Service now week one understanding document

Video-1

In the first video we discuss about these topics
ServiceNow, its purpose, platform, and infrastructure

What is service now?
ServiceNow is a software company based in Santa Clara, California, founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve the business problems themselves.

Infrastructure
* Compute Resources: Data centers, racks, servers, ports, network resources, fans, etc.
* Security: The platform is secured via multiple technologies which have been certified by third-party security organizations
* Service Level Agreements: Paired data centers provide redundancy and failover; Redundancy is built into every layer including devices, power, and network resources
* Backups: 4 daily full backups per week and 6 days of daily differential backups

Application and workflow
How ServiceNow?
Applications / Workflows
ServiceNow comes with a robust suite of applications which are functionally categorized into 4 primary workflows:
* IT Workflows: Service Management (24), Operations Management (13), Business Management (10), Asset Management (4), DevOps (4), Security Operations (8), Governance, Risk, and Compliance (13), Telecommunications Network, Performance Management (3)
* Employee Workflows: HR Service Delivery (16), Workplace Service Delivery (10), Legal Service Delivery (10), Procurement Service Management (6), Safe Workplace Suite (1)
* Customer Workflows: Customer Service Management (29), Field Service Management (11), Connected Operations (4), Financial Service Operations (25), Telecommunications Service Management (24)

* Creator Workflows: App Engine (15), IntegrationHub (8)

Video-2

Topics covered:-ServiceNow Platform Architecture, Applications and Workflows, User Interfaces, and Role-based Access and Authentication.

Now platform

The Now Platform is an Application Platform as a Service (APaaS).
* ServiceNow is a cloud-based.
* ServiceNow provides and supports the infrastructure computer resources.
* ServiceNow provides a platform upon which you can develop your own custom solutions.
* ServiceNow provides a robust set of applications and workflows to support most common business processes.
* All applications (OOB and custom) for the entire enterprise are supported by a single, common, data-model and database.

Applications and workflows

ServiceNow comes with a robust suite of applications which are categorized (functionally) into 4 primary workflows:
* IT Workflows: 79 applications that support internal IT functions
* Employee Workflows: 43 applications targeted at the needs of employees
* Customer Workflows: 93 applications that support functions related to customers
* Creator Workflows: 23 applications designed to enable ServiceNow platform development and operations support

User interface

ServiceNow provides 3 user-interfaces for interacting with the Now platform.
The Now Platform UI uses the primary UI. It is best used on desktop and laptop computers and is accessed via a web-browser and the
instance URL.
The ServiceNow Mobile Apps are best used on mobile devices and can be installed from the device's app store. The ServiceNow Agent app targets fulfilling requests. The Now Mobile app is built for the needs of employees. The ServiceNow Onboarding app targets the needs of new-hire employees.
The Service Portal is a user-friendly, self-service, widget-based portal accessed via a web-browser and special URL.

Role-based access
Not every member of an organization needs access to all information all the time. ServiceNow uses role-based access to ensure a user can get the information they need, and no more. The primary components include:
* A User is an individual that has been given access to an instance. Users are usually assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-service user. They can login and access actions like viewing the homepage, Service Catalog, articles, and surveys.
* A Group is a set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.
* A Role is a collection of permissions. A role can be assigned to an individual user, a group of users, or another role. Multiple roles can be assigned to a single role. It's best to assign roles to a group rather than an individual user.

User authentication
When a user attempts to login to an instance, ServiceNow validates their identity and enables access to functions and data based upon their related groups and roles. The platform can support several methods of user authentication including:
* Local database authentication
* External Single Sign-on (SSO)
* LDAP
* Auth 2.0
* Digest Token
* Multi-factor Authentication

Video-3
Topics covered:-ServiceNow Platform User Interface, Fundamentals Lesson, identifying elements of the interface, Global Search, Connect Chat, Contextual Help, Application Navigator, Favorites, History. ACLs, UI policies, Business Rules and Client Scripting

In this video we will get to know about the interface and the things present on the screen and their information and uses which help us in understanding things clearly in the further topics all the things that are mentioned above are shown and are explained in the video-3

Video-4

Topics covered:-ServiceNow Branding Introduction, Company Guided Setup, ServiceNow Portal, and UI Builder.

Branding

What is Branding in ServiceNow?
* Applying your distinct corporate identity across the Now Platform UI to create a shared identity, build trust, and speed adoption

Guided setup

* Guided Setup provides a System Administrator step-by-step instructions to configure various Applications and
Modules within your instance to suit the needs of the users.
* To access Guided Setup, locate the Guided Setup application in the Application Navigator and select the ITSM
Guided Setup or ITOM Guided Setup module.
* ITSM Guided Setup includes the following categories: Company, Connectivity, Foundation Data, CMDB, Incident Management, Major Incident Management, Problem Management, Change Management, Service Catalog, Knowledge Management, Continual Improvement Management, Project Communication, Go Live
* ITOM Guided Setup includes the following categories: MID Server, Discovery, Event Management, Operational Intelligence, Cloud Provisioning and Governance

Service Portal, UI Builder

Service Portal and UI Builder are two additional tools that can be used to brand the interface.
Service Portal is a widget-based tool that allows creation of intuitive, user-friendly interfaces to the Now Platform.
UI Builder allows you to build-out a functional page by choosing from a library of components (buttons and data visualizations) and layouts.

Video-5

Topics covered:-ServiceNow List View interface, standard paradigm, List Control, filter conditions, Refresh list

In this video we have learnt about what is a list and what is the importance of the list . How u can config a list what are the important attributes present in the list and the paradigm of the list and how to access and view lists and how to create a new list in the service now platform

Video-6

Topics covered:-Standard Layout, Form Field Types, Saving Changes, Insert / Insert & Stay, Form Sections, Related Lists & Formatters, Form Views, Form Personalization, Adding Attachments, Form Templates, Creating & Editing Views

A form in ServiceNow is a common set of tools and user-interface elements used to view and update a single record from the database.
Important attributes of the forms are discussed

Types of form fields
1)String field
2)Boolean
3)Choice field
4)Reference fields

Saving Changes

As changes are made on a form, they are NOT automatically saved.
Users must proactively save changes by using the Save menu item or Submit/Update button
If you attempt to leave a form with unsaved changes, the system will provide notification.

Copying a Record

Most forms provide two methods of creating a new record as a copy of an existing one.
1. Insert: Creates and saves a copy of the current record and returns the user to the list of records
. 2. Insert and Stay: Creates and saves a copy of the cu record and leaves the user on the new record's

Form Sections

Forms are made up of Sections that organize the fields and other data.
Sections can be viewed as tabs or expandable sections, depending on the preference of the user.

Form Related Lists

A related list is a special form element that displays a list of records from another table that is related to the current record (a one-to-many relationship). For example, a User form might contain a related list displaying all Roles that have been associated with the user.

Form Formatters

A formatter is a special form element that displays information that is not a field in the record. For example, an Activity Formatter displays the list of activities, or history, on a Task form

Form Views

Not every user wants to see a record's data in the same way.
Form views provide the ability to display and organize fields, related lists and formatters in different ways to meet the needs of specific users.

Form Personalization

Form personalization allows the user to select which fields are displayed on a particular form view.
These changes do not impact any other users.
Clicking Reset will return the form view to its original settings

Form Attachments

The Manage Attachments button • provides the ability to attach files to a record.

Form Templates

Templates are used to simplify the process of creating new records by populating some form fields automatically. The More Options icon provides the ability to toggle on/off the template bar at the bottom of the form.
Any user can toggle on/off the template bar and create templates. The templates a user can access are dependent on the access controls set within each template.

Creating & Editing Form Views

Two tools exist for creating and managing form views, both available from the form context
menu.
The Form Design tool provides a drag-and-drop GUI method of creating views and laying out sections and fields.
The Form Layout tool provides a simpler method of creating views and adding removing fields.

Video-7

Topics covered:- Hands-on ServiceNow Tool Demo

In this video we have just done all the things that we have learned till now in the service now platform i.e we are Hands-on ServiceNow
We have also learned about knowledge base and database in service now that stores data and rules in service now

Video-8

Topics covered:- Import data into ServiceNow via integrations

In this video they have introduced us to importing data in service now
While importing data in service now we have 3 main tables
1)Source table =original table from which the date will be acquired
2)Staging table=it is the intermediate table that stores data from the source table and sends it the target table
3)Target table=this is the final (or) destination table to which we are supposed to acquire the data from the source table

This is how data will be imported in service now

Video-9

Topics covered:- Integrations in ServiceNow start with the creation of a DataSource, creating a DataSource record in ServiceNow to load data from some external data, collection and importing into the ServiceNow platform.

In this video we have learnt how to create a data source in service now
AppNav->system import sets->Admin->Data source

We have learnt how to create a data source

click on new
give name.
give import set table label give
type (JDBC)
 → we need to till parameters depending on type we select
click on attachments.
 → open.
 → Save
 → update

Video-10

Topics covered:-How import sets are created and how they provide the ability to transform data and map individual fields to target tables.

The video is related to staging Table.

To open table type "table name list" in Filter
Import set table label is the staging Table.
Staging table is automatically created by the service now as the part of process
It will then load the data that it's pulled. on the import run into that staging table.
we need to run an import to get the table
"sys-data_source.list" to go to the data source .
In order to import data
1) go to the data sources
2) at the bottom click on Load all records
Then the staging table will be created and loaded!
If you load the data twice then the rows in the staging table will be replicated.

Import set table

Import set table displays the operations (or) loading that wa have done in the staging table.
To view the Import set table
Type sys_ import_set.list in the Navbar
whenever you run an import the first thing service now does is insert a record into the Import set table.

video-11

Topics covered:-Importing, transforming, and mapping imported data into ServiceNow.

This video includes instructing the service now how we want to move the data from the staging table and get it loaded into. our final destination i.e target table.
For that we use
→ **Transform map record and field map records**

Field map.

The way that we tell service now how we. want the data moved from the staging into the target table is a field at a time we are going to say we want to move field one from the staging table and map it to the target table and so on
when such mapping of a field is done.
that actually gets stored in service now as a field map record.
Sys_transform_entry.list is used To go to the field maps table.

Transform map table

Grouping mechanism for field maps
we need to group those together into some unit.That represents our import as a whole
Sys_transform_map.list is used to go to transfor map table.
when you create a table service now creates some rows on its own.
In service now while creating a transform map in the process itself we can add field maps

Process of creation of both transform and field table
Go to Transform map tables
click on new (To create a new Transform map table)
Fill the necessary fields
source table = staging table.
on the top left corner click on 3 lines and press save.
At the bottom you will find Field maps
If the Fields named the same you can use Auto map
Use mapping assist to map each fields individually if the field names does not match
Save

By doing this both the transform and field tables will be created at the same time

Video-12

Topics covered:-ServiceNow ticket and task management (Incident, Problem, Change) capabilities, task creation, task assignment rules, task collaboration, and visual task boards

TASK

TASK is some item of work that needs to get done
Task.list is used to go to tasks
3 types of tasks
1) change Request
2)Incident Request
3)Problem Request
These are extended from task but have there own attributes
Task table only has common attributes(collection of all common attributes of the types of tasks)

Task Management

Defining and managing tasks in ServiceNow allow you to take common work that needs to be done and build repeatable processes to efficiently get it done
* Assignment Rules auto assign tasks to users or groups, making sure they are handled by the most appropriate team members
Approvals can be created for a list of approvers (manually or automatically) according to approval rules
* Service Level Agreements track the amount of time a task has been open to ensure they are completed within an allotted time
Inactivity Monitors ensure that tasks don't fall through the cracks by notifying when tasks has an untouched for a predefined period

Task Assignment

Tasks can be assigned to an individual user or a Group of users
A task gets assigned to a user via an **assigned to** field and to a group via an **assignment group** field.
Each task can only be assigned to only one user (or) a group.
But one user (or) group can be assigned to multiple tasks
usually a task is first assigned to a group and in the group the tasks are assigned to users.
This assignment is done by assignment rules
App Nav-> All->System policy-> Rules -> Assignment
To add now assignment rules go to assignment rules table

Click on new
Fill the fields and save
The Rule will be added.
double click on the Execution order to change priority
you use service desk application to look up the task that you are assigned to
AppaNav → Service Desk → My Groups work
Displays lists of all tasks assigned to your group.
App Nav → Service Desk → My work, Displays list of tasks assigned to you

Task Collaboration

User Presence allows multiple stakeholders to view and update a record simultaneously
The **Active Viewers Icon** will display on the header bar when another user is viewing the record at the same time.
The **Real-time Editing (Pulse) Icon** will display beside a field that has been changed by another user

Visual Task Boards

provides a more graphical drag and drop Paradigm for viewing tasks
App Nav → Visual Task Boards
Types of Visual Task Boards
1) **Guided**
2) **Flexible** (attribute does not change)
3) **Free form**

Video-13

Topics covered:-ServiceNow's reporting capabilities, the different types of reports, how to create and manage reports, and how to share reports with users, groups, or via dashboards

Report

How the reports can be viewed in the table is explained in this video.
Every report have some common attributes they are
Sys ID Field (unique)
Title. = The title of the report
Source type = data source.
Report source
Table = Table from which report is pulled
Filter = conditions
Type = Types of reports

Creating a new report

App nav→ Reports → Create new.
fill the fields
click Next.
give type, configure, style and save

Scheduling report

Report will be scheduled
sysauto _ report makes it possible
It has the following fields
sys ID
report
users
Groups
Email addresses
Run
Time
subject
message
Type of attachment

How

App Nav → Reports → View/Run

select report
click on the report name.
click on share on top right
click on schedule
fill fields
Save (or) update

Sharing report
same process as scheduling instead of scheduling click on **share** then to
Everyone
Save

Add to dashboard
Sama process as scheduling
instead of schedule click on **Add to Dashboard**. and select the tab
Save

Video-14
Topics covered:-what Low Code No Code software development, how it works, pros and cons

Low Code / No Code
* Our hero
* Master of destruction and eliminating barriers between Savvy Businessperson and digital transformation
* "Mr. IT Superstar, tear down that wall!"
* Builder of easy-to-use, intuitive IT-services that empower Savvy Businessperson to solve business problems himself
* App Engine Studio (AES): Guided experience for creating everything you need for your low code / no code applications; build tables, import spreadsheets, create workflows, UI's, manage security
* Studio: Dig deeper into your applications components and capabilities; IDE
* Now Experience UI Builder: Create workspaces and portals via drag-and-drop;
* Flow Designer: Use natural language to automate workflows, approvals, tasks, notifications and record operations without writing any code

* CMDB: Understand the entirety of your IT infrastructure; the underlying platform upon which your low code / no code apps are built.

Low Code / No Code Pros & Cons

Pros
* Empowers the people that know the business to solve business problems themselves
* Improves agility via tools for creating IT-services quickly
* Lower costs via more apps in less time with less dependence on IT
* Increased automation opportunities

Cons
* Requires generalization which limits flexibility
* Limits technical improvements (I can code this better)