on its name.
   o Select **Edit** to adjust the report's configuration.
2. **Adjusting Report Filters**:
   o Modify the filter conditions to refine the data that appears in your report.
3. **Changing Report Type**:
   o Switch between different report formats (e.g., from chart to list view) by adjusting the report type setting.
4. **Adding or Removing Columns**:
   o Edit the columns shown in list reports or change the data series in chart reports as needed.
5. **Using Visualization Tools**:
   o Enhance your report with Service Now's visualization features, such as trend lines, colour customization, or data labels.

4. Advanced Reporting Features:

1. **Scheduled Reports**:
   o Automate report generation at specified intervals. Go to the report and select Schedule to configure when and how it will run.

2. **Performance Analytics**:
   o For advanced analytics, use Performance Analytics to create indicators, widgets, and scorecards, offering insights from historical data and enhanced visualizations.

3. **Dashboards**:
   o Combine multiple reports into one comprehensive view. Go to Dashboards > Create New to design and configure custom dashboards.

4. **Report Sharing and Permissions**:
   o Control who can view or edit reports by setting permissions. Use the Sharing options to manage access rights for your reports.
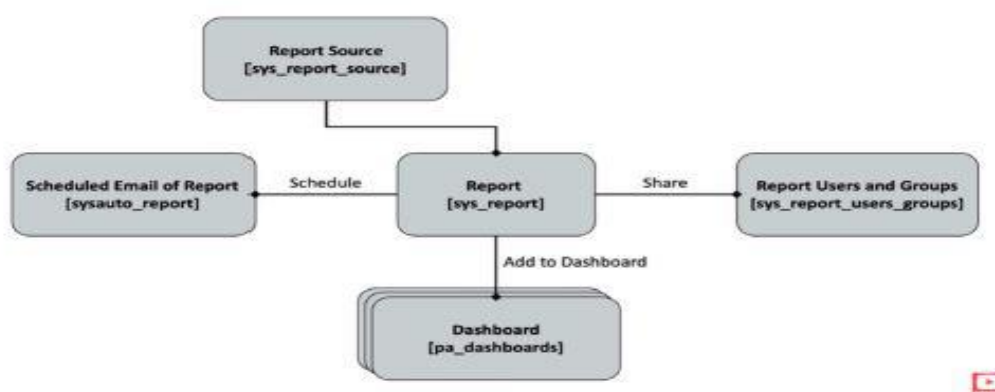
Scheduled Email of Report [sysauto_report] extends Scheduled Job		
FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Run	The recurrence rate of the scheduled email report	String (Daily, Weekly, Monthly, On Demand, etc.)
Time	The time at which the scheduled email report should be ran	Time
Subject	The subject of the email for the scheduled email report	String
Introductory message	The content of the email for the scheduled email report	HTML
Condition	A script containing the condition that must be met for the scheduled email report	Script (Plain)

LESSON 14:

What is Low Code No Code Development?

Low-code/no-code development in ServiceNow allows users to build applications with minimal or no programming skills. By providing visual interfaces, drag-and-drop tools, and pre-built components, it simplifies the process of creating workflows, forms, and automation.

Service Now's App Engine Studio and Flow Designer are key tools for this approach, enabling users to quickly build custom applications, automate tasks, and integrate with existing systems without writing extensive code. This accelerates development and empowers non-technical users to create solutions tailored to business needs.

Key Features of Low Code Development

1. **Visual Development**: Drag-and-drop interfaces and visual tools for designing applications, workflows, and processes without coding.
2. **Pre-built Components**: Ready-to-use templates, widgets, and components that simplify building applications quickly.
3. **Reusable Logic**: Use pre-configured business logic, integrations, and rules to automate tasks and processes.
4. **Workflow Automation**: Create automated workflows for processes like approvals, notifications, and data management without manual intervention.
5. **Integration Capabilities**: Seamlessly integrate with other platforms and services using built-in connectors and APIs.
6. **Rapid Prototyping**: Quickly develop and iterate on applications, allowing for faster deployment and testing.
7. **Collaboration Tools**: Support for collaboration between business users and IT, enabling feedback and co-development.

Use Cases:

- Business Process Automation
- Internal Tools

Key Features of No Code Development

1. Drag-and-Drop Builder: Users can design apps by simply dragging and dropping pre-configured elements, making the process intuitive.
2. Ready-Made Templates: A variety of templates and components are available, which users can tailor without needing to write code.
3. Beginner-Friendly: These platforms are designed for users with minimal technical expertise, enabling non-developers to build applications.

4. Fast Application Deployment: They streamline the process of developing and launching applications quickly.

Use Cases

1. Prototyping: Create and refine application prototypes swiftly.
2. Citizen Development: Empower business professionals or non-technical staff to design and customize applications to suit their specific needs.

Advantages of Low Code/No Code Development

1. Speed: Speeds up the app development process, leading to quicker launches and updates.
2. Cost Savings: Cuts down on development expenses by reducing the need for extensive coding expertise.
3. Increased Accessibility: Enables users without technical backgrounds to participate in creating and customizing applications.
4. Adaptability: Makes it easier to implement changes and updates to applications in response to evolving business demands.
5. Seamless Integration: Includes built-in connectors and APIs to integrate with various systems and data sources.

Limitations

1. Handling Complexities: These platforms may not manage complex scenarios as efficiently as traditional development methods.
2. Customization Constraints: Despite being flexible, some advanced or highly specific customizations may be limited.
3. Scalability Issues: As applications grow, some Low Code/No Code solutions may struggle with scalability or performance challenges.

Low Code / No Code Pros & Cons

Pros

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

Cons

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

Low Code / No Code Career Opportunities

- Think 'outside the box' about how you get work done; is there a better way?

- Continue to learn IT skills to understand what IT can provide

- With power comes responsibility; start slow and simple and build from there

- Your jobs are safe

- Understand that you are the tail, not the dog