

Expanded Topics on ServiceNow - Week 3

1. Change Management Module:

- Change Requests: These are requests raised by developers or administrators when there is a need to

make changes, like deploying new code to a production environment.

- If something fails during the change, this request serves as a reference to revert or correct the issue.

- Approval Process: Depending on the type of change, different approval workflows are required.

- Emergency Changes: For critical issues that directly impact production. These are fast-tracked because

they need immediate resolution.

- Normal Changes: Non-urgent changes that need approval at two levels but are not pre-approved.

- Standard Changes: These are routine changes that are pre-authorized, needing only minimal approval.

- CAB Meeting: The Change Advisory Board (CAB) is responsible for reviewing all change requests.

Their role is to assess risks, review errors, and grant approval or ask for revisions to the request.

- Change Request Details: Each request contains important information like:

- Risk: How much of a risk the change poses to production systems.

- Priority: How important or urgent the change is.

- Type & Category: Helps to classify changes for better tracking and analysis.

- Planning & Scheduling: Detailed scheduling ensures the change happens during a safe window.
- Impact Analysis: Identifies what areas will be affected by the change.
- Conflict Resolution: Ensures that there are no conflicts with other planned changes or ongoing activities.

2. Incident Management Module:

- Tables and Records: All incidents are stored in tables, which contain records. Each record is an individual incident, and fields like number, category, and priority help to classify them.
- Views:
 - List View: Displays multiple incidents in a tabular format. This allows for actions like sorting, filtering, and grouping incidents based on specific fields.
 - Form View: Shows all the details of a single incident when you select it from the list.
- Filtering: You can filter incidents based on specific conditions (e.g., only viewing high-priority incidents).
You can apply filters by using icons or right-clicking on specific fields.
- Breadcrumbs: Shows the filtering history, so you can easily navigate back to previous filters or remove them.
- Activity Stream: Displays the recent actions taken on an incident, such as updates or resolutions.
- Personalized Lists: Users can customize their views by selecting which columns (fields) they want to

see in the list view.

- Sorting and Searching: Records can be sorted in ascending or descending order, and users can search for specific incidents by field values like ID, category, or priority.

3. Admin Activities:

- Creating Users and Groups: Admins can create individual user profiles and group them into categories for easier management. Large data imports can be handled using the Import Set and Transform App.
- Dashboard Creation: Dashboards provide an easy-to-use interface for tracking key metrics like the number of incidents per priority level or category. They offer quick access to reports and are customizable based on the admin's or client's needs.
- Day-to-Day Admin Activities: This includes creating and managing user accounts, loading data, configuring incidents, problems, and change management modules, and adjusting SLAs (Service-Level Agreements). Admins also manage agent workspaces and task codes.
- Real-Time Projects: Real client-based projects help developers and admins simulate real-world scenarios. These projects ensure that learners can practice and apply their knowledge to real-world tasks.
- Reports: Different types of reports, such as pie charts or bar graphs, are created to show relevant

data

about incidents, tasks, or changes. Admins are responsible for generating these reports for clients.

- Instance Branding: Admins can customize the appearance of a ServiceNow instance by changing logos

and names according to branding requirements from the client.

- Instance Hibernation: Inactive instances go into hibernation after 12 hours, but can be reactivated by

logging into the ServiceNow Developer portal. If an instance is unused for 13 days, data might be lost,

and reclaiming it may take hours.

- Certification Exam Support: The course provides guidance for interviews, resumes, and certification

exams like the Certified System Administrator (CSA). The exam consists of 60 questions and lasts for 90

minutes. A voucher for the exam is valid for one year.