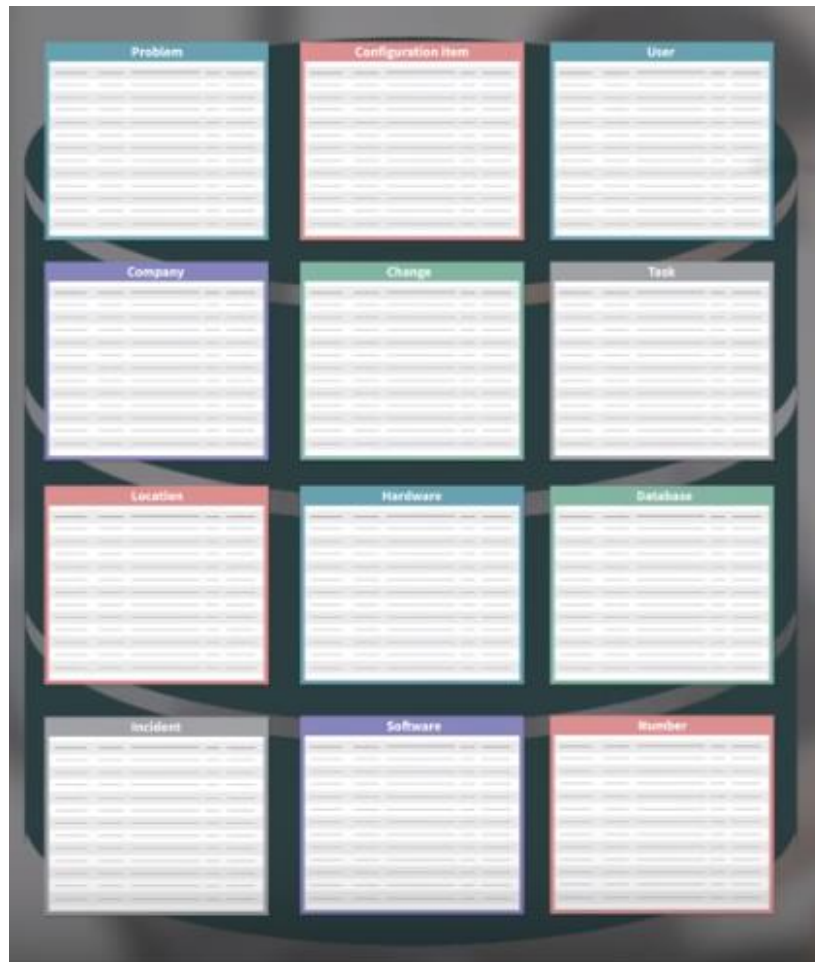


The ServiceNow platform is built on a Relational Database:



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



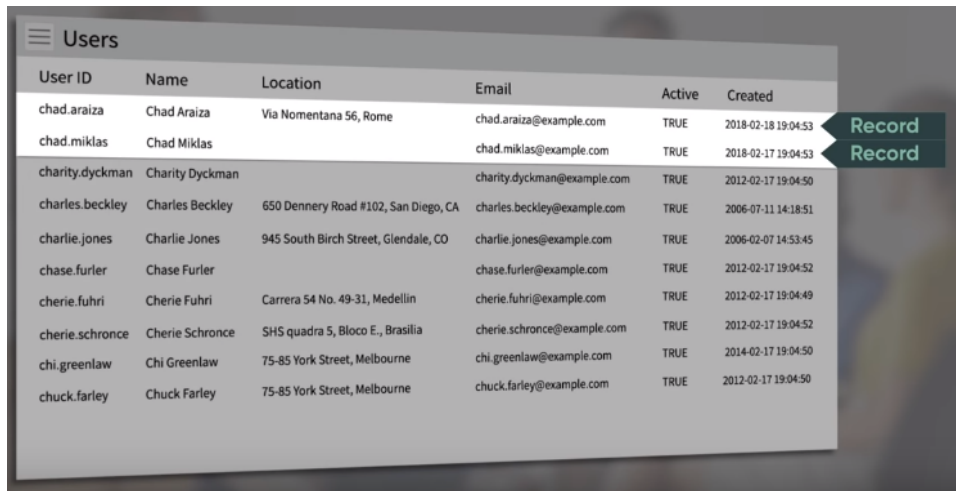
Both data and application functionality are stored on a single platform... the NOW Platform:



... 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

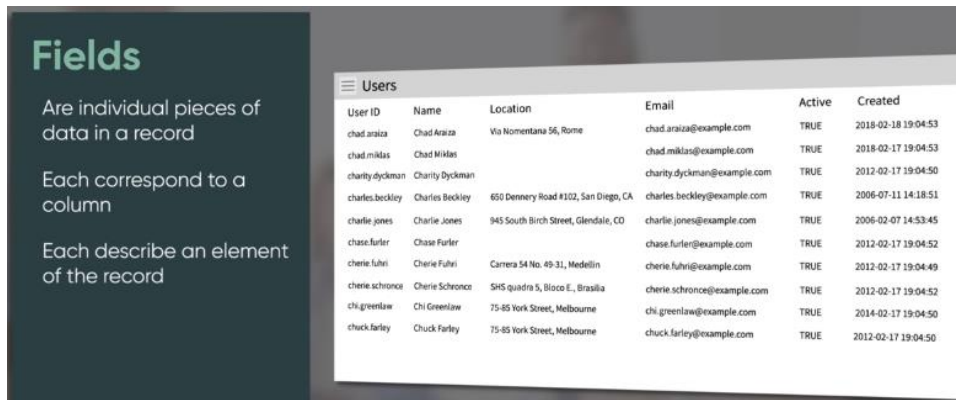


User ID	Name	Location	Email	Active	Created
chad.araiza	Chad Araiza	Via Nomentana 56, Rome	chad.araiza@example.com	TRUE	2018-02-18 19:04:53
chad.miklas	Chad Miklas		chad.miklas@example.com	TRUE	2018-02-17 19:04:53
charity.dyckman	Charity Dyckman		charity.dyckman@example.com	TRUE	2012-02-17 19:04:50
charles.beckley	Charles Beckley	650 Dennerly 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, Medellin	cherie.fuhri@example.com	TRUE	2012-02-17 19:04:49
cherie.schronce	Cherie Schronce	SHS quadra 5, Bloco E., Brasilia	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

... 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,



Fields

Are individual pieces of data in a record

Each correspond to a column

Each describe an element of the record

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 Dennerly 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	Camera 54 No. 49-31, Medellin	cherie.fuhri@example.com	TRUE	2012-02-17 19:04:49
cherie.schronce	Cherie Schronce	SHS quadra 5, Bloco E., Brasilia	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

... each field has a 3 attributes:

- Label
- Dictionary name
- Value

Users					
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 Dennerly 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.fuhr	Cherie Fuhr	Carrera 54 No. 49-31, Medellin	cherie.fuhr@example.com	TRUE	2012-02-17 19:04:49

Label

Is a user-friendly term

Allows people to identify the field in the user interface

Can be localized

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 Dennerly 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.fuhr	Cherie Fuhr	Carrera 54 No. 49-31, Medellin	cherie.fuhr@example.com	TRUE	2012-02-17 19:04:49
cherie.schronce	Cherie Schronce	SHS quadra 5, Bloco E, Brasilia	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

Dictionary name

User ID sys_user.user_name

Name sys_user.name

Location sys_user.location

Email sys_user.email

Active sys_user.active

Created sys_user.sys_created_on

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:

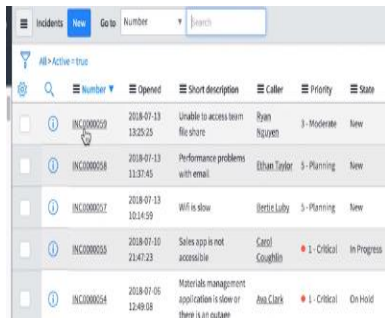
chad.miklas	Chad Miklas		chad.miklas@example.com	TRUE	2018-02-18 19:04:53
charity.dyckman	Charity Dyckman		charity.dyckman@example.com	TRUE	2018-02-17 19:04:53
charles.beckley	Charles Beckley	650 Dennerly Road #102, San Diego, CA	charles.beckley@example.com	TRUE	2006-07-11 14:18:51
charlie.jones	Charlie 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.fuhr	Cherie Fuhr	Carrera 54 No. 49-31, Medellin	cherie.fuhr@example.com	TRUE	2012-02-17 19:04:49
cherie.schronce	Cherie Schronce	SHS quadra 5, Bloco E, Brasilia	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

Value

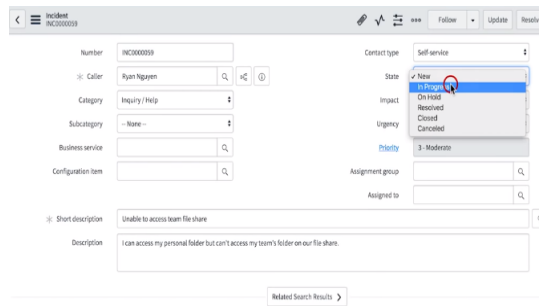
Actual data

May be empty, or null

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



	Number	Opened	Short description	Caller	Priority	State
<input type="checkbox"/>	INC0000029	2018-07-13 13:25:25	Unable to access team file share	Ryan Nguyen	3 - Moderate	New
<input type="checkbox"/>	INC0000038	2018-07-13 11:37:45	Performance problems with email	Elhan Taylor	3 - Planning	New
<input type="checkbox"/>	INC0000027	2018-07-13 10:14:59	Wifi is slow	Bertie Luby	3 - Planning	New
<input type="checkbox"/>	INC0000033	2018-07-10 21:47:23	Sales app is not accessible	Carol Coughlin	1 - Critical	In Progress
<input type="checkbox"/>	INC0000024	2018-07-05 12:49:08	Materials management application is slow or there is an outage	Asha Clark	1 - Critical	On Hold



Incident INC0000038

Number: INC0000038

Caller: Ryan Nguyen

Category: Inquiry / Help

Subcategory: -- None --

Business service:

Configuration item:

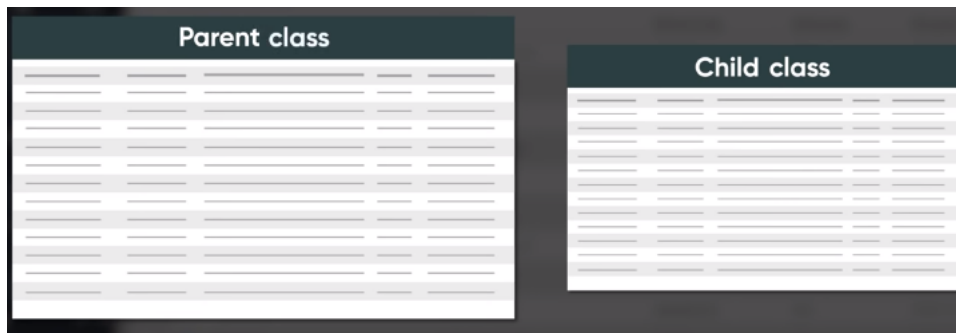
Short description: Unable to access team file share

Description: I can access my personal folder but can't access my team's folder on our file share.

Related Search Results >

State dropdown menu options: New, On Hold, Resolved, Closed, Cancelled

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

Label	Name	Extends table	Extensible	Updated
Change Phase	change_phase	Task	false	2018-07-11 21:38:00
Change Request	change_request	Task	true	2018-07-11 21:52:21
Change Task	change_task	Task	false	2018-07-11 21:38:00
Chat Queue Entry	chat_queue_entry	Task	false	2018-07-11 21:28:52
Feature Task	release_task	Task	false	2018-07-11 21:38:16
Follow Up Task	cert_follow_up_task	Task	false	2018-07-11 21:37:38
Sitout Approval	sysapproval_group	Task	false	2018-07-11 21:38:29
Guided Setup Task	gsw_task	Task	false	2018-07-11 21:52:21
Incident	incident	Task	false	2018-07-11 21:52:21
Incident Task	incident_task	Task	false	2018-07-11 21:37:56
KB Submission	kb_submission	Task	false	2018-07-11 21:40:30
Knowledge Feedback Task	kb_feedback_task	Task	false	2018-07-11 21:44:36
Orphan CI Remediation	orphan_ci_remediation	Task	false	2018-07-11 21:34:24
Private Task	vtb_task	Task	false	2018-07-11 21:38:49
Problem	problem	Task	false	2018-07-11 21:52:21

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

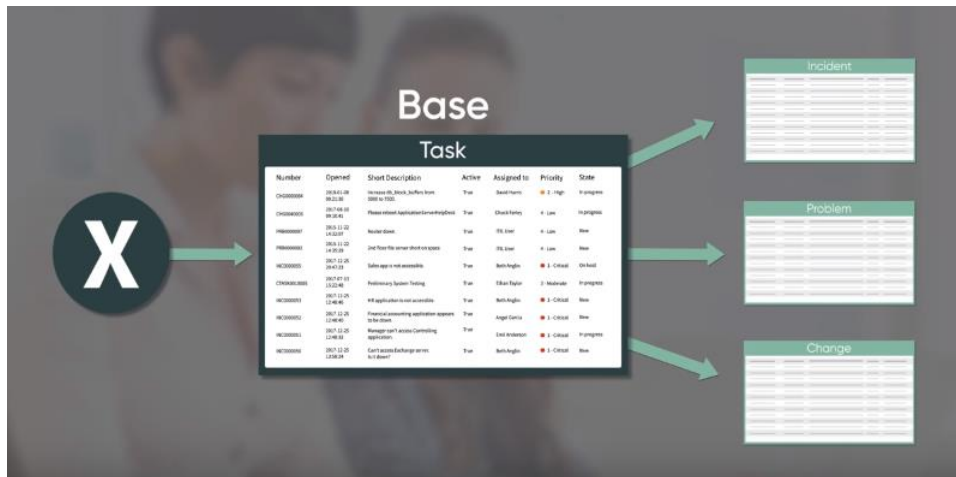


Table extension is about deriving fields from one table to another, and replicating records.

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 Custom table:

Custom tables					
Are created by system administrators					
Do not exist in the base system					

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

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

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

Company Holiday Party Form					
Company Holiday Party					
Guest	Charles Beckley		Number in your party	1	
Please select one entree for each member of your party.					
Chicken		0			
Steak		0			
Salmon		1			
Vegetarian		0			

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 Ariza	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.ariza	Chad Ariza	Via Normentana St, Rome	chad.ariza@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	600 Denney Road #102, San Diego, CA	charles.beckley@example.com	TRUE	2009-07-11 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	Carerra 34 No. 49-31, Medellin	cherie.fuhri@example.com	TRUE	2012-02-17 19:04:49
cherie.schronce	Cherie Schronce	345 quadra 5, Bloco E., Brasilia	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 :

User table					
User ID	Name	Location	Email	Active	Created
chad.ross	Chad Ross	46 Nomenkwa St, Rome	chad.ross@example.com	TRUE	2018-02-18 15:04:53
chad.willies	Chad Willies		chad.willies@example.com	TRUE	2018-02-17 18:04:51
charley.dykeman	Charley Dykeman		charley.dykeman@example.com	TRUE	2018-02-17 18:04:51
charles.beckley	Charles Beckley	850 Denberry Road #102, San Diego, CA	charles.beckley@example.com	TRUE	2008-07-11 14:18:51
charlie.jones	Charlie Jones	985 South Birch Street, Colorado, CO	charlie.jones@example.com	TRUE	2008-02-07 14:15:45
chase.furber	Chase Furber		chase.furber@example.com	TRUE	2018-02-17 18:04:52
cherie.fuhrer	Cherie Fuhrer	Camera 54 No. 49-21, Medellin	cherie.fuhrer@example.com	TRUE	2018-02-17 18:04:48
cherie.schroeder	Cherie Schroeder	595 Quadra 5, Block F, Brasilia	cherie.schroeder@example.com	TRUE	2018-02-17 18:04:52
chi.greenlaw	Chi Greenlaw	75-85 York Street, Melbourne	chi.greenlaw@example.com	TRUE	2018-02-17 18:04:50
chuck.farley	Chuck Farley	75-85 York Street, Melbourne	chuck.farley@example.com	TRUE	2018-02-17 18:04:50

Incident table								
Number	Opened	Active	Short Description	Caller	Priority	Status	Category	
INC000028	2018-06-04 14:00:00	True	I need to submit a request to down my instance	Charles Beckley	3 - Planning	New	Inquiry/Help	
INC000007	2018-06-04 08:00:00	True	What time is the reboot?	System Administrator	3 - Planning	Resolved	Inquiry/Help	
INC000012	2018-02-07 08:00:00	True	Network is down	System Administrator	4 - 1 - Critical	New	Network	
INC000008	2018-02-07 08:00:00	True	Network storage unavailable	Charles Jones	4 - 1 - Critical	New	Network	
INC000008	2018-02-07 08:00:00	True	Instance is down	Larry Woodfin	3 - Moderate	New	Inquiry/Help	
INC000007	2018-02-07 08:00:00	True	Network storage unavailable	Chad Willies	3 - High	In progress	Network	
INC000006	2018-02-07 08:00:00	True	Unable to access team file share	Abel Tabor	3 - Moderate	New	Inquiry/Help	
INC000006	2018-02-07 08:00:00	True	Unable to exchange server to share	Brendan Qin	4 - 1 - Critical	In progress	Inquiry/Help	
INC000002	2018-02-07 08:00:00	True	Performance problems with web	Chuck Farley	3 - Planning	New	Inquiry/Help	
INC000001	2018-02-07 08:00:00	True	My Black phone does not work	Chi Greenlaw	3 - Moderate	In progress	Hardware	
INC000004	2018-02-07 08:00:00	True	Need to add more memory to my laptop	Chad Ross	4 - 1 - Critical	In progress	Hardware	

... 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:

