Week- 2 Understanding Document

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What is the core architecture of ServiceNow?

ServiceNow is built on a multi-instance cloud architecture, meaning each customer runs on a separate instance. It uses a database-driven model with a service-oriented architecture (SOA) to manage workflows and services efficiently.

What are the key components of the ServiceNow platform?

Key components include the Database, Service Portal, Application Layer, Integration Tools, Flow Designer, and Performance Analytics.

How can you customize the branding of the ServiceNow UI?

Branding can be customized through the System Settings in the platform, allowing you to change logos, themes, colors, and fonts.

What are UI policies and how are they used?

UI Policies dynamically change the appearance of forms, such as hiding or showing fields based on conditions, without scripting.

What are the key features of a list in ServiceNow?

Lists display multiple records from a table and include features like column sorting, filtering, grouping, and exporting.

How can you create filters in ServiceNow lists?

Filters can be created using the Condition Builder to define criteria based on table fields, allowing users to drill down to specific data.

What is task management in ServiceNow?

Task management involves the process of creating, assigning, and tracking tasks (such as incidents, change requests, or problem tasks) through a workflow until they are completed.

How can tasks be assigned in ServiceNow?

Tasks can be assigned manually or automatically based on assignment rules, which route tasks to the correct individuals or groups based on predefined conditions.

How do notifications work in ServiceNow?

Notifications in ServiceNow are triggered by specific events (like a task update or assignment) and can be sent via email, SMS, or in-platform messages to notify users of relevant changes.

What is the use of notification templates?

Notification templates standardize messages with placeholders for dynamic content, ensuring consistency across different types of notifications.

What is the purpose of Knowledge Management in ServiceNow?

Knowledge Management helps create, manage, and share knowledge articles to provide self-service solutions for users and resolve issues quickly.

How can knowledge articles be categorized?

Articles can be categorized by topics, products, or services and made accessible through portals or within specific applications.

What is the Service Catalog in ServiceNow?

The Service Catalog is a self-service portal that allows users to browse and request various services or products, such as software, hardware, or IT support.

What is an Order Guide in the Service Catalog?

An Order Guide helps users request multiple related items at once by guiding them through a series of questions to configure their requests.

What are the key components of a table in ServiceNow?

A table consists of fields (columns) and records (rows). Fields define the type of data stored (e.g., string, date, reference), while records represent individual data entries.

How can reference fields be used in a table

Reference fields link to records in another table, allowing relationships between different tables, like linking incidents to users.

What is the role of the Access Control List (ACL) in ServiceNow?

The ACL controls who has permission to access specific records, fields, or tables. It defines read, write, and create permissions based on roles, conditions, and scripts.

How does the ACL work with roles?

ACLs use roles to determine user access. Users with the appropriate role can access certain parts of the platform as defined by the ACL rules.

What are Import Sets in ServiceNow?

Import Sets are tools used to import data from external sources into ServiceNow tables. They involve loading data into temporary tables and then using Transform Maps to move it to target tables.

What is the role of Transform Maps in data imports?

Transform Maps define the mapping rules between the Import Set table and the target table, specifying how fields correspond and what data should be imported or updated.

What is the CMDB in ServiceNow?

The CMDB stores information about Configuration Items (CIs), such as hardware, software, and network devices, and tracks their relationships to support asset and service management.

How are relationships tracked in the CMDB?

Relationships between CIs are tracked through relationship tables, allowing ServiceNow to map dependencies and service relationships.

What is an Update Set in ServiceNow?

Update Sets are containers that capture customizations and changes made to the ServiceNow platform, which can then be moved between instances for deployment.

How do Update Sets work?

Update Sets track changes like new fields, forms, workflows, and scripts, allowing administrators to transfer these modifications from a development to a production environment.

What are events in ServiceNow?

Events are triggers that occur in response to specific actions or conditions in the platform, such as record updates, which can initiate notifications or other automated actions.

How can events be triggered?

Events can be triggered manually, through a script, or automatically based on system conditions or workflows.

How can you monitor platform statistics in ServiceNow?

ServiceNow provides Performance Analytics and built-in reporting tools to monitor platform statistics like system performance, usage trends, and SLA compliance.

What are system logs used for in ServiceNow?

System logs track platform activity, errors, and system health, allowing administrators to troubleshoot issues and optimize performance.