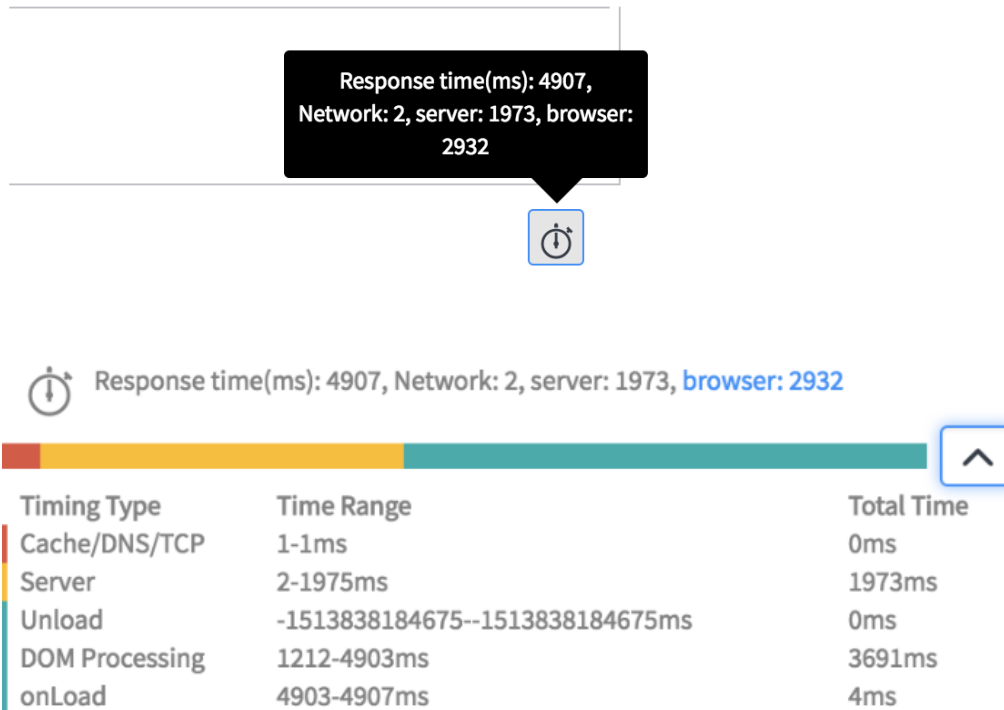


26. CLIENT TRANSACTION TIMINGS PLUGIN

The Client Transaction Timings plugin provides information on the duration of transactions between the client and the server.

At the bottom right, you will see this clock. This shows the metrics of the client performance:



27. INACTIVITY MONITOR

An inactivity monitor triggers an event for a task record if the task has been inactive for a certain amount of time.

A record's activity is only based on user updates. System updates do not count as activity.

Procedure

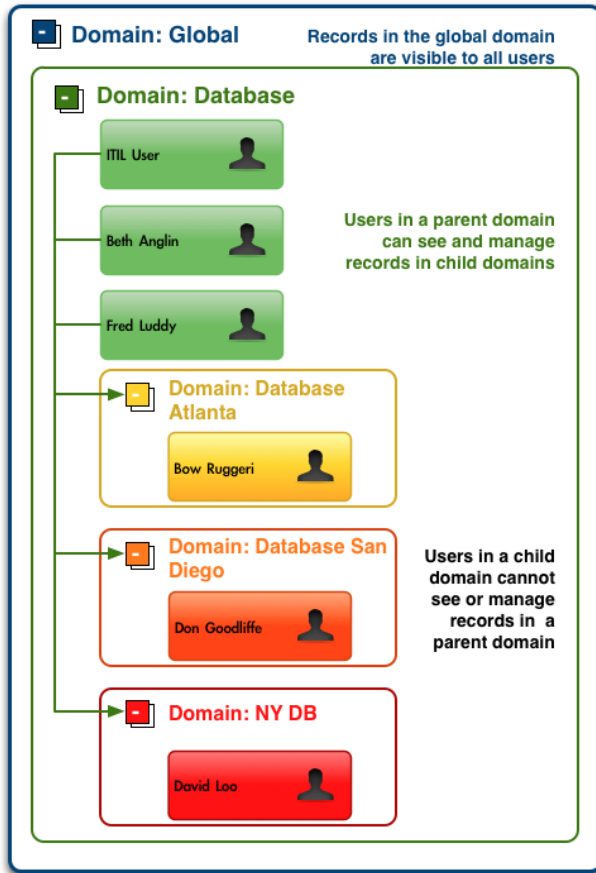
1. Navigate to **System Policy > SLA > Inactivity Monitors** and click **New**.
2. Give the inactivity monitor a name.
3. Specify the type of record to monitor in the **Table** field.
4. Specify how long the inactivity monitor should wait before sending each notification in the **Wait** field.
5. Specify any additional conditions in the **Condition** field. At least one condition must be specified for the inactivity monitor to work.
6. Specify an Order if multiple inactivity monitors might have their conditions met for a given record - the one with the lowest order will be used.
7. Click **Save**.

The screenshot shows the 'Inactivity Monitor' configuration page for 'Priority One Inactivity'. The interface includes the following fields and controls:

- Name:** A text input field containing 'Priority One Inactivity'.
- Table:** A dropdown menu showing 'Incident [Incident]'.
- Order:** A text input field containing '100'.
- Calendar:** A date and time picker.
- Wait:** A time duration selector set to 'Days 0', 'Hours 02', '00', and '00'.
- Conditions:** A section with 'Add Filter Condition' and 'Add *OR* Clause' buttons. Below, it states 'All of these conditions must be met' and lists three conditions:
 - Priority is 1 - Critical
 - Incident state is not Resolved
 - Incident state is not ClosedEach condition has 'AND', 'OR', and 'X' (delete) options.
- Reset Conditions:** A section with 'Add Filter Condition' and 'Add *OR* Clause' buttons. Below, it shows a template: '-- choose field --', '-- oper --', and '-- value --'.
- Description:** A large text area for additional notes.
- Buttons:** 'Update' and 'Delete' buttons at the bottom left.

28. DOMAIN SEPARATION

With domain separation you can separate data, processes, and administrative tasks into logically defined domains.



Domain separation compared to separate instances

While domain separation provides multi-tenancy support, multi-tenancy is still contained within a single instance. Some global properties, data, and processes are shared across all domains. For example, having the system Remember me on the login page of the system is global and cannot be specified per domain.

If you need complete and total separation of all system properties and do not require global reporting or global processes, then separate instances are the best option.

ServiceNow applications are defined with the following incremental support levels. These levels are based on the perspective of actual use cases and personas.

Data Separation: Tenants see only data that they have permissions to see. Tenants can be granted access to other tenant data, but cannot query tenant data if they don't have access.

UI Separation: Supports a tenant-specific experience for UI elements such as views, lists, labels, and so on.

Business Logic Separation: You can create tenant-specific system policies such as email notifications, business rules, client scripts, UI policy, and UI actions.

Hierarchical Modeling: Nested-multi-tenancy so parent tenants can access child tenant resources. Business logic for parent tenants runs automatically for child tenants, and can be overridden at any level.

Cross-Tenant Intelligence (Domain Scope): Handles automatically the data, metadata, business logic, and processing context for tenants that have access to additional tenant data.

In general, data defined at a higher level in the domain hierarchy is not visible at lower levels in the hierarchy.

29. The REMEMBER ME check box and cookie

When the **Remember me** check box is selected at login, a cookie is stored on the user's computer. This cookie automatically authenticates the user upon subsequent visits.

If the user logs out, the cookie is destroyed. The default value of the **Remember me** check box is controlled by one property, and whether or not the check box appears on the login page is controlled by a different property.

Login

Your session has expired. Please login to pickup where you left off.

User name

Password

Language

[Forgot Password ?](#)

Login

Procedure

1. Navigate to **System Properties > UI Properties**.
2. Locate the Default value of "Remember me" checkbox on login page property (glide.ui.remember.me.default).
3. To set the default value of the **Remember me** check box to **No**, clear the property check box.
4. To restore the default value of the **Remember me** check box to **Yes**, select the property check box.

31. CASCADE VARIABLE (ORDER GUIDE)

Cascade is used when there is a common variable like Name, Address, Phone Number for every item.

The variables are common, so when we fill them out once, their values will populate for other items in the Order Guide automatically.

When a customer places an order, the variables on the ordered items inherit the values of the identically named variables in the order guide.

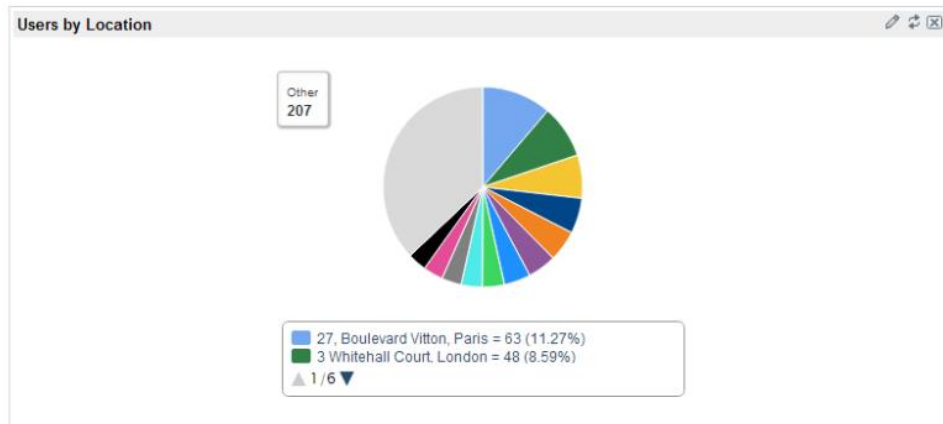
The screenshot shows the 'Order guide' configuration interface. The title bar includes a back arrow, a hamburger menu, the text 'Order guide', and icons for edit, help, settings, and a 'Submit' button. The main form contains the following fields and controls:

- Name:** A text input field.
- Application:** A dropdown menu set to 'Global' with an information icon.
- Catalogs:** A button with a catalog icon.
- Active:** A checked checkbox.
- Category:** A text input field.
- Two step:** An unchecked checkbox.
- Cascade Variables:** An unchecked checkbox, which is highlighted with a red rectangle.
- Icon:** A button labeled 'Click to add...'.
- Short description:** A text input field.
- Description:** A text input field with expand/collapse (-/+) buttons.

A blue tooltip is visible below the 'Category' field, containing the text: 'If you want users to be able to search for this Item, add it to a Category'.

32. GAUGES

A gauge is a tool that contains information about current status of records on a table. A gauge can be based on a report. It can be put on a homepage or a content page.



Procedure

1. Navigate to **Reports > View / Run**.
2. Open or create a report that you want to access from a gauge.
3. Open the **Save** menu and select **Make Gauge**.

The page refreshes with a message that the gauge was created from the report.

4. Reopen the **Save** menu and select **Add to Dashboard**.

33. METRICS

A metric measures and evaluates the effectiveness of IT service management processes.

For example, a metric could measure the effectiveness of the incident resolution process by calculating how long it takes to resolve an incident.

Create a metric definition for a task table.

1. Navigate to **Metrics > Definitions**.
2. Click **New**.
3. Complete the Metric definition form.
4. Click **Submit**.

Metric definition Update Delete

Number:	<input type="text" value="MTRC00003"/>	Type:	<input type="text" value="Field value duration"/>
Name:	<input type="text" value="Assigned to Duration"/>	Active:	<input checked="" type="checkbox"/>
Table:	<input type="text" value="Incident [incident]"/>		
Field:	<input type="text" value="Assigned to"/>		

Description:

Script:

Select variables:

- ☐ Fields
- ☐ GlideRecord
- ☐ GlideElement
- ☐ System
- ☐ GlideAggregate

Update Delete

34. TYPES OF SEARCHES

LISTS: Find records in a LIST:

This screenshot shows a ServiceNow list view for 'Problems'. The interface includes a top navigation bar with 'Problems' and 'New' buttons, a 'Go to' dropdown, and a search field. Below this is a filter bar with 'All > State = Open'. The main table has columns for 'Number', 'Short description', 'State', 'Assignment group', 'Assigned to', and 'Configuration item'. Annotations with red boxes and arrows point to various UI elements: 'Breadcrumbs' (the filter bar), 'Title bar' (the top navigation bar), 'Column headings' (the table headers), 'Fields' (the table rows), and 'Router Down' (a specific row). The table contains six rows of problem records, each with a checkbox, an information icon, a problem number, a description, a state, an assignment group, an assigned user, and a configuration item.

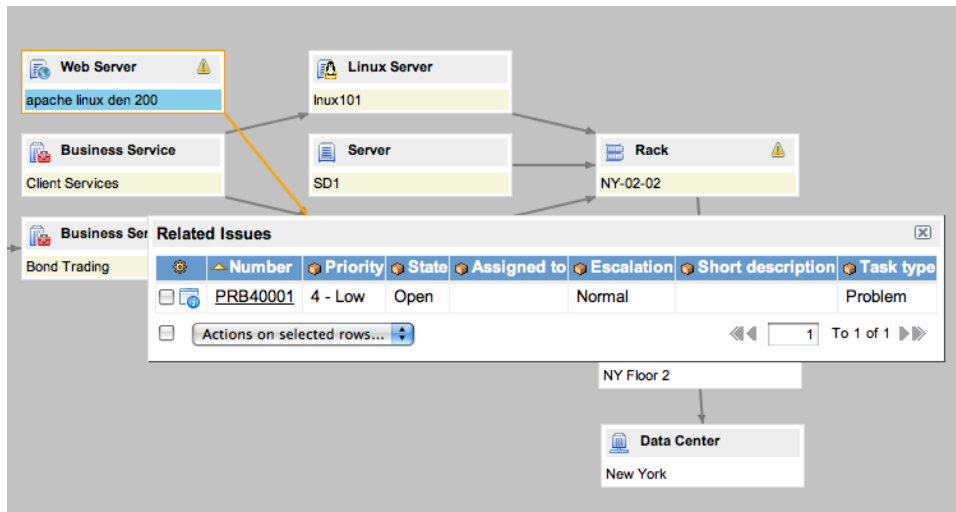
	Number	Short description	State	Assignment group	Assigned to	Configuration item
<input type="checkbox"/>	PRB0000003	Request for a Blackberry	Open			
<input type="checkbox"/>	PRB0000005	Please remove this hotfix	Open		itil User	Windows XP Hotfix (SP2) Q817606
<input type="checkbox"/>	PRB0000007	Router Down	Open		itil User	
<input type="checkbox"/>	PRB0000008	Hang when trying to print VISIO documents	Open		itil User	
<input type="checkbox"/>	PRB0000010	Oracle Dow	Open		itil User	ApplicationServerPeopleSoft
<input type="checkbox"/>	PRB0000011	Unknown source of SAP outage	Open		David Loo	SAP Enterprise Services

GLOBAL TEXT SEARCH: Find records in multiple tables from a single search field:

This screenshot shows the ServiceNow Global Text Search interface. The search bar at the top contains the text 'email'. Below the search bar, the results are displayed in a list view. Annotations with red boxes and numbers point to various UI elements: 1. Search bar, 2. Results count (379 results for email), 3. Filter tabs (Tasks, Incidents), 4. Filter icon, 5. Filter dropdown, 6. Filter icon, 7. In progress (80%) progress bar, 8. View all Incident matches button, 9. What's on the page sidebar, 10. Knowledge & Catalog sidebar. The main content area shows a list of search results, including 'Issue with email', 'Can't read email', 'Forgot email password', 'EMAIL is slow when an attachment is involved', and 'EMAIL Server Down Again'. Each result includes a title, a brief description, and a 'View all Incident matches' button.

35. BSM MAP

Service Mapping collects and organizes data for every business service you define and creates a visualization of this data in form of a map. Service Mapping creates a new map every time you create a new business service and updates this map every time it runs discovery for CIs belonging to this business service.



36. UPDATE SETS TABLE

Every change that is made in the system is recorded on the Customer Updates [sys_update_xml] table.

Update Set - Incident Release 1

NameIncident Release 1

StateIn progress

Release date(empty)

Install date(empty)

Installed from

DescriptionTailoring Incident for a new group that is coming on board

ApplicationIncident App

Created44 minutes ago

Created byadmin

Merged to

Update

Related Links

Merge With Another Update Set

Customer Updates (14)

Update Set Logs

Customer Updates

Go to

Created

Search

1 to 14 of 14

Update set = Incident Release 1

	Created	Type	View	Target name	Updated by
<input type="checkbox"/>	about a minute ago	Table		Incident Table 1	admin
<input type="checkbox"/>	about a minute ago	Dictionary		Incident Table 1	admin

39. REFERENCE QUALIFIER

Use reference qualifiers to create filters that restrict the data that is returned for a reference field.

A reference field stores a link (reference) to a field on another table, making the records/fields in the referenced table available to the form containing the reference field.

For example, the **Assigned to** field on the Incident table is a reference to the User [sys_user] table.

By default, all values for the field that is being referenced appear in the reference lookup and can be directly accessed through the reference field (type ahead). Expanding on the prior example, if a reference qualifier is not defined, all users in the User table appear in the reference lookup. Including those users that are inactive.

<

≡

Variable
Contingent Worker

Map to field

☐

Type

List Collector

Variable set

CWOF

🔍

ℹ️

Display name

Contingent Worker

Question

Type Specifications

Default Value

Availability

Values specific to this variable Type

* List table

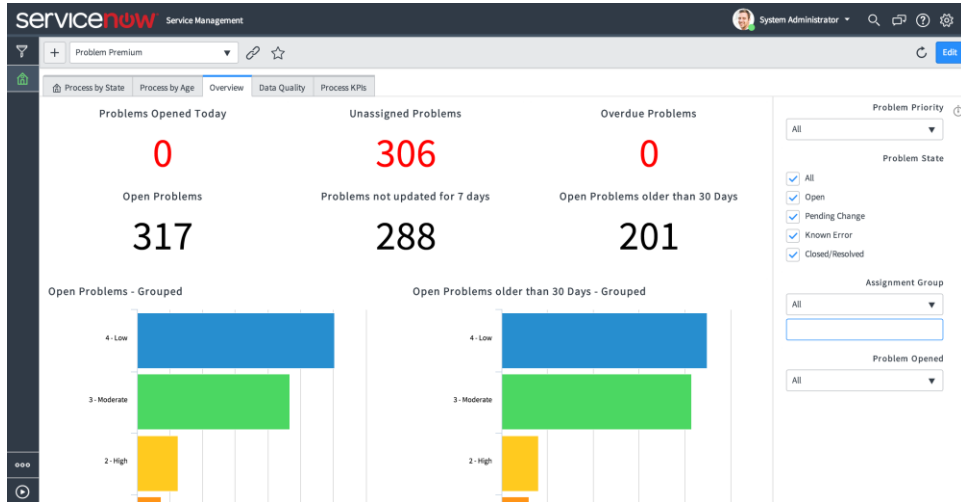
User [sys_user]

Reference qual

javascript:'manager'='current.variables.cwof_supervisor'

40. PERFORMANCE ANALYTICS

ServiceNow Performance Analytics is an application for customers that need to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of Service Delivery.



43. SCORECARD

Use scorecards to thoroughly analyze indicator data, such as by aggregating data, comparing breakdown scores, or viewing changes over time.

To access the detailed scorecard for an indicator, navigate to **Performance Analytics > Scorecards**, then select an indicator. You can also click the **Show scorecard** related link on the Indicator form to view the scorecard for that indicator.

Detailed scorecard

