APPS, DICTIONARIES, AND TABLE ADMINISTRATION

IN SERVICE NOW

OVERVIEW

- Tables & Columns
- Applications & Modules
- System Dictionary
- Dictionary Override

TABLES & COLUMNS

- Tables in SNOW are tables/classes that exist in the SNOW database
- Columns are fields in a table
- Tables can have relationships:
  - One to Many – a field can reference one or more records on another table (most common)
  - Many to Many – 2 or more tables that can be related in a bi-directional relationship; requires an intermediary table (like a junction table/object)
  - Database Views – tables can be joined using the Database Views plugin; this is mostly a read only option used for reporting
  - Extensions – a table that extends another table
    - For example, the child table 'Incident' extends the parent table 'Task', allowing the Incident table to have relational access to all of the functionality and relationships of the Task table (such as knowledge bases, SLAs, approvals, etc)
    - The child table inherits the parent table's columns

TABLE TYPES

- We have a few different table types:
  - Core tables – tables that come pre-loaded with the SNOW platform
  - Custom tables – tables created by a developer/admin or downloaded from a plugin/extension
  - Base tables – a parent class/table that is not an extension of another table
  - Parent tables – a table that has child/dependent tables
  - Child tables – a table that has a relationship with a parent table
- Custom tables can never be core tables, but they can be base, parent, or child tables

TABLES DEMO

- Let's create our own custom table

APPLICATIONS & MODULES

- Applications in SNOW are not exactly the way you would typically imagine them
- To create a new application, we are actually creating an application menu
- Application menus are created under System Definition > Application Menus
- Each App menu has children called Modules
- Modules are what define what users can see and do in an application
  - Note: this is not security, but application function (Security defines which users can see and do x action)
- When we browse the All menu, we are browsing application menus and their child modules
- Roles are assigned to both application menus and modules
  - If no roles are assigned to both, then all users have access
  - If roles are assigned in the application menu and not the modules, the modules will inherit security from the parent

APPLICATIONS & MODULES (DEMO)

- Let's create a new application and a module for that application

SYSTEM DICTIONARY

- System Dictionary displays a list of all tables and columns in the instance
- Each row represents either a table or a column in a table
- Provides options for admins to modify tables and fields, which then define list and forms
- Use caution, as making changes from the system dictionary can cause high impact
  - Issues may arise such as being unable to use update sets after making changes to system tables (tables with prefix sys_)
- Dictionary changes are difficult to reverse
- Changes automatically apply to all extended tables unless a dictionary override is defined

DICTIONARY OVERRIDE

- Dictionary Override is a special term for allowing a field in a child table to have a different value or behavior than the same field in a parent table
- Commonly it is used to override default values for a field
- For example, if the task table has a default location of 'NYC', then a dictionary override would be when the incident table (a child of the task table) sets the default location value to be 'Miami'.
- Dictionary overrides are only available for tables that support extension

SYSTEM DICTIONARY (DEMO)

- Let's look at the system dictionary and perform a dictionary override

CHALLENGE

- Create the Appointment table for our PetVet United application
- Fields for the table include:
  - Appointment date/time
  - Vet (user reference)
  - Pet (reference)
  - Reason for visit (choice list)
    - Annual checkup
    - Vaccination
    - Injury/illness
    - Surgery
    - Other
  - Notes (string)
  - Status (choice list)
    - Scheduled
    - Completed
    - Canceled
    - No-Show
- Set the default value for 'Reason for visit' to: Annual checkup

TERMINOLOGY

- Module – defines what users can see and do in an application; applications are made up of these
- System dictionary – table that displays all tables and columns that exist on the instance
- Dictionary override – when a field on the child table has a different value or behavior than the parent table