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**Lab 3.3.1 - Add Category and Reference Values**

→ **Section 1:**

The screenshot shows the 'Incident - Create INC0010009' page in ServiceNow. The 'Category' field is set to 'Hardware' and the 'Subcategory' field is set to 'Firmware'. Other visible fields include Number (INC0010009), Caller, Channel (~ None ~), State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, Assigned to, Short description, and Description. The 'Related Search Results' section below shows no results.

→ **Section 2:**

The screenshot shows the 'Offering - Infinty (HHD)' form in ServiceNow. The 'Name' field is set to 'Infinty (HHD)'. Other fields include 'Model ID' (empty), 'Owned by' (Annette Fretas), 'Parent' (Training), 'Used for' (Production), 'Operational status' (Operational), 'Vendor' (empty), 'Approval group' (CAB Approval), 'Support group' (empty), 'Change group' (empty), 'Managed by' (empty), 'Version' (empty), 'Business criticality' (2 - somewhat critical), 'SLA' (empty), and 'Location' (empty). The 'Short Description' and 'Description' fields contain the text 'Infinity (HHD) 3D handheld projectors'. The 'Comments' field is empty. The 'Related Items' section shows 3 levels. The 'Contract' search bar is empty. Action buttons at the bottom are 'Update' and 'Delete'.

### → Section 3 :

The screenshot shows the same 'Offering - Infinty (HHD)' form. The 'Change group' field has been changed to 'Training Technology Support'. All other fields remain the same as in the previous screenshot. The 'Related Items' section shows 3 levels. The 'Contract' search bar is empty. Action buttons at the bottom are 'Update' and 'Delete'.

### → Section 4 :

Incidents View: HHD										
All > Service offering Name contains HHD										
	Number	Pilot	Category	Opened	Configuration item	Model ID	Install Status	Short description	Caller	State
	INC0010014	true	Hardware	2025-02-24 17:52:34	(empty)	(empty)		Firmware Error 123 showing on Infinity display	Fred Luddy	New

## Lab 4.1 Create Table for HHD Configuration Records

### Section 1: Create a New Table, Column and List Layout

Holographic Handheld HHDs									
All									
	Name	Serial number	Asset tag	Firmware Version	Support group	Installed	Install Status	Assigned to	Comments
 No records to display									

### Section 2: Configure Infinity HHD Form

Holographic Handheld HHD - New...

Name

Serial number

Asset tag

Firmware Version

Support group

Installed

Install Status

Assigned to

Email

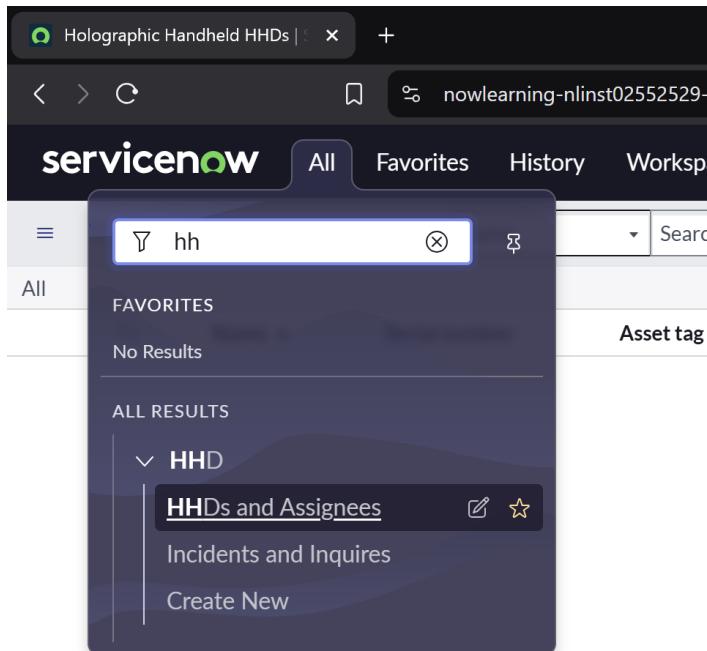
Comments

Submit

Related Links

Add to Update Set

### Section 3: Update Application Menu



## Lab 4.2 Create Access Controls

### Section 1: Provide Application Menu and Module Access

The screenshot shows the ServiceNow Application Menu - HHD page. At the top, there is a form with fields for Hint (Holographic Handheld Devices) and Description. Below the form is a table titled "Application menu = HHD" with three rows:

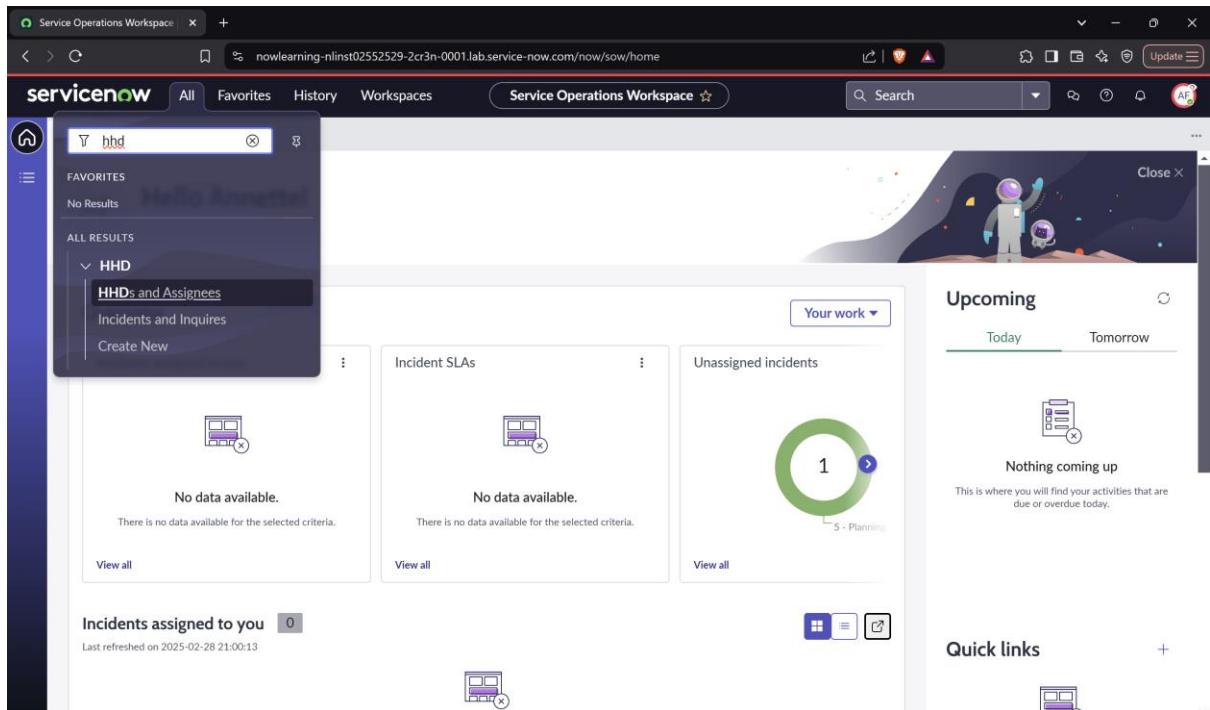
Title	Table	Active	Filter	Order	Link type	Device type	Roles	Updated
Create New	Holographic Handheld HHD [u_cmdb_ci.hardware_hhd]	true		100	New Record		u_holographic_handheld_hhd_user	2025-02-28 20:39:05
HHDs and Assignees	Holographic Handheld HHD [u_cmdb_ci.hardware_hhd]	true			List of Records		u_holographic_handheld_hhd_user	2025-02-28 19:41:15
Incidents and Inquiries	Incident [incident]	true	service_offeringLIKEHHD^EQ	10	List of Records		u_holographic_handheld_hhd_user	2025-02-28 20:39:26

## Section 2: Grant Roles to Support Groups

The screenshot shows the Group - Training and Technology Support page. At the top, there is a form with fields for Name (Training and Technology Support), Manager, Group email, and Parent. Below the form is a table titled "Group = Training and Technology Support" with two rows:

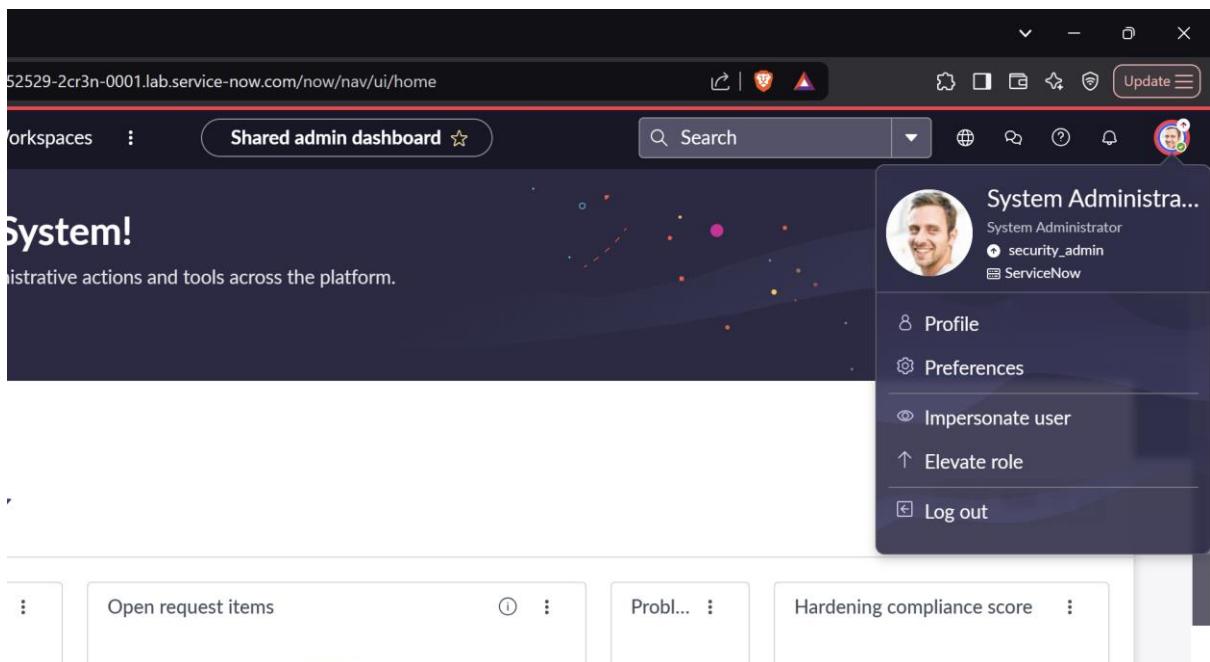
Created	Role	Granted by	Inherits
2025-02-28 20:58:48	u_holographic_handheld_hhd_user	(empty)	true
2025-02-28 20:08:26	itil	(empty)	true

## Section 3: Test the Visibility Settings



The screenshot shows the ServiceNow Service Operations Workspace. At the top left, there's a search bar with the query "bhd". Below it, a sidebar displays "FAVORITES" and "ALL RESULTS" sections, with "HHD" expanded to show "HHDs and Assignees", "Incidents and Inquiries", and "Create New". The main area features several cards: "Incident SLAs" (No data available), "Unassigned incidents" (1 item, 5 - Planning), and "Upcoming" (Today tab selected, showing "Nothing coming up"). A "Quick links" section is also visible.

## Section 4: Establish Access Control Rules for Incident



The screenshot shows the ServiceNow Shared admin dashboard. The top navigation bar includes "Workspaces" and "Shared admin dashboard". On the right, a user profile for "System Administrator" (security\_admin) is shown with options: "Profile", "Preferences", "Impersonate user", "Elevate role", and "Log out". The main content area features cards for "Open request items", "Probl...", and "Hardening compliance score".

Servicenow Access Control - incident

Type: record, Operation: create, Application: Global, Active: checked

Admin overrides: checked, Protection policy: None

Name: Incident [incident], Description: u\_holographic\_handheld\_hhd\_user role required to create HHD incident records

Condition: Add Filter Condition, Add "OR" Clause

Conditions: Requires role, Role, Local or Existing: Existing, Security Attribute: [Search]

## Section 5: Create an Access Control Rule for Asset Tag

Servicenow Access Control - incident

Type: record, Operation: create, Application: Global, Active: checked

Admin overrides: checked, Protection policy: None

Name: Incident [incident], Description: u\_holographic\_handheld\_hhd\_user role required to create HHD incident records

Condition: Add Filter Condition, Add "OR" Clause

Conditions: Requires role, Role, Local or Existing: Existing, Security Attribute: [Search]

## Section 6: Grant the Role for Updating Asset Tags

HHD Asset Taggers | Group | ServiceNow

servicenow All Favorites History Workspaces Group - HHD Asset Taggers

Group HHD Asset Taggers

Adding Role u\_hhd\_asset\_tagger to annette.friet

Name: HHD Asset Taggers Manager: Description: Group email: Parent:

Update Delete

Related Links Add to Update Set

Roles (1) Group Members (1) Groups Skills

User Search Actions on selected rows... New Edit...

Group = HHD Asset Taggers

User Annette Frielas

1 to 1 of 1

This screenshot shows the 'Group' page for 'HHD Asset Taggers'. It displays fields for Name, Manager, Group email, and Parent. A modal window is open, showing the addition of 'Role u\_hhd\_asset\_tagger' to 'User annette.friet'. Below this, a table lists one member, 'Annette Frielas', under the 'Group Members' tab. The interface includes standard ServiceNow navigation and search tools.

## Section 7: Test the Asset Tag Settings

New Record | Holographic Handheld HHD | ServiceNow

Holographic Handheld HHD - New ...

Holographic Handheld HHD

Name: Serial number: Asset tag: Firmware Version: Support group: Installed: Install Status: Assigned to: Email: Comments:

Submit

This screenshot shows the 'New Record' page for 'Holographic Handheld HHD'. It contains various input fields for asset information: Name, Serial number, Asset tag, Firmware Version, Support group, Installed status, Install Status, Assigned to, Email, and Comments. A 'Submit' button is at the bottom left. The page has a clean, modern design with a light gray background and white input fields.

## Lab 4.3 Import HHD Hardware Data

### Section 1: Initial Data Load

Servicenow All Favorites History Admin : Holographic Handheld HDDs View: ... Search

Holographic Handheld HDDs Import Validation Name Search New

All Serial number Location Name Asset tag Firmware Version Assigned to

Serial number	Location	Name	Asset tag	Firmware Version	Assigned to
Search	Search	Search	Search	Search	Search



No records to display

Servicenow All Favorites History Admin : Holographic Handheld HDDs View: ... Search Actions on selected rows... New

Holographic Handheld HDDs Import Validation Name Search

All Serial number Location Name Asset tag Firmware Version Assigned to

Serial number	Location	Name	Asset tag	Firmware Version	Assigned to
CDE0100102	153 South Sierra Avenue, Solana Beach,CA	Infinity HHD Device	CD00202	TD02	Kevin Edd
CDE0100099	9249 Cicero Avenue, Oak Lawn,IL	Infinity HHD Device	CD00200	TD01	Winnie Reich
CDE0100103	6304 Northwest Barry Road, Kansas City,MO	Infinity HHD Device	CD00203	TD01	Beth Anglin
PAR0100099	Paradise Road, Richmond, London	Infinity HHD Device	CD00204	TD01	Waldo Sisk
CDE0100101	153 South Sierra Avenue, Solana Beach,CA	Infinity HHD Device	CD00201	TD01	Kevin Edd
CDE0100106	153 South Sierra Avenue, Solana Beach,CA	Infinity HHD Prototype	CD00206	AP01	Kevin Edd
CDE0100105	9249 Cicero Avenue, Oak Lawn,IL	Infinity HHD Prototype	CD00205	AP01	Winnie Reich

## Section 2: Incremental Data Load

HHD CLs | Table Transform Map

servicenow All Favorites History Workspaces Table Transform Map - HHD CLs

Name: HHD CLs

Source table: HHD Imports [u\_hhd\_imports]

Active:

Run business rules:

Enforce mandatory fields: No

Target table: Holographic Handheld HHD [u\_cmdb...]

Order: 100

Run script:

Related Links:

- Add to Update Set
- Auto Map Matching Fields
- Mapping Assist
- Validate Coalesce Fields
- Transform
- Index Coalesce Fields
- Run Point Scan

Field Maps (6) Transform Scripts Empty reference fields (2) Unused coalesce fields for empty values (1)

for text Search Actions on selected rows...

Field Maps

Source field	Target field	Coalesce	Coalesce empty fields

### Section 3: Clean Up Import Set Tables

The screenshot shows the ServiceNow Import Log page. The title bar says "Import Log | ServiceNow". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", "Admin", and "Import Log". A search bar is present on the right. The main content area has a header "Import Log Created" with a dropdown and a search input. Below this is a message "Cleanup completed" with a timestamp "All > Source = Cleanup > Created > 2025-02-27 22:55:28". The main table has columns "Created", "Level", "Message", and "Source". The table lists several entries from "2025-02-28 22:55:28" to "2025-02-28 22:55:28" under the "Information" level. The "Source" column for all entries is "Cleanup". The messages describe removing import set artifacts, removing rows from sys\_import\_set\_run, and cleaning import sets.

## Lab 4.4 Explore Data Structures, CMDB, and CI Relationships

### Section 1: Explore Data Structures

The screenshot shows the ServiceNow Generic Hierarchy page. The title bar says "ServiceNow". The top navigation bar includes "servicenow", "All", "Favorites", "History", "Workspaces", "Admin", and "ServiceNow". A search bar is present on the right. The main content area shows a hierarchy diagram. At the top left is a search bar with "Holographic Handheld HHD" selected. Below it are checkboxes for "Show referenced tables", "Show referencing tables", "Show extended tables" (which is checked), and "Show extending tables" (which is checked). The hierarchy diagram shows four nodes connected by arrows: "Holographic Handheld HHD" (underlined) connects to "Hardware", which connects to "Configuration Item", which connects to "Base Configuration Item". Each node has a "Tables" button on its right. The "Holographic Handheld HHD" node also has a "Columns" section with "Hardware Columns", "Configuration Item Columns", and "Base Configuration Item Columns".

### Section 2: Explore CI Class Manager - CMDB, CIs, and Relationships

Unified Navigation App | Service

servicenow All Favorites History Workspaces Admin CI model Search

CI Class Manager

Hierarchy Configuration Item > Service

Service

CI List

**Service Training**

Basic Info

Name: Training

Model ID:

Owned by: Annette Fretas

Business criticality: 2 - somewhat critical

Version:

Used for: Production

Operational status: Operational

Service classification: Business Service

Approval group: CAB Approval

Support group: Training and Technology Support

Change Group: Training and Technology Support

Managed by:

SLA:

Location:

Vendor:

Comments:

Related Items

Search for CI

Update Convert to Application Service Delete

Detailed Links

### Section 3: Create New Suggested Relationship Type

Unified Navigation App | Service

servicenow All Favorites History Workspaces Admin CI model Search

CI Class Manager

Hierarchy Configuration Item > Hardware > Holographic Handheld HHD

Holographic Handheld HHD

Suggested Relationships

Create a list of relationship types to select from when building relationships for this class.

Suggested relationships have been updated.

Search CI Classes

New

Class Info

Basic Info

Attributes

Identification Rule

Reconciliation Rules

**Suggested Relationships**

All Relationship Rules

Health

CI List

### Section 4: Associate HHD devices with Service Offering

The screenshot shows the ServiceNow Offering - Infinity (HHD) form. The main area contains fields for Description (Infinity (HHD) 3D handheld projectors which show 3D images and videos) and Comments. Below these is a section titled "Related Items" with a tree view showing multiple entries under "Runs on - Holographic Handheld HDDs". A search bar and buttons for Update and Delete are at the bottom.

## Section 5: View Relationship from HHD CI Record

The screenshot shows the ServiceNow CI model - Holographic Handheld HDD form. The main area displays various configuration item details such as Asset tag (CD00202), Firmware Version (TD02), and Support group. Below the main form is a "Related Items" section showing a link to "Runs - Offerings" with the entry "[L1] Infinity (HHD)". Buttons for Update and Delete are visible at the bottom.

## Section 6: Verify the Ability to Use the CIs in the Incident Form (Classic)

The screenshot shows two tabs open in a browser. The left tab is titled 'Incidents | DEV' and the right tab is titled 'Dependency Views'. The main content area displays a configuration item (CI) hierarchy and a dependency graph.

**CI Hierarchy:**

```

graph TD
    A[Service Training] --> B[Offering Infinity (HHD)]
    B --> C[Holographic Handhel...]
    
```

**Dependency Graph:**

```

graph TD
    A[Service Training] --- B[Offering Infinity (HHD)]
    B --- C[Holographic Handhel...]
    
```

**Note:** By having the Service, Service offering, and HHD devices connected, the product owner can have a roll-up view of the performance of the service.

**Excellent work! You have learned how to create a new CI class, add a CI to the CMDB, and use Suggested Relationships to create relationships between configuration items!**

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## Lab 5.1: Manage Knowledge Base and Create Articles

### Section 1 :

All > Name starts with Megan							
User ID	Name	Email	Active	Created	Updated	Company	Cloud Dimensions
megan.burke	Megan Burke	megan.burke@example.com	true	2007-08-12 23:16:23	2022-08-18 19:52:15		

### Section 2:

The screenshot shows the 'Group Members List' section of the ServiceNow interface. It displays a list of users assigned to a group named 'HR Knowledge Managers'.

Group Members List	
HR Knowledge Managers	
Gracie Ehn	Jasmin Gum

**Collection:**

Search: Jasmin

--None--

**Buttons:**

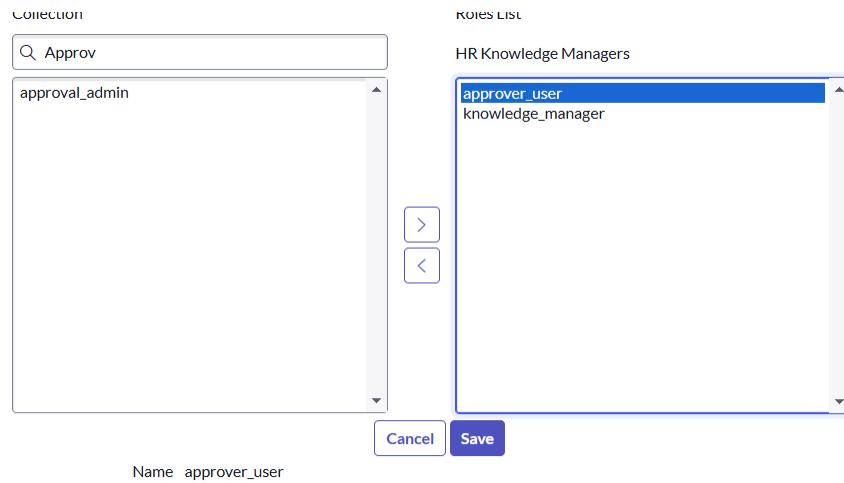
- >
- <
- Cancel
- Save

**Name:** Jasmin Gum

**Group New record:**

Name	HR Knowledge Managers	Group email
Manager	Gracie Ehn	Parent
Description	This group contains the individuals with the Knowledge Manager [knowledge_manager] role.	

### Section 3 :



### Section 4 :

The screenshot shows the 'Knowledge Base - Human Resource' settings page in ServiceNow. The page includes fields for Title ('Human Resources General Knowledge'), Article Validity, Icon (with update and delete buttons), and various disable checkboxes. It also includes sections for Managers, Publish workflow ('Knowledge - Approval Publish'), Retire workflow ('Knowledge - Approval Retire'), and Active status (which is checked). At the bottom, there is a 'Related Links' section with links to 'Add to Update Set', 'View Knowledge Base', and 'Run User Criteria Diagnostics'.

### Section 5:

The screenshot shows the ServiceNow Knowledge Management interface. A new article is being created with the following details:

- Number:** KB0010851
- Article type:** HTML
- Knowledge base:** Human Resources General Knowledge
- Category:** (empty)
- Valid to:** 2100-01-01
- Workflow:** Review
- Source Task:** (empty)
- Attachment link:** (checkbox)
- Display attachments:** (checkbox)
- Short description:** Infinity\_Open\_Enrollment
- Article body:** Contains the following text:
 

**Infinity Testing Open Enrollment**

**What is Infinity?**

Infinity is Cloud Dimensions latest product offering, a Holographic Handheld Device (HHD). It is a projector which displays 3D images and videos. The devices will be used to train technicians in the field how to repair equipment.

The device is going to be piloted next month internally with the technical leads. Then after the pilot they will be released to all the technicians.

347 WORDS

Buttons at the bottom include **Update** and **Search for Duplicates**.

## Section 6 :

The screenshot shows the ServiceNow Knowledge Homepage. The search bar has "Human Resc" typed into it. The results page displays two articles under the category "Human Resources General Knowledge":

- Infinity\_Open\_Enrollment**: Authored by Jasmin Gum, 3 views, last updated just now, rating 4 stars. Description: Infinity is Cloud Dimensions latest product offering, a Holographic Handheld Device (HHD). It is a projector which displays 3D images and videos. The devices will be used to train technicians in the field... Knowledge Base: Human Resources General Knowledge
- Employee Stock Purchase Program**: Authored by System Administrator, 3 views, last updated 4y ago, rating 4 stars. Description: Employee Stock Purchase Program—Common Questions An Employee Stock Purchase Program, or "ESPP", is a company-run program that allows employees to purchase company shares at a discounted price. Employees contribute to the plan through payroll deductions... Knowledge Base: Human Resources General Knowledge

On the left sidebar, there is a navigation menu with categories like Benefits, FAQ, Hiring, Payroll, Policies, and Training. A "Create an Article" button is located at the top right of the results page.

## Section 7 :

The screenshot shows the ServiceNow Knowledge Base interface. At the top, there's a header with the title "Knowledge Base - Human Resource General Knowledge". Below the header, there's a form with fields for "Description" (containing "Human Resources articles, policies, and blogs") and "Set default knowledge field values" (with dropdown menus for "choose field" and "value"). A large "Update" button is visible at the top right of the form area.

Below the form, there's a section titled "Related Links" with links to "Add to Update Set", "View Knowledge Base", and "Run User Criteria Diagnostics".

The main content area displays a grid of knowledge items. The first row shows a summary: "Knowledge (48)", "Can Read (3)", "Can Contribute (3)", "Cannot Read", "Cannot Contribute", "Featured Content (13)", and "Knowledge Categories (6)".

Below this summary, there are two sections: "Can Read" and "Can Contribute". The "Can Read" section lists three items: "Cloud Dimensions Employees", "HRSM clients without alumni", and "Users with 'sn\_hr\_sp.esc\_admin' role".

At the bottom of the grid, there are navigation buttons: "1 to 3 of 3" and arrows for navigating through the pages.

## Lab verification :

The screenshot shows the ServiceNow Knowledge Homepage. At the top, there's a header with the title "Knowledge Homepage". Below the header, there's a search bar with the placeholder "Search (minimum 3 characters)".

The main content area is titled "Knowledge Bases" and contains two boxes:

- IT**: Number of Articles: 36
- Knowledge**: Number of Articles: 0

Below this, there are three sections: "Featured Content", "Most Useful", and "Most Viewed".

- Featured Content**: Sales Force Automation is DOWN  
Email Interruption Tonight at 11:00 PM Eastern
- Most Useful**: No articles to display
- Most Viewed**:
  - What are phishing scams and how can I avoid them?
  - Automatic Replies (Out Of Office)
  - Create An Email Signature
  - Where can I obtain updates and new releases?
  - How do I quit an application that isn't responding?

## Lab 5.2 Create a Catalog Item

### Section 1: Assign Managers and Editors to Service Catalog

Service Catalog | Catalog | Service Catalog

**Catalog - Service Catalog**

Catalog

Service Catalog

Title: Service Catalog

Application: Global

Manager: Unlock Editors Administrator

Active:

Editors: Bud Richman

Description: Service Catalog - IT Now

Desktop image: [Update][Delete]

'Catalog Home' Page:

'Continue Shopping' page:

Update Delete

Related Links

Add to Update Set

Catalog Items (176) Categories (39) Catalog Portal Pages (1) Sites (1)

for text Search Actions on selected rows... New

## Section 2: Create New Service Catalog Item

Service Operations Workspace | Service Catalog

Submitted | Catalog Builder | Success

**Catalog Builder**

Your item has been submitted!

Your item has been submitted and will soon be available in the catalog for your users to select and request. If we're unable to publish the item, you will be notified.

Return to my dashboard Create another catalog item

## Section 3: Add Pricing to the Infinity Catalog Item

Infinity HHD | ServiceNow

servicenow All Favorites History Workspaces Infinity HHD

Service Catalog > Hardware > Infinity HHD

Search catalog

VR, but without the glasses

The Infinity Hographic Handheld Device (HHD) is capable of projecting immersive environments around you. What are you waiting for? Get the Infinity HHD!

Order this Item  
Price \$459.99  
Quantity 1  
Subtotal \$459.99  
Delivery time 9 Days  
Order Now  
Add to Cart  
Shopping Cart  
Empty

\* Who is this request for?  
System Administrator

\* When do you need this?  
Today

\* How much memory do you want in your infinity HHD?  
512 GB

\* What color Infinity HHD would you like?  
Crimson

#### Section 4: Verify the Service Catalog Item Creation

Infinity HHD | ServiceNow

servicenow All Favorites History Workspaces Infinity HHD

Service Catalog > Hardware > Infinity HHD

Search catalog

VR, but without the glasses

The Infinity Hographic Handheld Device (HHD) is capable of projecting immersive environments around you. What are you waiting for? Get the Infinity HHD!

Order this Item  
Price \$359.99  
Quantity 1  
Subtotal \$359.99  
Delivery time 9 Days  
Order Now  
Add to Cart  
Shopping Cart  
Empty

\* Who is this request for?  
System Administrator

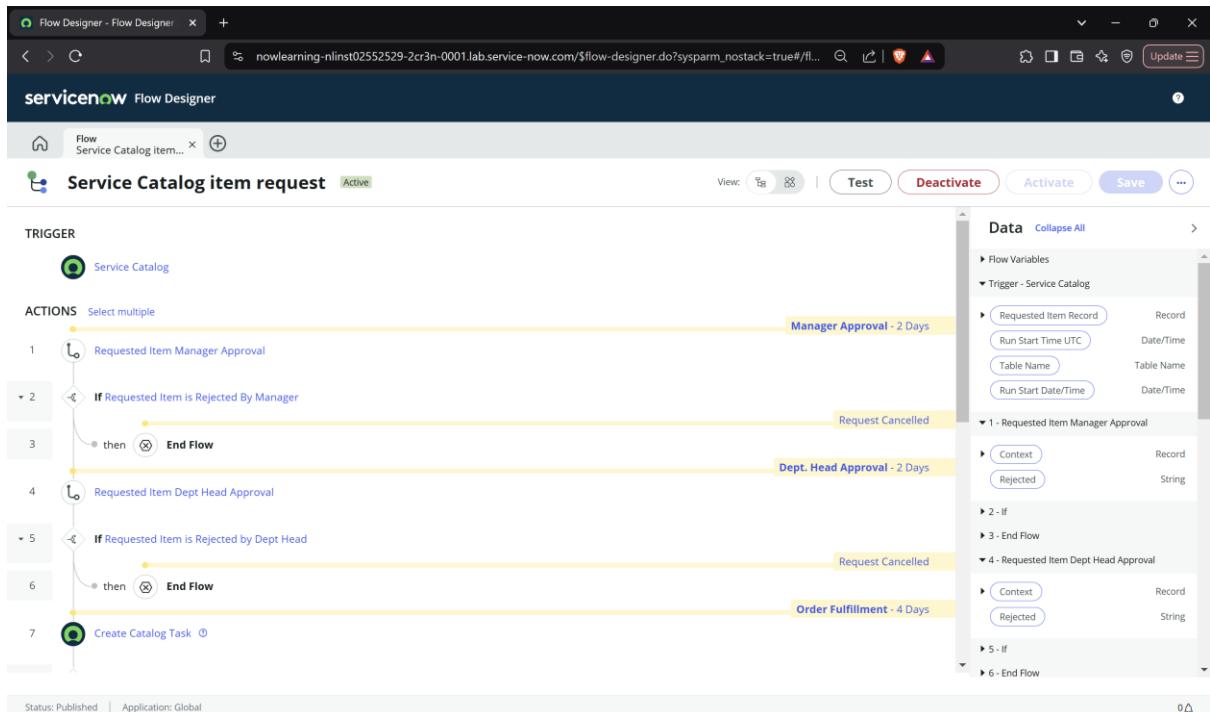
\* When do you need this?  
Today

\* How much memory do you want in your infinity HHD?  
256 GB

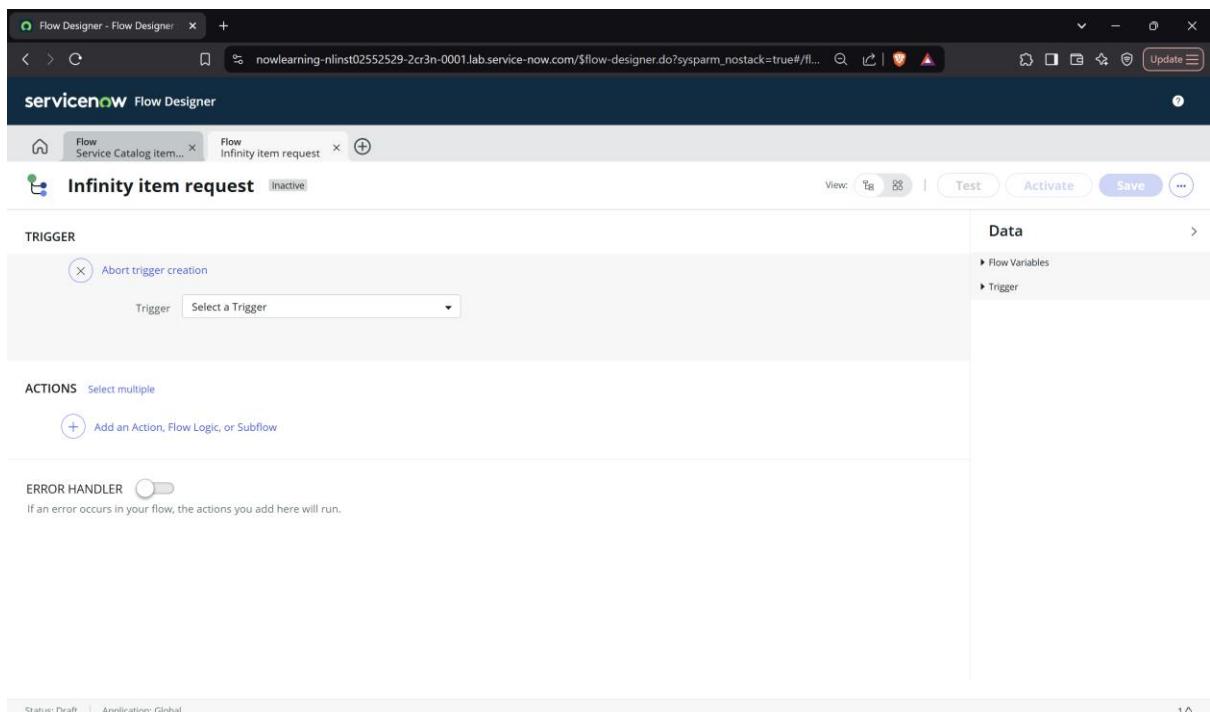
\* What color Infinity HHD would you like?  
Crimson

#### Lab 5.3: Create a Flow Designer Flow

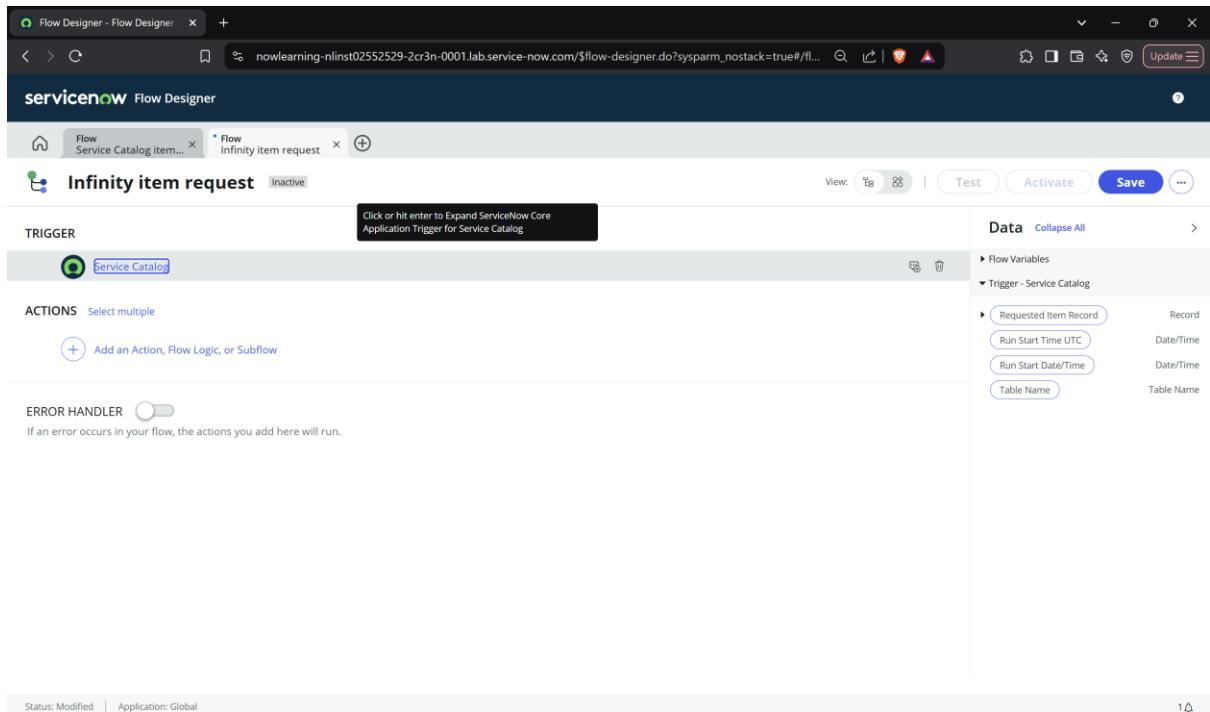
##### Section 1:



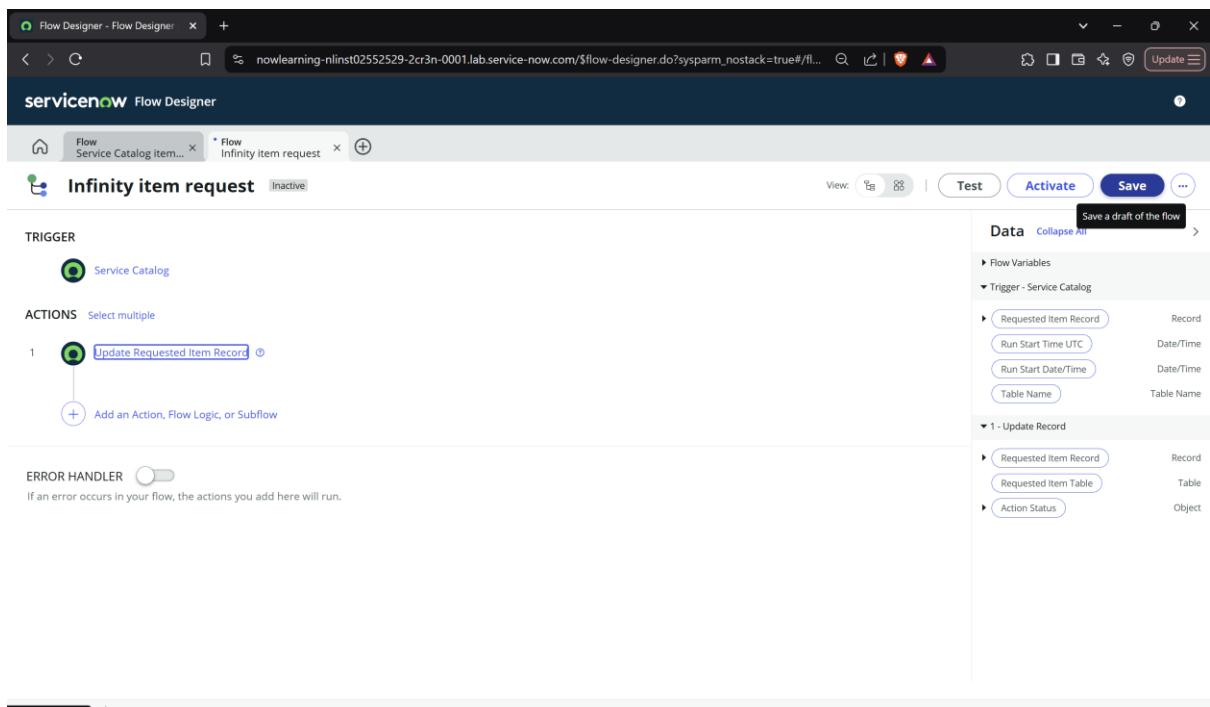
## Section 2:



## Section 3:



## Section 4:



## Section 5 :

The screenshot shows the ServiceNow Flow Designer interface. The flow is titled "Infinity item request" and is currently inactive. It consists of two main sections: "ACTIONS" and "Data".

**ACTIONS:**

- Step 1: "Update Requested Item Record" (Service Catalog icon)
- Step 2: "Create Catalog Task" (Service Catalog icon)

**Data:**

- Trigger - Service Catalog:**
  - Requested Item Record
  - Run Start Time UTC
  - Table Name
  - Run Start Date/Time
- 1 - Update Record:**
  - Requested Item Record
  - Requested Item Table
  - Action Status
- 2 - Create Catalog Task:**
  - Catalog Task
  - Action Status

## Section 6:

The screenshot shows the ServiceNow Flow Designer interface. The flow is titled "Infinity item request" and is currently inactive. It has been updated to include a third step:

**ACTIONS:**

- "Update Requested Item Record" (Service Catalog icon)
- "Create Catalog Task" (Service Catalog icon)
- "Send Email" (Email icon)

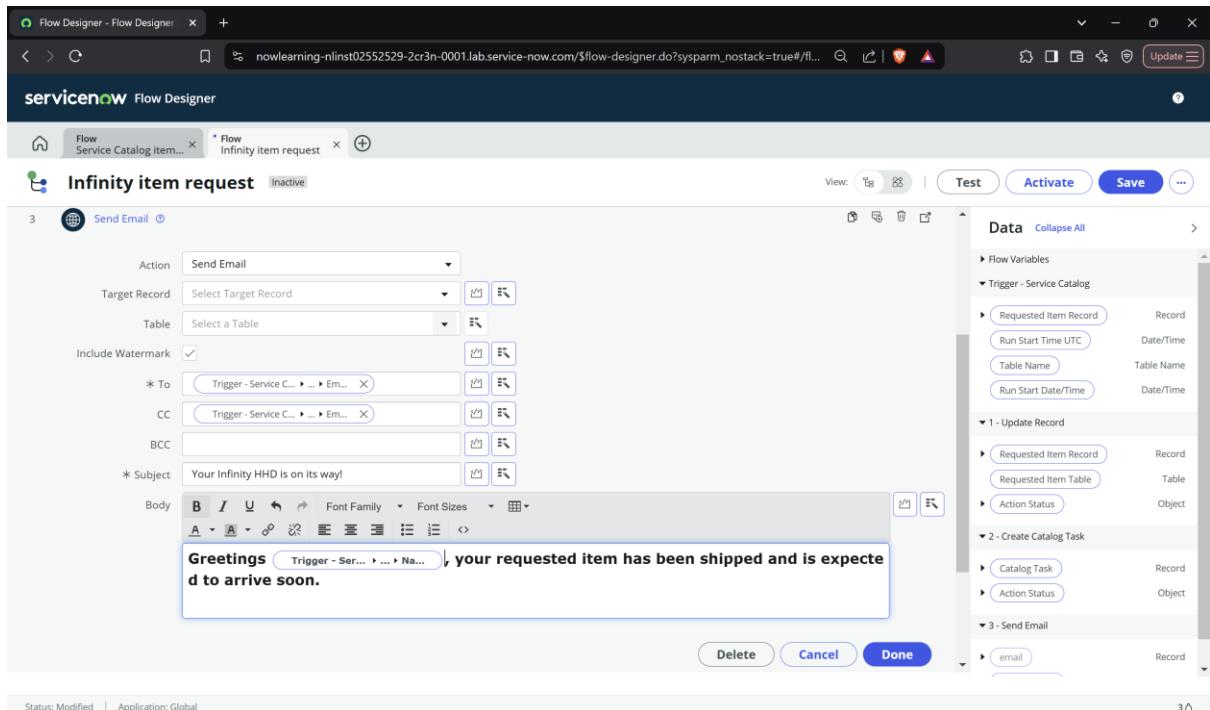
**Data:**

- Trigger - Service Catalog:**
  - Requested Item Record
  - Run Start Time UTC
  - Table Name
  - Run Start Date/Time
- 1 - Update Record:**
  - Requested Item Record
  - Requested Item Table
  - Action Status
- 2 - Create Catalog Task:**
  - Catalog Task
  - Action Status
- 3 - Send Email:**
  - email

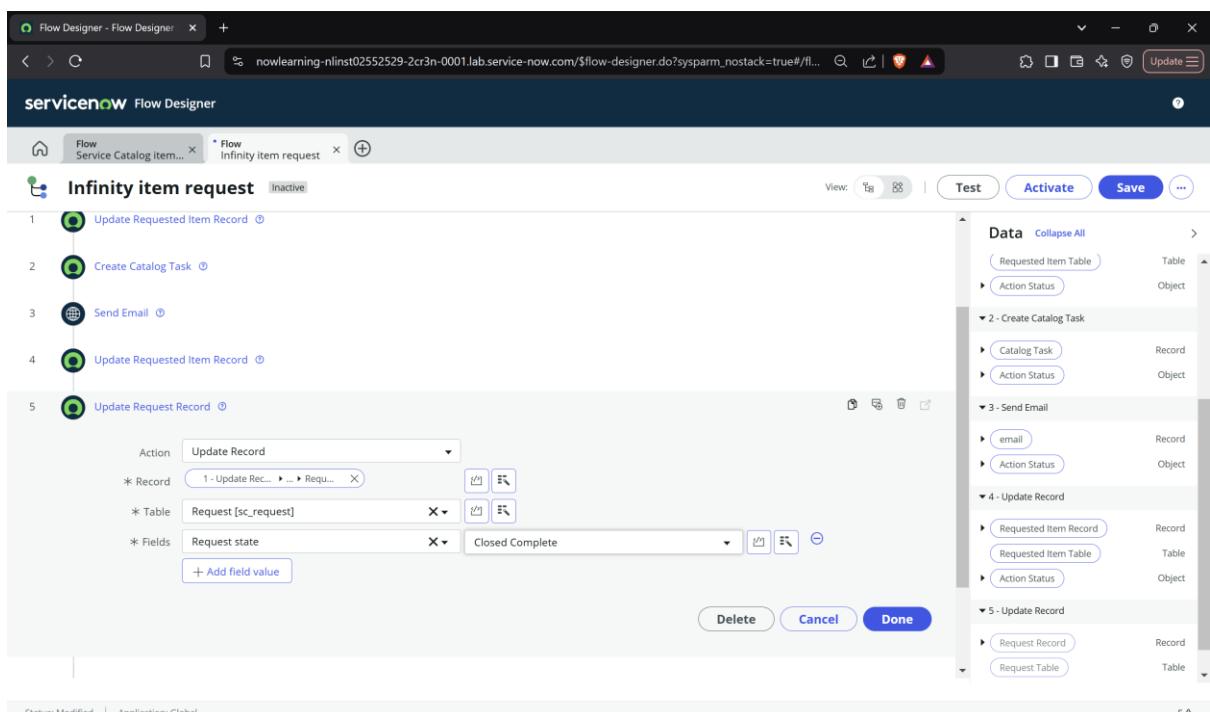
The "Send Email" step configuration includes the following fields:

- Action: Send Email
- Target Record: Select Target Record
- Table: Select a Table
- Include Watermark: checked
- \* To: Trigger - Service Catalog > Email
- CC: Trigger - Service Catalog > Email
- BCC:
- \* Subject: Your Infinity HHD is on its way!
- Body: Greetings [Trigger - Ser... > ...> Na...], your requested item has been shipped and is expected to arrive soon.

## Section 7:



## Section 8:



## Section 9 :

**Catalog Item - Infinity HHD**

Name: Infinity HHD

Catalogs: Service Catalog

Category: Hardware

State: Published

Checked out: false

Owner: Bud Richman

Application: Global

Active:

Fulfillment automation level: Unspecified

Item Details, Process Engine, Picture, Pricing, Portal Settings

Select the appropriate process engine for the catalog item. Only one engine can be selected.

Flow: Infinity item request

Workflow:

Execution Plan:

Update, Copy, Try It, Edit in Catalog Builder, Delete

Related Links: Add to Update Set, Item Diagnostic, Run Point Scan

## Lab 6.1: Create Dashboards and Reports

### Section 1:

Dashboards Overview

Recent, Owned by Me, Shared with Me, All

Group filter: Incident

Search dashboard: Search by name or group

Create a dashboard

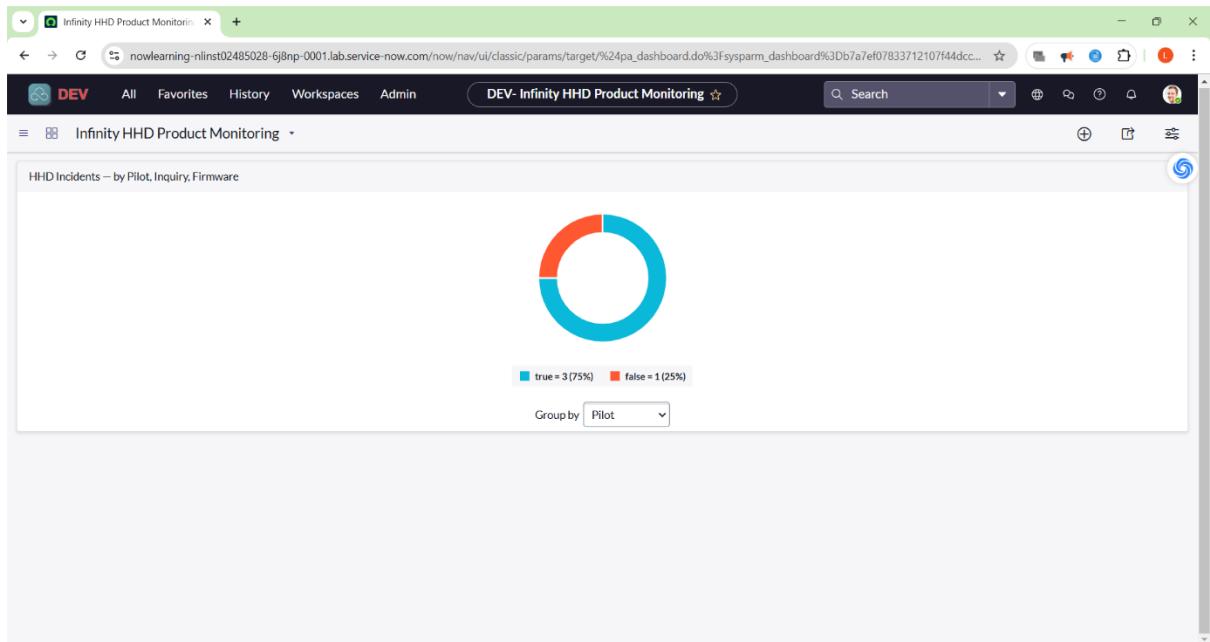
Infinity HHD Product monitoring

Incidents

Owned by System Administrator

Owner

### Section 2 :



### Section 3 :

The screenshot shows the "Dashboards Overview" page in ServiceNow. The top navigation bar includes "Dashboards Overview", "Search", and other standard ServiceNow icons. Below the header, there are filters for "Recent", "Owned by Me", "Shared with Me", and "All". A search bar is also present. A single dashboard card is visible, titled "Infinity HHD Product monitoring" and categorized as an "Incident". The card shows it was "Owned by System Administrator" and "Editor" and was "Viewed just now".

## Lab 6.2: Configure Notifications

### Section 1:

This screenshot shows the ServiceNow Notification Preview screen for a P1 Infinity (HHD) Incident. The preview record is System Administrator [INC0000334]. The subject is "IMPORTANT! P1 Infinity (HHD) Incident Number INC0000334". The body contains the message: "Critical Incident INC0000334 has been created for Infinity (HHD) service offering." Below the body, there is a link to "Unsubscribe | Notification Preferences". The message HTML code includes a placeholder \${URI\_REF}.

## Section 2:

This screenshot shows the ServiceNow Email - IMPORTANT! P1 Infinity (HHD) Incident Number INC001013 View: Outbox screen. The mailbox is set to Outbox. The email details are as follows: Subject: "IMPORTANT! P1 Infinity (HHD) Incident Number INC001013", Recipients: annette.frietas@example.com, and Body: The body contains the same message as the notification preview, including the \${URI\_REF} placeholder. The message HTML code is identical to the one in the notification preview.

