# WEEK 2
ServiceNow Administration Fundamentals

Servicenow Architecture
- The Now Platform is an Application Platform as a Service (APaaS).
- It is cloud based
- It supports and provides Infrastructure computer resources.
- It provides a platform where you can develop your own custom solutions.
- It provides a robust set of applications and workflows to support most common business processes.
- All applications (OOB and custom) for the entire enterprise are supported by a single, common, data model and database.
- 4 full backups per week and 6 days of daily differential backups are supported.
- The platform is secured via multiple technologies which have been certified by various third-party security organizations.

Servicenow Platform UI
Three primary elements that make up the Servicenow platform UI:
- Banner Frame
  Logo, User Menu, Tools, System settings
- Application Navigator
  Navigation Filter, All applications, Favorites, History
- Content Frame
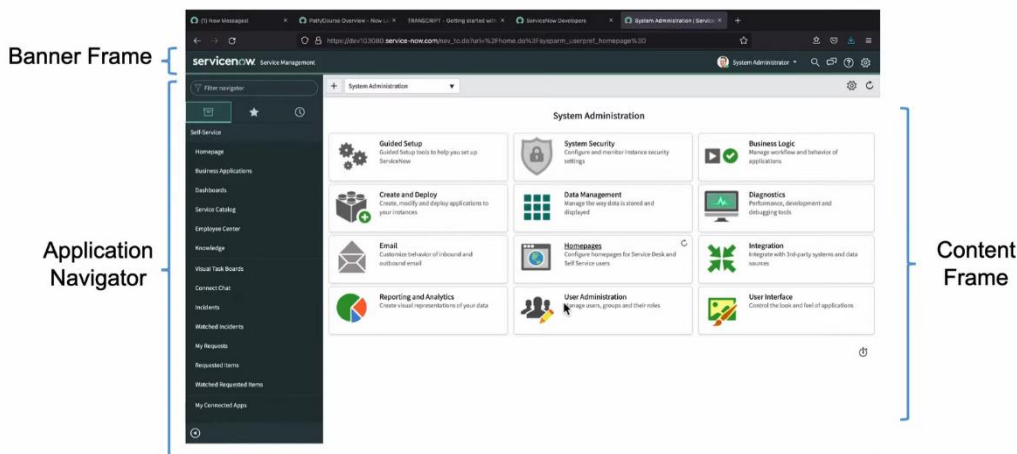
User Authentication
When a user logins to an instance, Servicenow validates their identity and gives access to functions and information according to the user's assigned roles and groups.
The platform can support several methods of user authentication:

- OAuth 2.0
- Single Sign-On (SSO)
- Multi-factor authentication
- Digest Token

- LDAP
- Local database authentication

User Interfaces

Servicenow provides 3 user interfaces for interacting with the Now Platform:

The <u>Now Platform</u> is the primary UI. It is best suited for desktop and laptops. It can be accessed via a web browser and the instance URL.

The <u>Servicenow Mobile Apps</u> are best suited for mobile devices and can be installed from the app store.

- The Servicenow Agent app targets fulfilling requests.
- The Now Mobile app is built for the needs of the employees.
- The Onboarding app is built for the needs of new-hire employees.

The <u>Service Portal</u> is a user- friendly, self-service, widget-based portal accessed via a web browser and special URL.

Servicenow supports most of the major browsers like Chrome, Microsoft Edge, Firefox and Apple Safari.

Servicenow Branding
Applying your distinct corporate identity across the Now Platform UI to create a shared identity, build trust and speed adoption.
Guided Setup:
It provides the system admin step-by-step instructions to configure applications and modules within your instance.
To access guided setup, locate the guided setup application in the application navigator and select the ITSM guided setup or ITOM guided setup module.

Service Portal and UI Builder:
Service Portal and UI Builder are two additional tools to brand the interface.
<u>Service Portal</u> is a widget-based tool that allows creation of intuitive, user-friendly interfaces to the Now platform.
<u>UI Builder</u> allows you to build out a functional page by clicking from a library of components (data and visualizations) and layouts.

Forms
A form in ServiceNow is a common set of tools and user-interface elements used to view and update a single record from the database.
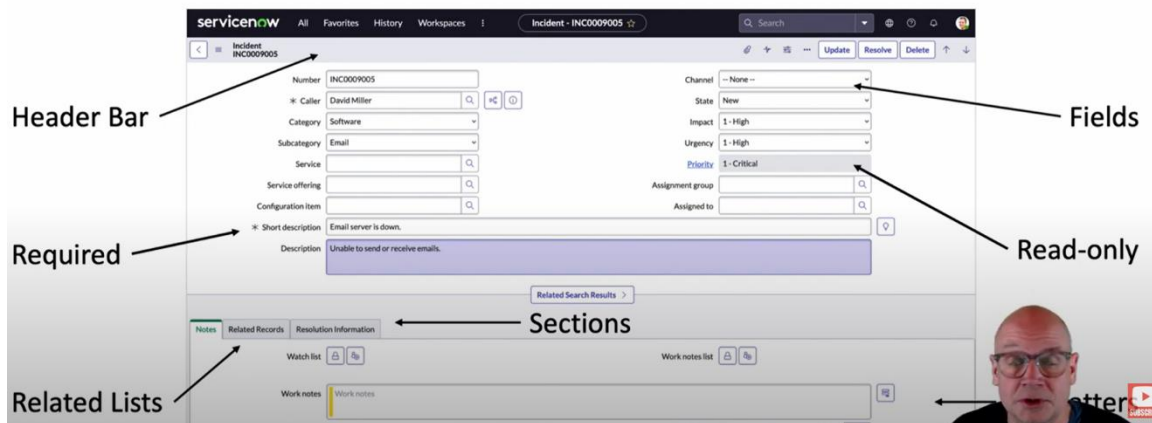
Form field types:

- String field
- Boolean(true/false) field
- List field
- Choice field
- Reference field
- Journal field

Form Related Lists

A related list is a special form element that displays a list of other records from another table related to the current record. (one to many relationship)

Form Formatters

A formatter is a special form element that displays information that is not a field in the record.

Form Views

Not every user wants to see record data in the same way. Form view provide the ability to display and organize fields, related lists and formatters in different ways to meet the needs of specific users.
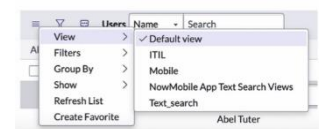
Form Personalization

Form personalization allows users to select which fields are displayed on a particular form view. These changes don't impact the form view of other users.
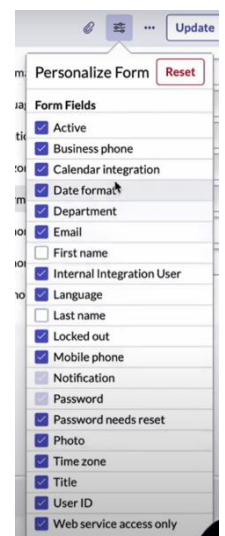
Tasks

A task is some item of work that needs to get done. In servicenow, each task is represented by a record in a database table named Task [task].

Most commonly used types of Tasks in servicenow:
Change request. Incident, Problem.
They are extensions of the task table. They inherit the common properties of the task table and then add their own attributes as needed.

Task records in ServiceNow are only created when entries are added to those extended tables so you never actually create a task record in the task table directly.

Task Management

- Defining and managing tasks in ServiceNow allow you to take common work that needs to be done and build repeatable processes to efficiently get it done.
- Assignment Rules auto assign tasks to users or groups, making sure they are handled by the most appropriate team members.
- Approvals can be created for a list of approvers (manually or automatically) according to approval rules.
- Service Level Agreements track the amount of time a task has been open to ensure they are completed within an allotted time.
- Inactivity Monitors ensure that tasks don't fall through the cracks by notifying when tasks untouched for a predefined period.
- Workflow are processes that can be created and applied to tasks that meet certain conditions

Task Assignment
Tasks can be assigned to an individual user or a group of users (or both).

Assignment Rules
An assignment rule is a record in servicenow database that tells the platform how to automatically populate the assign to an assignment group attributes when tasks are created.
AppNav>System policy>Rules>Assignment
Table: Assignment Rule [sysrule_assignment]

Assignment Lookup Rules
These can only be created against the Incident Tasks so you don't have the option of choosing which task table you want these to apply to. Also, they only give you the ability to choose from a small predefined set of fields to build your conditions against.
AppNav>System policy>Assignment Lookup Rules

Task Collaboration
Oftentimes the process of researching and completing tasks requires input and communication with multiple stakeholders.
User Presence allows multiple stakeholders to view and update a record simultaneously.

The <u>Active Viewers</u> icon will display on the header bar when another user is viewing that record at the same time.

The <u>real-time editing</u> (Pulse) icon will display beside a field that has been changed by another user.

<u>Additional comments</u> are viewable by a large audience including the customer or the person that created the task.

<u>Work notes</u> are the place to put notes meant for your internal working team members.

Notifications

When records are created, updated or any event is generated, servicenow can send notifications to the users configured in those notifications.

Outbound and Inbound

Servicenow sends a notification which is received by a user and this is called Outbound notification.

Users can also respond to the emails received or create new email and send it to the servicenow which can basically perform some action on the records of the table which is called inbound action.

OOB Notifications

Servicenow also has out of the box notifications configured for existing modules and applications provided by servicenow like incident notifications, change notifications, problem management notifications or request notifications.

Servicenow admins can edit existing notifications or they can create new notifications.

You can access notifications via module notifications under system notification.

The table under all the notifications are stored: [sysevent_email_action]