SCHEDULES

CALENDARS, AND TIME ZONES

OVERVIEW

- Schedules
- Calendars
- Time Zones

SCHEDULES

- Schedules are rules that include or exclude time for various actions and tasks

- Schedules are used to specify when Service Level Agreements or Inactivity monitors are active

- They also specify when on-call rotations should take effect

- Default schedules are included in the base ServiceNow platform instances

- Some default schedules include:

  o 8-5 workdays – repeats every week on weekdays Monday through Friday

  o 8-5 weekdays excluding holidays – repeats every week on weekdays Monday through Friday and includes the child schedule of U.S. Holidays

  o U.S. Holidays – lists 12 holidays typically celebrated by users in the U.S.

- System Scheduler > Schedules > Schedules [cmn_schedule]

SCHEDULE ENTRY

- When we create schedules, they are populated with schedule entry records

- Schedule Entry Records detail the type, duration, and repetition of schedules

- Note: admin or schedule_admin role is required to configure schedule and schedule entry records [cmn_schedule_span]

- Some schedule types include:

  o Excluded – excludes time periods from SLA counts

  o Maintenance – specifies time periods where change management activities are allowed (cannot contain blackout schedule entries)

  o Blackout – excludes time periods from change management schedules (cannot contain maintenance schedule entries)

HOLIDAYS

- Schedules can be included in other schedules through a parent-child relationship

- Using this relationship, we can define holidays for our schedules

- Holidays are defined individually as a schedule entry to create exceptions to existing schedules

- When a schedule record lists a value for the Parent field, schedule entries from the parent apply both the parent and child schedule

    o By default, no sample schedules use the Parent field

- When a schedule record has one or more child schedules in the Child Schedules related list, the child schedule entries apply to the containing schedule

- Parent and child schedules cannot contain conflicting schedule entry types

    o For example, if a parent record has the type 'Time Off', then the child entry cannot be 'Meeting'

CALENDARS

- Calendars are visual representations of our schedules

- Calendars can be seen in the month, week, work week, or day views

  o We also have the option to see our schedule displayed as a timeline

- Using the time configuration app allows us to create a number of different calendar types including:

  o Business – created in the ServiceNow AI Platform for users to schedule events and track time across applications

  o Fiscal – created in Financial Management applications for managing defined fiscal periods

  o Schedule – for adding events such as meetings, time off, or appointments

- Events can be added to a calendar using the schedule entry records, or by selecting a day in the calendar view and adding it directly

TIME ZONES

- The ServiceNow Platform stores time values in Universal Coordinated Time

- Times appear globally based on the system time zone (glide.sys.default.tz) or based on user settings

- Each individual user can set their own time one in their user preferences

SCHEDULES & HOLIDAYS DEMO

- Let's create a schedule for our Pet Vet clinic!

TERMINOLOGY

- Schedules - rules that include or exclude time for various actions and tasks

- Calendars – visual representations of schedules

- Glide.sys.default.tz - the record for each individual user that allows us to set some system configurations (such as time zone)