WEEK 1 UNDERSTANDING

1. What is ServiceNow

- Cloud-based platform for IT services management.

- Intuitive user interface (UI) accessible to non-IT or business professionals.

- Enables organizations to manage IT services effectively.

2. ServiceNow Platform Overview

- Provides applications and workflows for:

  - IT operations

  - Employee management

  - Customer service

  - Creator tasks

- Single database for the entire organization.

- Data backup and security features included.

- Accessible via three major interfaces:

  - Now Platform (most commonly used)

  - ServiceNow Apps

  - Service Portal

- Role-based access control for different features.

- User authentication for secure access.

3. ServiceNow User Interface Overview

- Banner Frame:

  - Displays brand logo.

  - Contains user menu for logout, role changes, and settings.

- Application Navigator:

  - Allows navigation across applications using filters.

  - Displays favorites and history.

- Content Frame:

- Shows content for the selected item/application.

4. ServiceNow Branding Overview

- Allows customization of UI according to organizational branding.

- Guided setup available to:

  - Change time zones and date formats.

  - Add company logo and background colors.

  - Customize the welcome page with additional items.

5. ServiceNow Lists and Filters

- Uses lists and list views across the platform to display data (e.g., incidents, applications).

- Commands:

  - `. list` to access and view any list.

  - `sys_db_object. list` to open a list of tables.

- List functionalities:

  - Move columns in and out of lists.

  - Sort data by clicking on column names.

  - Group and refresh data.

  - Apply filters to meet specific data requirements.

6. Forms in ServiceNow

- Tools to view and update records in the ServiceNow database.

- Types of forms: Incident, User, etc.

- Form components:

  - Header bar

  - Fields (including required and read-only fields)

  - Submit or update buttons to save the form to the database.

- Form customization:

  - Change form view.

  - Create unique form templates.

7. A Hands-on ServiceNow Tool Demo

- ServiceNow is a cloud platform for IT services with multiple environments.

- The platform features a UI called **Next Experience** with various capabilities.

- Offers applications across IT, Employee, Customer, and Creator workflows.

- Users manage records through lists and forms, with options to customize views and searches.

- ServiceNow provides certifications and includes a knowledge base for comprehensive documentation.

8. Introduction to Importing Data in ServiceNow

- Source: Origin of the data.

- Staging: Temporary table automatically created by ServiceNow between source and target.

- Target: Final storage location for the data.

9. Creating a Data Source in ServiceNow

- Add data to the data source table (`sys_data_source. list` to access the table).

- Key components:

  - Name and label

  - Type (e.g., file, JDBC, REST)

- For Excel Files:

  - Specify sheet number and header row.

  - Use FTP or direct attachment.

- For JDBC:

  - Add mid-server details.

  - Specify format and query to fetch data from the database.

10. Understanding Import Sets in ServiceNow

- Import set table automatically created by ServiceNow.

  - Access using `staging_table_name. list`.

  - If the table doesn't exist, run the import first.

- Import set table contains rows and columns based on the source data.

- Useful for verifying data before final import.

11. ServiceNow Transform Maps & Field Maps

- **Field Maps:** Link data between staging and target tables, organized by transform maps.

- **Custom Tables:** Users can create custom tables for data management.

- **Transform Maps:** Create transform maps to guide the data transformation process.

- **Mapping Assist:** Utilize mapping assist for detailed field mapping.

- **Coalesce Fields:** Prevent duplicate records by using coalesce fields.

- **Testing:** After setup, test the import process to ensure accurate data transfer.

12. ServiceNow Incident Management Tutorial and Task Administration

- Focuses on task management using the core task table.

- Tasks are records with various attributes, extended by specific tables.

- **Hierarchical Design:** Allows for efficient task management with features like:

- Assignment rules

- Approvals

- Service Level Agreements (SLAs)

- **Task Assignment:** Assign tasks to users and groups.

- **Collaboration Features:** Includes visual task boards (guided, flexible, and freeform) for effective task management.

13. ServiceNow Reporting Tutorial

- **Data-Driven Reporting:** Utilizes key tables like sys_report, report_source, and dashboard.

- **Report Fields:** Includes fields such as sys_id, title, and source_type.

- **Creation Process:** Involves setting data sources and choosing visualization types.

- **Scheduling and Sharing:** Reports can be scheduled, shared, and integrated into dashboards for comprehensive analysis.

14. What is Low Code No Code Development?

- **Low Code No Code (LCNC) Platforms:** Such as ServiceNow's App Engine Studio, facilitate app development without deep coding knowledge.

- **Benefits:** Enhances agility, reduces costs, and increases automation.

- **Limitations:** May lacks flexibility compared to traditional coding.

- **Impact:** Shifts roles in both business and IT:

- Encourages business professionals to acquire technical skills.

- Requires IT professionals to support LCNC solutions.