

**Cognizant**

**Digital Nurture 3.0**

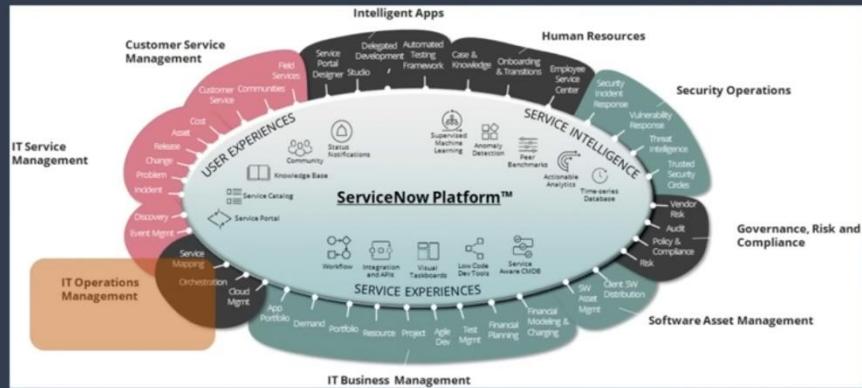
**Deep Skilling**

## **Module 2 - ServiceNow Administration Fundamentals**

### **Overview:**

The ServiceNow Admin Full Course is a comprehensive training program designed to equip learners with the necessary skills to administer a ServiceNow instance effectively. The course covers a wide range of topics, including platform overview and architecture, user interface customization, task management, notifications, knowledge management, service catalog, tables and fields configuration, access control lists, data import, CMDB, integration, update sets, events, and platform statistics. Additionally, the course includes Knowledge Check sessions to assess understanding and reinforce learning. By the end of the course, participants will have a solid foundation in ServiceNow administration

## SERVICE NOW PLATFORM



[Subscribe](#)

SaaS NOW

## PLATFORM INTERFACE

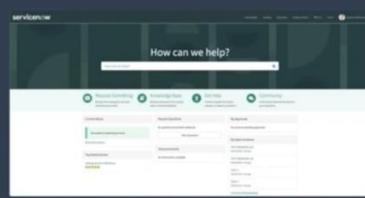
### WAYS OF INTERACTING WITH SERVICE NOW



User Interface



Mobile Interface



Portal Interface

[Subscribe](#)

SaaS NOW

## NATIVE UI

The screenshot shows the ServiceNow System Administration interface. On the left is a sidebar with a red header containing 'Filter categories' and a list of system management modules: Self Service, Benchmarks, Decision Tables, View Designer, Guided Setup, Guided Your Designer, Interaction, Service Desk, INOW Monitoring, System Audit, Incident, Problem, Change, Configuration, Password Reset, Service Catalog, Item Designer, Service Creator, Knowledge, and Documentation. The main area is titled 'System Administration' and contains several cards: 'Guided Setup' (with a gear icon), 'Create and Deploy' (with a server icon), 'Email' (with an envelope icon), 'Reporting and Analytics' (with a pie chart icon), 'System Security' (with a shield icon), 'Data Management' (with a database icon), 'Homepages' (with a globe icon), 'User Administration' (with a user icon), 'Business Logic' (with a play icon), 'Diagnostics' (with a monitor icon), 'Integration' (with a network icon), and 'User Interface' (with a person icon). A red 'SAAS NOW' button is in the top right corner.

[Subscribe](#)

## SERVICE PORTAL

The screenshot shows the ServiceNow Service Portal interface. At the top is a dark header with the ServiceNow logo and navigation links: Knowledge, Catalog, Requests, System Status, Cart, Tours, and System Administrator. Below is a search bar with the placeholder 'How can we help?' and a magnifying glass icon. To the right of the search bar are four circular icons: 'Request Something' (blue), 'Knowledge Base' (green), 'Get Help' (red), and 'Community' (purple). Below these are sections for 'Current Status' (green box: 'No system is reporting an issue'), 'Popular Questions' (white box: 'No questions have been asked yet'), 'My Approvals' (white box: 'You have no pending approvals'), 'Announcements' (white box: 'No information available'), and 'My Open Incidents' (white box: 'TEST ECONOMIC 123', 'TEST ECONOMIC 123', 'TEST 3', 'TEST 3', 'TEST 3', 'TEST 3', 'TEST 3 FOR BRANDING'). A red 'SAAS NOW' button is in the top right corner.

[Subscribe](#)

## SUPPORTED AUTHENTICATION



[Subscribe](#)

## ROLE BASED ACCESS



ITIL



ADMIN



KNOWLEDGE ADMIN



Approver

Subscribe

SaaS NOW

## COMPONENTS

User

an individual that has been granted access to your ServiceNow instance

Group

set of users who share a common purpose

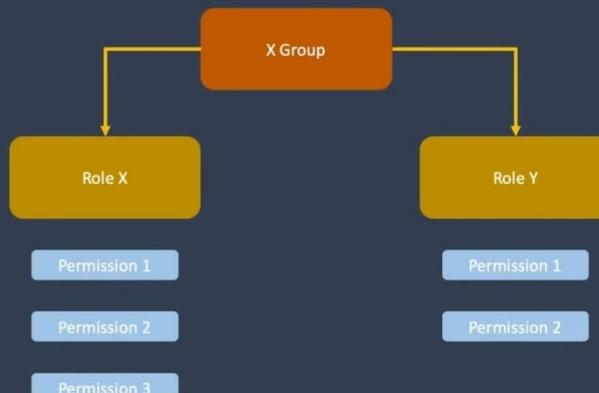
Role

collection of permissions in the Now Platform

Subscribe

SaaS NOW

## ROLES ASSIGNED TO A GROUP



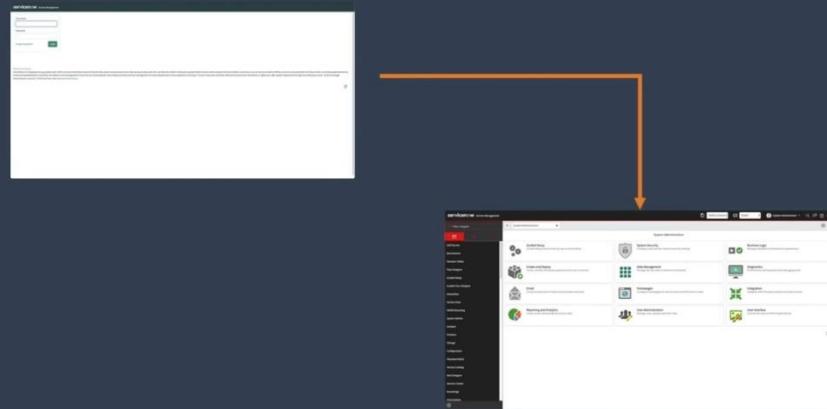
Subscribe

SaaS NOW

## BASE SYSTEM ROLES



## USER INTERFACE



## SERVICE NOW UI VERSION

UI16

UI15

## UI ELEMENTS

The screenshot displays the ServiceNow interface. On the left is the Application Navigator sidebar with various service links like Self-Service, Business Applications, Dashboards, etc. The main area is the Banner Frame, which contains the System Administration module. It features a grid of cards for Guided Setup, System Security, Data Management, Reporting and Analytics, and User Administration. A Content Pane is also visible on the right side of the frame.

## APPLICATION NAVIGATOR ELEMENTS

This section shows three examples of the Application Navigator in different contexts:

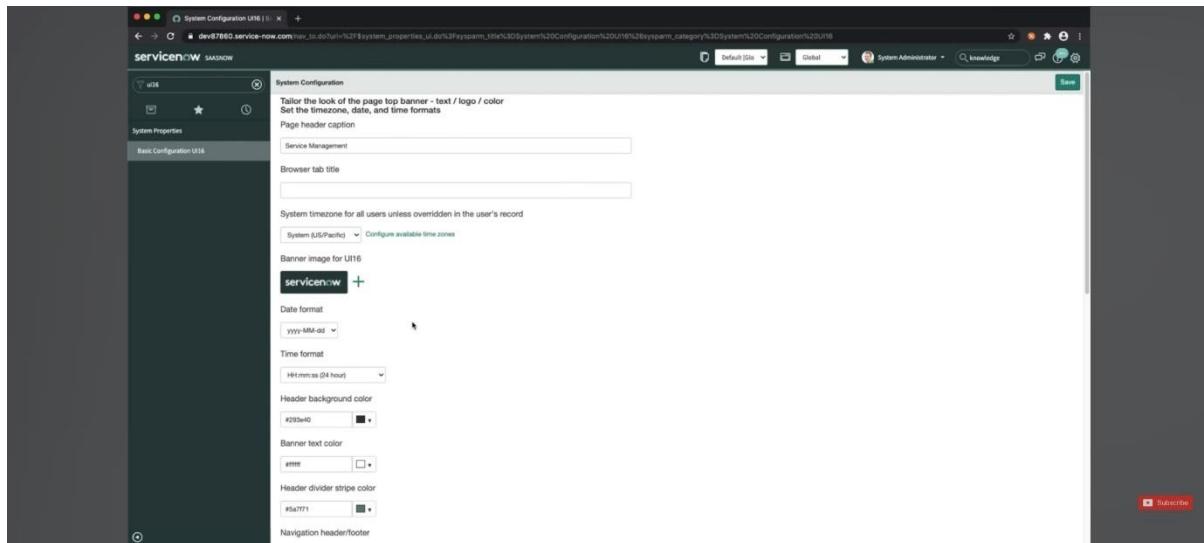
- Self-Service:** Shows links for Self-Service, Benchmarks, Decision Tables, Flow Designer, Guided Setup, Guided Tour Designer, Interaction, Service Desk, SNOB Bonding, System Health, Incident, Problem, Change, Configuration, Password Reset, Service Catalog, Item Designer, Service Creator, Knowledge, and Organization.
- Application Development:** Shows links for Table, Integration, Script Include, Checkability, Business Rule, Trigger, Trigger Binding, Application Files, Application Menu, SNOB Bonding, Table, Application File, Tables, Update name is not empty, Incidents, Active + New, Integrations, Field Value Mappings, UML AGG, Business Rule, Trigger, Trigger Coding.
- On-Call:** Shows links for A SNOB AGG, Table, Integration, Script Include, Checkability, Business Rule, Trigger, Trigger Binding, Application Files, Application Menu, SNOB Bonding, Table, Application File, Tables, Update name is not empty, Incidents, Active + New, Integrations, Field Value Mappings, UML AGG, Business Rule, Trigger, Trigger Coding.

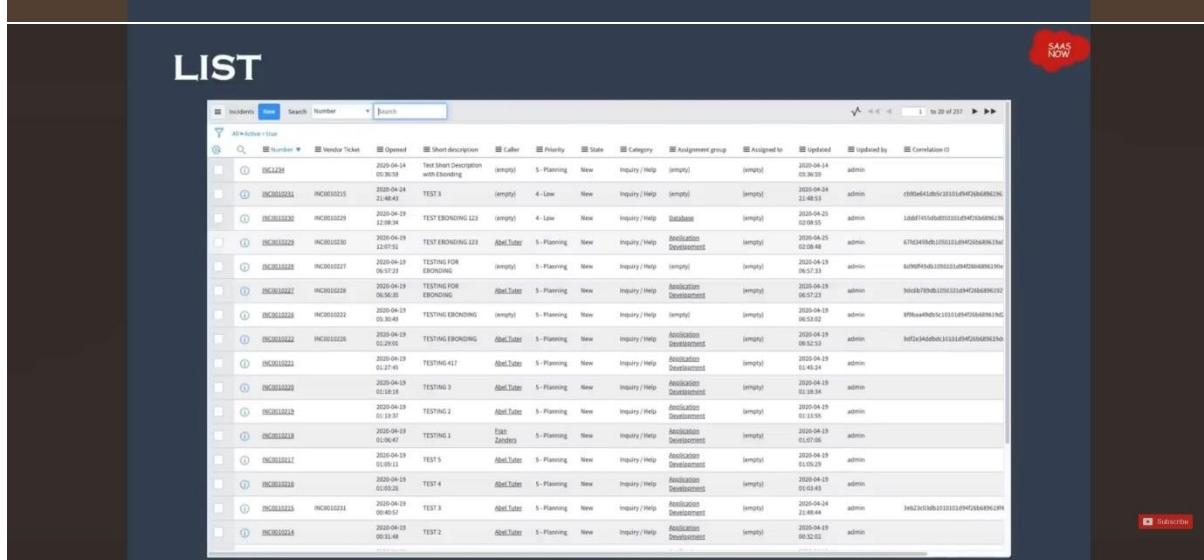
## BRANDING OVERVIEW

This screenshot shows the branding overview page, which includes the ServiceNow logo and navigation links for Home, Support, and Help.

**LIST AND FILTERS**

**LIST**





## LIST ELEMENTS

SAAS NOW

	Incidents	New	Search	Number	Search
<b>List of all Incidents</b>					
	Number	Vendor Ticket	Opened	Short description	Caller
1	INC123M	INC0010215	2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)
2	INC0010221	INC0010215	2020-04-24 22:48:43	TEST 3	(empty)
3	INC0010222	INC0010229	2020-04-19 12:08:34	TEST EBONDING 123	(empty)
4	INC0010223	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tuter
5	INC0010224	INC0010227	2020-04-19 04:18:58	TESTING FOR EBONDING	(empty)
6	INC0010225	INC0010228	2020-04-19 04:18:25	TESTING FOR EBONDING	Abel.Tuter
7	INC0010226	INC0010222	2020-04-19 03:30:49	TESTING EBONDING	(empty)
8	INC0010227	INC0010229	2020-04-19 03:29:10	TESTING EBONDING	Abel.Tuter
9	INC0010228	INC0010227	2020-04-19 03:27:45	TESTING 123	Abel.Tuter
10	INC0010229	INC0010228	2020-04-19 03:18:58	TESTING 3	Abel.Tuter
11	INC0010230	INC0010229	2020-04-19 03:13:52	TESTING 2	Abel.Tuter
12	INC0010231	INC0010229	2020-04-19 03:06:41	TESTING 1	Tom.Coxson
13	INC0010232	INC0010230	2020-04-19 03:04:45	TEST 5	Abel.Tuter
14	INC0010233	INC0010227	2020-04-19 03:03:50	TEST 4	Abel.Tuter
15	INC0010234	INC0010226	2020-04-19 03:03:49	TEST 2	Abel.Tuter
Subscribe					

## LIST ELEMENTS

**Breadcrumbs**

	Incidents	New	Search	Number	Search
<b>Breadcrumbs</b>					
	Number	Vendor Ticket	Opened	Short description	Caller
1	INC1234		2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)
2	INC0010231	INC0010215	2020-04-24 21:48:43	TEST 3	(empty)
3	INC0010230	INC0010229	2020-04-19 12:08:34	TEST EBONDING 123	(empty)
4	INC0010229	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tuter
5	INC0010228	INC0010227	2020-04-19 06:57:23	TESTING FOR EBONDING	(empty)
6	INC0010227	INC0010228	2020-04-19 06:56:35	TESTING FOR EBONDING	Abel.Tuter
7	INC0010226	INC0010222	2020-04-19 05:30:49	TESTING EBONDING	(empty)
8	INC0010222	INC0010226	2020-04-19 -----	TESTING EBONDING	Abel.Tuter
Subscribe					

## LIST ELEMENTS

**List Title Menu**

	Incidents	New	Search	Number	Search
<b>List Title Menu</b>					
	Number	Vendor Ticket	Opened	Short description	Caller
1	INC0010231	INC0010215	2020-04-14 05:36:59	Test Short Description with Ebonding	(empty)
2	INC0010230	INC0010229	2020-04-24 21:48:43	TEST 3	(empty)
3	INC0010229	INC0010230	2020-04-19 12:08:34	TEST EBONDING 123	(empty)
4	INC0010229	INC0010230	2020-04-19 12:07:51	TEST EBONDING 123	Abel.Tuter
Subscribe					

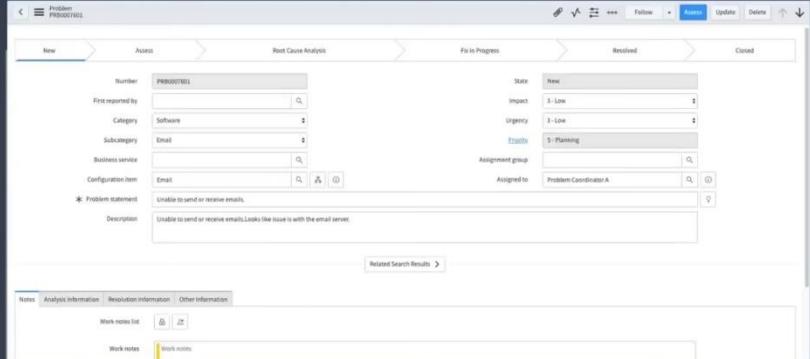


# FORMS

SaaS NOW

Subscribe

## FORM



SaaS NOW

Subscribe

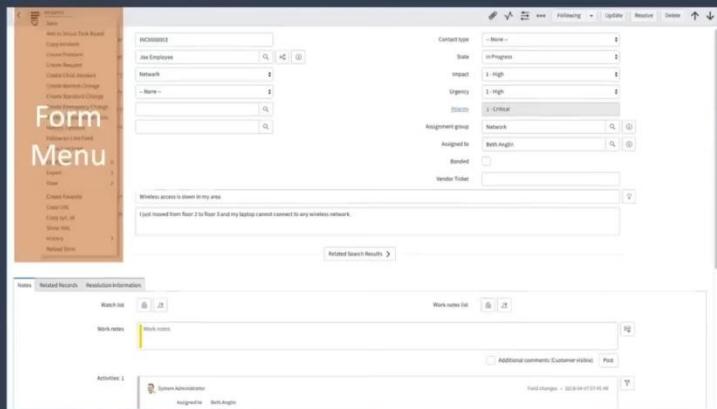
## FORM ELEMENTS



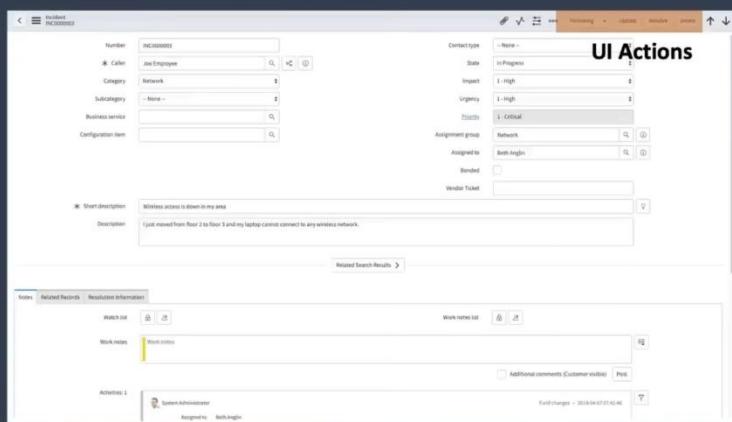
SaaS NOW

Subscribe

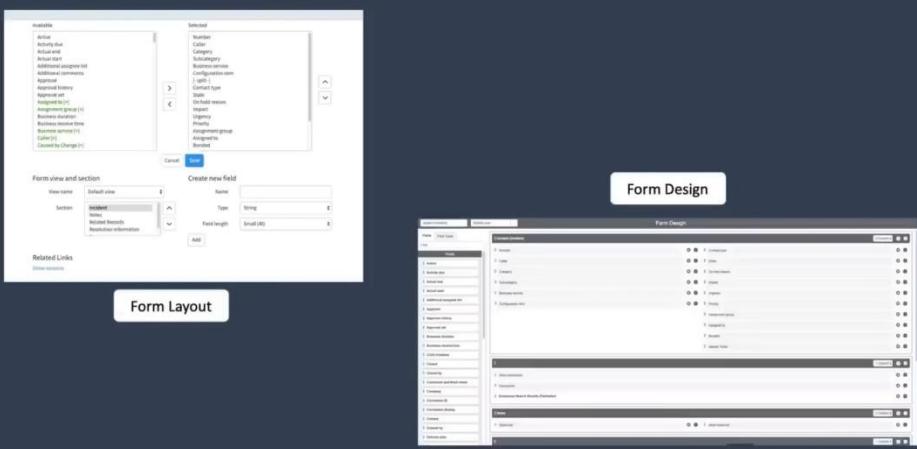
## FORM ELEMENTS



## FORM ELEMENTS



## FORM CONFIGURATION



SAAS  
NOW

# SERVICENOW SYSTEM ADMINISTRATOR TRAINING



Orlando

Subscribe

SAAS  
NOW

## TASK MANAGEMENT



Subscribe

### WHAT IS A TASK

SAAS  
NOW

A task is any record that can be assigned or completed by a user in ServiceNow. Users create tasks and are notified as the task moves along a workflow. Tasks can be assigned to specific users or user groups.

Subscribe

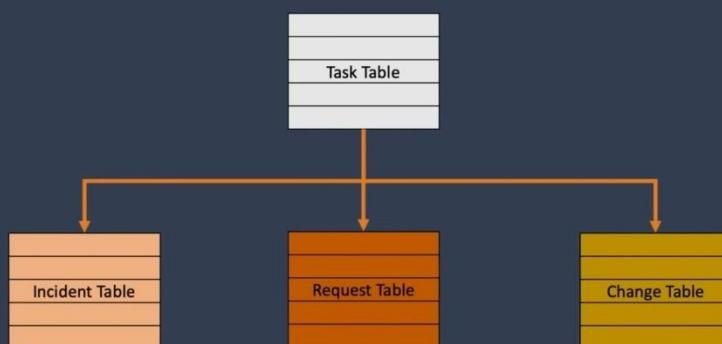
## TASK WORKFLOW



## TASK WORKFLOW



## TASK TABLE



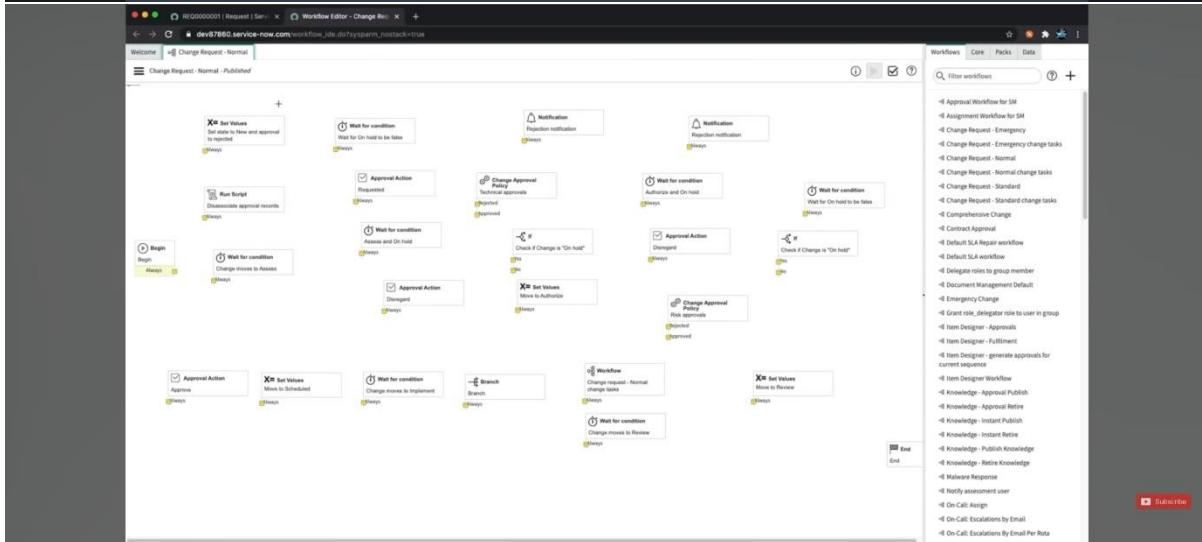
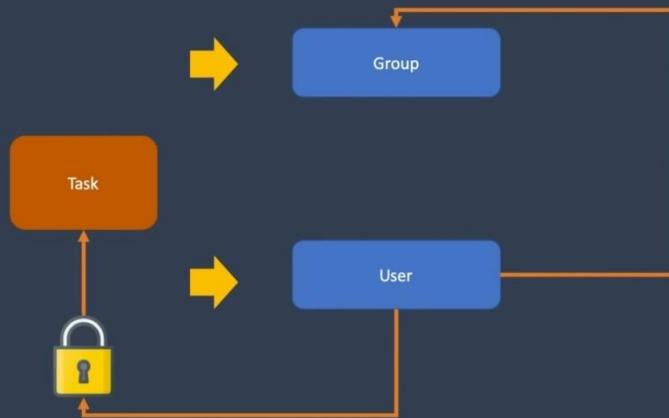
## FUNCTIONALITIES ASSOCIATED WITH TASKS

Approvals

Assignments

SLA

## TASK ASSIGNMENT



## WAYS OF TASK ASSIGNMENT

Manual

Assignment Rule

Predictive  
Intelligence

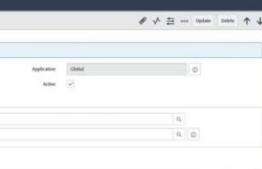
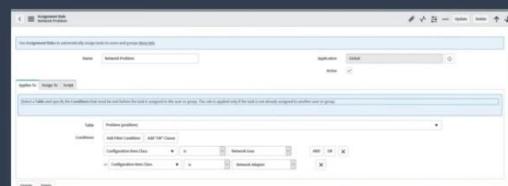
Custom Rules or  
Script

SAAS  
NOW

Subscribe

## WAYS OF TASK ASSIGNMENT

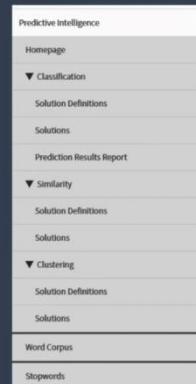
Assignment Rule



Subscribe

## WAYS OF TASK ASSIGNMENT

Predictive  
Intelligence



SAAS  
NOW

Subscribe

## WAYS OF TASK ASSIGNMENT

Custom Rules or Script

Name	Action	Table	Application	Order	Updated
All Tasks - incident or ticket or incident_task					
Stopper INC notifications	true	Incident (incident)	ServiceNow INC Handling	100	2020-09-09 12:55:15
Stopper INC notifications	true	Incident (incident)	ServiceNow INC Handling	100	2020-09-09 12:55:42
Check On Hold Reason	true	Incident (incident)	Global	100	2020-09-24 13:09:20
affected cost center notifications	true	Ticket (task)	Global	100	2020-09-24 13:09:20
affected cost center notifications	true	Ticket (task)	Global	100	2020-09-24 13:09:20
affected process notifications	true	Ticket (task)	Global	100	2020-09-24 13:09:20
affected location notifications	true	Ticket (task)	Global	100	2020-09-24 13:09:20

Subscribe

SaaS NOW

## SERVICE DESK APPLICATION



Subscribe

SaaS NOW

## EFFECTIVE TASK MANAGEMENT

### Work Notes and Comments

Notes	Related Records	Resolution Information
Watch list	[Edit]	Work notes list
Work notes	[Edit]	<input type="text" value="Work notes"/>
Additional comments (Customer visible)		<input type="text" value="Additional comments (Customer visible)"/>
		<input type="button" value="Post"/>

Subscribe

## EFFECTIVE TASK MANAGEMENT

### Activity Stream

Activities: 5

System Administrator  
Assigned to: Arya Hajarha  
Incident state: In Progress was New

Field changes • 2020-06-01 11:54:02

System  
Email sent  
Subject: Your incident INC0007001 has comments added  
From: IT Service Desk  
To: dave.miller@example.com  
(Show email details)

Email sent • 2020-06-01 11:54:13

System Administrator  
TEST

Additional comments • 2020-06-01 11:54:08

System Administrator  
Updated the priority of the incident based on the criticality of the incident.

Work notes • 2018-10-10 22:47:45

System Administrator  
Impact: 1 - High  
Incident state: New  
Opened by: System Administrator  
Priority: 1 - Critical

Field changes • 2018-10-10 22:47:45

[Subscribe](#)

## EFFECTIVE TASK MANAGEMENT

### Email Functionality

Number: INC0001000

To: dave.miller@example.com, arya.hajarha@example.com

Category: Software

Subcategory: Email

Service: IT Service Desk

Action: Create security incident

Tags: IT, Service, Desk

Add tag:

**Compose**

Subject:

To:

CC:

BCC:

Import:

**Text**

**HTML**

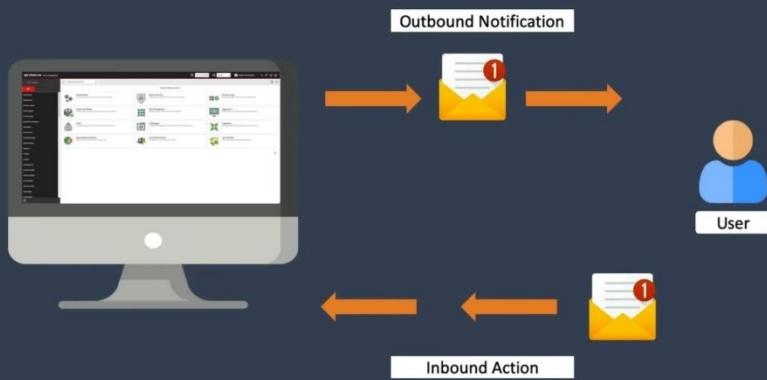
[Subscribe](#)



## NOTIFICATIONS

[Subscribe](#)

## OUTBOUND AND INBOUND



## NOTIFICATION APPLICATION



## OOB NOTIFICATIONS

## NOTIFICATION FORM

The notification to notify users about specific activities in ServiceNow, such as updates to incidents or change requests. Notifications allow administrators to specify:

- When to send the notification
- Who receives the notification
- What content is in the notification

Notifications can be sent if the specified Conditions are met under one of the following circumstances:

- A record is inserted or updated into the Table specified above
- The specified event is fired
- Use a Free Action

Send when: Record inserted or updated  
Inserted:   
Conditions: Add Filter Condition | Add "OR" Clause

Submit | Related Links | Advanced view | Default view

## EMAIL SCRIPT

Name	Address to HTML	Script
add_incident_to_inc	false	(function notification() {GlobalVar...})
add_on_incident_id	false	(function notification() {GlobalVar...})
add_user_to_inc_id	false	(function notification() {GlobalVar...})
incident_activity	false	(function notification() {GlobalVar...})
incident_activity_assign	false	(function notification() {GlobalVar...})
incident_error_message	false	template.printout(pmc);
attach_file	false	(function notification() {GlobalVar...})
attach_file	false	attachFile();
attach_file_email	false	(function notification() {GlobalVar...})
attach_file_email_contact	false	(function notification() {GlobalVar...})
inc_user_email_address	false	(function notification() {GlobalVar...})
inc_user_email_link	false	(function notification() {GlobalVar...})
calculation_retrieve_address_email	false	(function notification() {GlobalVar...})
calc_email_to_email	false	(function notification() {GlobalVar...})
calc_email_to_email_inc	false	(function notification() {GlobalVar...})
calc_email_to_email_inc_id	false	(function notification() {GlobalVar...})
calc_email_to_email_inc_id	false	(function notification() {GlobalVar...})
calc_email_to_email_inc_id_inc	false	(function notification() {GlobalVar...})

## INBOUND EMAIL ACTION

Name	Action	Email name	Script	Target table	Updated	Execution Order
Inbound Actions	email	email-mail	(function notification() {GlobalVar...})	Security Incident Phishing Email (inc_phishing_email)	2019-01-01 00:00:00	1
Unsubscribe Event Notification	email	email-mail	(function notification() {GlobalVar...})	Call Attended Call (inc_email)	2018-09-29 09:00:00	2
Process Call received from customer	email	email-mail	(function notification() {GlobalVar...})	Call Attended Call (inc_email)	2018-09-29 09:00:00	3
User Received Phishing	email	email-mail	(function notification() {GlobalVar...})	Security Incident (inc_incident)	2017-01-18 09:00:42	40
User Received Phishing	email	email-mail	(function notification() {GlobalVar...})	Security Incident (inc_incident)	2018-09-29 02:32:33	40
Record Decline Email Contact	email	email-mail	var body = ' <p>Hi there,</p> <p>Security Email Events (inc_inc_email_email)</p>	Security Email Events (inc_inc_email_email)	2018-09-29 02:33:13	40
Scan and fix file	email	email-mail	var body = ' <p>Hi there,</p> <p>Security Scan Request (inc_inc_scan_request)</p>	Security Scan Request (inc_inc_scan_request)	2018-01-01 04:00:00	40
Update Security Request	email	email-mail	# Current.getEntitlement == "inc_inc_req"	Security Request (inc_inc_req)	2018-09-28 08:27:06	40
Update Security Incident	email	email-mail	# Current.getEntitlement == "inc_inc_inc"	Security Incident (inc_incident)	2018-09-28 08:30:05	40
Update Security Label	email	email-mail	# Current.getEntitlement == "inc_inc_lab"	Service Order (inc_order)	2018-09-28 08:30:53	40
Create Security Incident Form	email	email-mail	if (New.current.getEntitlement == "inc_inc_inc") {	Security Incident (inc_incident)	2018-09-28 08:30:53	40
Create Phishing Label	email	email-mail	if (New.current.getEntitlement == "inc_inc_lab") {	Service Order (inc_order)	2018-09-28 08:33:03	40
Create Phishing Label	email	email-mail	if (New.current.getEntitlement == "inc_inc_lab") {	Security Request (inc_inc_req)	2018-09-28 08:34:22	40
Create Phishing Label (Forwarded)	email	email-mail	if (New.current.getEntitlement == "inc_inc_lab") {	Service Order (inc_order)	2018-09-28 08:33:18	40
Create Security Request Form	email	email-mail	if (New.current.getEntitlement == "inc_inc_req") {	Security Request (inc_inc_req)	2018-09-28 08:22:24	40
Create Security Incident	email	email-mail	if (New.current.getEntitlement == "inc_inc_inc") {	Security Incident (inc_incident)	2018-09-28 08:23:02	40
Process bank account	email	email-mail	var bodyText = emailBody.getBody();	Bank Activity (bank_activity)	2018-09-03 11:29:00	100

## INBOUND EMAIL ACTION FORM

Inbound email actions specify how ServiceNow creates or updates task records in a table when the instance receives an email. The inbound email action looks for a watermark in the email to associate it with a specific task. If the conditions specified in the inbound action are met, the script is run. [More info](#)

Name:  Application: Global [Edit](#) [Submit](#)

Target table:  Active:  Stop processing:

Action type:  Record Action  Script Action

When to run:  Actions  Description

Only emails of the selected Type will trigger this inbound action.

Type:  New  Edited  Deleted  Required roles:

Order determines when to run relative to other inbound actions. The inbound action with the lowest order runs first.

Only emails from senders with the Required roles will trigger this inbound action.

Execution Order:  From:  [Search](#)

All of the following conditions must be true, to trigger this inbound action.

Conditions: [Add Filter Condition](#) [Add "OR" Clause](#)

- choose field -  - operator -  - value -

Condition:

[Submit](#)

[Subscribe](#)

SaaS NOW



## KNOWLEDGE MANAGEMENT

### KNOWLEDGE ARTICLE

SaaS NOW

A knowledge article is a record in a knowledge base that provides information to users. A knowledge articles can be a policy , self-help tips, troubleshooting and resolution steps.

[Subscribe](#)

[Subscribe](#)

## BENEFITS OF KNOWLEDGE MANAGEMENT

- One stop shop to find answers
- Provides a centralized location for the creation, categorization, viewing of articles.
- Stores information in knowledge bases
- Articles are referred as KB Articles

[SAMS NOW](#)

[Subscribe](#)

## KNOWLEDGE APPLICATION

The sidebar menu includes:

- Knowledge
- Homepage
- Articles
- Create New
- Import Articles
- Unpublished
- Published
- Retired
- All
- Open Submissions
- Feedback Management
- Feedback
- My Flagged
- All Flagged
- My Submitted Tasks
- My Assigned Tasks
- My Closed Tasks
- All Open Tasks
- All Closed Tasks

[SAMS NOW](#)

[Subscribe](#)

The sidebar menu includes:

- Knowledge
- Homepage
- Articles
- Create New
- Import Articles
- Unpublished
- Published
- Retired
- All
- Open Submissions
- Feedback Management
- Feedback
- My Flagged
- All Flagged
- My Submitted Tasks
- My Assigned Tasks
- My Closed Tasks
- All Open Tasks

The main content area features:

- Knowledge Bases**: IT (3 Questions and 32 Articles), Knowledge (0 Articles), Security Incident (448 Articles), Security Incident Response Ru... (0 Articles), Social QA (0 Questions and 0 Articles).
- Featured Content**: Email Interruption Tonight at 11:00 PM Eastern: Sales Force Automation is DOWN.
- Most Useful**: Sales Force Automation is DOWN, What are phishing scams and how can I avoid them?, Microsoft Outlook Issues, How to configure VPN for Apple Devices, Internet Message Access Protocol (IMAP).
- Most Viewed**: Sales Force Automation is DOWN, What are phishing scams and how can I avoid them?, Microsoft Outlook Issues, How to configure VPN for Apple Devices, Internet Message Access Protocol (IMAP).

[SAMS NOW](#)

[Subscribe](#)

## KNOWLEDGE PORTAL

servicenow

Knowledge Catalog Requests System Status Cart Tours System Administrator

Home > Knowledge Base > Devices > Apple

Search Q

**KB Categories**

- Applications
- Devices
- Apple
- Email
- IT
- Operating Systems
- Suppliers

**Apple**

How to configure VPN for Apple Devices  
How to configure VPN for Apple Devices For an iPhone or iPad running iOS7 Select Settings - General > VPN+ Click Add VPN Configuration and enter the following information: Select L2TP. Enter Servicenow VPN in the Description field. Enter vpn-  
Authored by Wayne Webb • By age

SaaS NOW

Subscribe

## KNOWLEDGE FORM

Knowledge New record

Number: KB000000

\* Knowledge base:

Category:

Valid to:

\* Short description:

Article body:

Article type: HTML

Workflow: Draft

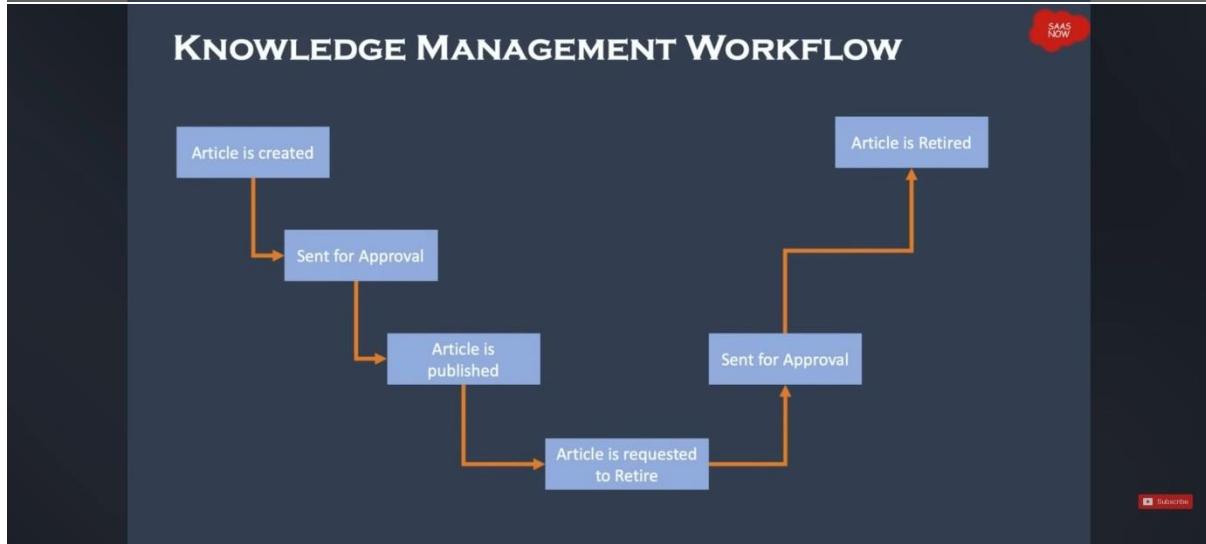
Source Task:

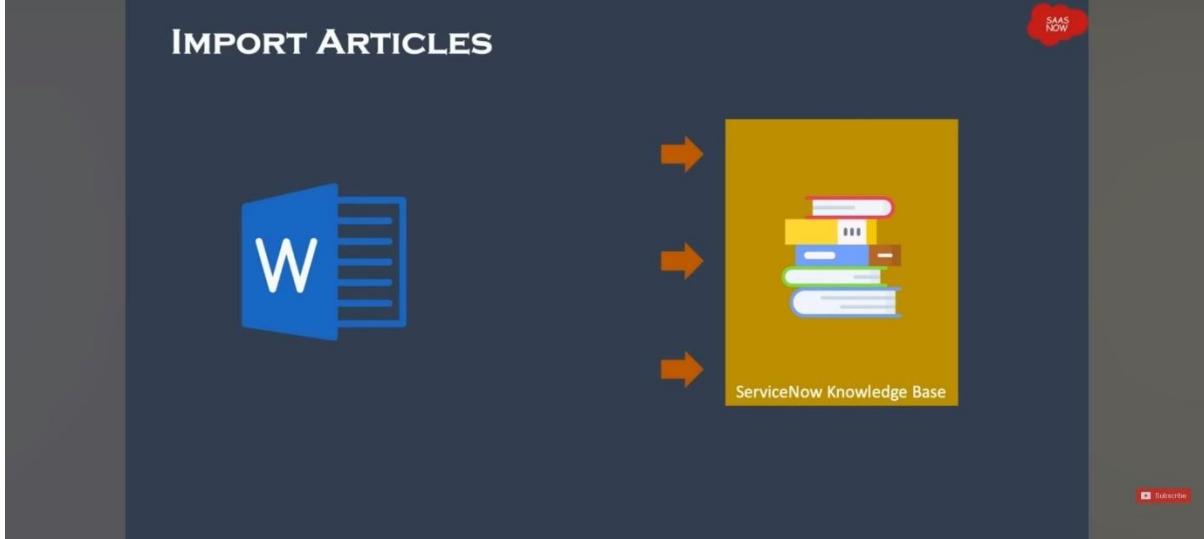
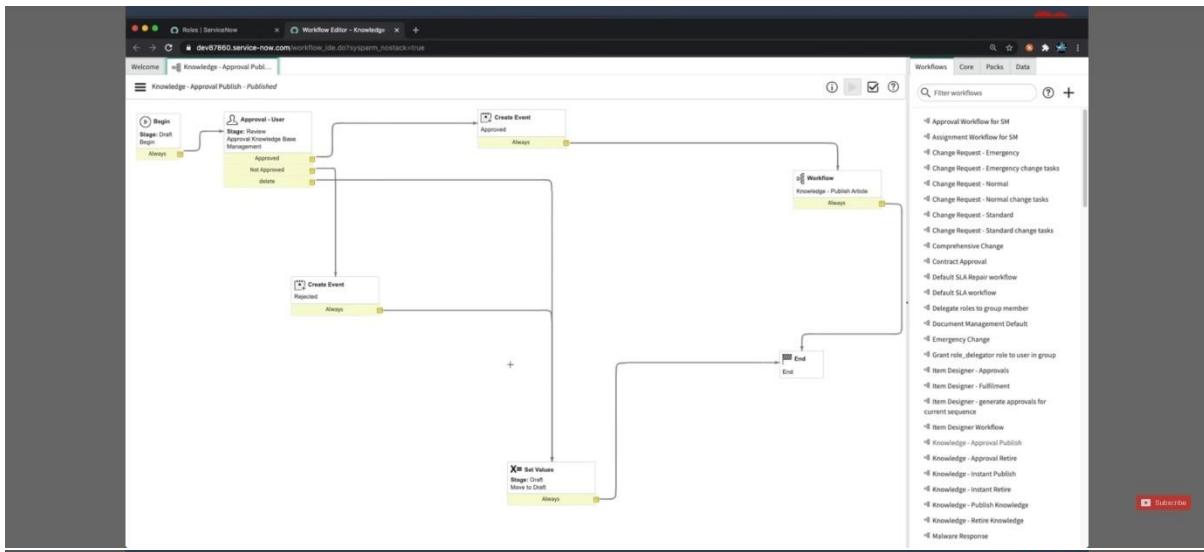
Attachment link:

Display attachments:

SaaS NOW

Subscribe





KB0010011

Number: KB0010011

\* Knowledge base: IT

Category: Microsoft

Valid to: 2100-01-01

Article type: HTML

Workflow: Draft

Source Task:

Attachment link:

Short description: Test for Article Import

Article body:

Test for Article Import

Publish Retire Update Search for Duplicates Delete

Related Links

View Article Run User Criteria Diagnostics

Affected Products Feedback Feedback Tasks Approvals Related Articles Related Catalog Items

Affected Products New Edit... Search Configuration Item Search

Knowledge article • KB0010011 Configuration item

No records to display

Subscribe



# SERVICE CATALOG

[SAAS NOW](#)

[Subscribe](#)

## SERVICE CATALOG



[SAAS NOW](#)

[Subscribe](#)

## BENEFITS OF SERVICE CATALOG

[SAAS NOW](#)

[Subscribe](#)

One stop shop to request different services provided by all the departments of Organization

Categorized items help users to request the right Service

Multiple Catalogs can be created

## SERVICE CATALOG APPLICATION



[Subscribe](#)

SAAS NOW

## SERVICE CATALOG - CATALOG ITEMS

Original

A screenshot of a web application showing a catalog of hardware items. The top navigation bar says "Service Catalog - Hardware". Below it, there's a search bar and a "20 per page" dropdown. A "MacBook Pro" item is highlighted, showing a thumbnail, a brief description, and a price of \$1,499.00. Below it, an "Acer Aspire NX" item is shown with a thumbnail, a brief description, and a price of \$1,100.00. The interface has a clean, modern design with orange and white colors.

[Subscribe](#)

SAAS NOW

## SERVICE CATALOG ROLES



admin



Catalog Admin



Catalog Manager



Catalog Editor

[Subscribe](#)

## SERVICE CATALOG COMPONENTS

### Order

Item

Order Guide

Record Producer

## SERVICE CATALOG COMPONENTS

### Order Form

Variables

Variable Sets

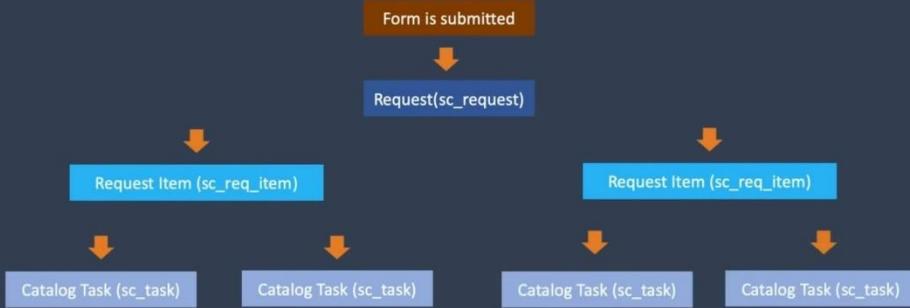
## SERVICE CATALOG COMPONENTS

### Ordering Process

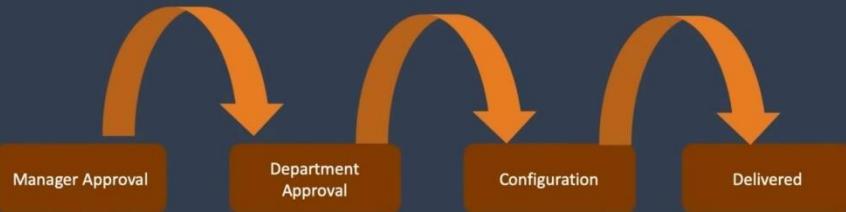
Workflow

Flows

## REQUEST OUTPUT



## REQUEST STAGES



## TABLES & FIELDS



## SERVICE NOW DATA STRUCTURE



SAAS NOW

Subscribe

## SERVICE NOW DATA RELATED TABLES

System Definition
Application Menus
Applications (Mobile)
Modules (Mobile)
Menus Categories
Dictionary
Tables
Choice Lists
Language File
Bookmarks
Tables & Columns
Search Groups
Database Views
Table Rotations
Text Index Configurations
Text Index Groups
Text Index Stop Words
Text Index Synonym Dictionaries
Text Indices

SAAS NOW

Subscribe

## TABLES

ID	User ID	Name	Email	Active	Created	Updated
1	1	System Administrator	admin@example.com	true	2020-01-01 11:45:07	2020-01-20 08:45:32
2	2	Integrate SA	integrate@example.com	true	2020-02-27 09:01:07	2020-04-06 03:01:00
3	3	Kathy Parker	kathy.parker@example.com	true	2020-02-27 09:01:07	2020-04-06 03:01:00
4	4	Isabel Arnold	isabel.arnold@example.com	true	2020-02-27 09:01:07	2020-04-06 03:01:00
5	5	Jean Kastell	jean.kastell@example.com	true	2020-02-27 09:01:07	2020-04-06 03:01:00
6	6	David Carter	daavid.carter@example.com	true	2020-02-27 09:01:07	2020-04-06 03:01:00
7	7	Brenda Brooks	brenda.brooks@example.com	true	2020-02-27 09:01:07	2020-04-06 03:01:00

A screenshot of a ServiceNow user record edit screen. It shows a table with columns for first name, last name, email, phone, and address. The 'Address' column contains a large input field with several address lines. An orange arrow points from the bottom of the previous table towards this form.

SAAS NOW

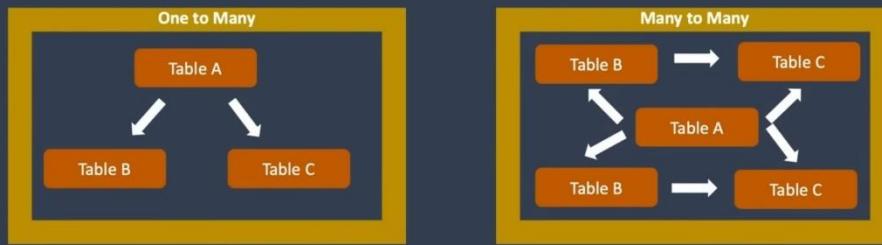
Subscribe

## FIELDS

A screenshot of a user profile edit screen. The left side shows a list of field labels: User ID, First name, Last name, Title, Department, Password, Password needs reset, Locked out, Active, Web-service access only, and Internal integration user. The right side shows the corresponding field values: Email (jen.faribault@example.com), Language (None), Calendar integration (Outlook), Time zone (System (ET/EST)), Date format (System (yyyy-MM-dd)), Business phone (Mobile phone), and Photo (Click to add...). Below the form are three buttons: Field Label, Field Name, and Field Value.

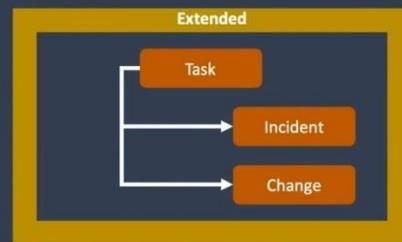
[SUBSCRIBE](#)

## TABLE RELATIONSHIPS



[SUBSCRIBE](#)

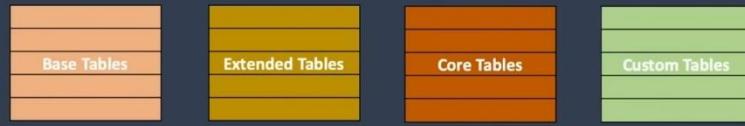
## TABLE RELATIONSHIPS



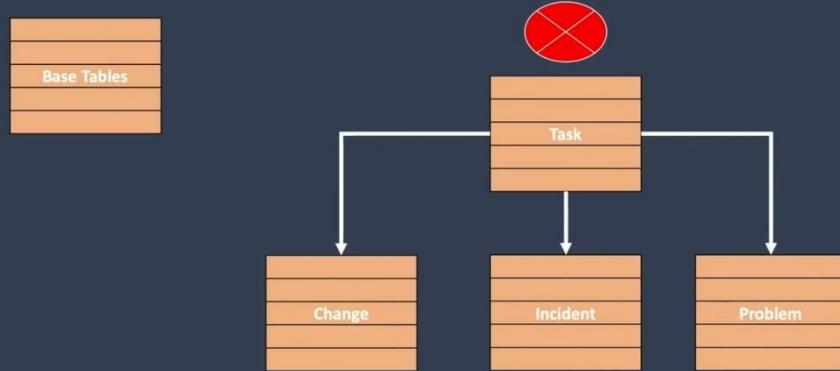
[SAAS NOW](#)

[SUBSCRIBE](#)

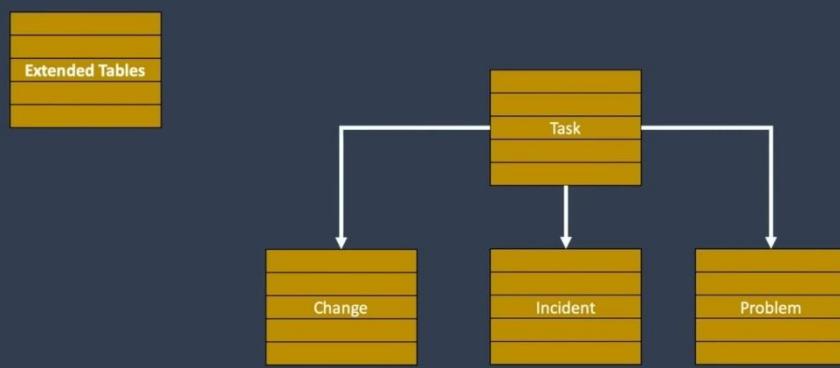
## TYPES OF TABLES



## BASE TABLES



## EXTENDED TABLES



## CORE AND CUSTOM TABLES



## TABLE SCHEMA MAP



## ACCESS CONTROL LIST (ACL)



Subscribe

## TYPES OF PERMISSION



## WHAT IS ACCESS CONTROL



ID	User ID	Name	Action	Created	Updated
1	System Administrator	admin@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
2	Marketing Team	marketing@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
3	Sales Team	sales@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
4	Customer Support	support@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
5	IT Department	it@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
6	HR Department	hr@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
7	Finance Team	finance@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
8	Product Dev	product@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
9	Marketing Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
10	Sales Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
11	Customer Support Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
12	IT Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
13	HR Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
14	Finance Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
15	Product Dev Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00

ID	User ID	Name	Action	Created	Updated
1	System Administrator	admin@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
2	Marketing Team	marketing@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
3	Sales Team	sales@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
4	Customer Support	support@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
5	IT Department	it@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
6	HR Department	hr@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
7	Finance Team	finance@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
8	Product Dev	product@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
9	Marketing Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
10	Sales Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
11	Customer Support Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
12	IT Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
13	HR Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
14	Finance Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00
15	Product Dev Intern	intern@example.com	Read	2023-01-01 12:00:00	2023-01-10 10:00:00

SAAS NOW

Subscribe

## OPERATIONS RESTRICTED



SAAS NOW

Subscribe

SAAS NOW

Subscribe

## SECURITY MODULES

**System Properties**

**System Security**

**System Security**

**Access Control (ACL)**

**SaaS NOW**

**Subscribe**

## ACCESS CONTROL LIST

**Access Control (ACL)**

ID	Name	Operation	Type	Action	Updated By	Updated
1	Subdocument	read	st\_json	true	admin	2019-02-01 01:01:01
2	Interdocument	read	st\_json	true	admin	2019-02-01 01:01:44
3	Save_change	read	st\_json	true	admin	2019-02-01 01:01:56
4	User\_service\_model.json	read	st\_json	true	admin	2019-02-01 01:01:59
5	File\_structure	read	st\_json	true	admin	2019-02-01 01:01:59
6	Supl	read	st\_json	true	admin	2019-02-01 01:01:59
7	Subfile	read	st\_json	true	admin	2019-02-01 01:01:59
8	Subnode\_child	read	st\_json	true	admin	2019-02-01 01:01:59
9	Subnode\_item	read	st\_json	true	admin	2019-02-01 01:01:59
10	...	read	st\_subtable\_script\_include	true	admin	2019-02-01 01:01:59
11	...	read	st\_subtable	true	admin	2019-02-01 01:01:59
12	...	create	record	true	admin	2019-02-01 01:01:59
13	...	create	record	true	admin	2019-02-01 01:01:59
14	...	delete	record	true	admin	2019-02-01 01:01:59
15	...	delete	record	true	admin	2019-02-01 01:01:59
16	...	delete	record	true	admin	2019-02-01 01:01:59
17	...	read	record	true	admin	2019-02-01 01:01:59

**SaaS NOW**

**Subscribe**

## ACL FORM AND FIELDS

**Type of ACL**

**Definition**

**Conditions**

**Actions**

**Location**

**Script**

**Related Links**

**Update | Delete**

**SaaS NOW**

**Subscribe**

## ACL RULE TYPES

Protection policy: None  
\* Name: Incident [incident]  
-None-

---

## ACL RULE TYPES

Protection policy: None  
\* Name: Incident [incident]  
-None-

Table	None
Table	*
Table	Field

---

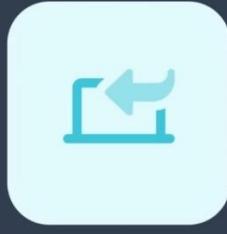
## HOW ACL WORKS

```

graph TD
    A[User Logins to ServiceNow and access a Record] --> B[System finds ACL for same object]
    B --> C[System find the matching rule]
    C --> D{Match Found}
    D -- No --> E[Grant Access]
    D -- Yes --> F[Evaluates the ACL]
    F --> G{Pass the ACL}
    G -- Yes --> E
    G -- No --> H[Access not Granted]
    
```

The flowchart details the ACL evaluation process:

- User logs into ServiceNow and accesses a record.
- The system finds the ACL for the accessed object.
- The system identifies the matching rule.
- A decision diamond checks if a match is found:
  - If No: Directly grants access.
  - If Yes: Proceeds to evaluate the ACL.
- The system evaluates the ACL.
- A final decision diamond checks if the ACL passes:
  - If Yes: Access is granted.
  - If No: Access is not granted.



# DATA IMPORT

SAAS NOW

Subscribe

## NEED OF DATA IMPORT



Active Directory

HR System

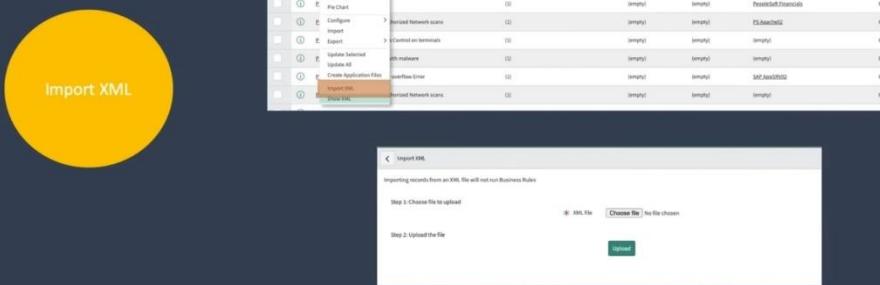
Knowledge Articles

Assets

SAAS NOW

Subscribe

## WAYS OF DATA IMPORT



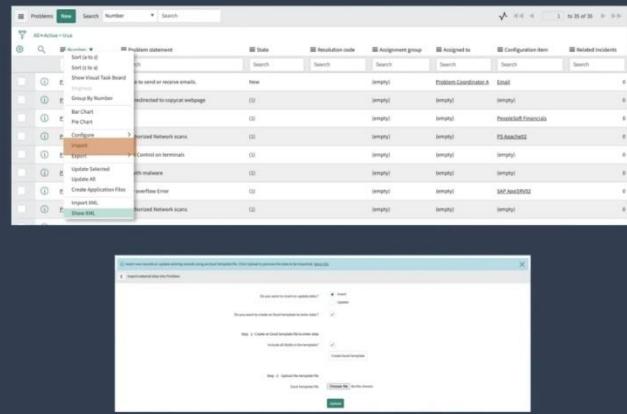
Import XML

SAAS NOW

Subscribe

## WAYS OF DATA IMPORT

Import



SAAS NOW

## WAYS OF DATA IMPORT

Import Sets



SAAS NOW

## IMPORT SETS COMPONENTS

Data Source

Import Set Table

Transform Map

Mapping Assist

Coalesce

Target Table

SAAS NOW

SAAS NOW

SAAS  
NOW



# CONFIGURATION MANAGEMENT DATABASE (CMDB)

Subscribe

SAAS  
NOW

## WHAT IS CMDB?

Configuration Management Database

Repository which stores information about the configuration items of any organization

Stores the relationship between different configuration items

Subscribe

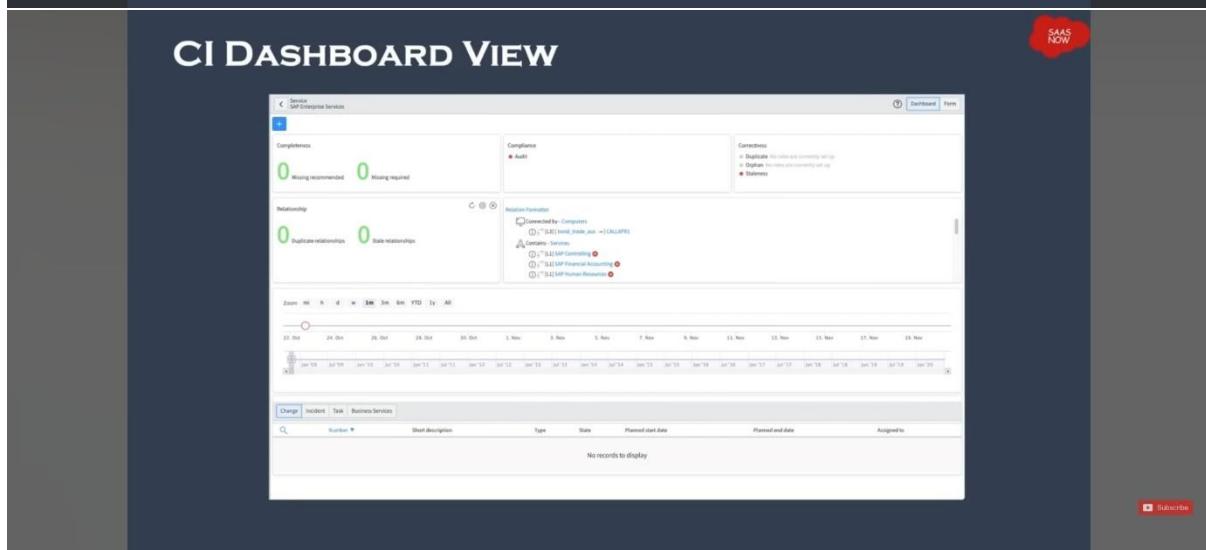
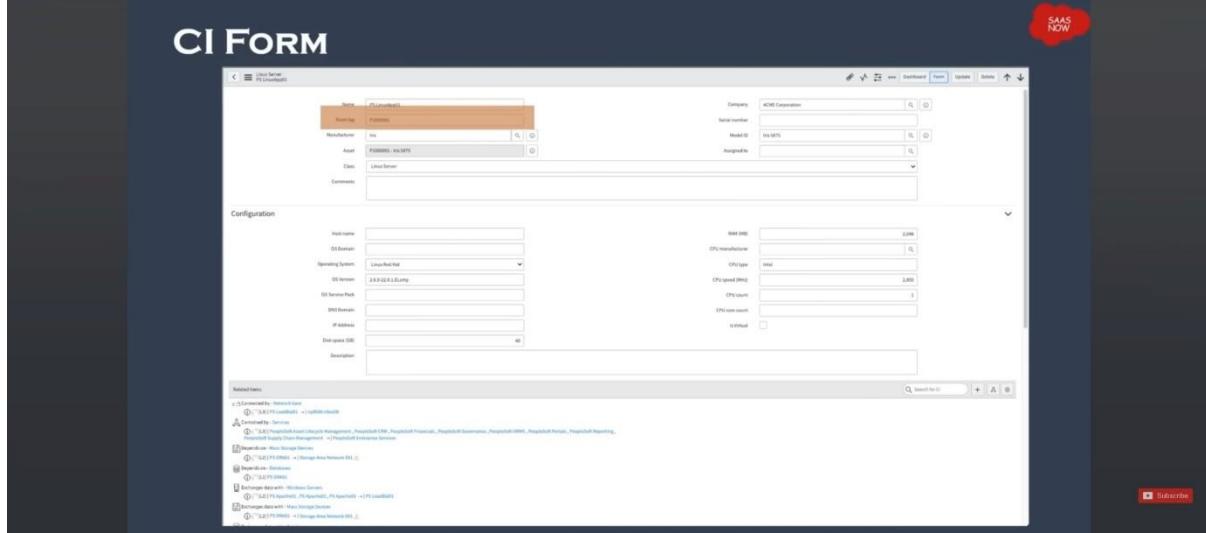
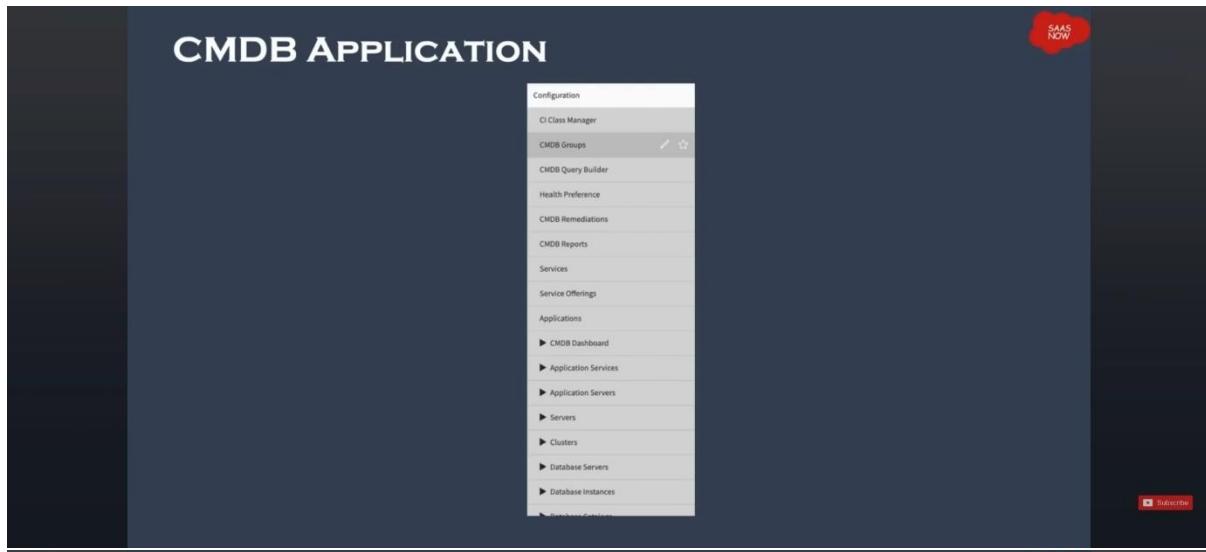
SAAS  
NOW

## WHAT IS CONFIGURATION ITEM?

Tangible or Intangible devices or applications

Computers, Servers, Business Service, Database Instance

Subscribe



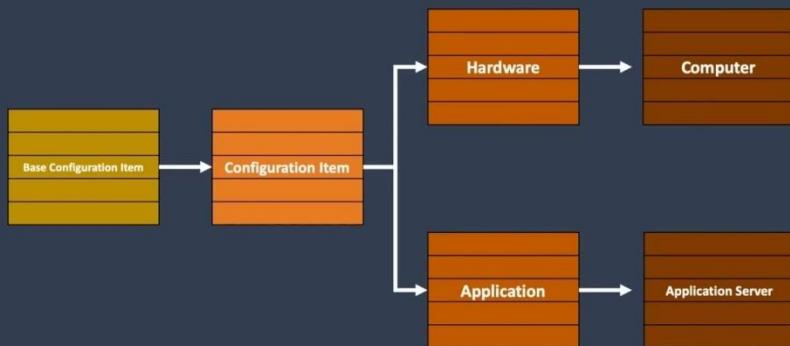
## KEY CMDB TABLES



SaaS NOW

Subscribe

## CMDB TABLE HIERARCHY



SaaS NOW

Subscribe

## USAGE OF CMDB

A screenshot of a CMDB interface showing a ticket creation form:

Number: CHG000001	Contact type: Name: [dropdown]
Requested by: System Administrator [dropdown]	Date: New [dropdown]
Category: Hardware [dropdown]	Urgency: 3 - Low [dropdown]
Subcategory: Computer [dropdown]	Priority: 3 - Low [dropdown]
Service: [dropdown]	Impact: 3 - Low [dropdown]
Assignment group: [dropdown]	Timestamp: [dropdown]
Assigned to: [dropdown]	Comments: [text area]
Description: [text area]	Problem statement: [text area]

SaaS NOW

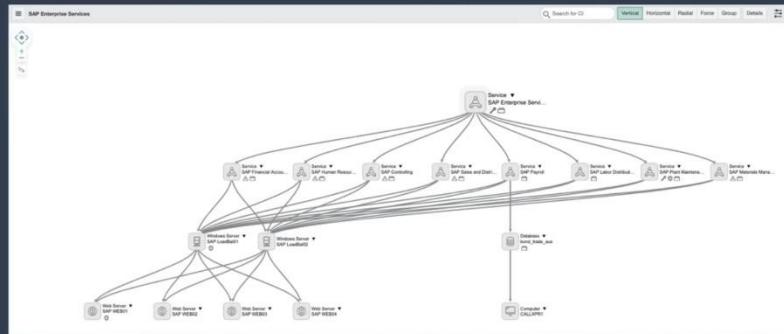
Subscribe

A screenshot of a CMDB interface showing a ticket creation form:

Number: CHG000002	Type: Emergency [dropdown]
Requested by: System Administrator [dropdown]	State: New [dropdown]
Category: Server Reboot [dropdown]	Conflict status: Not Run [dropdown]
Service: ApplicationServerPeopleSoft [dropdown]	Conflict last run: [dropdown]
Assignment group: [dropdown]	Assigned to: [dropdown]
Priority: 4 - Low [dropdown]	Comments: [text area]
Risk: Moderate [dropdown]	Description: [text area]
Impact: 3 - Low [dropdown]	Short description: Please reboot ApplicationServerPeopleSoft [text area]
Description: [text area]	Problem statement: [text area]

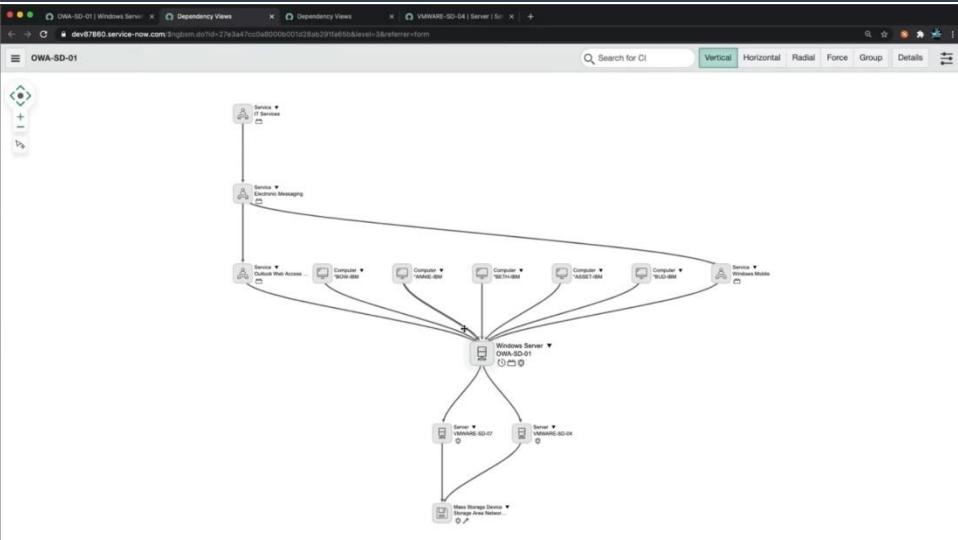
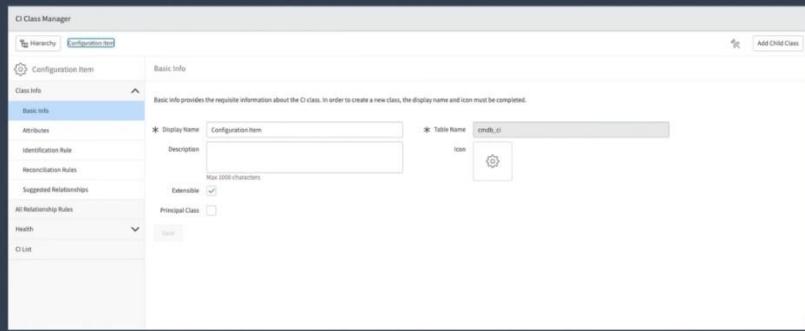
## CI DEPENDENCY VIEW

Dependency view display graphical infrastructure view of a CI and all other CI connect or related to the CI. It also indicates if there is some existing issue or alert for a CI.



## CI CLASS MANAGER

CI Class Manager displays the entire CI class available in the instance in hierachal structure like tree, showing all CI class definitions in one place. It is an easier way to view, modify or extend a CI Class.



## INTEGRATION



ServiceNow can share data with 3rd party applications or external systems with integration

- SSO
- LDAP
- Monitoring
- Notifications
- Events



## What is integrated?

- CMDB
- Incident Management
- Problem Management
- Change Management
- User Management
- Login via SSO



## WAYS OF INTEGRATION



WEB SERVICES



LDAP



EXCEL



EMAIL



## Integration Hub

IntegrationHub provides a single solution to quickly integrate with third party application to share the data with ServiceNow or other system.



[Subscribe](#)

# SERVICENOW UPDATE SETS

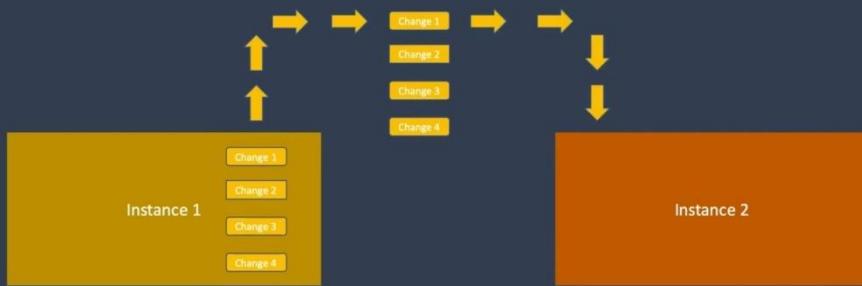
## WHAT IS AN UPDATE SET?

An update set is a group of configuration changes that can be moved from one instance to another. This feature allows administrators to group a series of changes into a named set and then move them as a unit to other systems for testing or deployment.

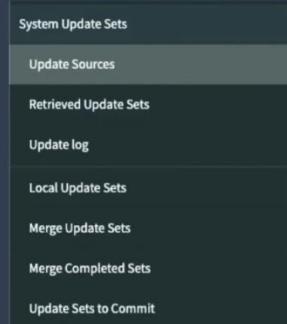


[Subscribe](#)

## UPDATE SETS MOVEMENT



## UPDATE SETS APPLICATION



## WHEN TO USE UPDATE SETS

Changes you want to keep in every instance

All the changes which can change the baseline and can give impact

Changes needs to be tested in Lower instance before moving to Production

## WHEN TO USE UPDATE SETS

SAAS  
NOW

Changes you want to keep in every instance

All the changes which can change the baseline and can give impact

Changes needs to be tested in Lower instance before moving to Production

 Subscribe

## ITEMS CAPTURED IN UPDATE SETS

SAAS  
NOW

Form Configuration

Related List Configuration

Business Rules

Client Scripts

UI Policy

UI Actions

Notification

Script Includes

UI Page

More..

 Subscribe

## ITEMS NOT CAPTURED IN UPDATE SETS

SAAS  
NOW

Task Records

Users

Groups

Scheduled Jobs

CMDB Records

System Properties

More..

 Subscribe

## UPDATE SETS PLANNING PROCESS

Same version Instance

Correct Update Set is Selected

Instance is cloned

Identify Path for update Set movement

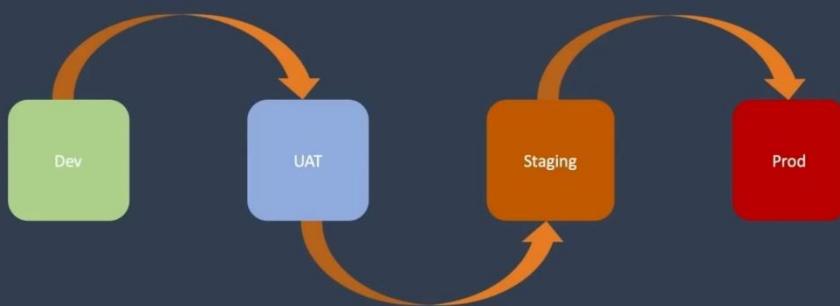
Plan when to commit Update Sets in Prod

Clear Naming Convention

Preview and Commit

Review before moving

## UPDATE SET PROMOTION



## SYSTEM UPDATE SET TABLES

Update Set [sys\_update\_set]

Customer Update [sys\_update\_xml]

## Event



Events are special log records the system generates when something notable has happened or certain conditions occur.



## How to generate Event?

- Business Rules
- Event Queue Scripting API
- Flow
- Workflow

## Business Rules

The screenshot shows the 'Business Rule' configuration screen. At the top, there are fields for 'Name' and 'Table' (set to 'None'). Below this, under the 'When to run' tab, the 'When' dropdown is set to 'before' and the 'Order' field is set to '100'. To the right, checkboxes for 'Insert', 'Update', 'Delete', and 'Query' are shown, all of which are unchecked. At the bottom left is a 'Submit' button.



Subscribe



Subscribe



Subscribe

## Event Queue Scripting API

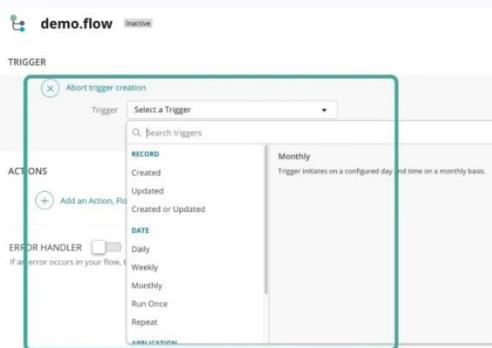


```
When to run Actions Advanced
Condition
Script
1: (function executeRuleCurrent, previous /<null when async>) {
2:
3:   gs.eventQueue()
4:     eventQueue(name: string, record: GlideRecord, param1: string,
5:       param2: string, queue: string)
6:
7: })(current, previous);
```



Subscribe

## Flow



demo.flow inactive

TRIGGER

Abort trigger creation

Select a Trigger

RECORD

- Created
- Updated
- Created or Updated

DATE

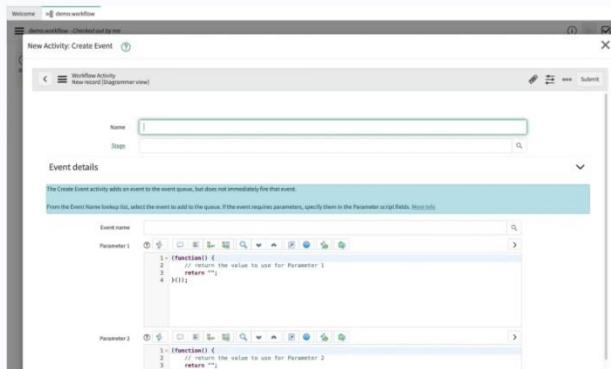
- Monthly
- Daily
- Weekly
- Monthly
- Run Once
- Repeat

APPLICATION



Subscribe

## Workflow



Welcome demo workflow

New Activity: Create Event

Name: [ ]

Event details

The Create Event activity adds an event to the event queue, but does not immediately fire that event.

From the Event Name lookup list, select the event to add to the queue. If the event requires parameters, specify them in the Parameter script fields. More info

Event name

Parameter 1

```
1: (function() {
2:   // Set the value to use for Parameter 1
3:   return '';
4: })
```

Parameter 2

```
1: (function() {
2:   // Set the value to use for Parameter 2
3:   return '';
4: })
```



Subscribe

## Event Registry



Event Registry - Updated: [Search] Actions on selected rows... More

All	Event name	Table	Description	Fired by	Owner	Last modified
	direct.click					2022-09-17 22:19:39
	moduleKeyRegistry		Registers this event for the future write.	RAMP module key registry		2022-09-17 00:51:40
	service_task.execute	Service Task (service_task)	System Generated Execution Event	Execution Engine		2022-09-17 20:32:51
	chat_queue_remediation.created	Chat Queue Entry (chat_queue_entry)	System Generated Execution Event	Execution Engine		2022-09-17 20:32:51
	upgrade_history_task.upgrade_history_task	Upgrade History Task (upgrade_history_task)	System Generated Execution Event	Execution Engine		2022-09-17 20:32:51
	state_ci_remediation.execution.create	State CI Remediation (state_ci_remediation)	System Generated Execution Event	Execution Engine		2022-09-17 20:32:51
	cent_follow_me_task.execution.resume	Follow On Task (cent_follow_me_task)	System Generated Execution Event	Execution Engine		2022-09-17 20:32:51
	service_task.execution.create	Service Task (service_task)	System Generated Execution Event	Execution Engine		2022-09-17 20:32:51



Save &amp; Run

## Event Logs



Event Log - Created: [Search] Actions on selected rows... More

All	Created	Name	Panel1	Panel2	Table	Processed	Processing duration	Owner
	2022-04-23 22:26:01	glide.heartbeat			sys_user	2022-04-23 22:29:13	0	
	2022-04-23 22:24:37	test_index	[user_password]	update	sys_user	2022-04-23 22:25:01	16	test_index
	2022-04-23 22:24:00	glide.heartbeat			sys_user	2022-04-23 22:24:07	0	
	2022-04-23 22:21:41	sys_user.updated	admin		sys_user	2022-04-23 22:21:47	0	
	2022-04-23 22:21:40	login	admin		sys_user	2022-04-23 22:21:45	5	
	2022-04-23 22:21:37	logout	admin		sys_user	2022-04-23 22:21:43	30	
	2022-04-23 22:21:32	view.role			sys_user	2022-04-23 22:21:43	0	
	2022-04-23 22:21:31	test_index	[user_password]	update	sys_user	2022-04-23 22:21:30	17	test_index
	2022-04-23 22:21:31	test_index	[user_password]	update	sys_user	2022-04-23 22:21:30	33	test_index
	2022-04-23 22:21:30	glide.heartbeat			sys_user	2022-04-23 22:20:08	0	
	2022-04-23 22:21:57	view.role			sys_user	2022-04-23 22:22:08	6	
	2022-04-23 22:21:46	user.view	sys		sys_user	2022-04-23 22:21:57	14	
	2022-04-23 22:21:45	test_index	sys		sys_user	2022-04-23 22:21:52	393	
	2022-04-23 22:21:05	test_index	[query.html]	update	sys_app_module	2022-04-23 22:21:32	23	test_index
	2022-04-23 22:21:05	test_index	[query.html]	update	sys_app_module	2022-04-23 22:21:32	16	test_index
	2022-04-23 22:21:04	test_index	[query]	update	sys_app_module	2022-04-23 22:21:32	25	test_index
	2022-04-23 22:21:04	test_index	[query]	update	sys_app_module	2022-04-23 22:21:31	22	test_index
	2022-04-23 22:21:04	test_index	[query]	update	sys_app_module	2022-04-23 22:21:32	19	test_index
	2022-04-23 22:21:04	test_index	[query]	update	sys_app_module	2022-04-23 22:21:31	30	test_index



Save &amp; Run

## Event Actions

- Sending Notifications
- Action configured in Business Rule
- Action configured in flow
- Run a script action



[Subscribe](#)

## Platform Stats



Stats module provides statistics for system activities that affect performance such as the execution of queries, scripts, and transactions.



[Subscribe](#)