

Cognizant
Digital Nurture 3.0
Deep Skilling

Module 1 - ServiceNow Platform and Development Fundamentals

Overview:

ServiceNow is a comprehensive platform that offers a range of services for efficient task and ticket management, data integration, and reporting. It provides a user-friendly interface with various tools such as Global Search, Connect Chat, and Application Navigator. The platform also includes features like ACLs, UI policies, Business Rules, and Client Scripting for customization and automation. ServiceNow's branding tools allow for corporate identity customization. Additionally, the platform offers List View interface for standard list-like operations. Data integration in ServiceNow involves creating DataSource records and using Import Sets for data transformation and mapping. Task management capabilities include Incident, Problem, and Change Request management, with features like task assignment rules, collaboration tools, and visual task boards. ServiceNow also supports robust reporting capabilities, allowing users to create, manage, and share reports effectively. Lastly, ServiceNow promotes Low Code No Code development, bridging the gap between business, IT, and digital transformation by offering a simplified software development approach.

What is ServiceNow?

ServiceNow is a software company based in Santa Clara, California, founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve the business problems themselves.

- ServiceNowSimple working definition



Lesson 2: ServiceNow Platform Overview

Now Platform Architecture
Applications and Workflows
User Interfaces
Role-based Access & Authentication

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The Now Platform

Lesson 2: ServiceNow Platform Overview



The Now Platform is an Application Platform as a Service (APaaS).

- ServiceNow is a **cloud-based**.
- ServiceNow provides and supports the **infrastructure** computer resources.
- ServiceNow provides a **platform** upon which you can **develop your own custom solutions**.
- ServiceNow 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**.

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Applications and Workflows

ServiceNow comes with a robust suite of applications which are categorized (**functionally**) into 4 primary workflows:

- **IT Workflows:** 79 applications that support internal IT functions
- **Employee Workflows:** 43 applications targeted at the needs of employees
- **Customer Workflows:** 93 applications that support functions related to customers
- **Creator Workflows:** 23 applications designed to enable ServiceNow platform development and operations support

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Applications and Workflows

IT Workflows

IT Service Management (24)

IT Operations Management (13)

IT Business Management (10)

IT Asset Management (4)

DevOps (4)

Security Operations (8)

Governance, Risk, and Compliance (13)

Telecommunications Network

Performance Management (3)

Employee Workflows

HR Service Delivery (16)

Workplace Service Delivery (10)

Legal Service Delivery (10)

Procurement Service Management (6)

Safe Workplace Suite (1)

Financial Service Operations (25)

Customer Workflows

Customer Service Management (29)

Field Service Management (11)

Connected Operations (4)

Financial Service Operations (25)

Telecommunications Service Management

(24)

Creator Workflows

App Engine (15)

IntegrationHub (8)

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Now Platform Architecture

Original



When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance.

- Enterprise Cloud
 - Most cloud services are built on a multi-tenant architecture in which your platform and data are co-mingled with other companies. ServiceNow is built on a **multi-instance architecture**. You have your own instance of the platform and database.
- Availability & Redundancy
 - All ServiceNow datacenters are paired with another datacenter to provide redundancy and failover. **Redundancy** is built into every layer including devices, power, and network resources.

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Now Platform Architecture (2)



When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance.

- Backups & Security

- ServiceNow provides **4 weekly full data backups** and **6 days of daily differential backups**. The entire platform is secured using multiple technologies which have been certified by third-party security organizations.

- Domain Separation (multi-tenancy)

- The ServiceNow platform provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.
 - All users can potentially see records from the '**global domain**', but only users who belong to a domain can see domain-specific records.

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Role-based Access



Not every member of an organization needs access to all information all the time. ServiceNow uses role-based access to ensure a user can get the information they need, and no more. The primary components include:

- A **User** is an individual that has been given access to an instance. Users are usually assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-service user. They can login and access actions like viewing the homepage, Service Catalog, articles, and surveys.
- A **Group** is a set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.
- A **Role** is a collection of **permissions**. A role can be assigned to an individual user, a group of users, or another role. Multiple roles can be assigned to a single role. It's best to assign roles to a group rather than an individual user.



User Authentication



When a user attempts to login to an instance, ServiceNow validates their identity and enables access to functions and data based upon their related groups and roles. The platform can support several methods of user authentication including:

- Local database authentication
- OAuth 2.0
- External Single Sign-on (SSO)
- Digest Token
- LDAP
- Multi-factor Authentication



Lesson 3: ServiceNow User Interface Overview

Main Screen Elements

Application Navigator

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Main Screen Elements

Banner Frame

Application Navigator

Lesson 3



Content Frame

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Banner Frame: User Menu

The User Menu provides the following tools:

- **Profile:** Set profile attributes including name, phone, title, email, date format, time zone
- **Impersonate User:** Access the instance as another user; available to users with admin or impersonator role
- **Elevate Roles:** A safety mechanism for high-impact actions; available to System Admin
- **Logout:** Logout of the ServiceNow instance



Lesson 3

System Administrator

Profile
Impersonate User
Elevate Roles
Logout

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Banner Frame: Tools

Tools on the Banner Frame include:

- **Global Search:** Search the entire instance for records matching keywords
- **Connect Chat:** ServiceNow's real-time messaging tool
- **Help:** Displays contextual help as available; a badge on the icon indicates embedded help is available; provides access to User Guide; provides access to documentation search tool;



Lesson 3

System Administrator

Global Search
Connect Chat
Help

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Banner Frame: System Settings

System Settings allows the user to customize the UI to their preference. Settings are grouped as follows:

- General Settings
- Theme Settings
- Accessibility Settings
- List Settings
- Forms Settings
- Notifications Settings
- Developer Settings



Lesson 3

System Administrator

System Settings

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Banner Frame: System Settings (2)



- **General Settings**
 - Enable/disable Compact UI
 - Enable/disable Keyboard shortcuts
 - Set Home link to Homepages or Dashboards
 - Set Date/Time to Calendar, Time Ago, or Both
 - Set Time zone
- **Theme Settings**
 - Choose a color scheme for your UI
- **Accessibility Settings**
 - Set accessibility settings
- **List Settings**
 - Enable/disable wrapping of long text in list columns

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Lesson 3



Banner Frame: System Settings (3)

- **Form Settings**
 - Enable/disable tabbed forms
 - Set related lists to load with form loading, after form loading, or on demand
- **Notification Settings**
 - Enable/disable notifications and set notification types
- **Developer Settings**
 - Select Application and Update Set
 - Enable/disable Application Picker and Update Set Picker
 - Enable/disable JavaScript Log Viewer
 - Enable/disable Automated Test Framework Page Inspector

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Lesson 3



Main Screen Elements (Demo)

1. Login to your Personal Developer Instance (PDI)
2. Locate the Application Navigator, Banner Frame, and Content Frame
3. Checkout the User Menu
 1. Checkout the Profile item
 2. Checkout Elevate Roles
 3. Impersonate Joe Employee; note the changes
 4. End Impersonation
4. Checkout the Help tool
5. Search the entire instance for 'email'
 1. Note the Search Tips (information icon)
 2. Notice the organization of the search results
6. Take a quick look at the Connect Chat tool
7. Checkout the System Settings options

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Lesson 3

Application Navigator

Navigation Filter

- Filters the list of applications and modules as you type

All Applications

- All applications and modules available to the logged-in user
- Double-click to expand/collapse all

Application Module

Separator Module

Favorites

- Access applications and modules you have marked as favorites (like in a web browser)

History

- Provides quick access to items we've visited recently; default is last 30 items

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Lesson 3

Application Navigator (Demo)

1. Login to your Personal Developer Instance (PDI)
2. Locate the three Application Navigator tabs (All Applications, Favorites, History)
3. Test out the Navigation Filter
4. Expand and collapse an Application or Section
5. Select a Module to open its content
6. Expand / collapse all Applications and Sections by double-clicking the All Applications tab
7. Mark an Application or Module as a favorite by clicking its star
8. Mark a filtered list as a favorite by dragging its breadcrumb to the Favorites list
9. Mark an individual record as a favorite by dragging it to the Favorites list
10. Access the Favorites tab to view your favorites
11. Edit a favorite via the pencil icon
12. Checkout the History tab

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SUBSCRIBE



Lesson 4: ServiceNow Branding Overview

What is Branding in ServiceNow?

Guided Setup

Branding with ServiceNow Portal & UI Builder

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Lesson 4



Branding in ServiceNow

What is Branding in ServiceNow?

- Applying your distinct corporate identity across the Now Platform UI to create a shared identity, build trust, and speed adoption

Lesson 4



Guided Setup

Lesson 4



- Guided Setup provides a System Administrator step-by-step instructions to configure various Applications and Modules within your instance to suit the needs of the users.
- To access Guided Setup, locate the **Guided Setup** application in the Application Navigator and select the **ITSM Guided Setup** or **ITOM Guided Setup** module.
- **ITSM Guided Setup** includes the following categories: **Company**, Connectivity, Foundation Data, CMDB, Incident Management, Major Incident Management, Problem Management, Change Management, Service Catalog, Knowledge Management, Continual Improvement Management, Project Communication, Go Live
- **ITOM Guided Setup** includes the following categories: MID Server, Discovery, Event Management, Operational Intelligence, Cloud Provisioning and Governance

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Service Portal, UI Builder

Lesson 10: Service Portal and UI Builder

Service Portal and UI Builder are two additional tools that can be used to brand the interface.

Service Portal is a widget-based tool that allows creation of intuitive, user-friendly interfaces to the Now Platform.

UI Builder allows you to build-out a functional page by choosing from a library of components (buttons and data visualizations) and layouts.

ITSM Guided Setup

7% Complete

Company Status: Completed 100%
Transform the ServiceNow instance by configuring your company name, logo, and color theme to reflect your corporate brand. Configure the default system settings such as the time zone and the date and time formats.

Connectivity Status: Not Started 0%
Configure the ServiceNow instance to support inbound and outbound email notification. Integrate it with your existing LDAP and single sign-on (SSO) solutions.

Foundation Data 0 / 7 Tasks completed

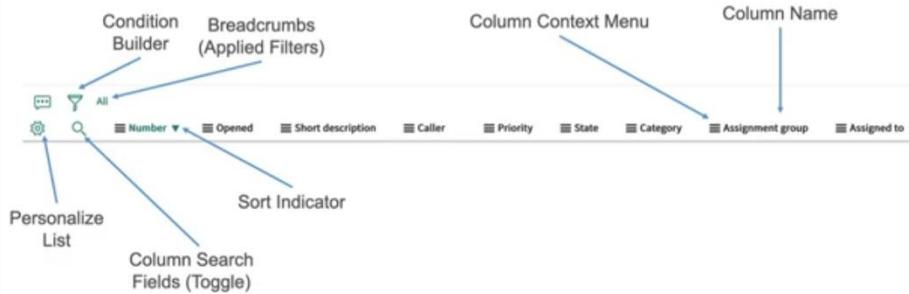
SERVICENOW FUNDAMENTALS

LISTS AND FILTERS

The screenshot shows a ServiceNow interface for managing incidents. The top navigation bar includes links for Work, Entertainment, and a System Administrator dropdown. The main title is "Incidents" with a "New" button. A search bar is present above the list. The list itself has columns for Number, Opened, Short description, Caller, Priority, State, Category, Assignment group, Assigned to, and Update. Each row represents an incident with details such as date, description, assignee, priority, and category. At the bottom right of the list area, there is a "SUBSCRIBE" button with a YouTube icon.

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Update
INC0000001	2021-09-12 02:42:59	The USB port on my PC stopped working	Beth.Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	system
INC0000005	2021-09-26 21:47:23	SAP Sales app is not accessible	Carl.Coughlin	1 - Critical	In Progress	Service Desk	Beth.Anglin	admin	
INC0000006	2021-09-26 15:04:13	Can't access SAP software	Bud.Richman	3 - Moderate	New	Software	Software	(empty)	glide.main
INC0000008	2021-09-26 14:58:24	Can't access Exchange server - is it down?	Jerrid.Bennett	1 - Critical	In Progress	Hardware	Beth.Anglin	admin	
INC0000009	2021-09-26 14:56:27	Network storage unavailable	Beth.Anglin	2 - High	In Progress	Network	Hardware	Don.Goodliffe	admin
INC0000047	2021-09-26 13:53:18	Issue with email	Joe.Employee	3 - Moderate	In Progress	Inquiry / Help	Software	Beth.Anglin	admin
INC0000053	2021-09-26 13:48:46	The SAP HR application is not accessible	Margaret.Grey	1 - Critical	In Progress	Inquiry / Help	Software	Beth.Anglin	admin
INC0000052	2021-09-26 13:48:40	SAP Financial Accounting application appears to be down	Bud.Richman	1 - Critical	In Progress	Software	Software	Fred.Luddy	system
INC0000051	2021-09-26 13:48:32	Manager can't access SAP Controlling application	Joe.Employee	1 - Critical	In Progress	Software	Software	Don.Goodliffe	admin
	2021-09-29	Issue with a web page on							

List Interface: Header



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List Interface: Header: Personalize List

Personalize List

Allows you to personalize your view of a list without affecting other users.

Add, remove, and reorder columns being displayed for the given table.

Select from additional list viewing options via checkboxes.

The gear icon will include a dot to indicate that you have personalized the list.

Personalize List Columns

Available (left): Task type, Time worked, Transfer reason, Universal Request, Upon approval, Upon reject, Urgency, User input, Watch list, Work notes, Work notes list, Updated by, Updated, Assigned to.

Selected (right): Number, Opened, Short description, Priority, State, Category, Assignment group, Assigned to, Updated, Updated by.

Checkboxes at the bottom: Wrap column text, Compact rows, Active row highlighting, Modern cell coloring, Enable list edit, Double click to edit.



Incident list view showing the "Personalize List Columns" dialog open over the list.

Left Sidebar: Favorites (Incidents Favorite), Self-Service, Incidents, Watched Incidents, Service Desk, Incidents, Create New, Assigned to me, Open, Open - Unassigned, Resolved, All, Overview.

Header: Incident, Incidents, Search, Short description, Sort.

Dialog: Personalize List Columns

Available (Left): Task type, Time worked, Transfer reason, Universal Request, Upon approval, Upon reject, Urgency, User input, Watch list, Work notes, Work notes list, Updated by, Updated, Assigned to.

Selected (Right): Number, Opened, Short description, Priority, State, Category, Assignment group, Updates.

Checkboxes at the bottom: Wrap column text, Compact rows, Active row highlighting, Modern cell coloring, Enable list edit, Double click to edit.

Table View (Right): List of incidents with columns: Number, Opened, Short description, Priority, State, Category, Assignment group, Assigned to, Updated, Updated by.



Incident

System Administrator

All

Priority: Is 2 - High AND Category: Is Software

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0008122	2019-07-29 11:48:43	Assessment : ATF Assessor	surveyuser	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28
INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48
INC0008001	2021-01-15 13:04:14	ATF:TEST2	surveyuser	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-15 15:31:42
INC0000050	2021-09-26 14:58:24	Can't access Exchange server - Is it down?	Jerrid Bennett	1 - Critical	In Progress	Hardware	Hardware	Beth Anglin	2021-09-26 12:49:40
INC0000046	2021-09-26 15:04:13	Can't access SFA software	Bud.Richman	3 - Moderate	New	Software	Software	(empty)	2021-09-26 15:37:27
INC0000019	2021-06-05 16:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred.Luddy	2 - High	In Progress	Software	(empty)	Bud.Richman	2021-09-13 12:46:13
INC0000044	2021-06-18 17:47:08	Can't log into SAP from my laptop today	Joe.Employee	2 - High	In Progress	(empty)	(empty)	Fred.Luddy	2021-09-03 12:52:03

Incident

System Administrator

INC00000324

Caller: Fred.Luddy

Contact type: Phone

Category: Inquiry / Help

Subcategory: -- None --

Service:

Service offering:

Configuration item:

Impact: 3 - Low

Urgency: 3 - Low

Priority: 5 - Planning

Assignment group: Service Desk

Assigned to: ITIL User

Short description: Issue with a web page on wiki

Description: The landing page for our internal wiki isn't loading. I've refreshed it multiple times and it keeps timing out.

Notes

Related Records

Resolution Information

Watch list

Work notes list

Activities: 1

Field changes + 2021-06-29 16:53:13

David Loo

YouTube SUBSCRIBE

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Admin Certification: Lesson 5

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.

Incident Record



User Record



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This screenshot shows a ServiceNow incident form titled "INC0009005". The form includes a header bar with navigation links like "All", "Favorites", "History", and "Workspaces". Below the header are several input fields: "Number" (INC0009005), "Title" (David Miller), "Category" (Software), "Subcategory" (Email), "Service" (Email), "Service offering" (Email), and "Configuration item" (Email server is down). To the right of these are dropdown menus for "Channel" (None), "State" (New), "Impact" (1-High), "Urgency" (1-High), "Priority" (3-Critical), "Assignment group" (None), and "Assignee" (None). A "Description" field contains the text "Email server is down." and a note "Unable to send or receive emails." A "Required" field is highlighted with a red arrow. A "Read-only" field is also labeled. The form is divided into sections: "Related Records" and "Resolution Information". At the bottom are "Watch list" and "Work notes" buttons. A video player interface with a "SUBSCRIBE" button is visible on the right.

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Form Field Types

This screenshot displays examples of ServiceNow field types. It includes:

- String field:** A text input field labeled "User ID".
- Boolean (true/false) field:** A checkbox labeled "Password needs reset".
- Choice field:** A dropdown menu labeled "Language" with options including "-- None --".
- Reference field:** A dropdown menu labeled "Department" with options including "Finance".

A video player interface with a "SUBSCRIBE" button is visible on the right.

servicenow Forms

Form Field Types

This screenshot displays additional ServiceNow field types:

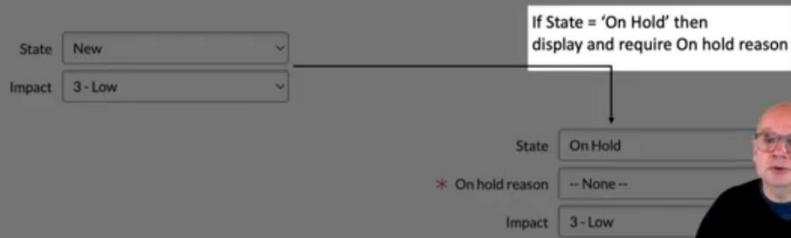
- List field:** A dropdown menu labeled "Watch list" containing names: "System Administrator", "Abraham Lincoln", and "Megan Burke". Below it are buttons for "Select target record" and "Enter email address".
- Journal field:** A text area labeled "Additional comments (Customer visible)" and a yellow text area labeled "Work notes".

A video player interface with a "SUBSCRIBE" button is visible on the right.

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Form Field Dependencies

Some fields are dependent on other fields.



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Saving Changes

As changes are made on a form, they are NOT automatically saved.

Users must proactively save changes by using the Save menu item or Submit/Update button



If you attempt to leave a form with unsaved changes, the system will provide notification.

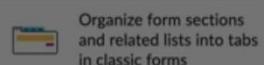


servicenow Forms

Form Sections

Forms are made up of Sections that organize the fields and other data.

Sections can be viewed as tabs or expandable sections, depending on the preference of the user.



Tabbed Section



Expandable Section

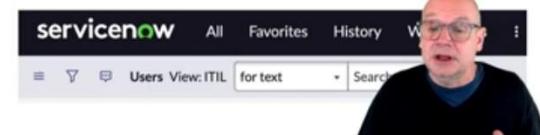
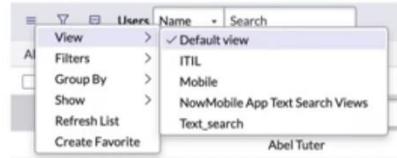


servicenow Forms

Form Views

Not every user wants to see a record's data in the same way.

Form views provide the ability to display and organize fields, related lists, and formatters in different ways to meet the needs of specific users.



servicenow All Favorites History View ...
Users View: ITIL for text Search

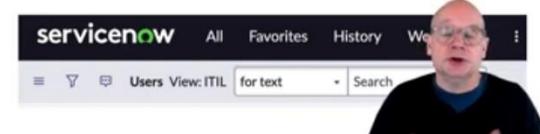
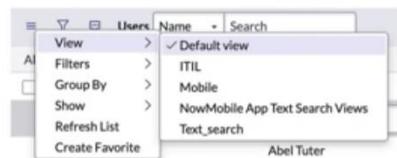
SUBSCRIBE

servicenow Forms

Form Views

Not every user wants to see a record's data in the same way.

Form views provide the ability to display and organize fields, related lists, and formatters in different ways to meet the needs of specific users.



servicenow All Favorites History View ...
Users View: ITIL for text Search

SUBSCRIBE

servicenow Forms

Form Templates

Templates are used to simplify the process of creating new records by populating some form fields automatically. The More Options icon provides the ability to toggle on/off the template bar at the bottom of the form.

Any user can toggle on/off the template bar and create templates. The templates a user can access are dependent on the access controls set within each template.



servicenow All Favorites History View ...
Email
Toggle Template Bar
Toggle annotations on / off
Tags
Add Tag

SUBSCRIBE

servicenow Forms

Form Templates

The template bar provides shortcuts to apply, edit, and create templates for the current form.

Templates: Incident Call Type Major Incident

Edit Template Close Template Bar

Apply Template Create Template

A video player window shows a man speaking, with a 'SUBSCRIBE' button in the bottom right corner.

servicenow Forms

Creating & Editing Form Views

Two tools exist for creating and managing form views, both available from the form context menu.

Configure > Form Design
Export > Form Layout
View > Related Lists

A video player window shows a man speaking, with a 'SUBSCRIBE' button in the bottom right corner.

Knowledge Bases

- IT 31 Articles
- Knowledge 0 Articles

Featured Content

Email Interruption Tonight at 11:00 PM Eastern
Sales Force Automation is DOWN

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
- How to Deal with Spammers
- How to configure VPN for Apple Devices

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HOME NOTES 

Blog Home > BLOG > Importing & Loading Data > Simple Import Intro

Simple Import Intro

August 24, 2021 by jtt0340 in Importing & Loading Data 0 Comments

Simple Import Series

1. Simple Import Intro
2. Creating a Data Source
3. Understanding Import Sets
4. Creating a Transform Map & Field Maps

So, you have data in your company someplace and you want to get it loaded into ServiceNow. These are my notes describing how to setup a ServiceNow import using a Data Source, Import Set, and Transform Map.

Source -> Staging -> Target

Before we go too far, let's settle on basic concepts and terminology. The process of importing data normally involves pulling data from a **Source** data entity and loading it into a **Target** data entity.



Source -> Staging -> Target

Before we go too far, let's settle on basic concepts and terminology. The process of importing data normally involves pulling data from a **Source** data entity and loading it into a **Target** data entity.

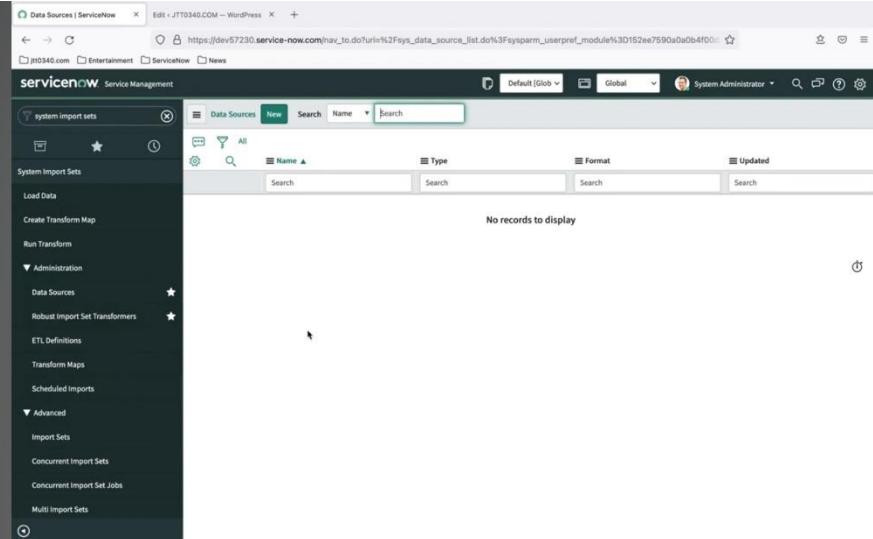
In ServiceNow, the import process introduces an intermediary data entity between those two steps. We will refer to that entity simply as **Staging** (ServiceNow calls it an Import Set Table). That entity is an automatically created custom table that is used to stage the imported data prior to processing and loading into the Target. It enhances the performance of the import and provides a useful tool for designing field-level mappings and data transformations.

So, a ServiceNow import actually involves 3 data entities:

1. **Source**
 - o The entity containing the data to be imported into ServiceNow
 - o ServiceNow is prepared to work with many sources including files (Excel, CSV, JSON, etc.), JDBC-compatable databases, LDAP, REST, and custom scripts
2. **Staging**
 - o A table that ServiceNow automatically creates as part of the import process to temporarily store data pulled from the Source prior to transforming and adding to the Target
 - o Enhances the performance of the import and provides useful tools for designing field-level mappings and data transformations
3. **Target**
 - o The ServiceNow table into which the data will be imported
 - o This could be an out-of-box ServiceNow table or a custom table created specifically for our purposes









Screenshot of the ServiceNow Data Source configuration interface:

Top Panel (Data Source Configuration):

- Name: Test Import
- Import set table label: Test Import
- Import set table name: u_test_import
- Type: File
- Format: Excel (.xlsx/.xls)
- File retrieval method: Attachment
- Application: Global
- File path: (empty)

Bottom Panel (Excel Spreadsheet Preview):

name	address	city	state	zip
Scout Smalley	111 Main Street	Anywhere	MO	65651
John James	902 Elm Street	Someplace	CA	87654
Weedy Withers	18 Target Drive	Nowhere	TN	56789
Billy Barnes	1234 Count Ave	Townville	IL	34567
Mary Marx	902 N Peach St	Cityburg	FL	77665

Bottom Panel (Data Source Management):

- Name: Test Import
- Import set table label: Test Import
- Import set table name: u_test_import
- Type: File
- Format: Excel (.xlsx/.xls)
- File retrieval method: Attachment
- File location: Global

A green circle highlights the "Attachments" button in the top right corner of the Data Source management panel.

Test Import | Data Source | ServiceNow

https://dev67230.service-now.com/nav_to.do?url=%2Fsys_data_source.do%3Fsys_id%3Db05af7ff2423010139a18aa2799b67d%20

Default (Glob) Global System Administrator

Data Source Test Import

Format: CSV

Zipped:

Sheet number: 0

Header row: 0

Use Batch Import:

Update Delete

Related Links

- Test Load 20 Records
- Load All Records

Transforms Robust Transformer Import Sets Attachments (1)

No records to display

ServiceNow Service Management

Filter navigator

Self-Service

- Homepage
- Business Applications
- Dashboards
- Service Catalog
- Knowledge
- Visual Task Boards
- Connect Chat
- Incidents
- Watched Incidents
- My Requests
- Requested Items
- Watched Requested Items
- My Connected Apps
- My Profile

Test Imports | ServiceNow

https://dev67230.service-now.com/nav_to.do?url=%2Fu_test_import_list.do

Default (Grids) Global System Administrator

Progress

Name	ImportProcessor	State	Complete
Completion code	Success		
Message	Processed: 5, inserts 5, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:02.632)		

Next steps...

- Import sets Go to the import sets for this data load
- Loaded data Go to the newly imported data inside the staging table: u_test_import
- Create transform map Create a transform map for the newly staged data
- Import log View the import log

Test Imports | ServiceNow

https://dev67230.service-now.com/nav_to.do?url=%2Fu_test_import_list.do

Default (Grids) Global System Administrator

Test Imports

Row	Set	State	Target table	Target record	Error
3	ISET0010036	Pending	(empty)	(empty)	
1	ISET0010036	Pending	(empty)	(empty)	
0	ISET0010036	Pending	(empty)	(empty)	
4	ISET0010036	Pending	(empty)	(empty)	
2	ISET0010036	Pending	(empty)	(empty)	

Related Links

- Import Set
- Transform Maps
- Transform History
- Edit Web Service

The image displays two screenshots of the ServiceNow interface, illustrating the Import Set feature.

Screenshot 1: Test Import | Table | ServiceNow

This screenshot shows the 'Test Import' table in the ServiceNow Service Management module. The table has three columns: Column label, Type, and Reference. The rows show:

Column label	Type	Reference
Updated by	String	(empty)
Updates	Integer	(empty)
zip	Integer	(empty)

Screenshot 2: sys_data_source.list | Test Import

This screenshot shows the 'sys_data_source.list' table in the ServiceNow Service Management module. It displays the same three columns and rows as the first screenshot. A green curved arrow points from the 'zip' row in the first screenshot to the 'zip' row in the second screenshot, indicating a relationship or dependency between the two tables.

JTT0340.COM Article

The article titled 'The Import Set [sys_import_set] Table' explains the purpose of the Import Set table:

In order to keep the imported records in our Staging table organized, ServiceNow provides an out-of-box table named Import Set [sys_import_set]. Each time an import run is executed, the platform adds a record to the Import Set table. That record represents this import run, or the set of data. As the imported rows are added to the Staging table, each record is marked with a reference to the Import Set record. The Set attribute is used to store that reference. This allows us to organize and identify that our 40 staged records are distributed between 2 Import Sets.

Diagram

A diagram illustrates the data flow between the Import Set table and the Staging Table:

```

graph LR
    IS[Import Set  
[sys_import_set]] --> ST[Staging Table  
Test Import  
[v_Import]]
    IS --> ST
    ST --> RS[Records]
    ST --> SR[Records]
  
```

The Import Set table contains records ISET0001 and ISET0002. The Staging Table contains two sets of records: Record1, Record2, Record3 under Test Import - Record1, and Record1, Record2, Record3 under Test Import - Record2. A legend indicates:

- Import Set [sys_import_set]
- Staging Table
- Test Import [v_Import]
- Records

Share This

Share buttons for Twitter, Facebook, LinkedIn, and Email are provided.

Footer

The footer includes a 'jt0340' icon and a 'SUBSCRIBE' button with a YouTube logo.

JTT0340.COM

Field Maps

Defining how data flows from the Staging table to the Target is done on a field by field basis. For example:

- Staging Field 1 maps to Target Field 1
- Staging Field 2 maps to Target Field 2
- Staging Field 3 maps to Target Field 3

Three Field Maps mapping data from Staging to Target.
In ServiceNow, each of the field-level mappings is called a Field Map and is stored as a record in the Field Map [sys_transform_entry] table. To view a list of all Field Maps, enter sys_transform_entry.list in the Application Navigator filter.

Field Map records include attributes that define the mapping relationship:

Attribute	Value
Source Table	The Name of the Staging table
Source Field	The Name of the Staging table field

servicenow Service Management

Table Transform Map

Related Links

- Auto Map Matching Fields
- Mapping Assist
- Transform
- Index Coalesce Fields

Field Maps (5) Transform Scripts

Source field	Target field	Coalesce
u_city	u_city	false
u_name	u_user_name	false
u	u_state	false
u_zip	u_zip_code	false
u_address	u_address	false

Actions on selected rows...

Default (Global)

System Administrator

HOME NOTES

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The screenshot shows two views of the ServiceNow Table Transform Map configuration interface. The top view is a zoomed-in look at the 'Field Maps' tab, while the bottom view shows the full page structure.

Top View (Zoomed-in 'Field Maps' Tab):

- Name:** Test Transform Map
- Source table:** Test Import [u_test_import]
- Target table:** My Table [u_my_table]
- Order:** 100
- Field Maps:** A table showing field mappings:

Source field	Target field	Coalesce
u_city	u_city	false
u_name	u_user_name	true

Bottom View (Full Page Structure):

- Header:** Home | ServiceNow Developers | Test Transform Map | Table Tra... | + | https://dev67230.service-now.com/nav_to.do?uri=%2Fsys_transform_map.do%3Fsys_id%3D658ce1282f123010139a18aa2799b6bf
- Page Title:** servicenow Service Management
- Left Sidebar:** sys_transform_entry
- Main Content:** Table Transform Map
- Form Fields (Top):**
 - Name: Test Transform Map
 - Source table: Test Import [u_test_import]
 - Target table: My Table [u_my_table]
 - Order: 100
- Form Fields (Bottom):**
 - Active: checked
 - Run business rules: checked
 - Enforce mandatory fields: checked
 - Copy empty fields: checked
 - Create new record on empty coalesce fields: checked
- Buttons:** Update, Copy, Delete
- Related Links:** Auto Map Matching Fields, Mapping Assistant, Transform Scripts, Index Coalesce Fields
- Tab Selection:** Field Maps (selected), Transform Scripts
- Field Maps Table:** Shows the same mapping data as the top view.

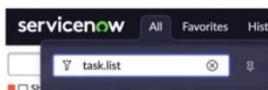
servicenow Tasks

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].



ID	Desc	State (Status)	Assigned To	Priority	Due Date
001	abc	Pending	Jeff	High	01/02/03
002	xyz	In Progress	Terri	Low	04/05/06

The Task table defines attributes common to all types of tasks.



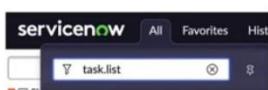
servicenow Tasks

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002	xyz	In Progress	Terri	Low	04/05/06

The Task table defines attributes common to all types of tasks.



servicenow Tasks



ID	Desc	State (Status)	Assigned To	Priority	Due Date
001	xx	xx	xx	xx	xx
002	xx	xx	xx	xx	xx
003	xx	xx	xx	xx	xx



ID	Change Plan	Test Plan
001	xx	xx



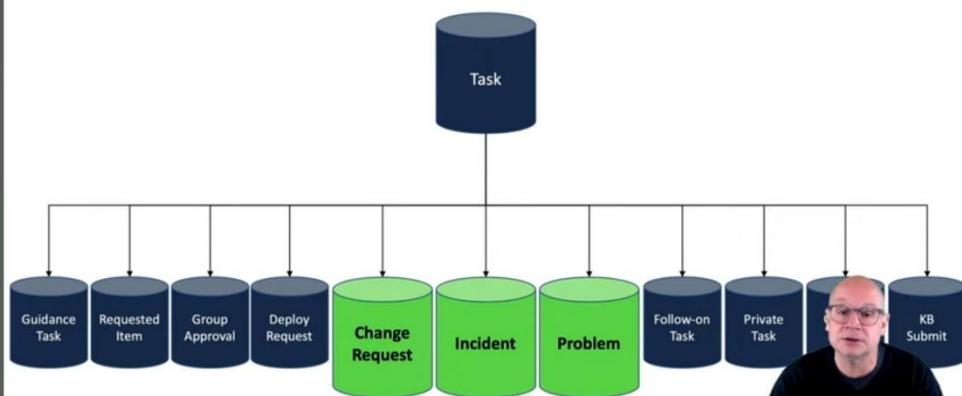
ID	Caller	Probable Cause
002	xx	xx



ID	Fix	Known Error
003	xx	xx



servicenow Tasks



servicenow Tasks

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 have been untouched for a predefined period
- Workflow are processes that can be created and applied to tasks that meet certain criteria



servicenow Tasks

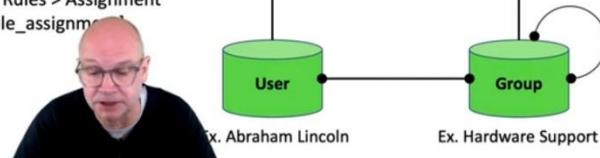
Task Assignment

- Tasks can be assigned to an individual User or a Group of Users (or both)

Incident	ID	Caller	Probable Cause	Assigned to	Assignment group
	002	xx	xx		

Assignment Rules

- AppNav: All > System Policy > Rules > Assignment
- Table: Assignment Rule [sysrule_assignment]



servicenow Tasks

Task Assignment

- Tasks can be assigned to an individual User or a Group of Users (or both)

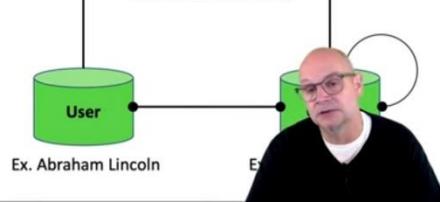
Incident	ID	Caller	Probable Cause	Assigned to	Assignment group
	002	XX	XX		

Assignment Rules

- AppNav: All > System Policy > Rules > Assignment
- Table: Assignment Rule [sysrule_assignment]

Assignment Lookup Rules

- AppNav: All > System Policy > Rules > Assignment Lookup Rules
- Table: Assignment Data Lookup [dl_u_assignment]

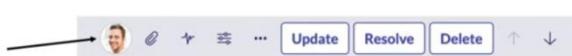


servicenow Tasks

Task Collaboration

User Presence allows multiple stakeholders to view and update a record simultaneously

The Active Viewers Icon will display on the header bar when another user is viewing the record at the same time.



The Real-time Editing (Pulse) Icon will display beside a field that has been changed by another user.



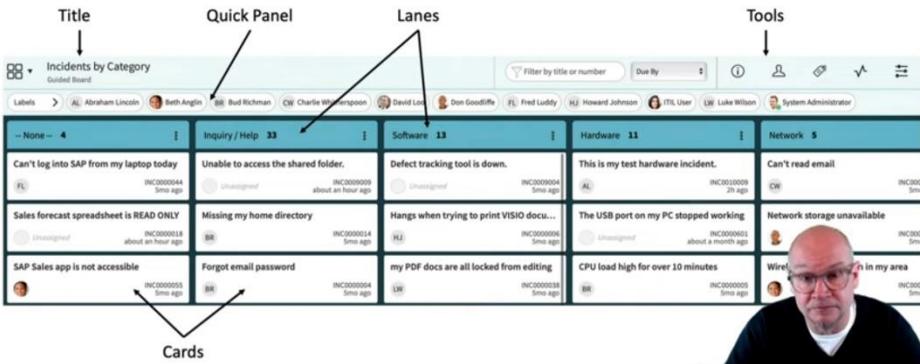
Number: INC0010009
* Caller: System Administrator
Category: Hardware
Subcategory: CPU
Service:
Channel: --None--
State: In Progress
Impact: 3 - Low
Urgency: 3 - Low
Priority: 5 - Planning

Number: INC0010009
* Caller: System Administrator
Category: Hardware
Subcategory: CPU
Service:
Channel: --None--
State: In Progress
Impact: 3 - Low
Urgency: 3 - Low
Priority: 5 - Planning



servicenow Tasks

Visual Task Boards



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The screenshot shows a Flexible Visual Task Board titled "Incidents by Category". The board has five lanes: Inquiry / Help (33 cards), Software (17 cards), Hardware (11 cards), Network (5 cards), and a newly added lane labeled "+ Add Card". The "+ Add Card" lane contains one card: "Unable to access the shared folder." Annotations with arrows point to the "+ Add Card" button and the newly added lane.

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servicenow Tasks

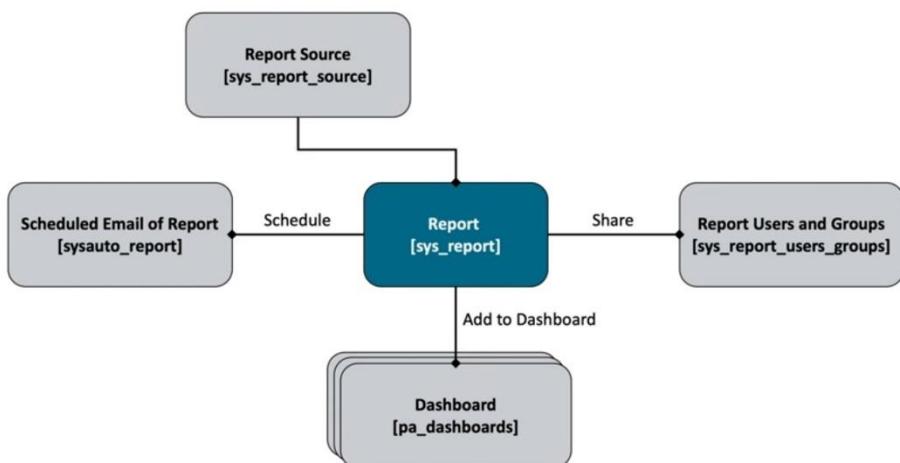
Visual Task Board Types

- Guided**
 - Normally created from a list using an attribute that has a pre-defined set of values as lanes
 - Task values are changed when cards are moved between lanes
- Flexible**
 - Normally created from a list using an attribute that does not have a pre-defined set of values as lanes
 - Tasks values are not changed when cards are moved between lanes
- Freeform**
 - Not created from a list
 - Used for personalized work management via Private tasks



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SERVICENOW REPORTING FUNDAMENTALS



SUBSCRIBE

servicenow All Favorites History Workspaces Admin Reports Search Actions on selected rows...

Personalize List Columns

Available	Selected
Y axis allow decimals	Title
Y axis display grid	Table
Y axis from	Type
Y axis grid color	Field Name
Y axis grid dotted	Created by
Y axis grid width	Updated
Y axis label bold	
Y axis label color	
Y axis label size	
Y axis label tilt	
Y axis label underline	
Y axis title	
Y axis title bold	
Y axis title color	
Y axis title size	
Y axis to	

Available Options:

- Wrap column text
- Compact rows
- Active row highlighting
- Modern cell coloring
- Enable list edit
- Double click to edit

Cancel OK

	Created by	Updated
glide.main1	2011-11-30 14:35:43	
admin	2013-04-18 12:57:43	
admin	2013-04-18 13:30:43	
admin	2020-03-06 18:38:27	
glide.main1	2012-11-29 05:42:30	
glide.main1	2005-06-21 18:17:56	
admin	2012-09-20 10:57:06	
admin	2012-09-19 10:17:48	
admin	2012-09-19 10:18:14	
admin	2012-09-04 15:49:43	
admin	2012-09-19 10:18:32	
admin	2021-07-26 15:51:50	
glide.main1	2005-08-24	

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Report [sys_report] extends Application File

FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Sys ID	The unique identifier of the record	Sys ID (String)
Title	The title of the report	String
Source type	The type of data source for the report	String (Table or Data source)
Report source	The Report Source to use when applicable	Reference (Sys ID of a record in the Report Source table)
Table	The database table from which the report data is pulled	Table Name (String)



Report [sys_report] extends Application File

FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Sys ID	The unique identifier of the record	Sys ID (String)
Title	The title of the report	String
Source type	The type of data source for the report	String (Table or Data source)
Report source	The Report Source to use when applicable	Reference (Sys ID of a record in the Report Source table)
Table	The database table from which the report data is pulled	Table Name (String)
Field Name	The field the report data should be grouped on	String
Filter	The filter to be applied for the report data	Conditions (String)
Type	The type of report (visualization)	String



Report Types



Scheduled Email of Report [sysauto_report] extends Scheduled Job		
FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Report	The report being scheduled for email	Reference (Sys ID of a record in the Report table)
Users	The users to whom the scheduled email report should be sent	List of References (Sys IDs of records in the User table)
Groups	The groups to which the scheduled email report should be sent	List of References (Sys IDs of records in the Group table)
Email addresses	The hard-coded email addresses to which the scheduled email report should be sent	String
Run	The recurrence rate of the scheduled email report	String (Daily, Weekly, Monthly, On Demand, etc.)



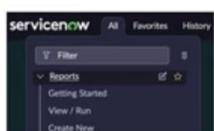
Scheduled Email of Report [sysauto_report] extends Scheduled Job		
FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Groups	The groups to which the scheduled email report should be sent	List of References (Sys IDs of records in the Group table)
Email addresses	The hard-coded email addresses to which the scheduled email report should be sent	String
Run	The recurrence rate of the scheduled email report	String (Daily, Weekly, Monthly, On Demand, etc.)
Time	The time at which the scheduled email report should be ran	Time
Subject	The subject of the email for the scheduled email report	String
Introductory message	The content of the email for the scheduled email report	HTML



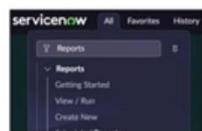
When you **schedule a report** in ServiceNow, you are inserting a record into the Scheduled Email of Report [sysauto_report] table.



Reports > View / Run



Reports > Scheduled Reports



Studio



Low Code / No Code



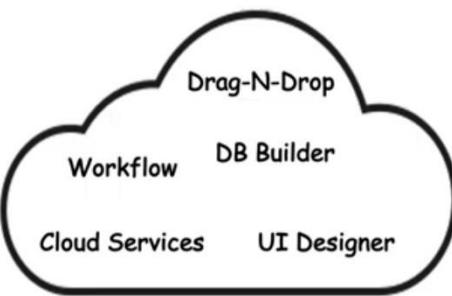
- Our hero
- Master of destruction and eliminating barriers between Savvy Businessperson and digital transformation
- “Mr. IT Superstar, tear down that wall!”
- Builder of easy-to-use, intuitive IT-services that empower Savvy Businessperson to solve business problems himself



Low Code / No Code



Low Code / No Code



Low Code / No Code service now

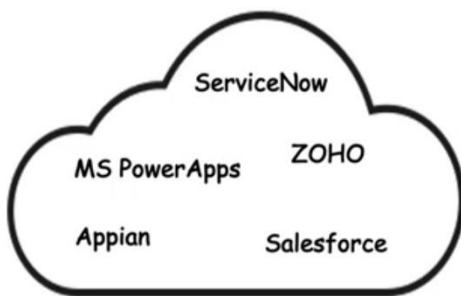
- **App Engine Studio (AES):** Guided experience for creating everything you need for your low code / no code applications; build tables, import spreadsheets, create workflows, UI's, manage security
- **Studio:** Dig deeper into your applications components and capabilities; IDE
- **Now Experience UI Builder:** Create workspaces and portals via drag-and-drop;
- **Flow Designer:** Use natural language to automate workflows, approvals, tasks, notifications and record operations without writing any code
- **CMDB:** Understand the entirety of your IT infrastructure; the underlying platform upon which your low code / no code apps are built.



Low Code / No Code



Savvy Businessperson



Low Code / No Code Tools



Low Code / No Code Pros & Cons

Pros

- Empowers the people that know the business to solve business problems themselves
- Improves agility via tools for creating IT-services quickly
- Lower costs via more apps in less time with less dependence on IT
- Increased automation opportunities

Cons

- Requires generalization which limits flexibility
- Limits technical improvements (I can code this better)

