**Module 2 – ServiceNow Administration Fundamentals**

**ServiceNow Admin Full Course | Learn ServiceNow Administration**

* **Platform Overview and Architecture**
* On the servicenow platform, the applications live on servers out in the cloud and the users of the applications will access the application and the data by pulling it from the server to their device(client). The device could be a computer, a tablet, a cell phone,etc.
* The data and the applications are stored in a database. The database consists of tables that contain data like user records, or task records.
* **User Interface and Branding**
* Servicenow provides services to its users from a configurable web-based user interface, built on top of a flexible database schema.
* Branding and themes are set at the portal level.
* Branding and theming enables you to customize your configurable workspace.
* **List & Filters and Forms**
* A list displays a set of records from a table within the content frame.
* Views provide specific fields or columns to support different work activities.
* A filter is a set of conditions applied to a table list to isolate a subset of the data.
* Three components that make up a filter condition include:

Field, operator, value

* A form displays fields from one record.
* Some common field types include:

Reference

Date/Time

String

Choice

True/False

* **Notifications**
* Notifications can be triggered by events in the platform and require no scripting knowledge.
* A notification is a tool for alerting users when events that concern them have occurred through the following methods:

Email

SMS

Meeting Invitation

* Creating notifications:

1. When to send
2. Who will receive
3. What it will contain

* **Knowledge Management**
* Knowledge management allows users to create, categorize, review, approve, and browse important information in a centralized location that is shared by the entire organization.
* Administrators and those with the knowledge\_admin role can manage multiple knowledge bases.
* To view knowledge content, navigate to All>Self-service>Knowledge
* **Service Catalog**
* The servicenow catalog is a robust ordering system for services and products offered by various departments for users:
* Categories organize catalog items
* One stop shopping offered to users
* Access to the service desk
* Help and training portal
* Multiple catalogs are supported
* **Tables and Fields**
* Everything in servicenow is built on a relational database accessible through the ServiceNow platform.
* The servicenow infrastructure includes tables,records and fields.
* Table contains records.
* Records correspond to rows in a table.
* A field is an individual column of data.
* The value is the data where the field and record intersect.
* Each field has three key attributes: label, name and value
* **Access Control List**
* The access control list contains an instance’s Access control rules. Users with the appropriate admin permissions can add and modify rules and their definitions.
* When a custom table is created, the system creates four access control rules by default:

Create

Delete

Read

write

* A role is also created by default and associated with the access control rules.
* **Data Import**
* An import set is a tool used to import data from various data sources, and map that data into servicenow tables.
* Data sources are records in servicenow that contain information regarding an import set data source.
* The import set table acts as a staging area for records imported from a data source.
* Transform maps provide a guide for moving data from import set tables to target tables. Field mapping provides direct field to field data moves.
* The target table is an existing table where the data will be placed, post transformation.
* **CMDB**
* The configuration management database is a series of tables and fields that contain all of the configuration items(CIs) controlled by your company, as well as their attributes and relationships.
* Access to the CMDB tales and underlying data requires certain permissions, such as the following roles:

Asset

Itil

Itil\_admin

cmdb\_read

* Configuration items can be tangible or intangible devices or applications in the CMDB such as firewalls, computers, email services, and services.
* CMDB use in ITSM Processes:

Incident management

Problem management

Change management

Request management

* **Integration**
* ServiceNow integration is the process of connecting the Now Platform to other systems and sources to exchange information.
* Integrations are important for creating seamless user experiences and implementing digital workflows.
* **Update Sets**
* An update set is a group of configuration changes that can be moved from one instance to another.
* Update sets allow administrators to group a series of changes into a named set and then move them as a unit.
* An update set is an XML file that contains:

A set of record details that uniquely identifies the update set.

A list of configuration changes.

A state that determines whether another instance can retrieve and apply configuration changes.

* **Events**
* Events are an indication in servicenow that something notable has occurred.
* Events can be generated by service-side scripts, workflows, servicenow processes, or by user actions such as:

Impersonating a user

Logging in

Viewing a record

Modifying a record

* Each event is an entry in an event queue and not an action. Unless logic is created to respond to events, nothing happens with an event after it is generated . Responses can be:

Email notification

Script Action(server-side)