DN 3.0 SERVICE NOW

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5)

ServiceNow List View Interface

- Records
- Columns
- Rows
- Pagination
- Editable grid

Standard Paradigm

- Data Display
- Record Navigation
- Sorting
- Grouping
- Personalization

List Control

- Column Settings
- Export Options
- Grid Actions
- List Layout
- Personalize List

Filter Conditions

- Query Builder
- Criteria
- AND/OR Logic

- Field Comparison

- Save Filters

Refresh List

- Auto-refresh

- Manual Refresh

- Real-time Data

- Update Notifications

- List Reload

ServiceNow Lists and Filters

5)

Forms in ServiceNow

- Data Entry

- Record Details

- Form Layout

The Standard Layout

- Header

- Body

- Footer

- Sections

- Tabs

Form Field Types

- String

- Choice

- Date/Time

- Reference

- Checkbox

Saving Changes

- Update

- Submit

- Autosave

- Form Validation

Insert / Insert & Stay

- Create New Record

- Save & Continue

- Navigation

Form Sections

- Grouping

- Collapsible

- Organized Data

Related Lists & Formatters

- Child Records

- Related Data

- Embedded Lists

- Field Formatters

Form Views

- Layout Variations

- Multiple Views

- Role-Based Access

Form Personalization

- Field Visibility

- Order of Fields

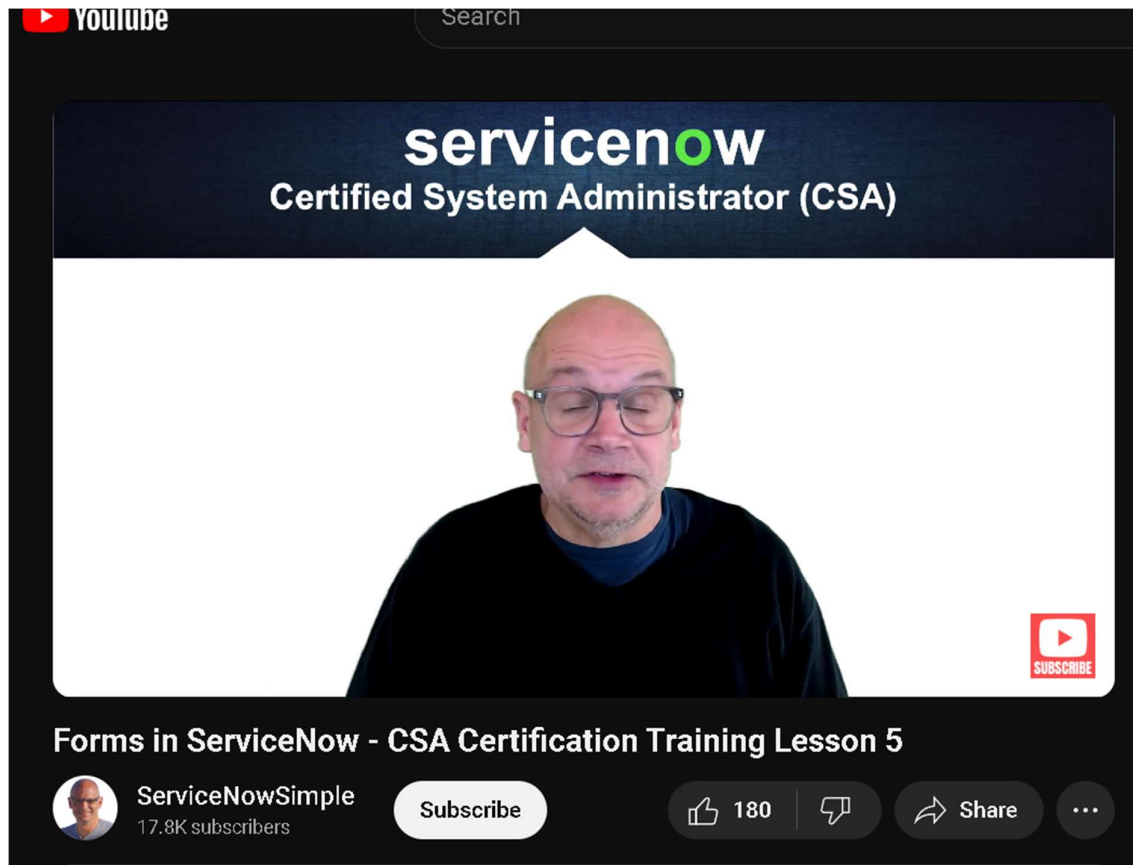- User Preferences

Adding Attachments

- File Upload

- Document Management

- Attachment Icon

Form Templates

- Predefined Fields

- Consistency

- Efficiency

Creating & Editing Views

- Custom Layouts

- Administrator Control

- User-Specific Views

Forms in ServiceNow - CSA Certification Training Lesson 5

ServiceNowSimple
17.8K subscribers

Subscribe

180

Share

6)

Logging In

- Authentication

- User Credentials

- Single Sign-On (SSO)

- Multi-Factor Authentication (MFA)

ServiceNow Next Experience UI

- Modern Interface

- Unified Experience

- Responsive Design

- User-Friendly

The Navigation Bar

- Quick Access

- Global Search

- Favorites

- History

ServiceNow Applications Overview

- Modules

- Workflows

- Functionality

- Pre-built Solutions

The Application Navigator

- Module Access

- Search Bar

- Categorized Menu

- Customization

The ServiceNow Store

- Applications Marketplace

- Plugins

- Certified Apps

- Third-Party Integrations

ServiceNow Application Training and Certifications

- Learning Paths

- Skill Development

- Certifications

- Official Courses

Working with Lists and Forms Overview

- Data Management

- User Interaction

- Record Handling

- Form Customization

List Views

- Record Display

- Filtering

- Sorting

- Grouping

Form Views

- Detailed Record View

- Field Types

- Editable Fields

- Sections & Tabs

Knowledge Management in ServiceNow

- Knowledge Base

- Articles

- Self-Service

- Publishing & Approval

The ServiceNow Database

- Tables

- Relationships

- Records

- Data Storage

Source: other sources

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Create a Data Source

1. **Navigate to Data Sources:**

   o Go to the ServiceNow instance and navigate to **System Import Sets > Administration > Data Sources**.

2. **Click on 'New':**

   o In the Data Sources list, click on the **New** button to create a new Data Source record.

3. **Fill in Basic Information:**

   o Provide a **Name** for the Data Source.

   o Select the **Import Set Table** or create a new one where the data will be temporarily stored.

   o Choose the **Type** of Data Source (e.g., CSV, Excel, JDBC, XML).

Configure Data Source Settings

1. **Specify Data Source Details:**

   o Depending on the Data Source type, provide the necessary details:

      ▪ For **File**: Upload the file directly or provide a file path.

      ▪ For **JDBC**: Enter the database connection details (e.g., URL, username, password).

2. **Define Field Mapping (Optional):**

   o If required, set up field mappings to align the external data fields with the fields in the Import Set Table.

3. **Save the Data Source:**

   o Once all details are filled in, click **Save** to create the Data Source record.

Load Data into ServiceNow

1. **Run the Data Import:**

   o After saving the Data Source, you can **Test Load** data by clicking on the **Load All Records** button.

   o This action imports the data into the Import Set Table.

2. **Review the Loaded Data:**

   o Navigate to **System Import Sets > Import Set Tables** and open the table associated with your Data Source to view the imported data.

Transform Data (Optional)

1. **Create a Transform Map:**

   o To move the data from the Import Set Table to a target table (e.g., Incident, CMDB), create a **Transform Map** under **System Import Sets > Administration > Transform Maps**.

2. **Map Fields:**

- o Map the fields from the Import Set Table to the target table fields, specifying any transformation rules if needed.

3. **Run the Transformation:**

   - o Execute the Transform Map to transfer and map the data from the Import Set Table to the target table in ServiceNow.

Validate and Use Data

1. **Validate Imported Data:**

   - o Check the target table to ensure that data has been correctly imported and transformed.

2. **Utilize the Data:**

   - o The imported data is now available for use in various ServiceNow applications, including reporting, workflows, and automations.

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