REVATURE

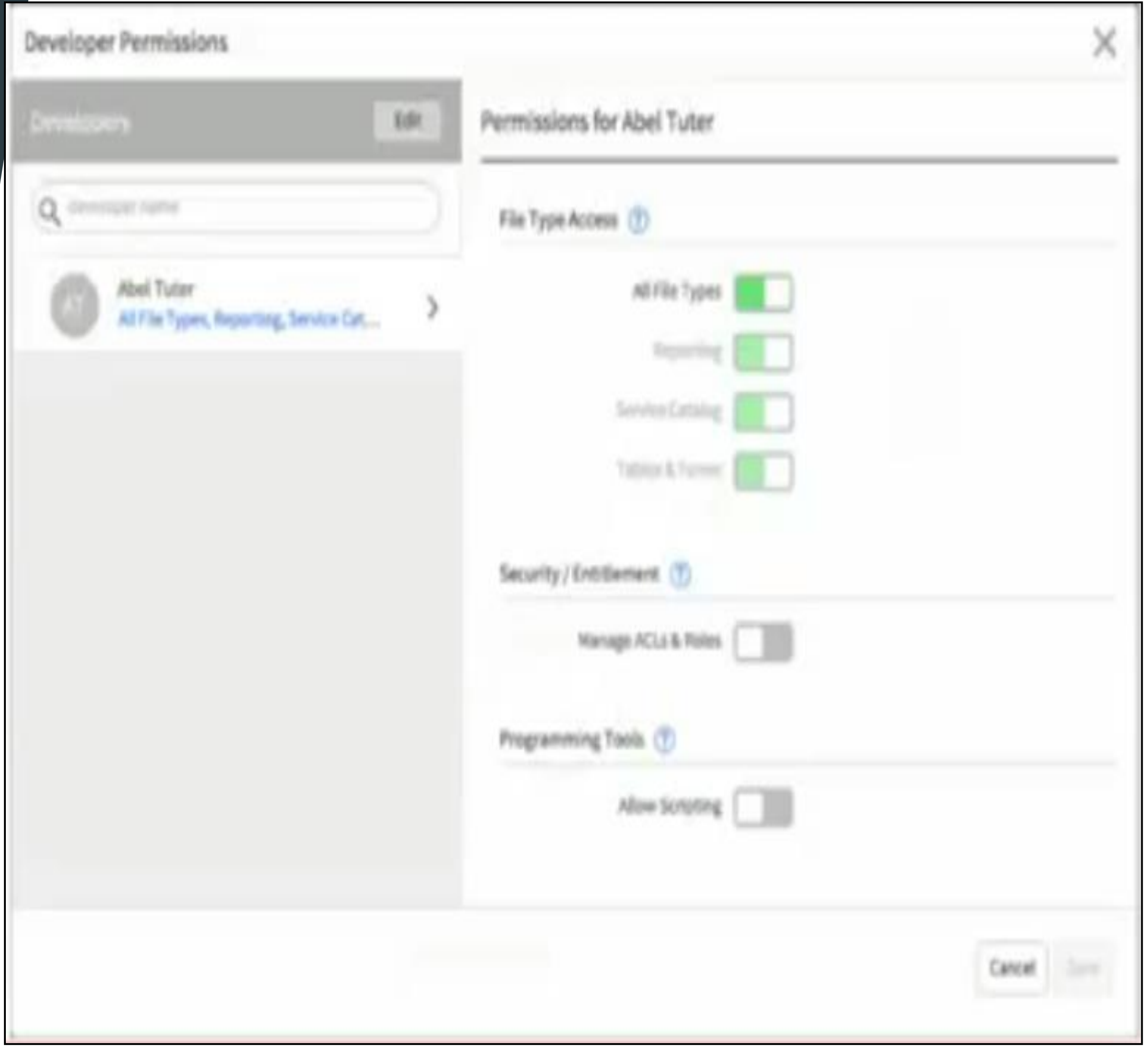
SERVICENOW OVERVIEW

REVATURE

ServiceNow – Webservices

Delegated Development

- Delegated development entitles non development administrators to develop applications on ServiceNow platform
- Administrators can use Studio to manage development users and application content they can access.
- Delegated role basically is providing access to application to users for development activities
- Role : delegated_developer,roles starting with sn_dd
- Only admin can give delegated role and delegated developer cannot add admin



Developer Permissions

Abel Tuter
All File Types, Reporting, Service Cat...

Permissions for Abel Tuter

File Type Access

All File Types ●
Reporting ●
Service Catalog ●
Tables & Forms ●

Security / Entitlement

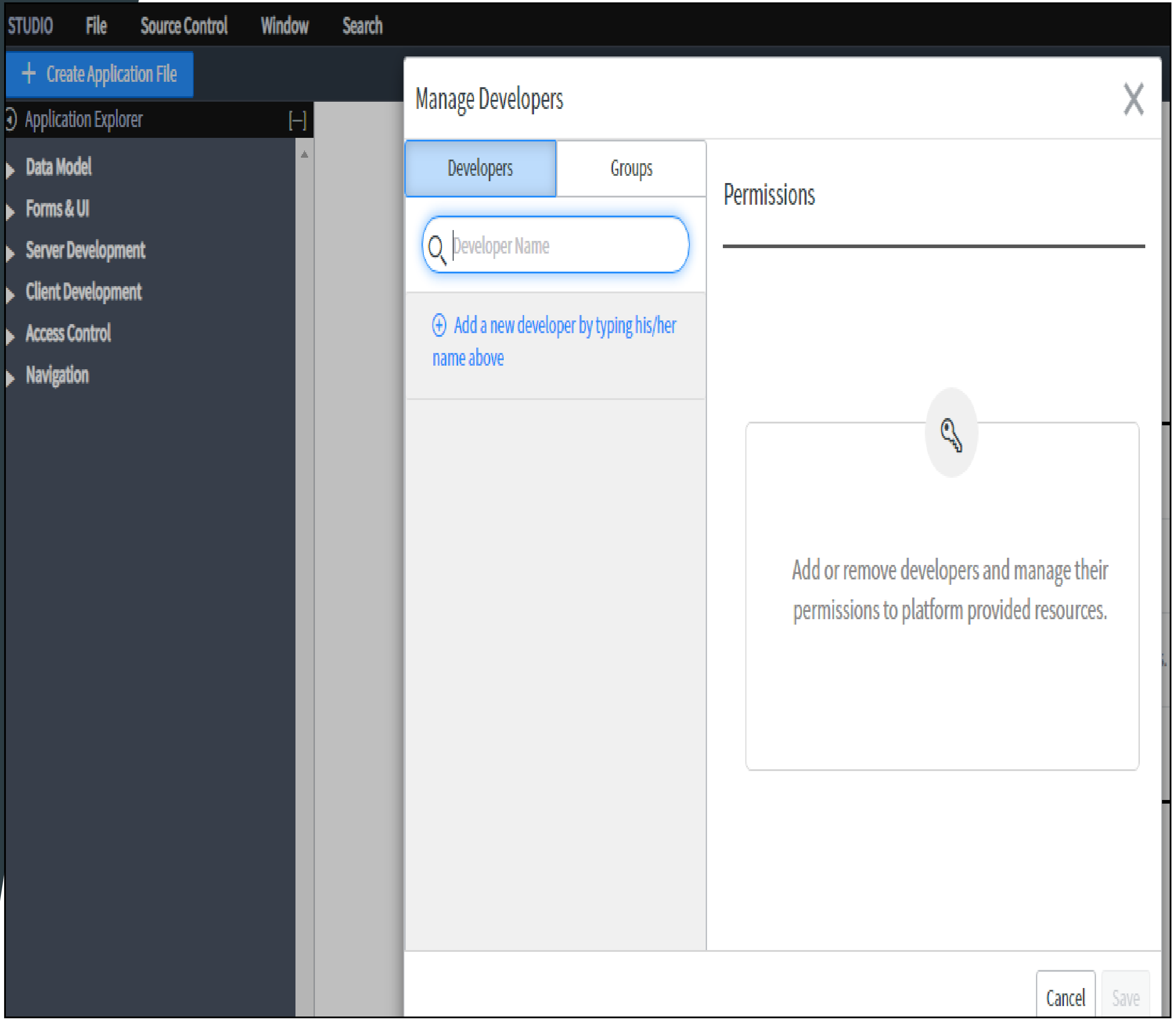
Manage ACLs & Roles ○

Programming Tools

Allow Scripting ○

Delegated Development

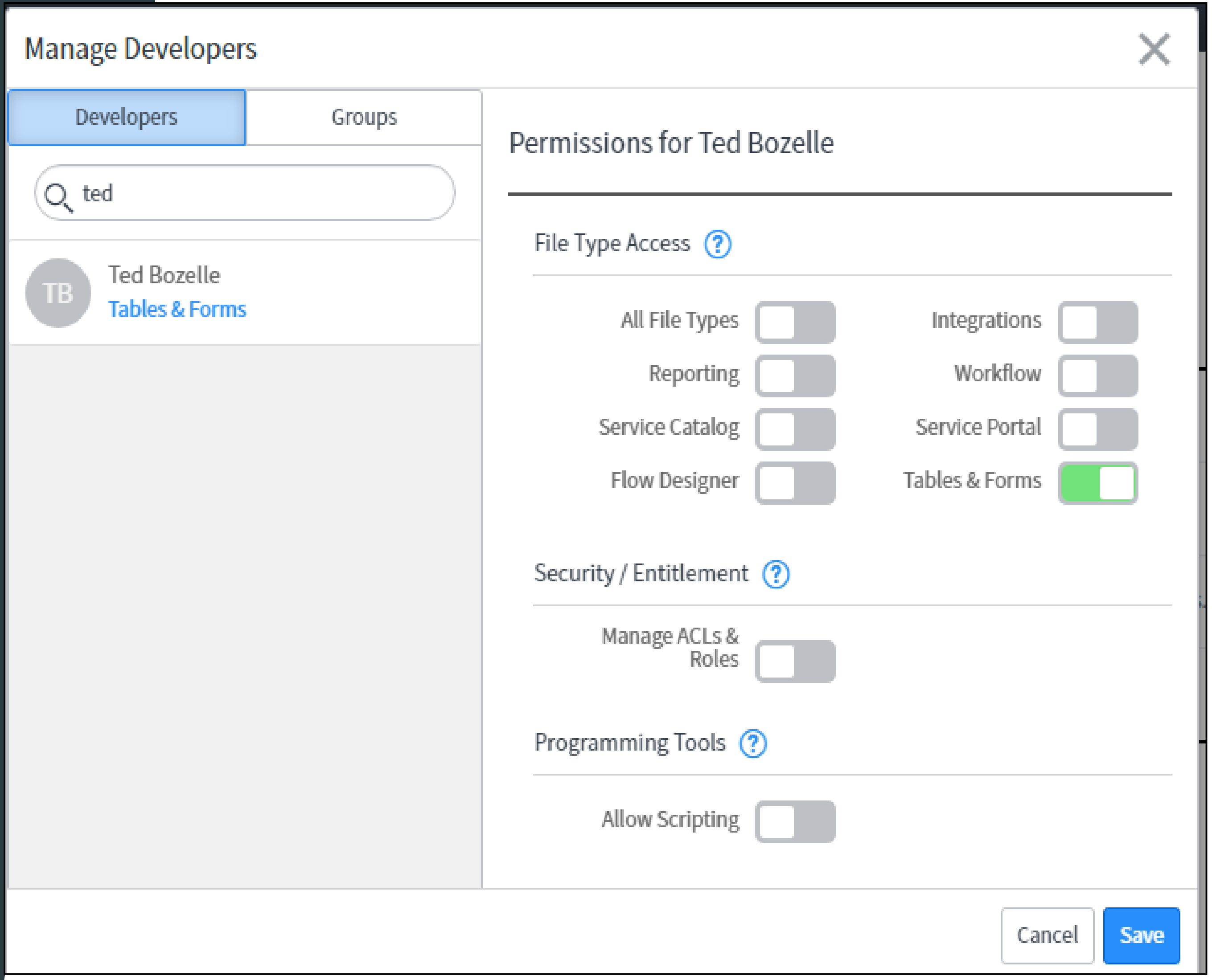
- Navigate to Studio and Load Needit application
- Go to File→Manage Developers



Add or remove developers and manage their permissions to platform provided resources.

Delegated Development

- Search for Ted Bozelle and assign him File Type Access → Tables & Forms.
- He is IT manager but has not written a piece of code and would not want him to mess around with business rules,Script includes or client scripts.Thats the permission he would deserve.
- Save it



Manage Developers

ted

Ted Bozelle
Tables & Forms

Permissions for Ted Bozelle

File Type Access

All File Types	☐	Integrations	☐
Reporting	☐	Workflow	☐
Service Catalog	☐	Service Portal	☐
Flow Designer	☐	Tables & Forms	☑

Security / Entitlement

Manage ACLs & Roles ☐

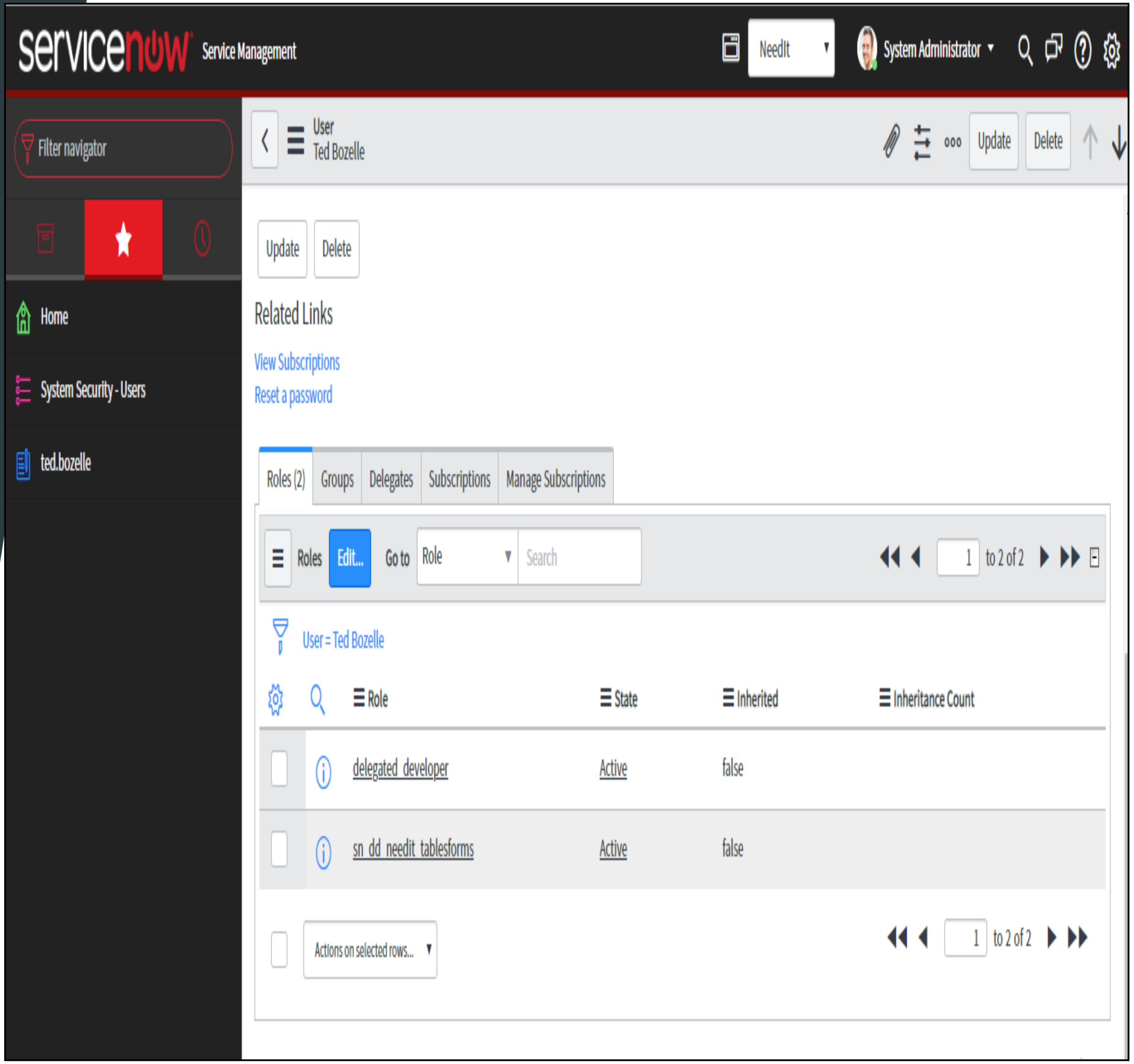
Programming Tools

Allow Scripting ☐

Delegated Development

- Navigating to users ,putting

  Ted and making him favourites.
- We can observe roles being assigned to the particular user
- If we try to impersonate we will not be able get scoped application access data i.e he cannot test his changes done to the record as he would not have read access.Hence we need to provide him another role.

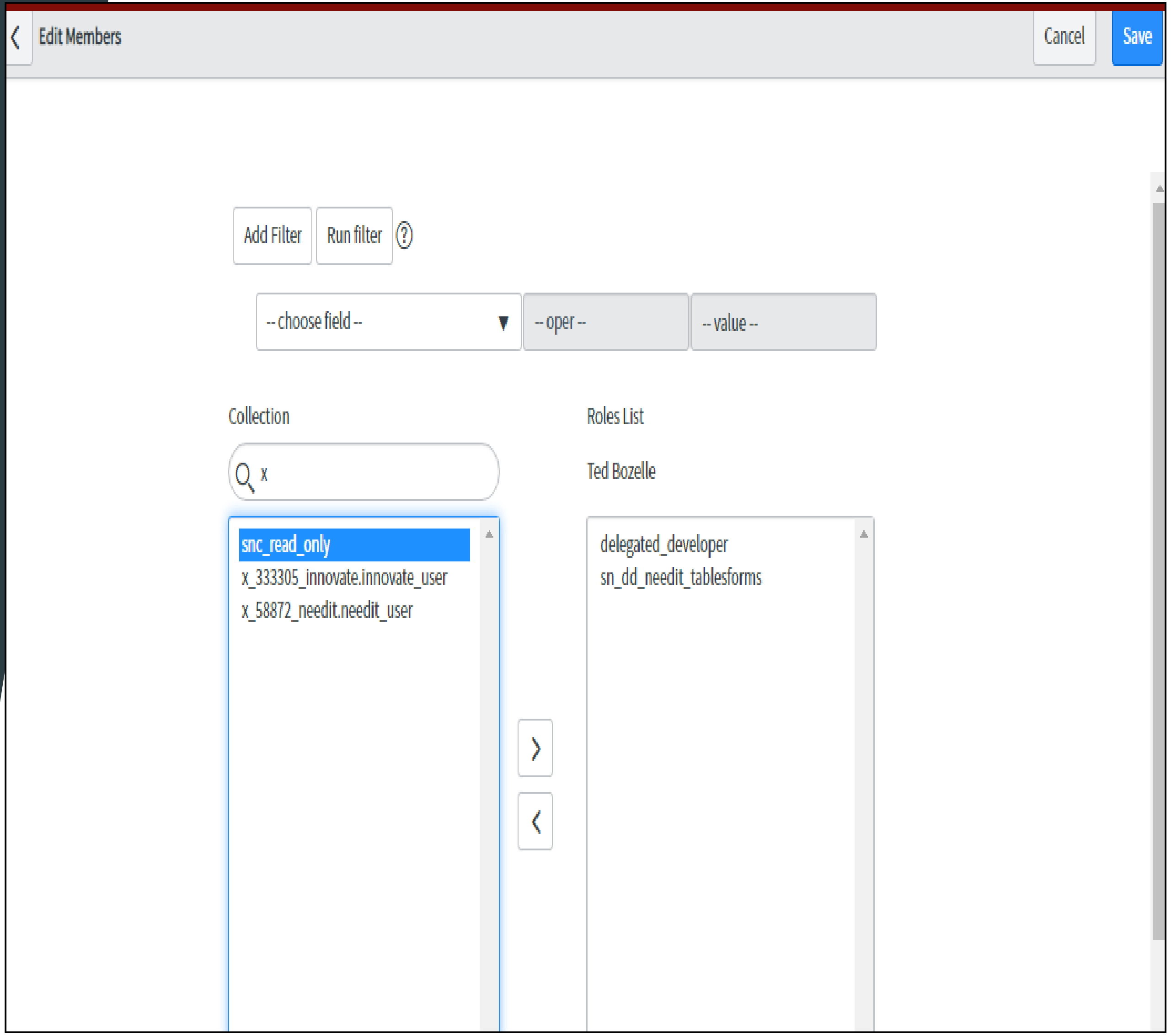


User = Ted Bozelle

Role	State	Inherited	Inheritance Count
delegated_developer	Active	false	
sn_dd_needit_tablesforms	Active	false	

Delegated Development

- Hence grant him role to app user itself to give application and data access



Edit Members

Cancel

Save

Add Filter

Run filter

-- choose field --

-- oper --

-- value --

Collection

x

snc_read_only

x_333305_innovate.innovate_user

x_58872_needit.needit_user

Roles List

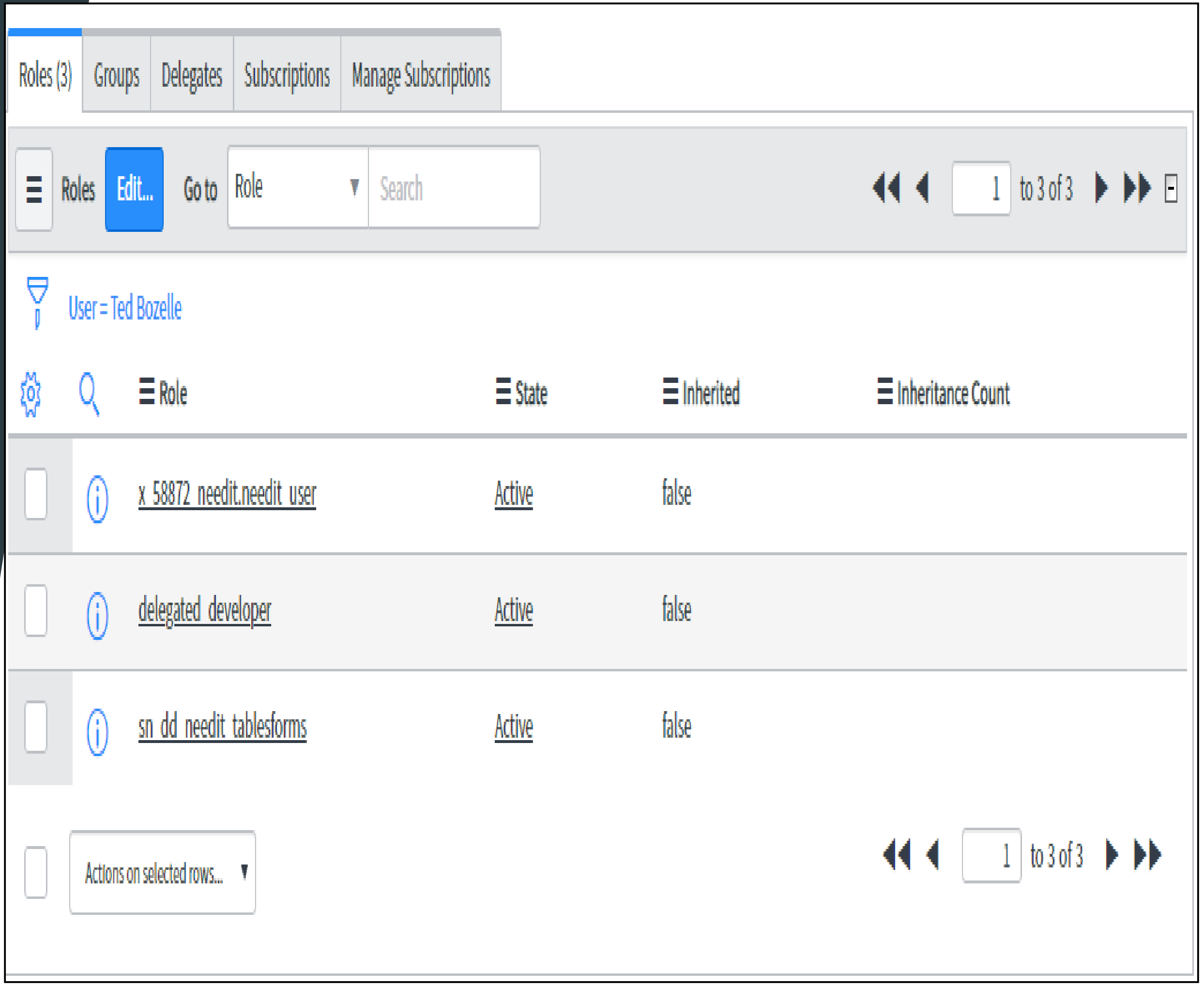
Ted Bozelle

delegated_developer

sn_dd_needit_tablesforms

Delegated Development

- Thus the user will have 2 delegated developer roles and application & data access role.

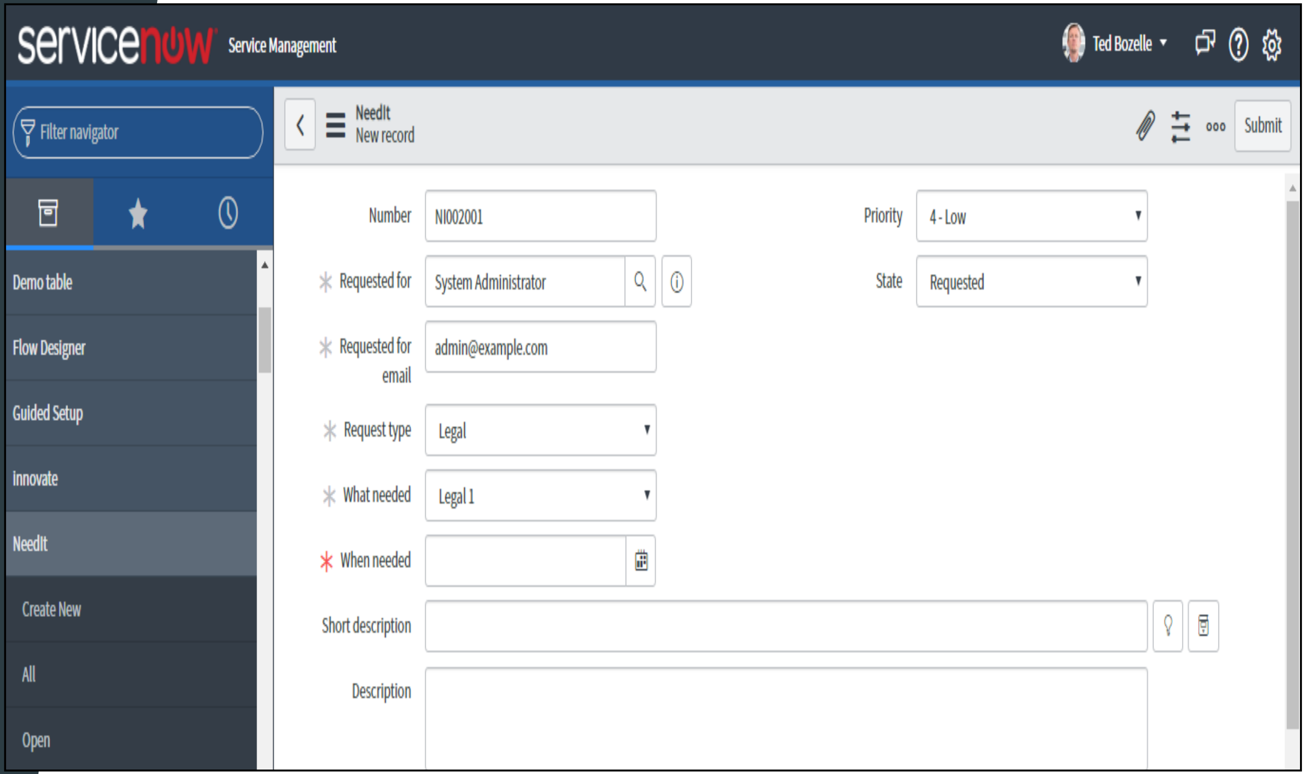


User = Ted Bozelle

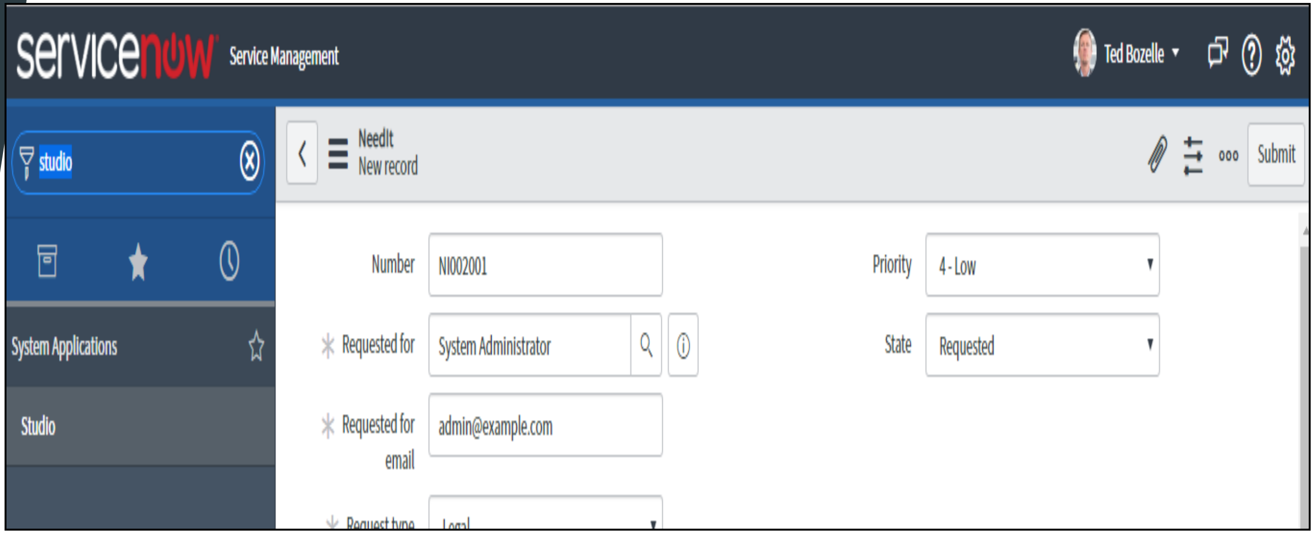
Role	State	Inherited	Inheritance Count
x_58872_needit.needit_user	Active	false	
delegated_developer	Active	false	
sn_dd_needit_tablesforms	Active	false	

Delegated Development

- Now impersonate user to Ted.
- Ted now has access to Needit application where he can read records.
- He would also get access to Studio where he has access to only that application.



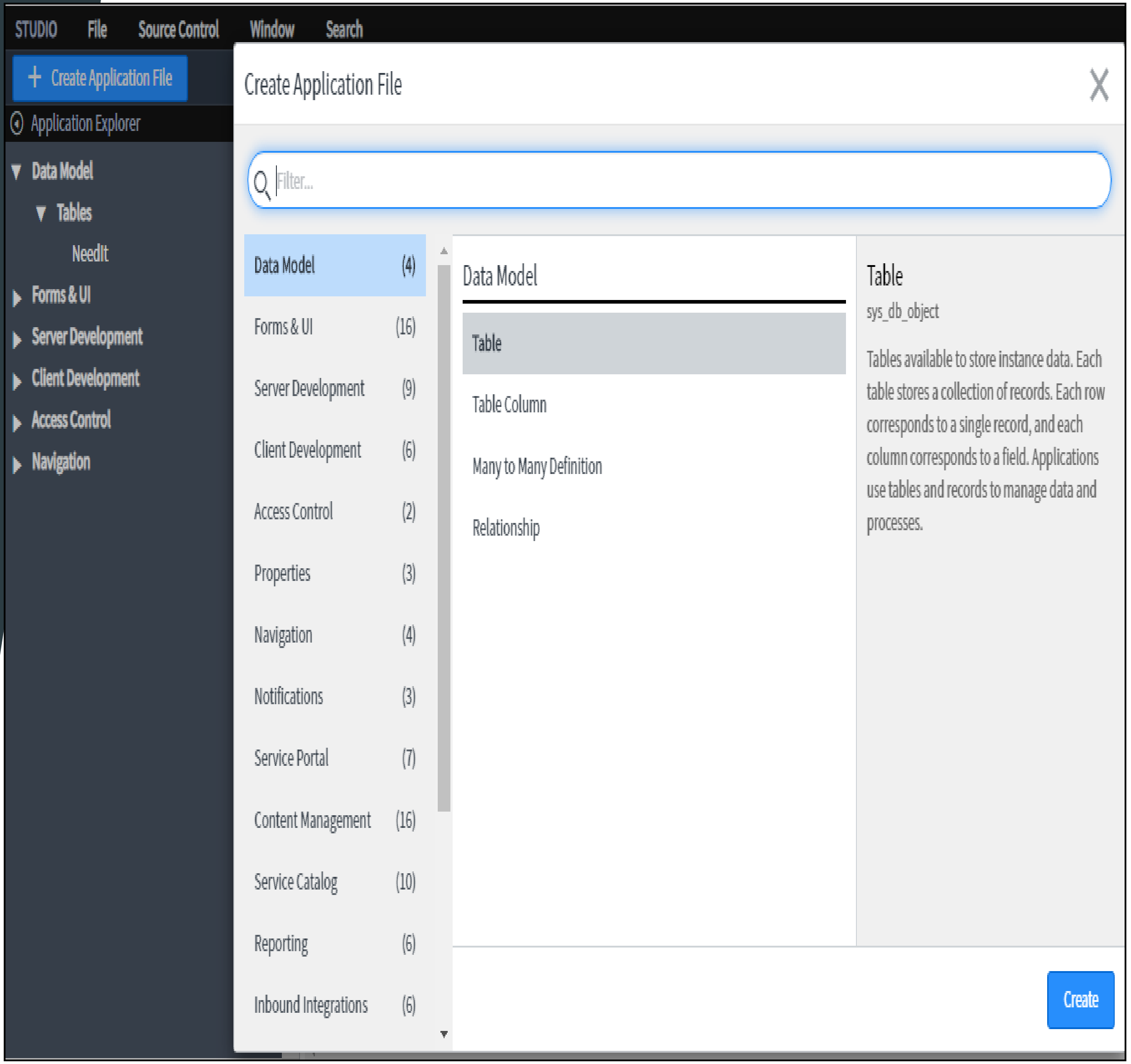
Number	NI002001
* Requested for	System Administrator
* Requested for email	admin@example.com
* Request type	Legal
* What needed	Legal 1
* When needed	
Short description	
Description	
Priority	4 - Low
State	Requested



Number	NI002001
* Requested for	System Administrator
* Requested for email	admin@example.com
* Request type	Legal
Priority	4 - Low
State	Requested

Delegated Development

- Ted can now create a new Table and lets name it



Create Application File

Data Model	(4)
Forms & UI	(16)
Server Development	(9)
Client Development	(6)
Access Control	(2)
Properties	(3)
Navigation	(4)
Notifications	(3)
Service Portal	(7)
Content Management	(16)
Service Catalog	(10)
Reporting	(6)
Inbound Integrations	(6)

Data Model

- Table
- Table Column
- Many to Many Definition
- Relationship

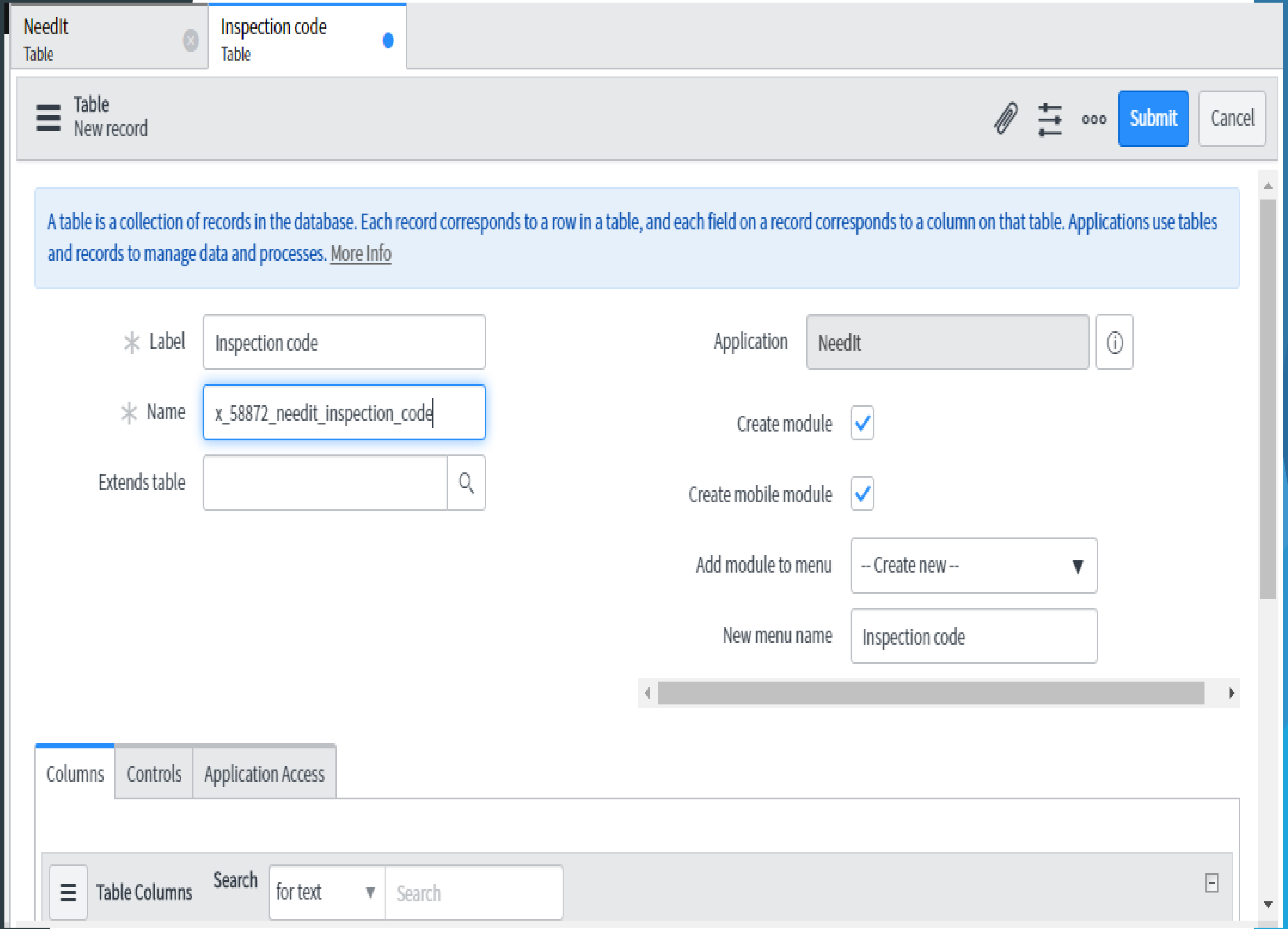
Table

sys_db_object

Tables available to store instance data. Each table stores a collection of records. Each row corresponds to a single record, and each column corresponds to a field. Applications use tables and records to manage data and processes.

Delegated Development

- Label: Inspection code
- Application scope is created .Copy it



A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. More Info

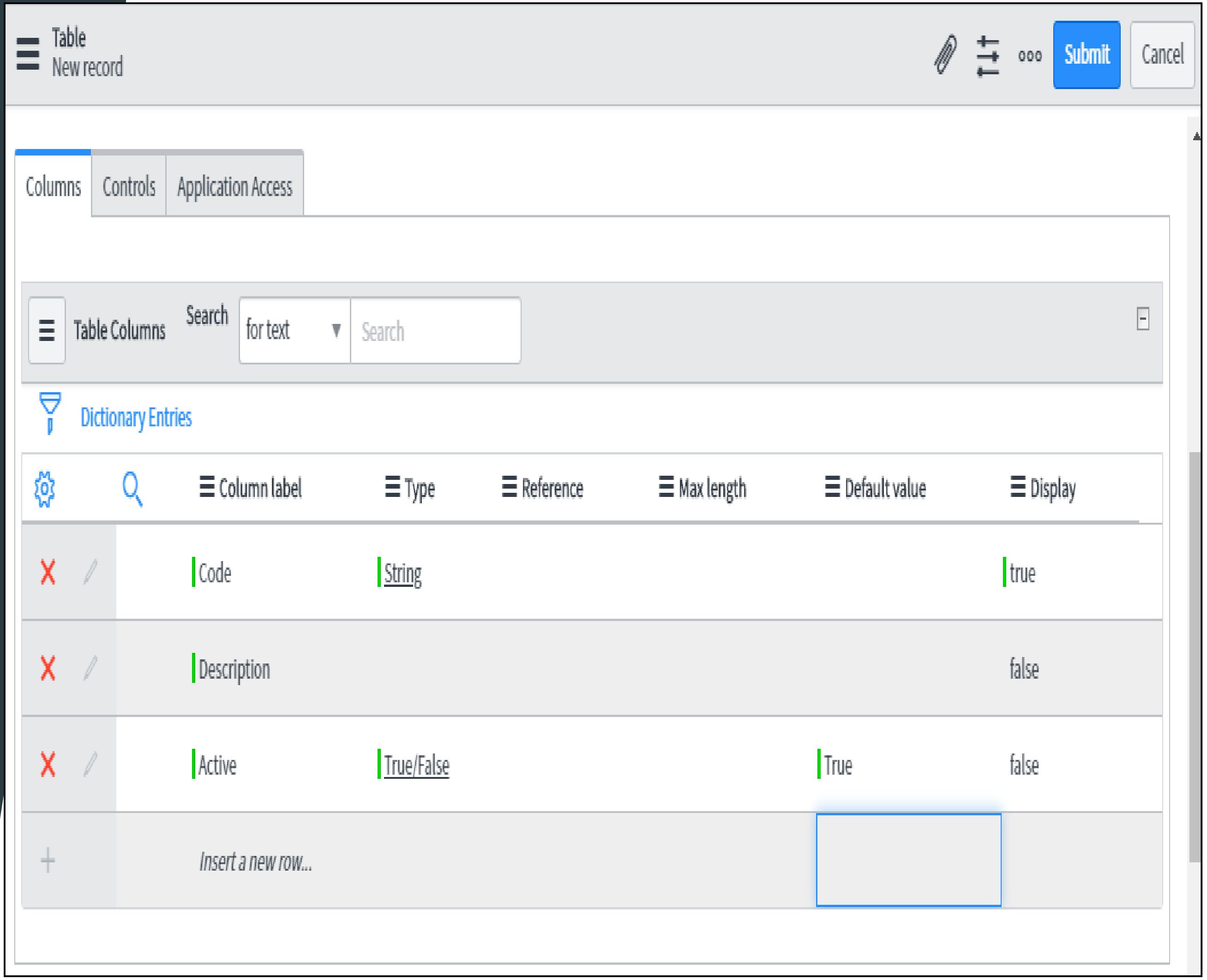
* Label	Inspection code	Application	NeedIt
* Name	x_58872_needit_inspection_code	Create module	☑
Extends table		Create mobile module	☑
		Add module to menu	-- Create new --
		New menu name	Inspection code

Delegated Development

- Create 3 simple fields on table Code,Description and Active.
- Code : String ,Display :True

  Description

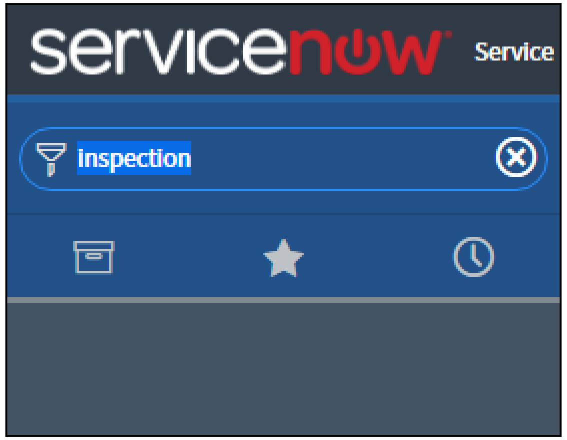
  Active : True/False,Default value:True
- Submit it



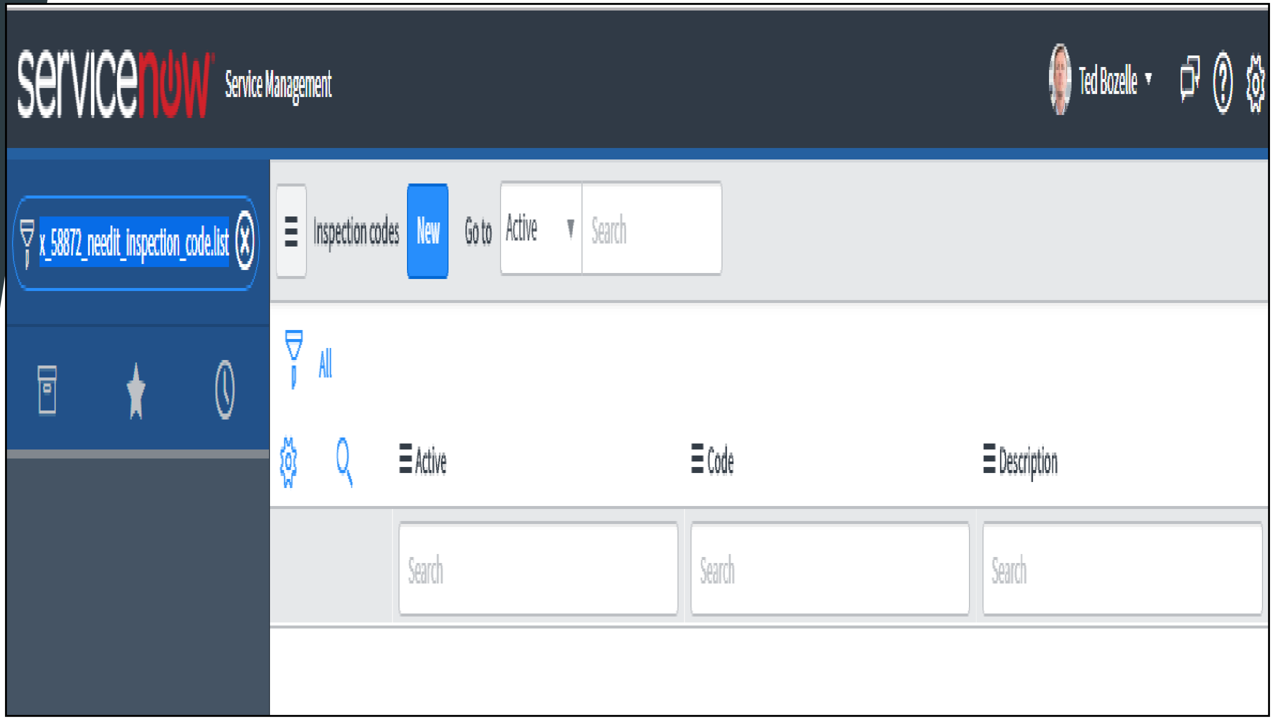
Column label	Type	Reference	Max length	Default value	Display
Code	String				true
Description					false
Active	True/False			True	false

Delegated Development

- If we observe Ted would not have access to view the table from Navigator.
- Now go to x_58872_needit_inspection_code.list
- Create new Inspection code



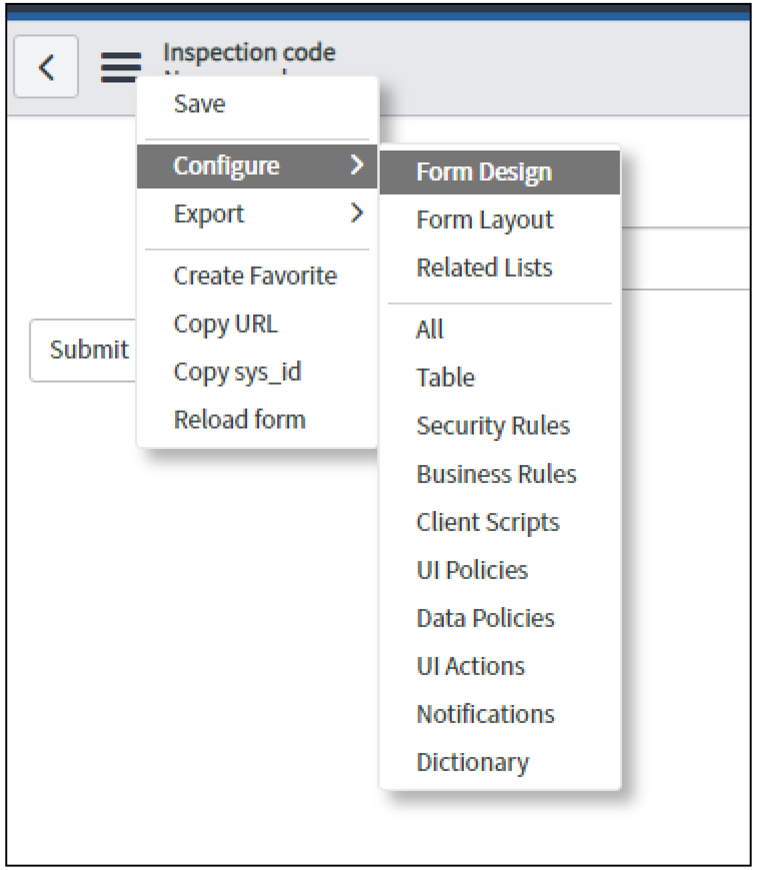
inspection

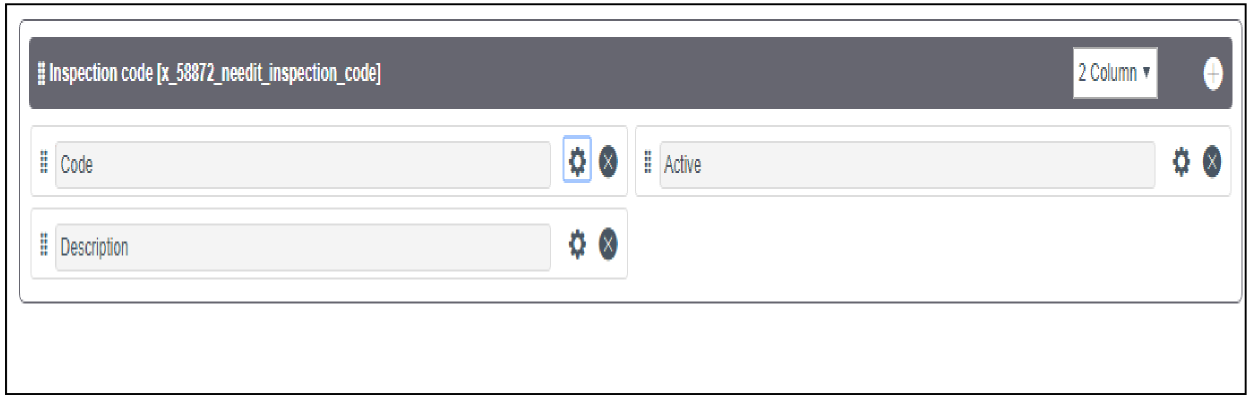


x_58872_needit_inspection_code.list

Delegated Development

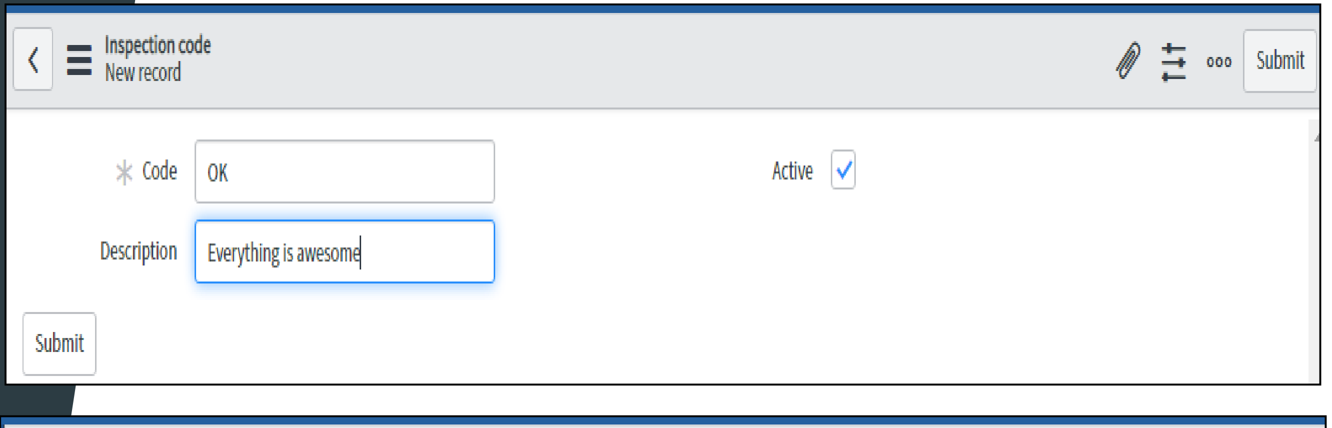
- Configure the form design
- Rearrange the fields and make Code mandatory field



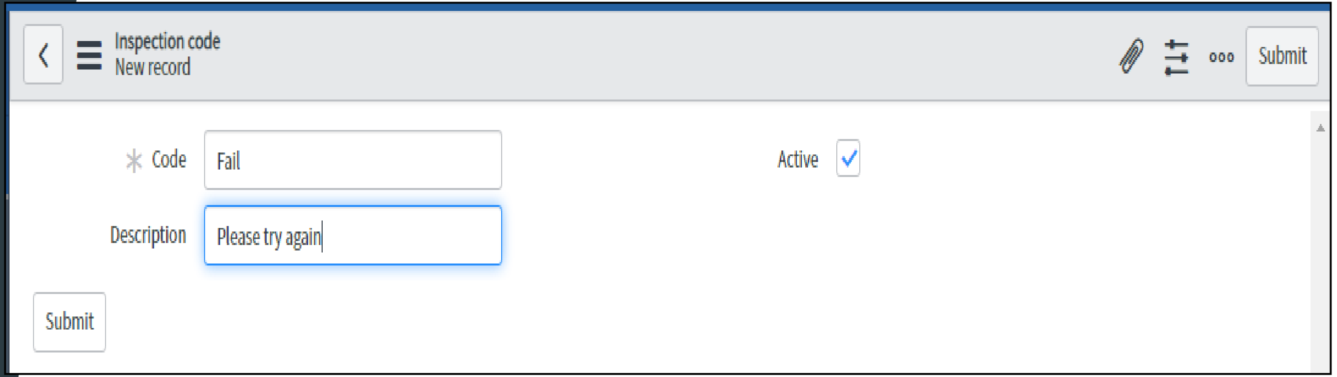


Delegated Development

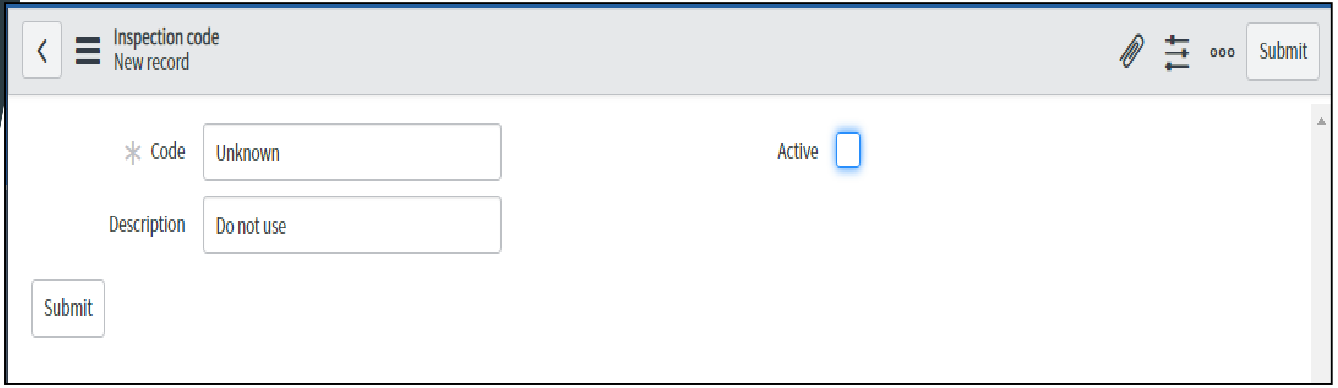
- **In the configured form add records**


Inspection code
New record

* Code: OK
Active: ☑
Description: Everything is awesome


Inspection code
New record

* Code: Fail
Active: ☑
Description: Please try again


Inspection code
New record

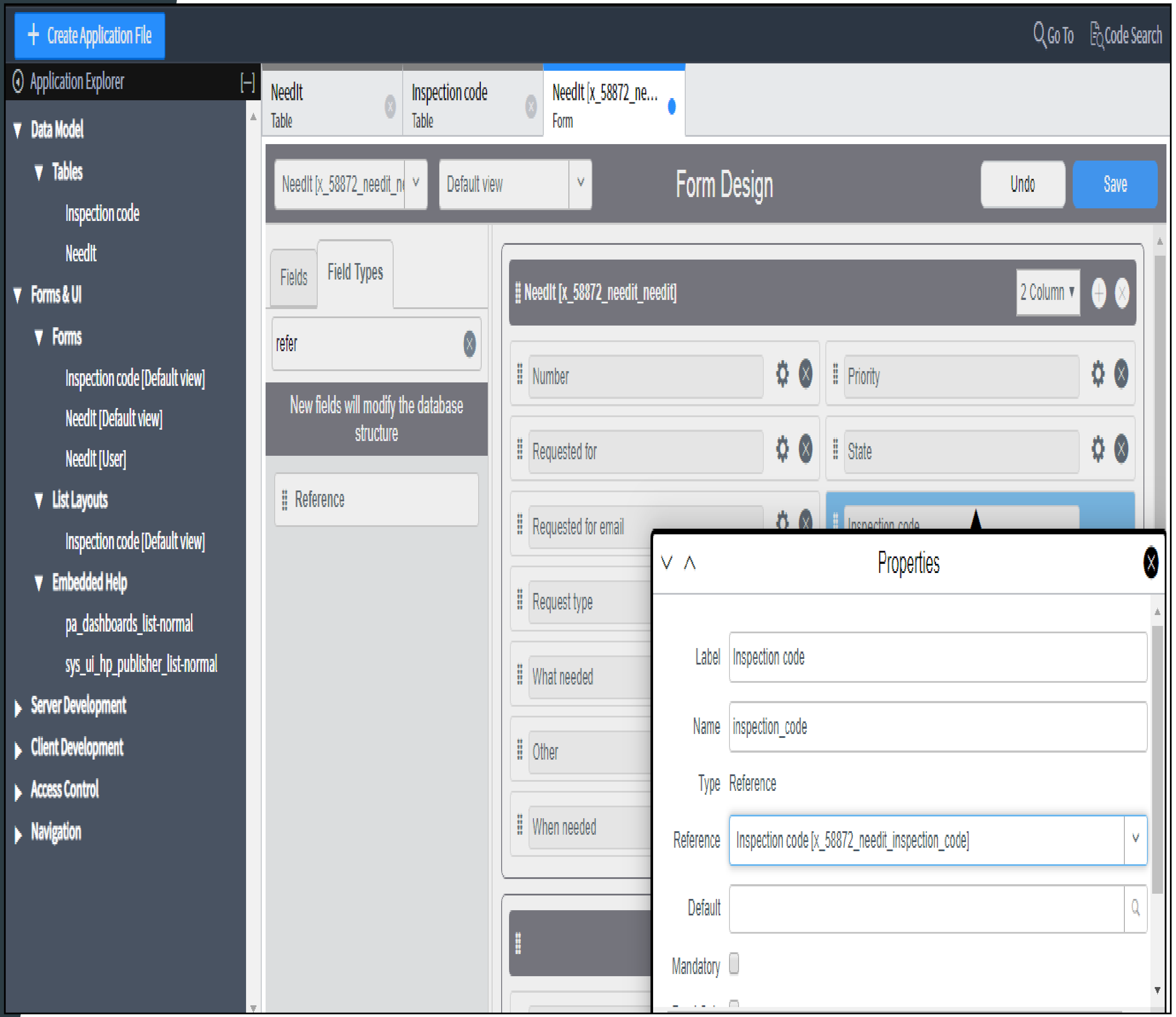
* Code: Unknown
Active: □
Description: Do not use

Delegated Development

- Now lets reference the field from the Needit form
- In studio navigate to Forms →Needit[Default view]
- Create a reference field with Label:inspection code

  Name:inspection_code

  Reference : Inspection code
- Save the Form



Label: Inspection code

Name: inspection_code

Type: Reference

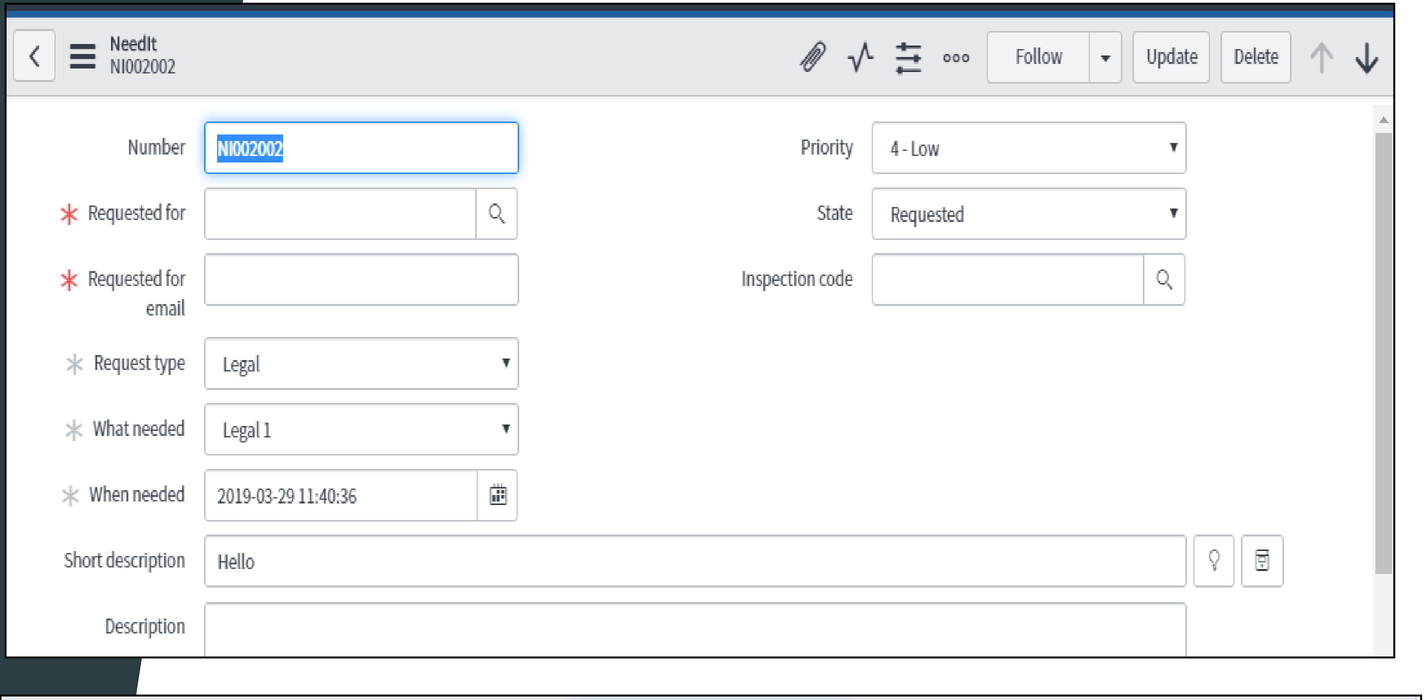
Reference: Inspection code [x_58872_needit_inspection_code]

Default:

Mandatory ☐

Delegated Development

- Reload the needit form and we can observe Inspection code field referenced.
- We see all fields referenced
- We will now include reference qualifier



Number: NI002002

* Requested for:

* Requested for email:

* Request type: Legal

* What needed: Legal 1

* When needed: 2019-03-29 11:40:36

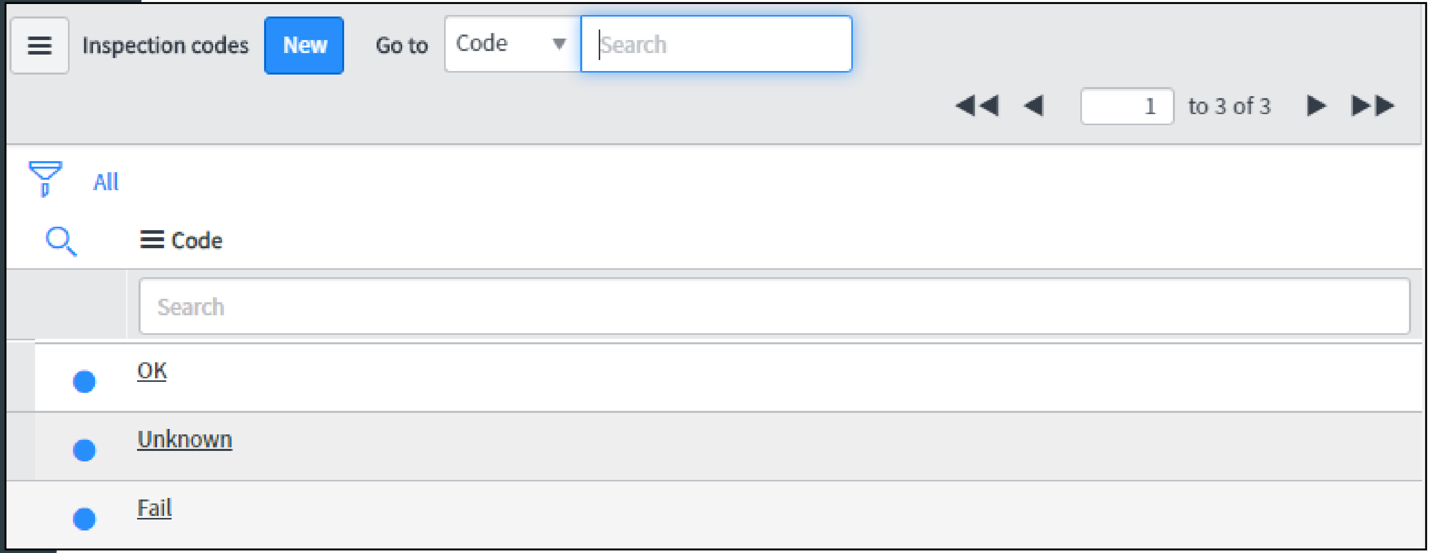
Short description: Hello

Description:

Priority: 4 - Low

State: Requested

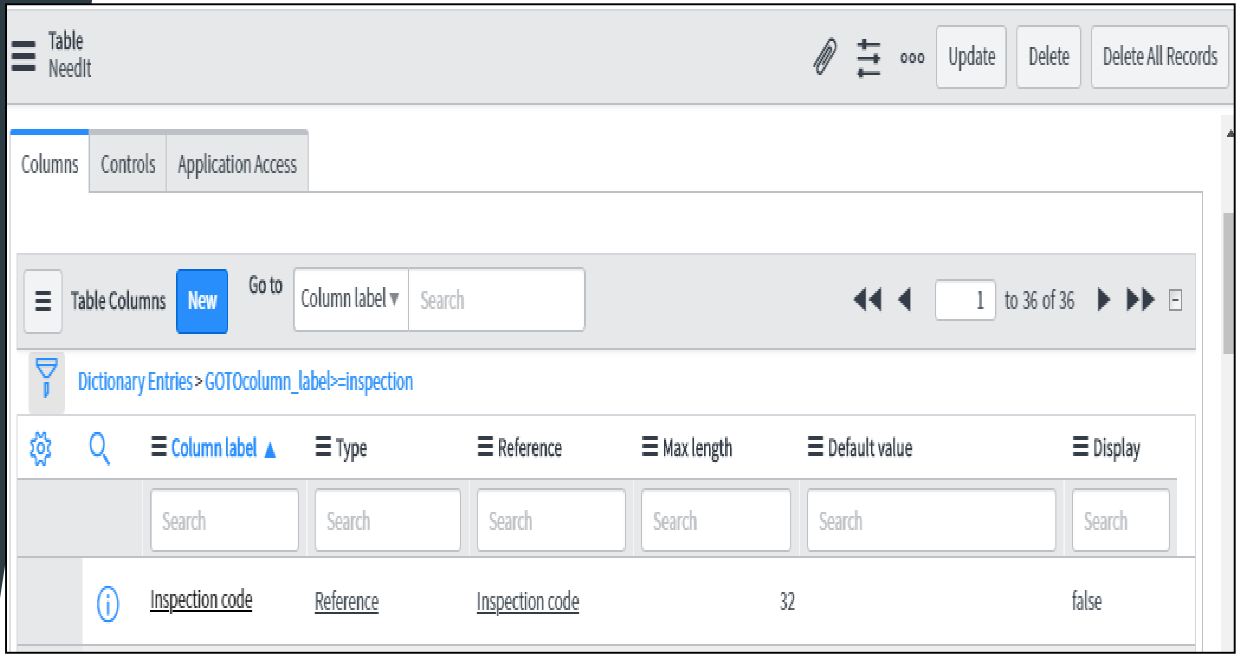
Inspection code:



Code
OK
Unknown
Fail

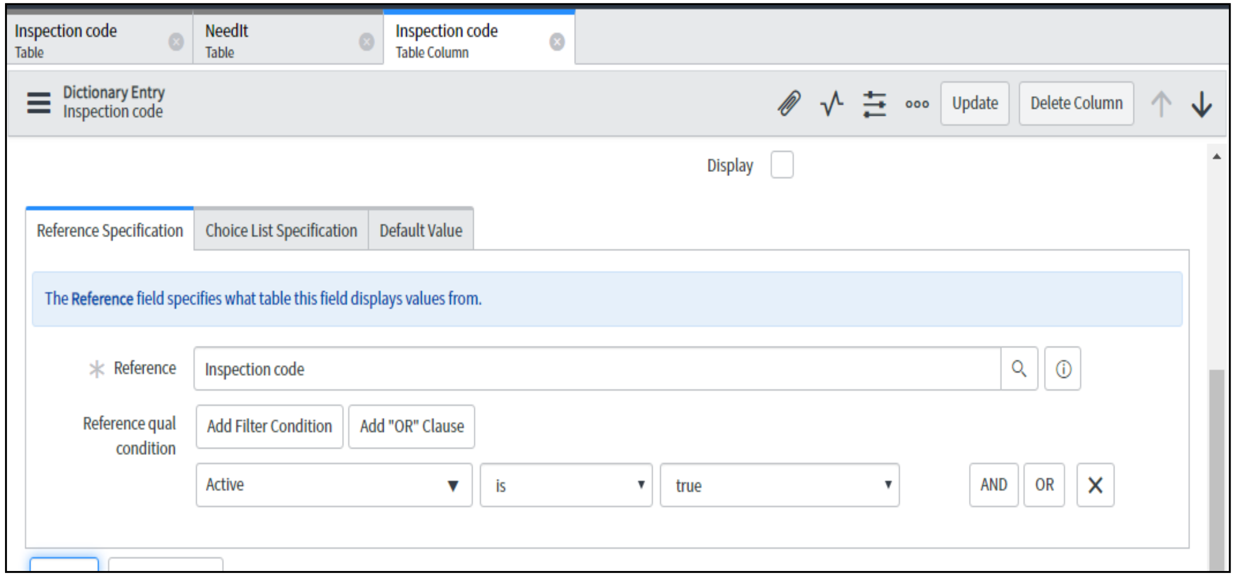
Delegated Development

- Go back to Studio→Tables→Needit and add reference specification to field inspection code
- Add a filter in the dictionary entry of Inspection code with Active → True
- Update the dictionary entry.



Dictionary Entries > GOTOcolumn_label>=inspection

Column label	Type	Reference	Max length	Default value	Display
Inspection code	Reference	Inspection code	32		false



Display □

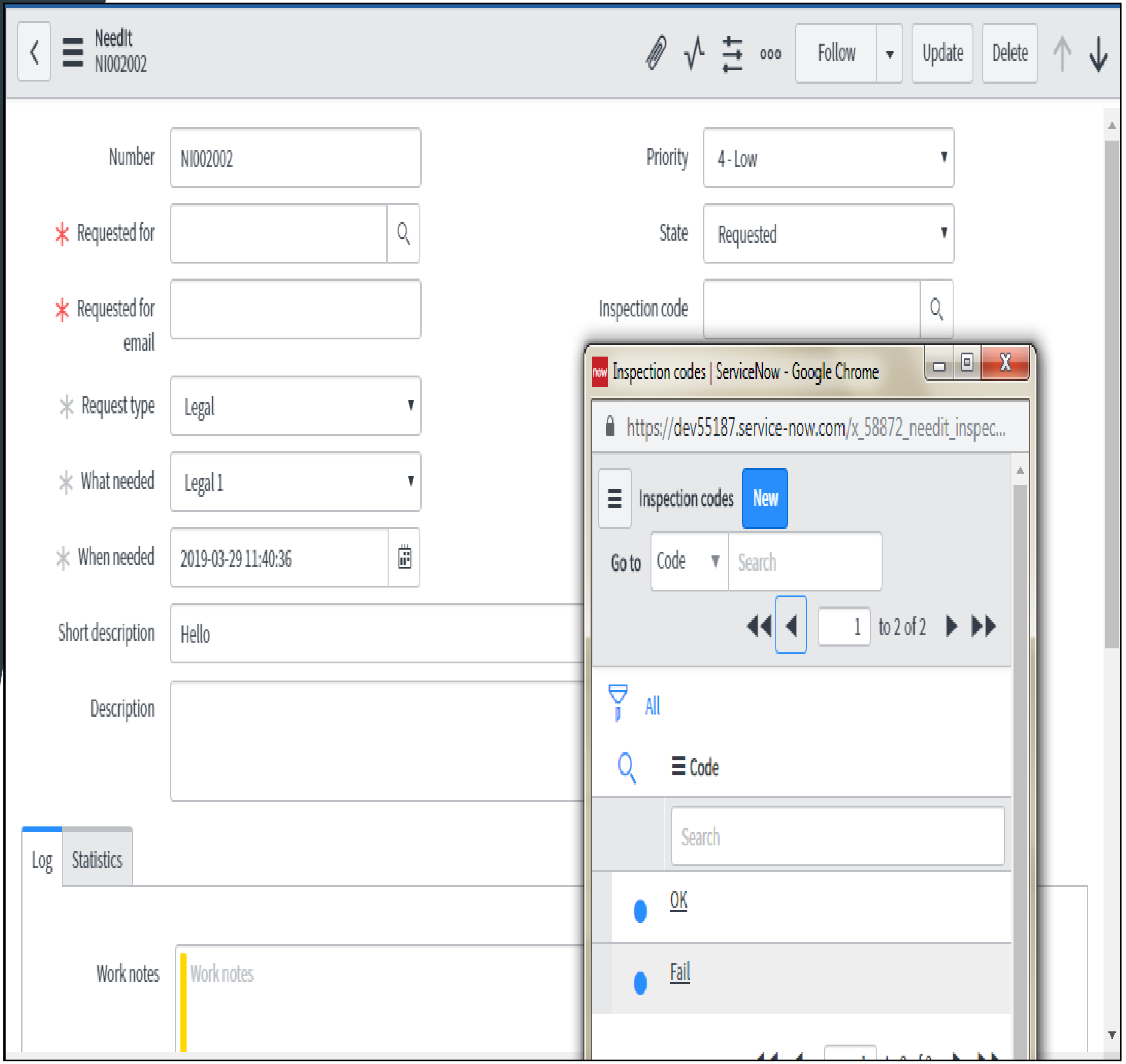
The Reference field specifies what table this field displays values from.

Reference: Inspection code

Reference qual condition: Active is true

Delegated Development

- Now reload the form we will be able to see Inspection code for active records only.
- Hence Delegated developer would be given role of field access and development in particular application


NeedIt
NI002002
Follow
Update
Delete
Log
Statistics
Inspection codes | ServiceNow - Google Chrome
https://dev55187.service-now.com/x_58872_needit_inspec...
Inspection codes
New
Go to
Code
Search
1
to 2 of 2
All
Code
Search

Number: NI002002

Requested for:

Requested for email:

Request type: Legal

What needed: Legal 1

When needed: 2019-03-29 11:40:36

Short description: Hello

Description:

Priority: 4 - Low

State: Requested

Inspection code:

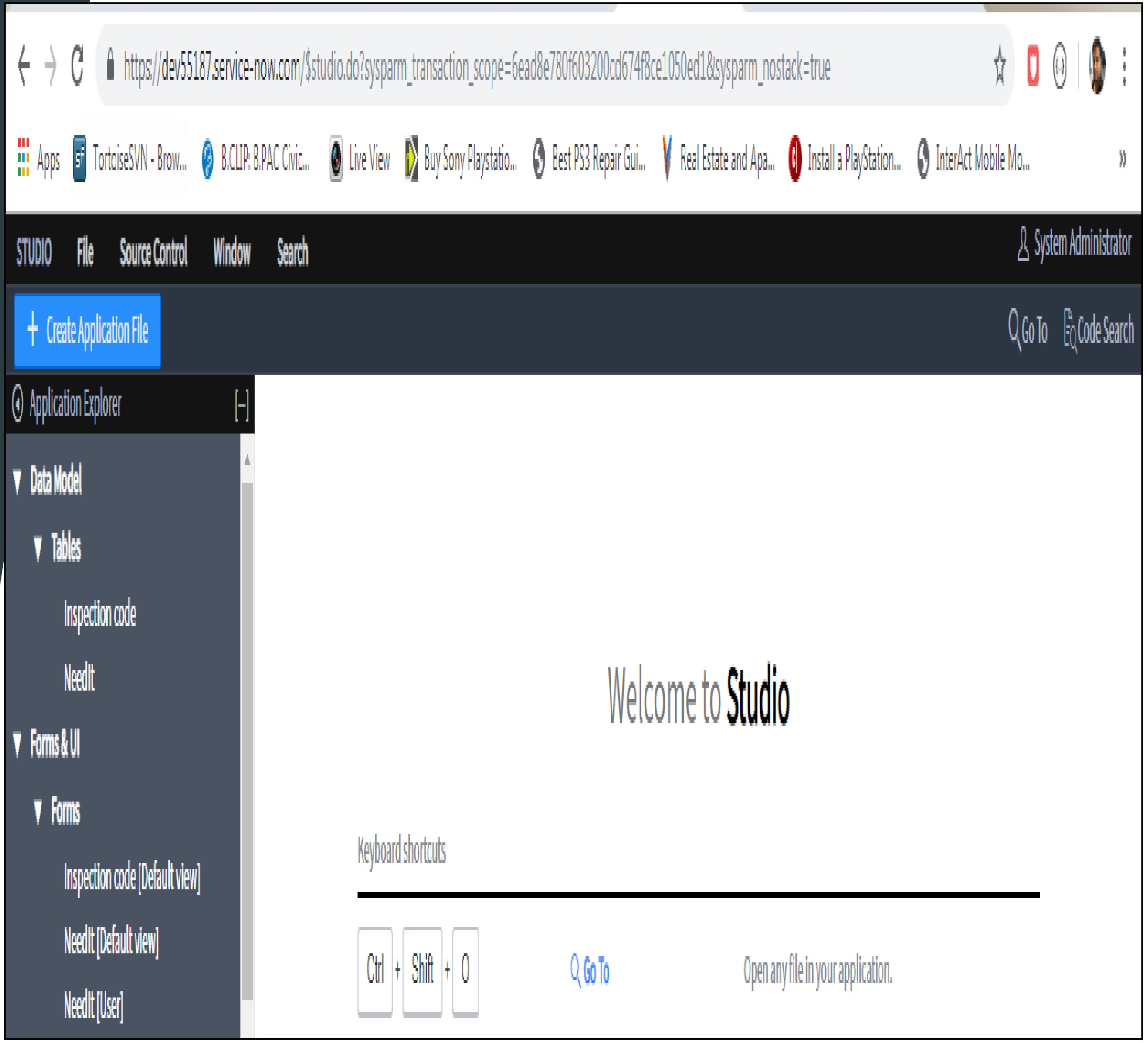
Work notes: Work notes

Inspection codes:

- OK
- Fail

Delegated Development

- We can go back and login as admin and check fields created as part of delegated developer access we will be able to see all the tables and forms having inspection code reference.
- Hence we can give prescriptive access to delegated developers like just modifying forms and fields without giving them access to scripting

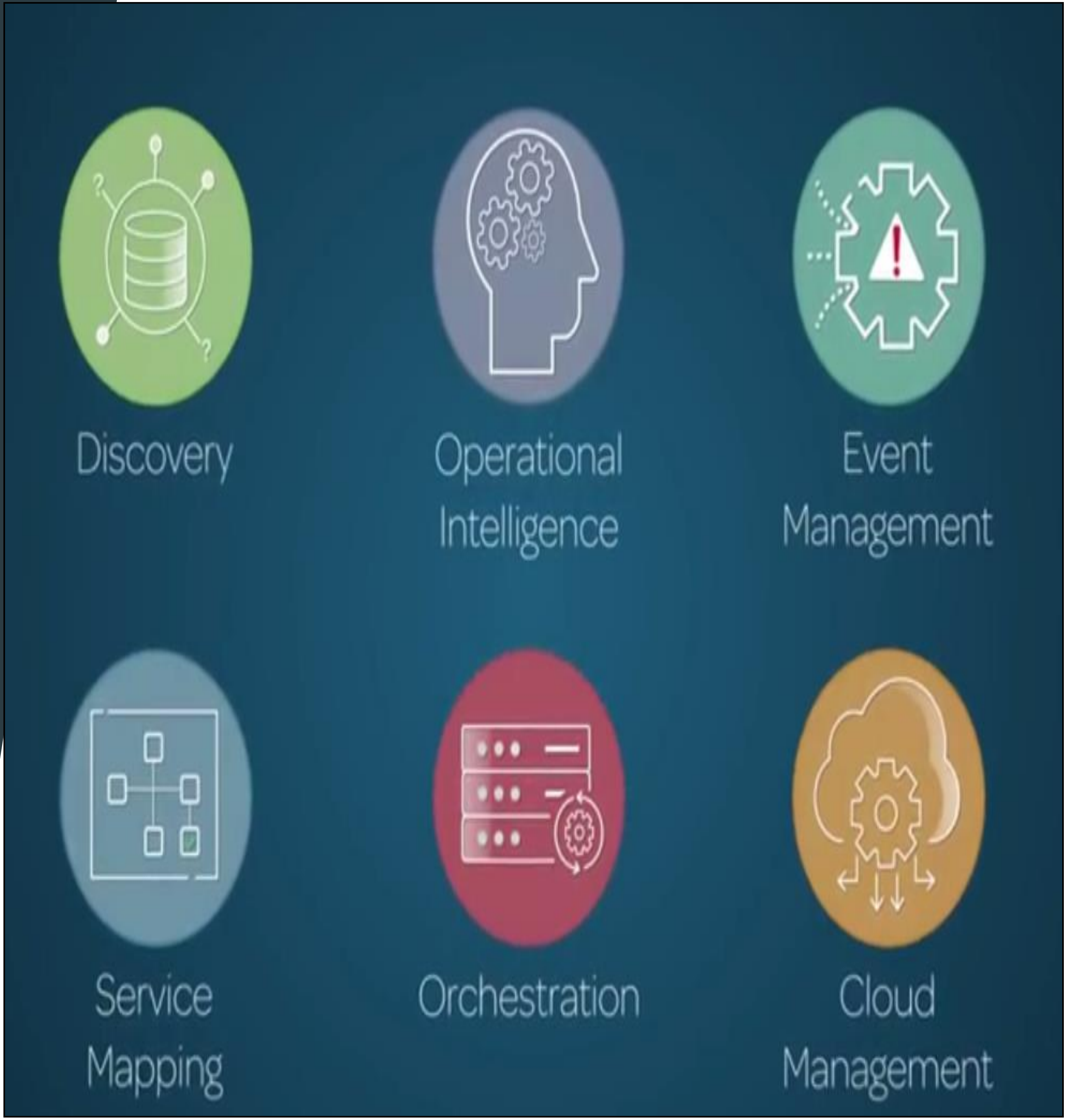


https://dev55187.service-now.com/$studio.do?sysparm_transaction_scope=6ead8e780f603200cd674f8ce1050ed1&sysparm_nostack=true

Open any file in your application.

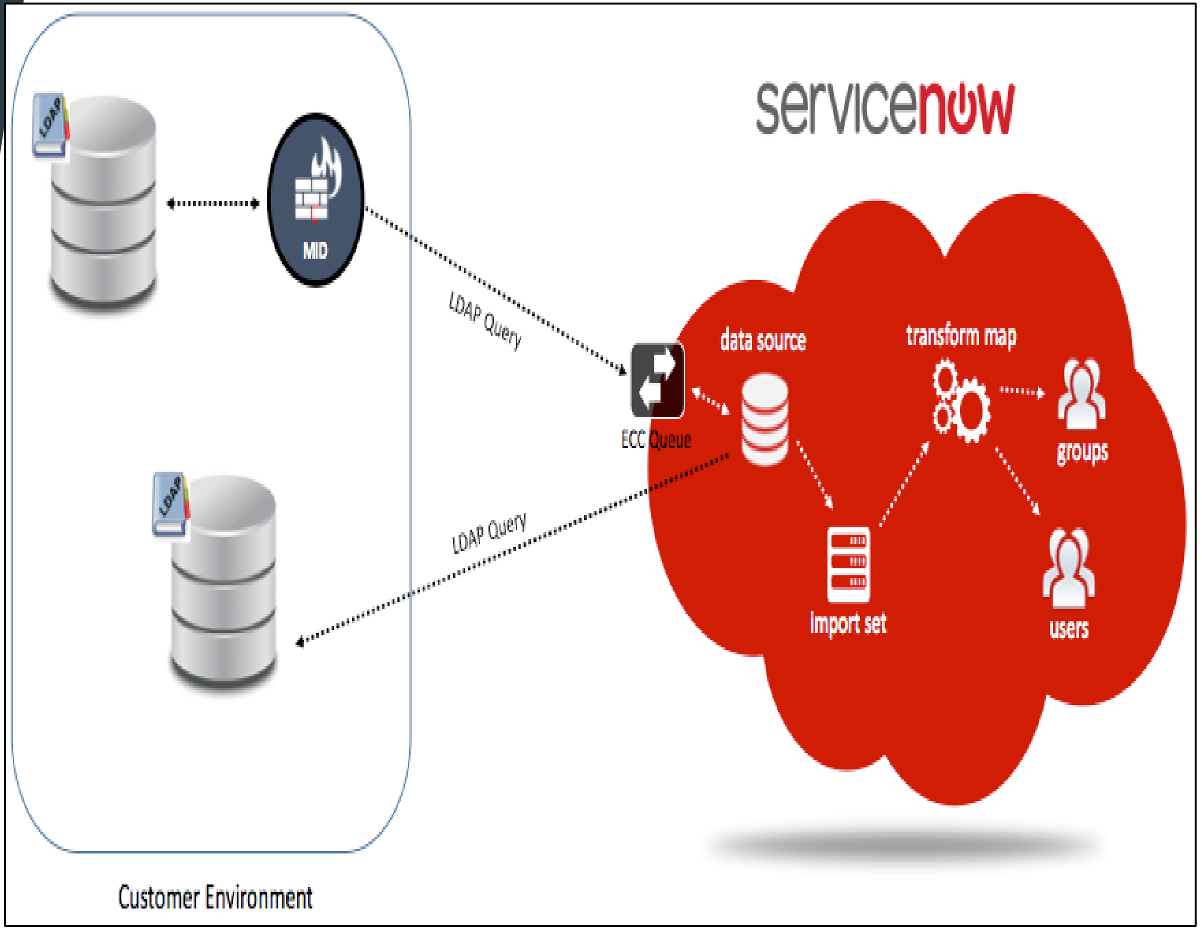
ITOM

- ITOM –IT operations management provides visibility to Business services and resources allowing to manage Operations estate and proactively eliminate service outages.
- Modules/Applications include CMDB, Discovery,MID SERVER,CLOUD management,Orchestration, LDAP,Event Management,Service Mapping and Operational Intelligence



ITOM

- Midservers(MID - Management,Instrumentation and Discovery are setup for communication to move data between external systems and ServiceNow ITOM applications.
- Midservers are java applications that run on Enterprise network behind a firewall or on the cloud(AWS,Azure).
- Midservers help setup and run ITOM applications

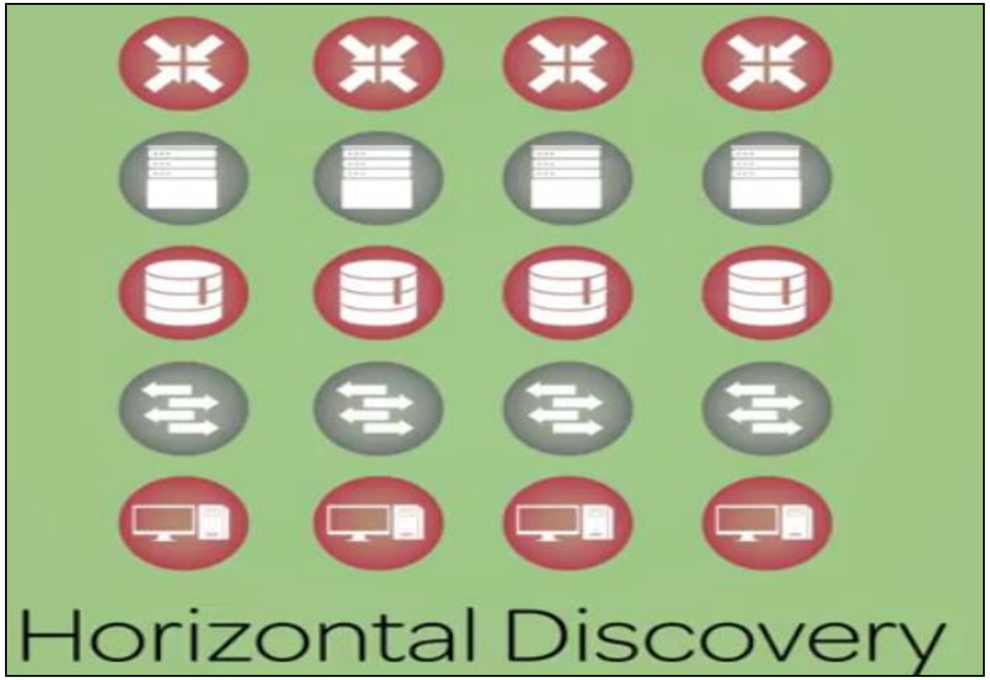


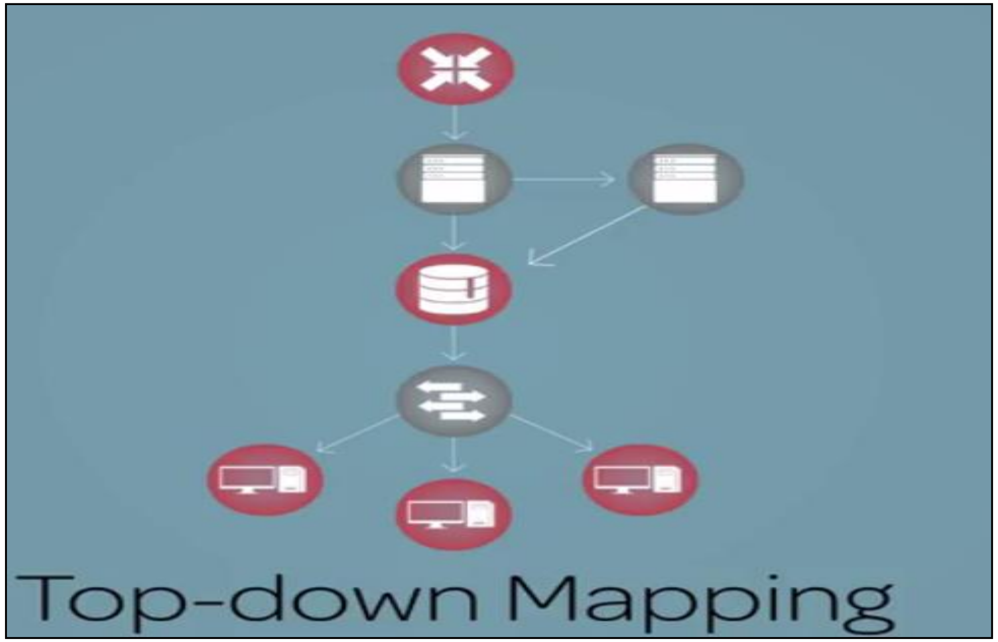
ITOM

- Discovery - It finds applications and devices on the network and important attributes of those devices such as OS,Software,Memory and others and updates.
- It then updates Configuration Management Database with the information it finds.

ITOM

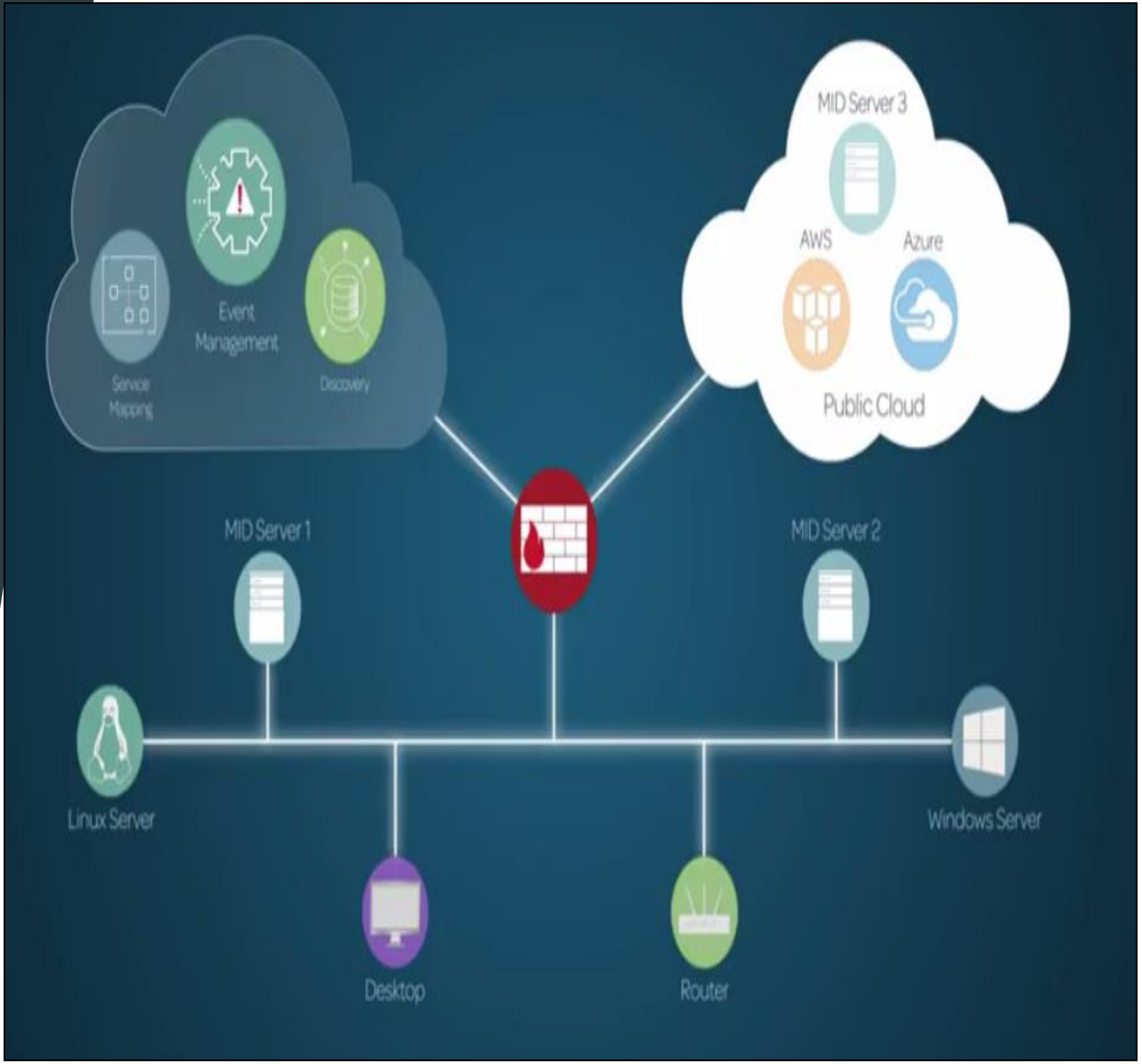
- Discovery provides Horizontal discovery as it finds devices on the network but does not draw relationship between configuration item (Cis) that are part of specific business service.
- Service Mapping provides complementary capability where it uses Top Down mapping to map CI that are part of business services such as Email service.It helps visualize all Cis used to deliver a service.





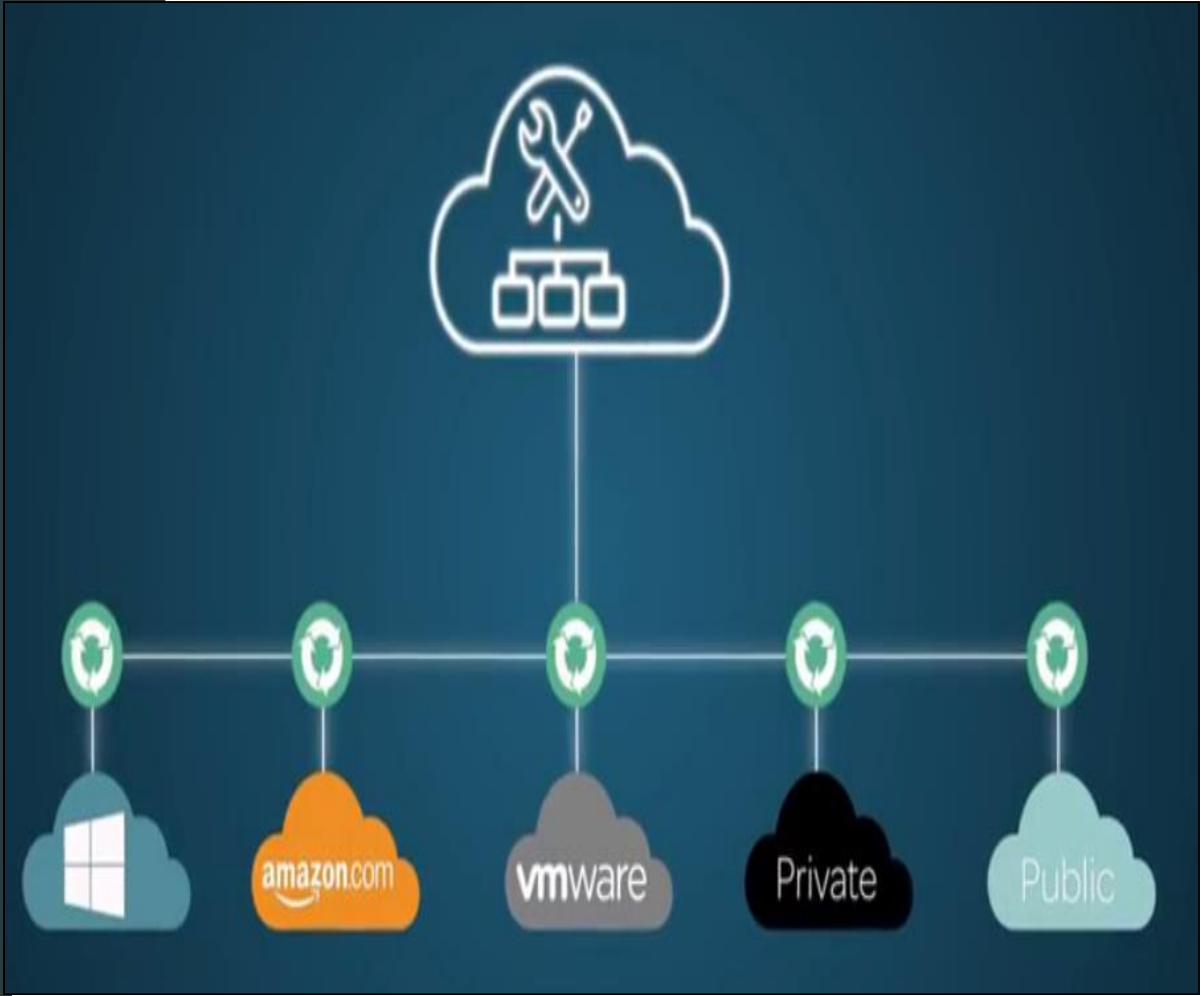
ITOM

- Event Management - If anything goes wrong with Cis associated it is captured as Events which are basically notification araised in the IT system like failure or warning.It collects and analyzes the events to monitor the health of IT system and helps anticipate and prevent outages and resolve issues quickly with minimal impact on the operations



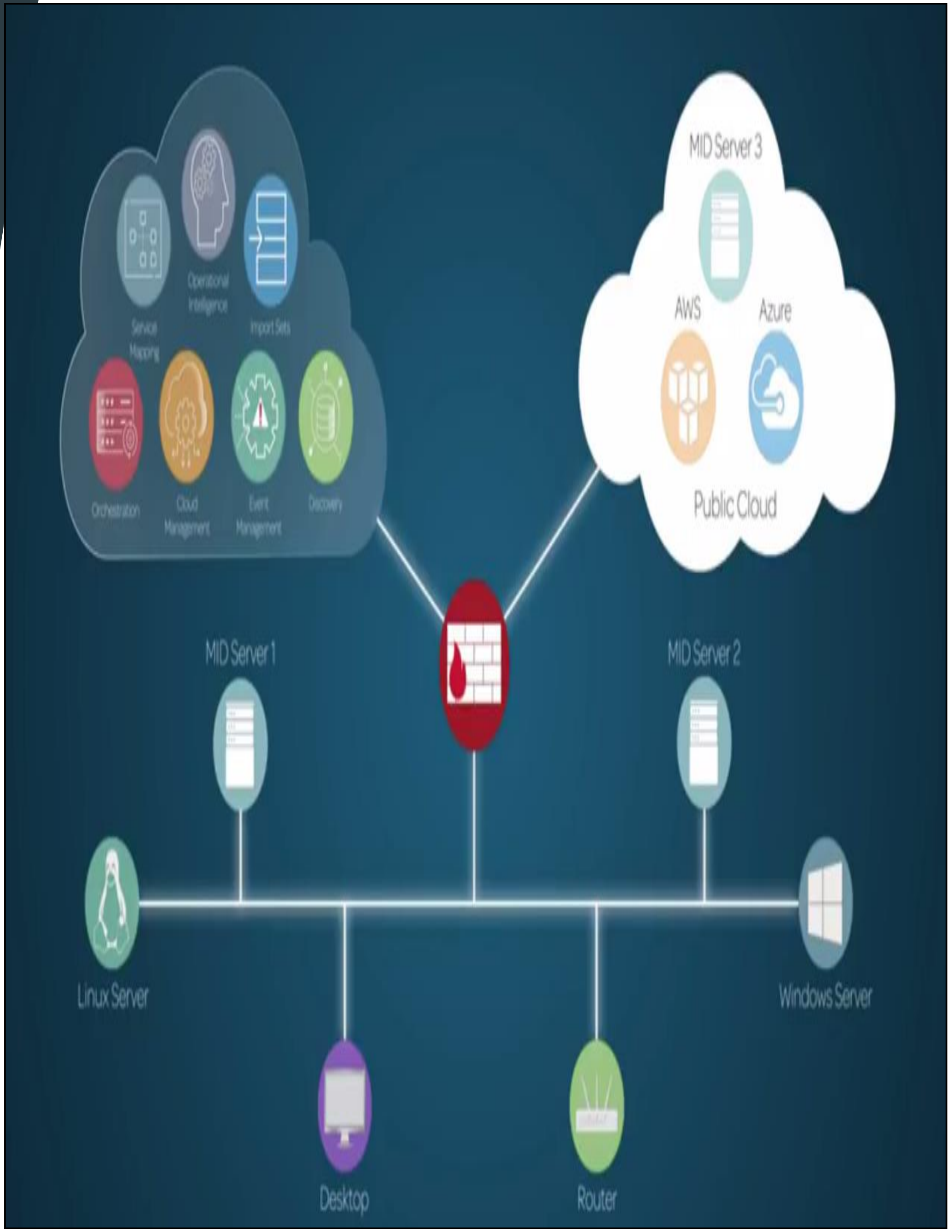
ITOM

- Cloud Management – Using cloud mgt we can create and import blueprints for provisioning cloud infrastructure and resources from any Cloud service provider which users can request from catalog items via the Cloud user portal.
- Users can also manage lifecycle of the resources on Cloud service provider



ITOM

- From the ITOM portal we can also track utilization and track costs to enforce usage limitation on available resources as well as setup capacity limits on the data centers and usage quota for users and groups



Thankyou