**Platform Overview and Architecture**

* **ServiceNow**: Cloud-based application platform as a service (APaaS).
* Automates manual processes across various organizational functions (IT, HR, Finance, Security).
* **Architecture**: Multi-instance architecture, unique software stack for each organization.
* Data backup: Four weekly full backups and six daily differential backups.

**User Interface and Branding**

* **Ways to interact with ServiceNow**:
  + Native UI (Main way to interact).
  + Mobile apps (ServiceNow Agent, Now Mobile, Onboarding).
  + Service Portal (User-friendly self-service experience).
* Branding: Customization options for instance identification (logos, colors).

**List and Filters**

* **List**: Displays records from a data table (e.g., incident, problem).
* Elements of a list include title bar, filters, breadcrumbs, and context menu.
* **Filters**: Used to display specific data conditions.

**Forms**

* Forms display information from one record in a data table.
* Elements include title, content frame, buttons, and menu options.
* Forms can be customized for required fields and layouts.

**Task Management**

* Tasks in ServiceNow represent records assigned to users (e.g., incidents, requests).
* Task workflow: Assigned to users/groups, notifications triggered as tasks progress.

**Notifications**

* Outbound notifications sent based on events (e.g., incidents assigned).
* Can be configured through the notification application, including templates.

**Knowledge Management**

* **Knowledge Articles**: Provide information, troubleshooting, and self-help tips.
* Benefits include centralized access for users.
* Articles categorized in knowledge bases.

**Service Catalog**

* Service catalog as a request ordering system for services/products offered by departments.
* **Catalog Items**: Services/products that can be requested by users.
* **Order Guide**: Group of catalog items for bulk requests.
* **Record Producer**: Creates records in existing tables.

**Data Import**

* **Import Sets**: Staging area for records to be imported from sources before insertion to target tables.
* **Transform Maps**: Define relationships between source data and target tables.
* Fields can be made mandatory via data policies during import.

**Configuration Management Database (CMDB)**

* Stores configuration items (CIs) and their relationships.
* CIs include tangible and intangible assets (e.g., servers, applications).
* Dependency views and relationships provide insights on how CIs interconnect.

**Integration**

* ServiceNow can integrate with third-party applications to share data via various methods (SSO, LDAP, etc.).
* **Integration Hub**: Facilitates integrations without coding.

**Update Sets**

* **Update Sets**: Group of configuration changes that can be moved between instances.
* Allows capturing and moving changes to production after testing.
* **Local Update Sets**: Capture changes in a specific instance.

**Platform Stats**

* Provides statistics for system activities affecting performance (e.g., execution of queries, scripts).
* Useful for troubleshooting and monitoring instance health.

**Key Concepts**

* **Access Control Lists (ACLs)**: Define security rules for accessing tables, records, and fields.
* **Coalesce Fields**: Ensure records are updated rather than inserted based on matching values.
* **Data Policies**: Ensure data integrity during imports by enforcing rules on fields.
* **Event Management**: Track events that occur in the system and trigger actions (e.g., notifications).

**Important Terminology**

* **CI (Configuration Item)**: Any component within the IT environment.
* **Transform Map**: Maps source fields to target table fields for import operations.
* **Update Set**: Captured changes in a formatted group for transport between instances.