MODULE 2

SERVICENOW ADMINISTRATION

Supported authentication:

Local Database

Single Sign on

LDAP

OAuth 2.0

Digest Token

Multi Token

Role based access

ITIL

Admin

Knowledge admin

Approver

Components

User – an individual that has been granted access to instance

Group – set of users who share a common purpose

Role – collection of permission in the Now platform

Base system Roles

Admin – provides access for the whole platform

Approver\_user – provides access to approve the task

Itil – provides read and write access

Catalog\_admin – provides access to manage service catalog

ServiceNow UI version:

UI16

UI15

UI elements:

1.Banner frame

Company logo and name

user menu

Global search

Chat

help

settings

2.Application navigator

All Tab

Favorite

History

3.content frame

Other middle panel of the page

Lists – A list displays the racket from a data table such as incident problem or user table.

List elements – Main lists, title bar, filters, column and fields, list title menu , favourite, list context menu.

Filters – which is used to put condition and filter the data displayed in the list of tables records.

Breadcrumbs – which is created when different filter conditions are added.

Forms – A form displays information from one record in a data table.

Form elements – content frame, form menu, form buttons.

Form configuration

Form layout

Form design

Task Management

Task – A task is any record that can be assigned or completed by a user in ServiceNow.

Task workflow = Issue -> Incident raised -> assigned to IT team -> issue solved -> mail received by user.

Task table – core table of servicenow extended from the task like incident table, request table etc

Functionalities with tasks

Approvals

Assignments

SLA

Task Assignment – Task can be assigned to user or group.

Ways of task assignment – Manual, Assignment rule, predictive intelligence, custom rules or script

Notifications - – when records are created , updated or any event is generated servicenow can send notification to the users configured in those notifications.

Outbound - Servicenow sends the notification and it is received by the user.

Inbound – When the user create a new mail and send it to servicenow which can perform action on the records.

OOB notification – Out Of Box Notifications

Notification forms - Name, Table ,Category, Application, Active, Allow Digest.

Email Script – Custom scripts can be added in the notifications to make the content of notifications more dynamic.

Inbound Email Action – ServiceNow can create or update records as per email received from external users to SN email address

Knowledge Article – 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.

Benefits of Knowledge Management:

* One stop shop to find answers
* Provides a centralized location for the creation, categorized, viewing of articles.
* Stores information in knowledge bases
* Articles are referred as KB Articles

Knowledge Application:

Knowledge Form: Create new articles and different fields and options available in Knowledge Form.

Number : Shows number for every article.

Knowledge Base: User can select the knowledge base for which article needs to be created.

Category: User can select what category of article the user wants to create.

Valid To: Select till when the article is valid after valid to date article will be retired.

Short Description: A field inn which the user needs to provide a brief detail of the article.

Article Type: User can select the type of article with options like html or wiki.

Work Flow: Stages of article which starts with draft.

Draft: First stage when the user create the article.

Source Task: This field shows the task from which this article is created.

Article Body: Main content of the article prepared by the user.

Service Catalog:

It is a service catalog request ordering system, to request services and products offered by different departments of any organization.

Benefits of Service Catalog:

* One stop shop to request different services provided by all the departments of Organization.
* Categorized items help users to request the right Service.
* Multiple Catalogs can be created.

Service Catalog Categories:

* Services
* Hardware
* Can we help you?
* Software
* Office
* Desktops
* Peripherals
* Mobiles

Service Catalog Roles:

* Admin
* Catalog Admin
* Catalog Manager
* Catalog Editor

Service Cataog Components

* Order
  + Item
  + Order Guide
  + Record Producer
* Order Form
  + Variables
  + Variable Sets
* Ordering Process:
  + Workflow
  + Flows

Request Output:

* Form is submitted
* Request(sc\_request)
  + Request Item (sc\_req\_item)
    - Catalog Task (sc\_task)
    - Catalog Task (sc\_task)
  + Request Item (sc\_req\_item)
    - Catalog Task (sc\_task)
    - Catalog Task (sc\_task)

Request Stages:

* Manager Approval
* Department Approval
* Configuration

Tables & Fields:

A table is a collection of records in a database where information can be entered. Tables have different rows and these individual rows correspond to a record in a table. Tables also have columns which correspond to a field on a racket or row.

A field is a column of tables which stores the actual data. It can be of different types like string choice refence true or false.

Types of Fields:

* Field Label
* Field Name
* Field Value

Type of Tables:

* Base Tables
* Extended Tables
* Core Tables
* Custom Tables

Access Control List (ACL):

Access Control is a kind of security rule which is defined to restrict the permission of a user to interact with tables and records. It is the highest level of security which can be applied at table level, field level and racket level.

* Types of permission
  + Login
  + Application and Modules
  + Tables and Records

Operations Restricted:

Number of operations which can be restricted with the help of access control rules for users.

* Create
* Read
* Update
* Delete
* Execute
* Edit\_ci\_relations
* Save as template
* Report on
* Personalize Choices

Security Modules:

* System Properties
  + Security
* System Security
  + High Security Settings
  + Access Control (ACL)

Import Sets Components:

* Data Source
* Import Set Table
* Transform Map
* Mapping Assist
* Coalesce
* Target Table

Configuration Management Database (CMDB):

It is a series of tables and fields which stores information about the configuration items of any organization. It stores the relationship between different configuration items.

Configuration Item:

It is a tangible or intangible devices or applications

CMDB Table:

* Base Configuration Item
* Configuration Item
  + Hardware
    - Computer
  + Application
    - Application Server

Usage of CMDB:

* Configuration Item
  + Incident
  + Problem
  + Request

Integration Hub:

It provides a single solution to quickly integrate with the third party application to shae the data with ServiceNow or other system.

ServiceNow Update Sets:

It is a group of configuration changes that can be moved from one instance to another. This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment.

Item Captured In Update Sets:

* Form Configuration
* Related List Configuration
* Business Rules Client Scripts
* UI Actions
* Notification
* Script Includes
* UI Page

Items Not Captured In Update Sets:

* Task Records
* Users
* Groups
* Scheduled Jobs
* CMDB Records
* System Properties

Update Sets Planning Process:

* Same version Instance
* Correct update set is selected
* Instance is cloned
* Identify path for update set movement
* Plan when to commit update sets in Prod
* Clear Naming Convention
* Preview and Commit
* Review before moving

Update Set Promotion:

* Dev
* UAT
* Staging
* Prod

System Update Set Tables:

* Update Set [sys\_update\_set]
* Customer Update [sys\_update\_xml]

Event:

Events are special log records the system that generates when something notable has happened or certain conditions occur.

Generation of Event:

* Business Rules: Defining trigger condition like event recorded, updated or deleted.
* Event Queue Scripting API: Advanced section for writing the script
* Flow: A trigger section that allows a trigger to define and configure whether the record is created or updated if that particular event is triggered then you can perform any action.
* Workflow: An activity that is called create event where the user can mention what event must be triggered to perform on the activity is done.

Event Registry: Specify the event that the name which will generated or triggered in the system and that is captured in event registry.

Event Logs: View of all the events generated in the user’s platform.

Event Actions: Once event is triggered a user can perform action like sending notification configured in business rule because record inserted is also an event, so that in business tool a user can perform any action

* Sending Notifications
* Action configured in Business Rule
* Action configured in flow
* Run a script action