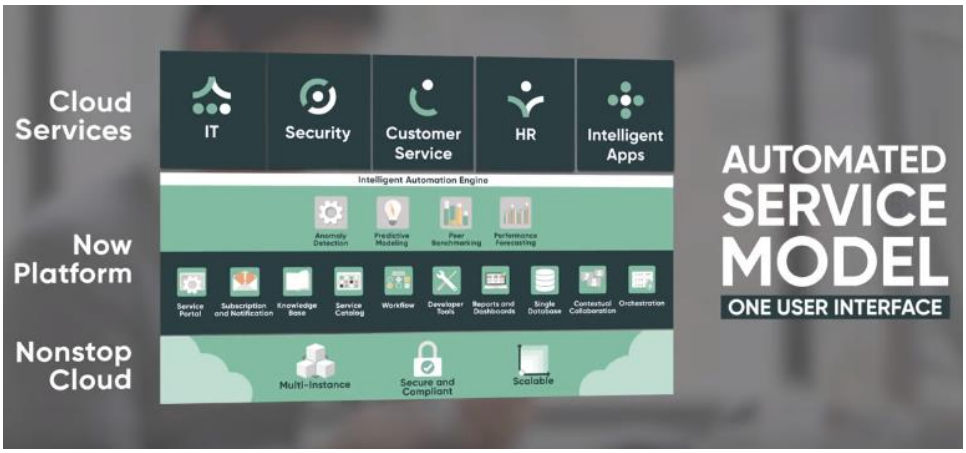
The ServiceNow platform is built on a Relational Database:

The Database is a collection of data items, organized into tables:

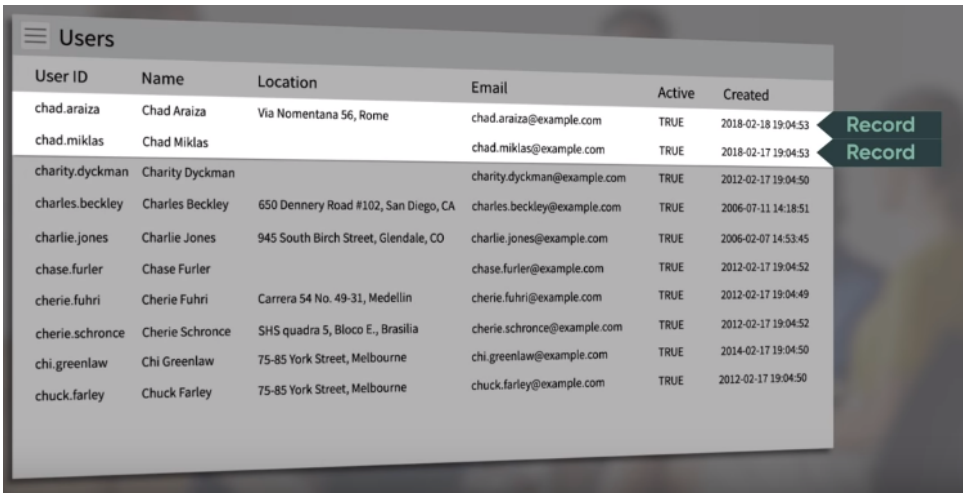
Both data and application functionality are stored on a single platform... the NOW Platform:



… the NOW Platform provides an enterprise-wide, automated service model with one user interface.

It’s a system of action to define, offer, and manage enterprise services in the cloud.

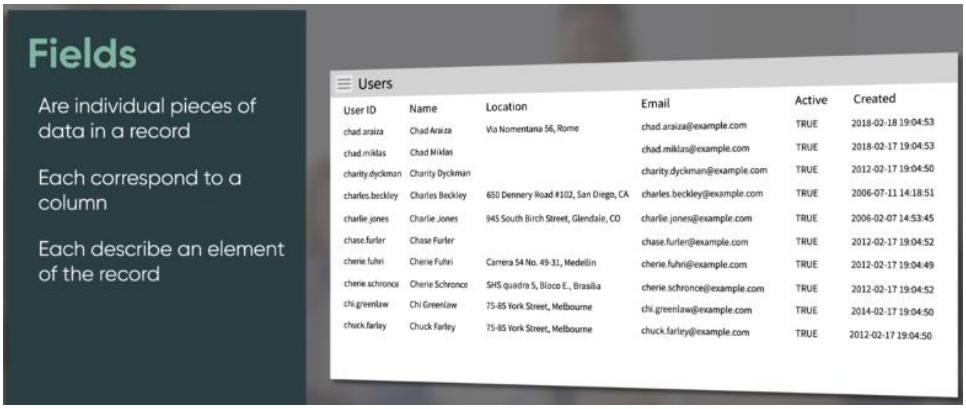
A TABLE is a collection of records in the database



… this one is an example of a User table.

Record 1 corresponds to a row in a table; ie, information about a user named Chad Araiza.

As we can see,

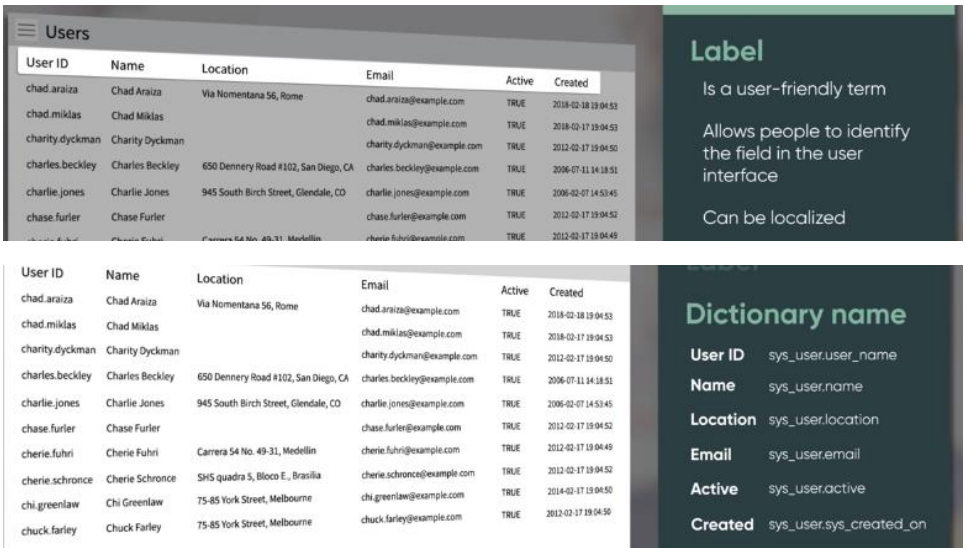


… each field has a 3 attributes:

-Label

-Dictionary name

-Value

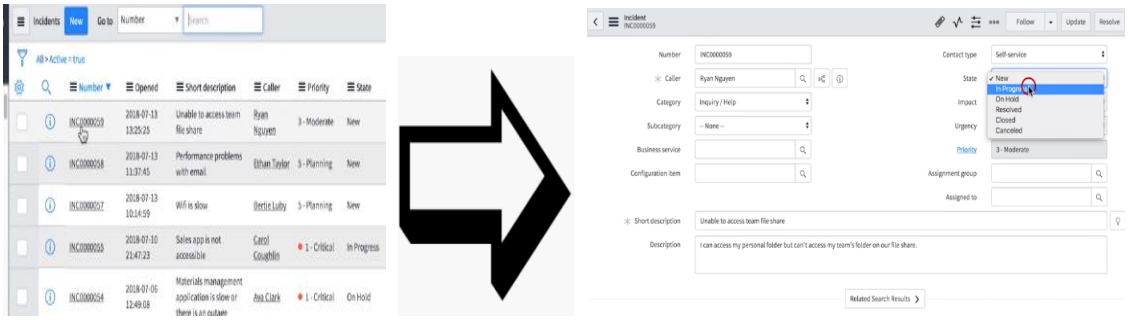


DON'T CONFUSE A FIELD'S DICTIONARY NAME WITH A FIELD CALLED "NAME"

… FOR EXAMPLE, THIS CURRENT TABLE, THE USER TABLE HAS A LABEL CALLED "NAME"

The value on a table might be actual data, or it might be empty or null:

Data is displayed in forms, one record at a time:



A table being extended is the Parent Class. The table that extends is the Child Class.

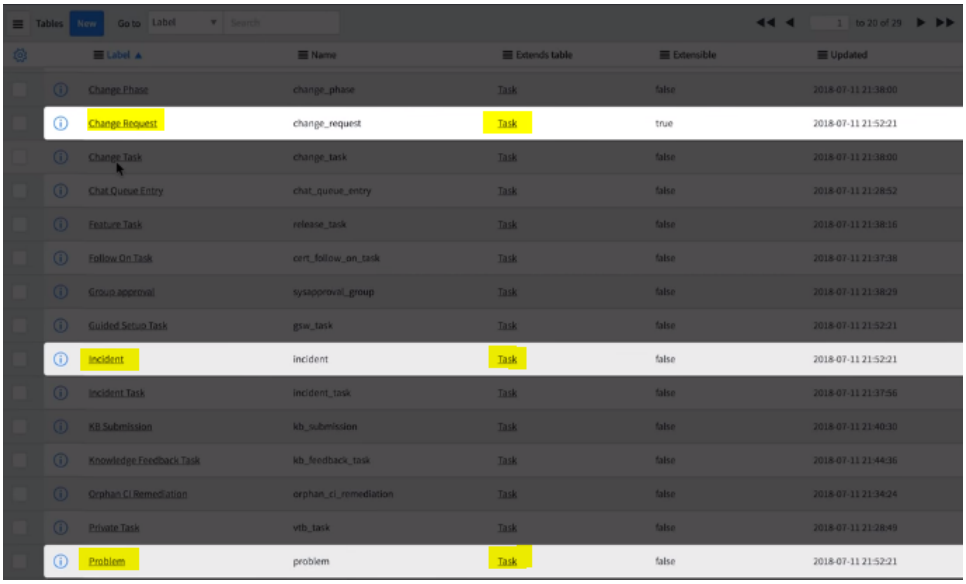
The Task Table is an example of a Parent Class.

The Child Classes of the Task Table are:

-Change Request

-Incident

-Problem



If a table is extended, but does not extend another table, it is a BASE Class. For example, the Task Table:

Table extension is about deriving fields from one table to another, and replicating records.

For example, the Incident, Problem, Change tables use the same fields as the Task table, such as:

-number,

-short description,

-active,

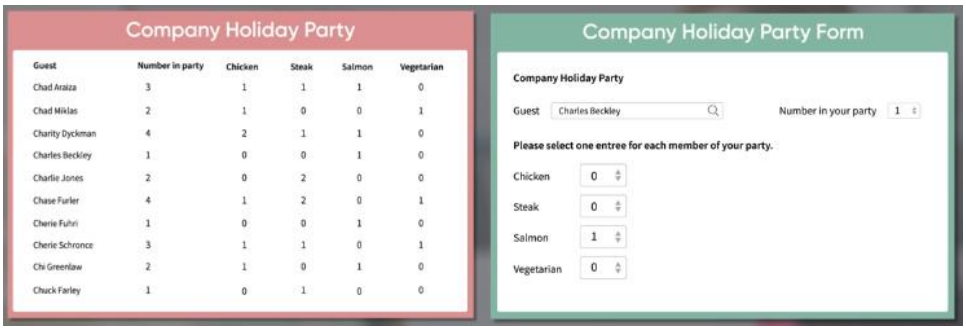
-assigned to,

-state.

Here is an example of a Custome table:

Guest	Number in party	Chicken	Steak	Salmon	Vegetarian
Chad Araiza	3	1	1	1	0
Chad Miklas	2	1	0	0	1
Charity Dyckman	4	2	1	1	0
Charles Beckley	1	0	0	1	0
Charlie Jones	2	0	2	0	0
Chase Furler	4	1	2	0	1
Cherie Fuhri	1	0	0	1	0
Cherie Schronce	3	1	1	0	1
Chi Greenlaw	2	1	0	1	0
Chuck Farley	1	0	1	0	0

A form was used to gather the information of guests attending the Holiday Party:



The Guest field got its value from the Name field on User Table:

Company Holiday Party

Guest	Number in party	Chicken	Steak	Salmon	Vegetarian
Chad Araiza	3	1	1	1	0
Chad Miklas	2	1	0	0	1
Charity Dyckman	4	2	1	1	0
Charles Beckley	1	0	0	1	0
Charlie Jones	2	0	2	0	0
Chase Furler	4	1	2	0	1
Cherie Fuhri	1	0	0	1	0
Cherie Schronce	3	1	1	0	1
Chi Greenlaw	2	1	0	1	0
Chuck Farley	1	0	1	0	0

User table

User ID	Name	Location	Email	Active	Created
chad.araiza	Chad Araiza	Via Nomentana 56, Rome	chad.araiza@example.com	TRUE	2018-02-18 19:04:53
chad.miklas	Chad Miklas		chad.miklas@example.com	TRUE	2018-02-17 19:04:53
charity.dyckman	Charity Dyckman		charity.dyckman@example.com	TRUE	2012-02-17 19:04:50
charles.beckley	Charles Beckley	650 Dennery Road #102, San Diego, CA	charles.beckley@example.com	TRUE	2006-07-11 14:18:51
charlie.jones	Charlie Jones	945 South Birch Street, Glendale, CO	charlie.jones@example.com	TRUE	2006-02-07 14:53:45
chase.furler	Chase Furler		chase.furler@example.com	TRUE	2012-02-17 19:04:52
cherie.fuhri	Cherie Fuhri	Carrera 54 No. 49-31, Medellín	cherie.fuhri@example.com	TRUE	2012-02-17 19:04:49
cherie.schronce	Cherie Schronce	SHS quadra 5, Bloco E., Brasília	cherie.schronce@example.com	TRUE	2012-02-17 19:04:52
chi.greenlaw	Chi Greenlaw	75-85 York Street, Melbourne	chi.greenlaw@example.com	TRUE	2014-02-17 19:04:50
chuck.farley	Chuck Farley	75-85 York Street, Melbourne	chuck.farley@example.com	TRUE	2012-02-17 19:04:50

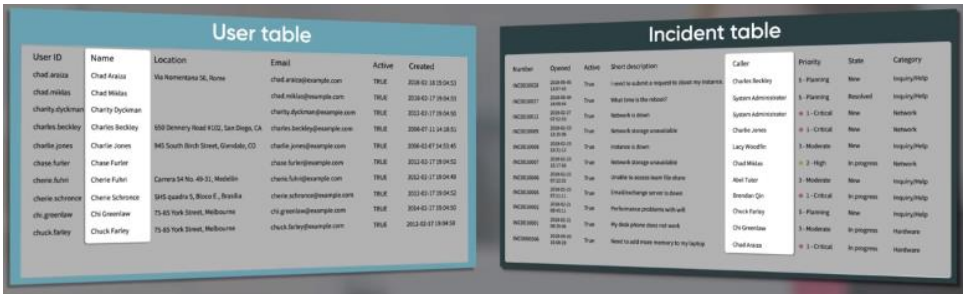
...thus, Guest is a **Reference Field**.

…and the User Table is a **Reference Table**.

…the **Holiday Party table** and the **User table** are called **Related Tables**.

Another example:

The Incident Table contains a Caller field, whose value comes from the User Table :



… so we call the User Table the **Source Table**.

…and we call the Incident Table the **Target Table**.

A **Schema Map** provides a graphic view of relationships among tables: