DN 3.0 SERVICE NOW

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8)

Import Set Table

Data Source

Staging Area

Transform Map

Field Mapping

One-to-One Mapping

One-to-Many Mapping
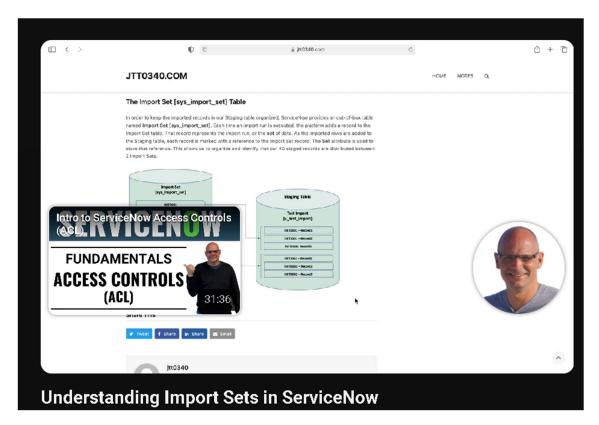
Transformation Rules

Data Transformation

Scripts

Target Table

Error Handling

Rollback

Data Integrity

Scalability

Understanding Import Sets in ServiceNow

9)

Incident Management

- **Incident Record**

- **Service Disruption**

- **Priority**

- **Resolution**

Problem Management

- **Root Cause Analysis**

- **Known Errors**

- **Problem Record**

- **Workaround**

Change Management

- **Change Request**

- **Risk Assessment**

- **CAB (Change Advisory Board)**

- **Change Approval**

Task Creation

- **Task Record**

- **Template**

- **Task Workflow**

- **Parent/Child Tasks**

Task Assignment Rules

- **Assignment Groups**

- **Auto-Assignment**

- **Skills Matching**

- **Workload Balancing**

Task Collaboration

- **Work Notes**

- **Comments**

- **Notifications**

- **Activity Log**

Visual Task Boards

- **Kanban Boards**

- **Drag-and-Drop**

- **Real-Time Updates**

- **Task Visualization**

ServiceNow Incident Management Tutorial and Task Administration

10)

Reporting Capabilities

- **Data Visualization**

- **Custom Reports**

- **Performance Metrics**

- **Interactive Dashboards**

Types of Reports

- **List Reports:** Display data in a tabular format.

- **Chart Reports:** Visualize data using bar, pie, or line charts.

- **Pivot Table Reports:** Summarize and analyze data with multi-dimensional views.

- **Heat Maps:** Show data density and trends geographically or in other dimensions.
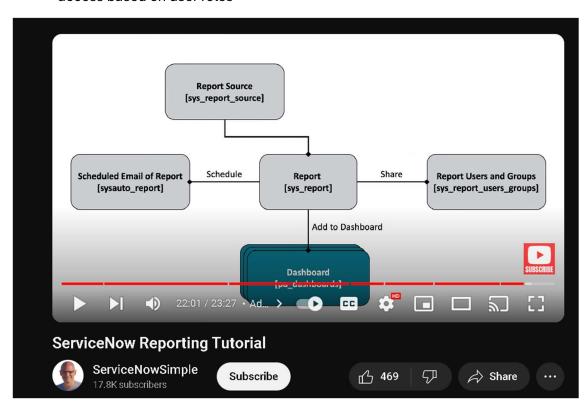
Creating Reports

- **Report Designer:** Use the built-in Report Designer for custom report creation.

- **Data Source Selection:** Choose tables or data sources to include in the report.

- **Filters and Conditions:** Apply filters to refine the data displayed.

- **Report Layout:** Customize layout, columns, and aggregation settings.

Managing Reports

- **Report Scheduling:** Set up schedules to run reports automatically at specified intervals.

- **Report Permissions:** Manage access controls and permissions for viewing or editing reports.

- **Report Templates:** Create and use templates for consistent report design.

Sharing Reports

- **User Sharing:** Share reports directly with specific users or groups.

- **Email Distribution:** Set up email notifications to send reports to recipients.

- **Dashboards:** Add reports to dashboards for consolidated views and easy access.

- **Public or Restricted Access:** Define visibility settings for public or restricted access based on user roles

11)

- **Visual Interface**
- **Drag-and-Drop**
- **Pre-Built Components**
- **Templates**
- **Automation**
- **Integration**
- **Deployment**
- **Rapid Development**
- **Accessibility**
- **Cost-Effective**
- **Scalability**
- **Vendor Lock-In**
- **Security Risks**
- **Performance**
- **Low Code Developer**
- **Business Analyst**
- **Application Support**
- **Automation Specialist**
- **Consultant**