

WEEK – 1

Module -1 ServiceNow Platform and Development Fundamentals

1. What is ServiceNow:

- ServiceNow was developed by Fred Luddy to address the frustrations in IT departments, allowing business users to solve their own technical issues without relying on traditional IT support.
- ServiceNow operates on the NOW Platform, a cloud-based Application Platform as a Service (APaaS) designed for IT needs, accessible via PCs and mobile devices.
- The platform offers a wide range of pre-built applications categorized into IT, Employee, Customer, and Creator Workflows, with flexibility for users to develop their own solutions.


What is ServiceNow?

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How ServiceNow?

Infrastructure

- **Compute Resources:** Datacenters, racks, servers, ports, network resources, fans, etc.
- **Security:** The platform is secured via multiple technologies which have been certified by third-party security organizations
- **Service Level Agreements:** Paired datacenters provide redundancy and failover; Redundancy is built into every layer including devices, power, and network resources
- **Backups:** 4 daily full backups with redundancy built into every layer, real backups



The diagram shows a cloud labeled 'NOW Platform' containing three layers: 'Infrastructure' (represented by server icons), 'Platform' (represented by a document icon), and 'Applications & Workflows' (represented by a mobile device icon).

6:54 / 9:45 • How ServiceNow Works (Platform Overview) Scroll for details

2. ServiceNow Platform Overview

- ServiceNow platform operates as an Application Platform as a Service (aPaaS), integrating infrastructure, development tools, and applications, allowing businesses to streamline processes effectively.


- ServiceNow's robust suite of applications is organized into functional workflows, enabling organizations to address various business processes systematically and effectively.
- Role-based access is essential for security, utilizing users, groups, and roles to manage permissions efficiently and ensure that sensitive information is only accessible to authorized personnel.
- Authentication and security measures are comprehensive, supporting multiple methods and ensuring that user access is controlled and secure.

Lesson 2: ServiceNow Platform Overview

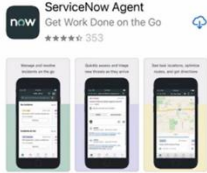
Now Platform User-interfaces

ServiceNow provides 3 user-interfaces for interacting with the Now platform.


The **Now Platform UI** is the primary UI. It is best used on desktop and laptop computers and is accessed via a web-browser and the instance URL.





The **ServiceNow Mobile Apps** are best used on mobile devices and can be installed from the device's app store. The **ServiceNow Agent** app targets fulfilling requests. The **Now Mobile** app is built for the needs of employees. The **ServiceNow Onboarding** app targets the needs of new-hire employees.



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




3. ServiceNow User Interface Overview

- ServiceNow UI is designed to enhance user experience, providing easy access to tools and resources tailored to their needs. This design philosophy promotes efficiency in navigating the platform.
- Key elements include the banner frame, application navigator, and content frame.
- Global Search: Allows users to find records across the entire instance quickly.
- Connect Chat: Facilitates real-time communication with other users within the platform.
- System Settings: Users can customize their UI preferences, impacting only their view.

- Favorites & History: Users can save frequently accessed items and view their recent activity.
- Application Navigator: Main tool for navigating through applications and modules, with filtering options.

Application Navigator

Lesson 3

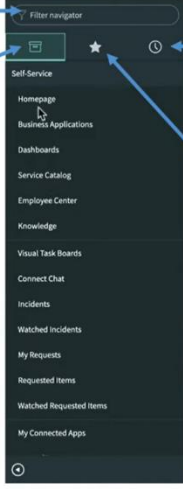


Navigation Filter

- 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




History

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

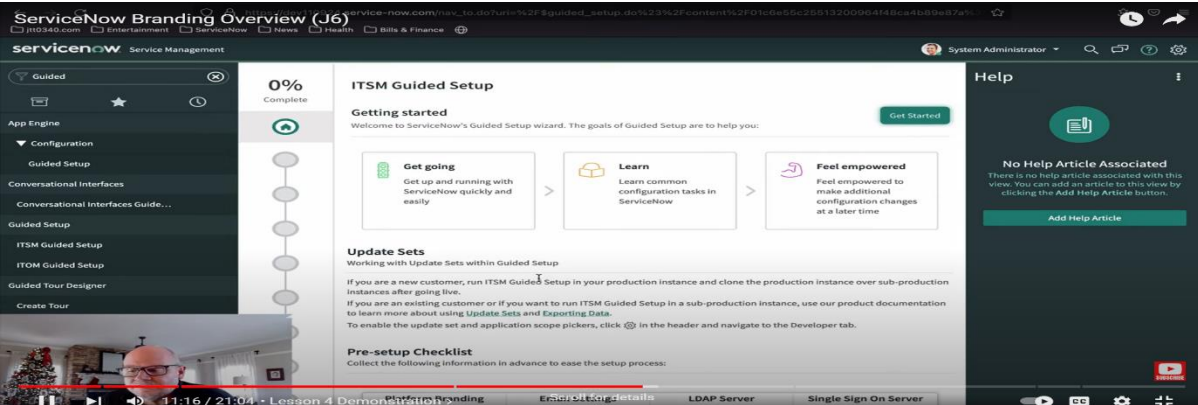
Favorites

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



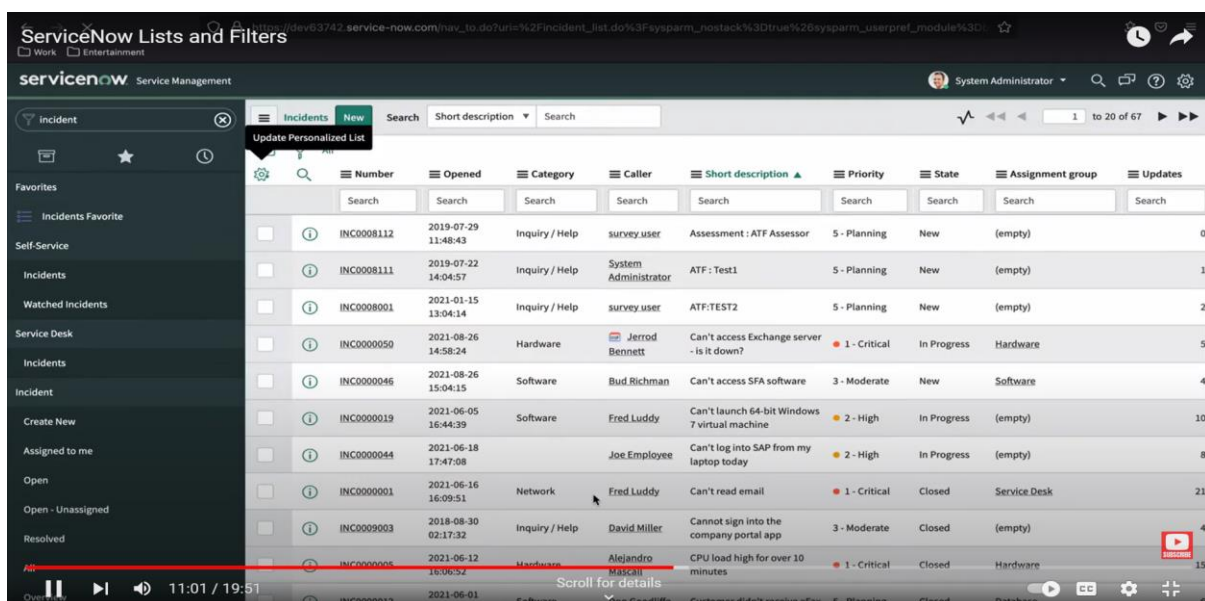
4. ServiceNow Branding Overview

- Customizing the ServiceNow interface enhances user familiarity and promotes a sense of belonging to the corporate identity.
- These intuitive Guided Setup Wizard tools streamline the branding process, making it accessible for administrators without extensive technical knowledge.
- By reflecting the company's brand, users may feel more inclined to adopt and utilize ServiceNow effectively.



5. ServiceNow Lists and Filters

- Lists: ServiceNow's list view is user-friendly, designed to manage large datasets effectively. It includes essential tools for sorting and filtering, which are crucial for data analysis.
- Filters: Creating saved views and filters allows users to tailor their experience, making it easier to revisit frequently accessed data sets without reconfiguring settings.
- Utilizing dot commands like `table_name.list` provides quick access to any table's records, enhancing navigation efficiency within the platform.

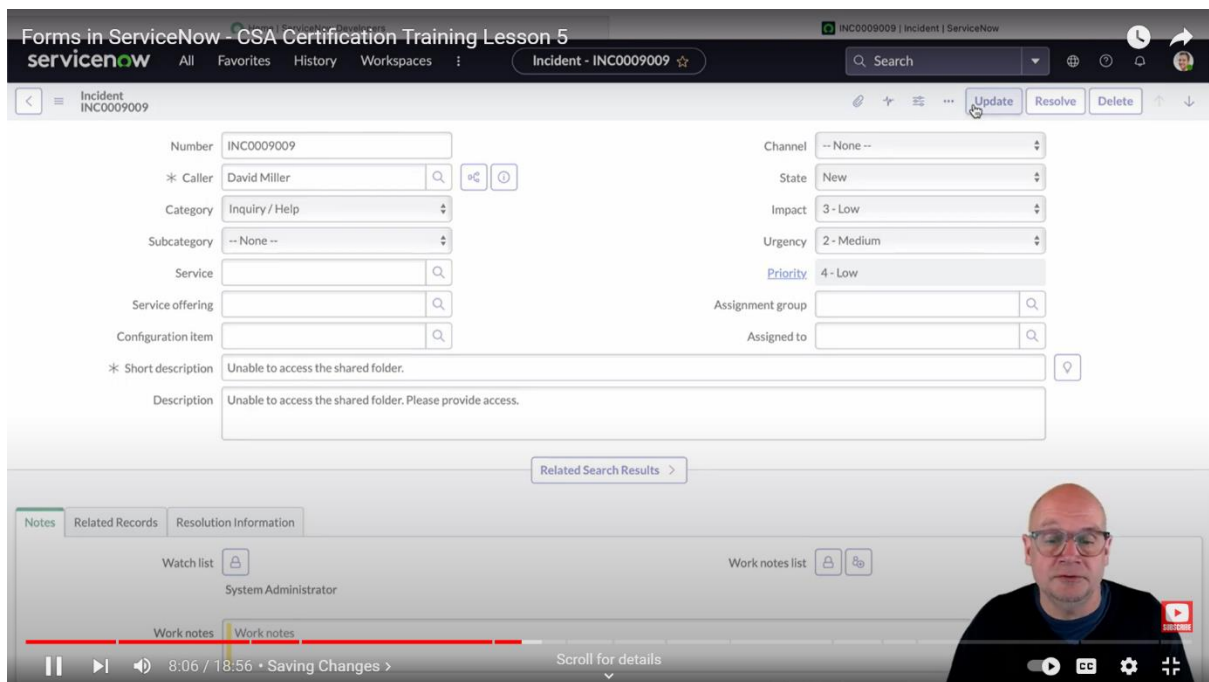


The screenshot displays the ServiceNow 'Incidents' list view. The interface includes a left-hand navigation pane with options like 'Incident', 'Favorites', 'Self-Service', and 'Incidents'. The main area shows a table of incidents with columns for Number, Opened, Category, Caller, Short description, Priority, State, Assignment group, and Updates. A search bar and filters are visible at the top. A red line highlights a specific incident row.

	Number	Opened	Category	Caller	Short description	Priority	State	Assignment group	Updates
	INC0008112	2019-07-29 11:48:43	Inquiry / Help	survey.user	Assessment : ATF Assessor	5 - Planning	New	(empty)	0
	INC0008111	2019-07-22 14:04:57	Inquiry / Help	System Administrator	ATF : Test1	5 - Planning	New	(empty)	1
	INC0008001	2021-01-15 13:04:14	Inquiry / Help	survey.user	ATF:TEST2	5 - Planning	New	(empty)	2
	INC0000050	2021-08-26 14:58:24	Hardware	Jerrold Bennett	Can't access Exchange server - is it down?	1 - Critical	In Progress	Hardware	5
	INC0000046	2021-08-26 15:04:15	Software	Bud Richman	Can't access SFA software	3 - Moderate	New	Software	4
	INC0000019	2021-06-05 16:44:39	Software	Fred Luddy	Can't launch 64-bit Windows 7 virtual machine	2 - High	In Progress	(empty)	10
	INC0000044	2021-06-18 17:47:08		Joe Employee	Can't log into SAP from my laptop today	2 - High	In Progress	(empty)	8
	INC0000001	2021-06-16 16:09:51	Network	Fred Luddy	Can't read email	1 - Critical	Closed	Service Desk	21
	INC0009903	2018-08-30 02:17:32	Inquiry / Help	David Miller	Cannot sign into the company portal app	3 - Moderate	Closed	(empty)	4
	INC0000005	2021-06-12 16:06:52	Hardware	Alejandro Mascall	CPU load high for over 10 minutes	1 - Critical	Closed	Hardware	15
	INC0000012	2021-06-01	Software	Don Goodliffe	Customer didn't receive a fax	5 - Planning	Closed	Database	6

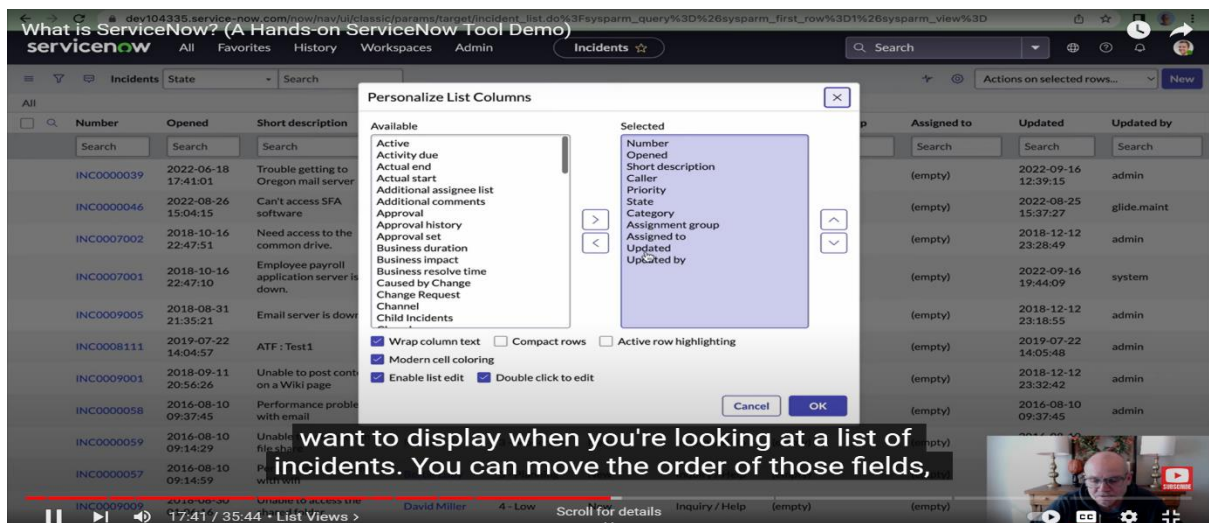
6. Forms in ServiceNow

- Forms are the primary interface for users to interact with records, making them a foundational aspect of ServiceNow's functionality. Understanding forms is crucial for both passing certification exams and effective system usage.
- ServiceNow allows customization of form views to meet user needs, ensuring relevant information is presented based on the user's role, thus improving usability.
- The different field types (e.g., reference, boolean) dictate how data is input and displayed, highlighting the importance of understanding data types in ServiceNow.
- Templates facilitate quicker data entry by pre-populating common fields, which is especially useful for repetitive tasks



7. A Hands-on ServiceNow Tool Demo

- ServiceNow integrates various IT services into one platform, enhancing operational efficiency and service delivery.
- By assigning roles, ServiceNow ensures that users only access the information and functions relevant to their tasks, enhancing security
- Can integrate with legacy systems through the Integration Hub, facilitating smoother transitions and data management across platforms.
- The Knowledge Base feature encourages collaboration and knowledge sharing within the organization.



8. Introduction to Importing Data in ServiceNow

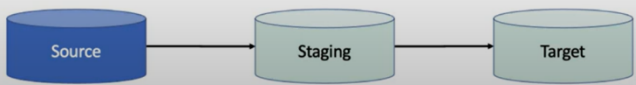
- The staging table plays a critical role by acting as a buffer between source and target data, making the import process more organized and manageable.
- ServiceNow's automation in creating staging tables reduces manual effort
- Identifying all three data entities (source, staging, target) provides a comprehensive understanding of data flow within ServiceNow
- “staging table” and “import set table” simplifies the import process and enhances communication.

Introduction to Importing Data in ServiceNow

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**
 - The entity containing the data to be imported into ServiceNow
 - ServiceNow is prepared to work with many sources including files (Excel, CSV, JSON, etc.), JDBC-compatible databases, LDAP, REST, and custom scripts
2. **Staging**
 - 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
 - Enhances the performance of the import and provides useful tools for designing field-level mappings and data transformations
3. **Target**
 - The ServiceNow table into which the data will be imported
 - This could be an out-of-box ServiceNow table or a custom table created specifically for our purposes



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graph LR; Source[Source] --> Staging[Staging]; Staging --> Target[Target];
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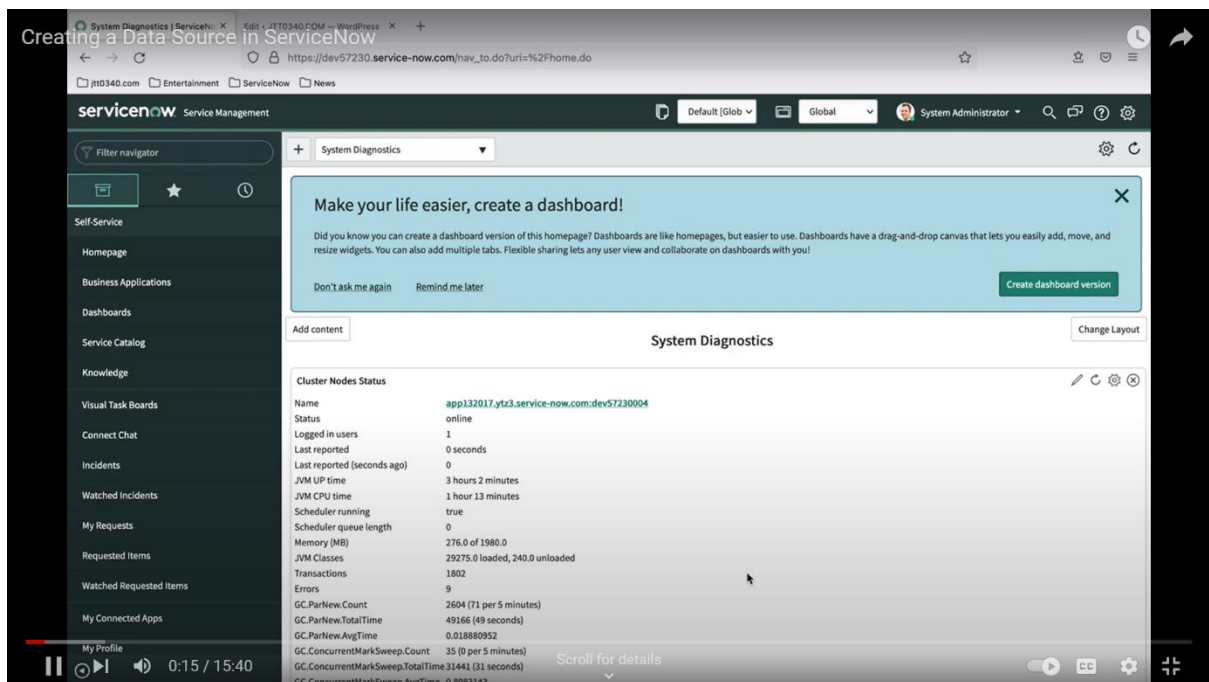
Three data entities involved in a ServiceNow import

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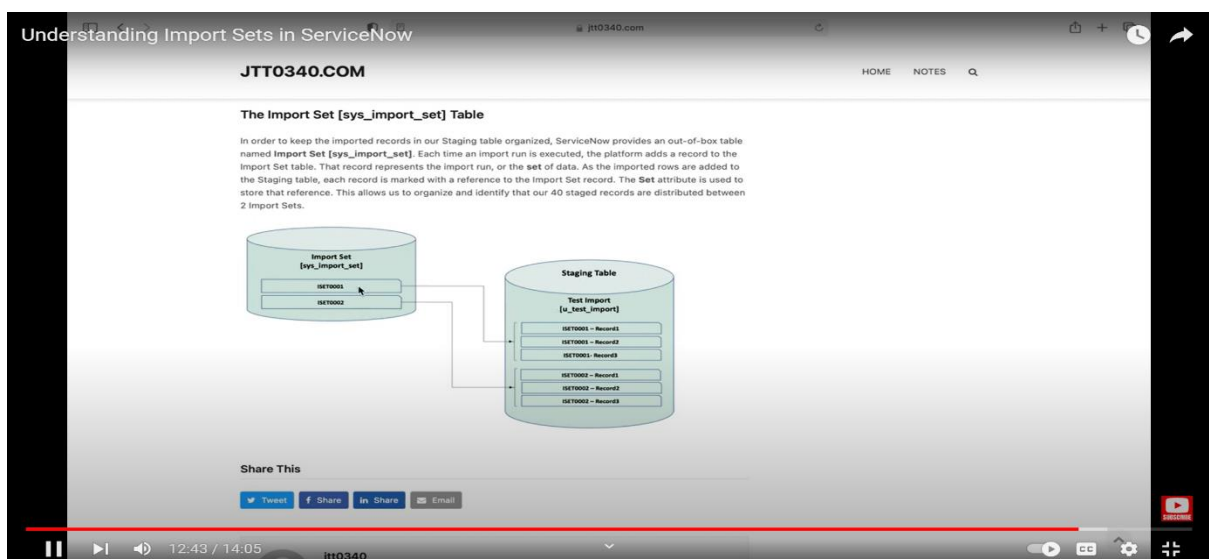
9. Creating a Data Source in ServiceNow

- Data sources in ServiceNow serve as a bridge between external data and the platform, defining how data is accessed and imported.
- The intermediary staging table allows for data validation and manipulation before final import, ensuring data integrity.
- ServiceNow supports various data sources, such as files, JDBC databases, and REST APIs, providing flexibility in data importation.
- Properly configuring parameters, including file types and database credentials, is essential for successful data retrieval and data mapping.



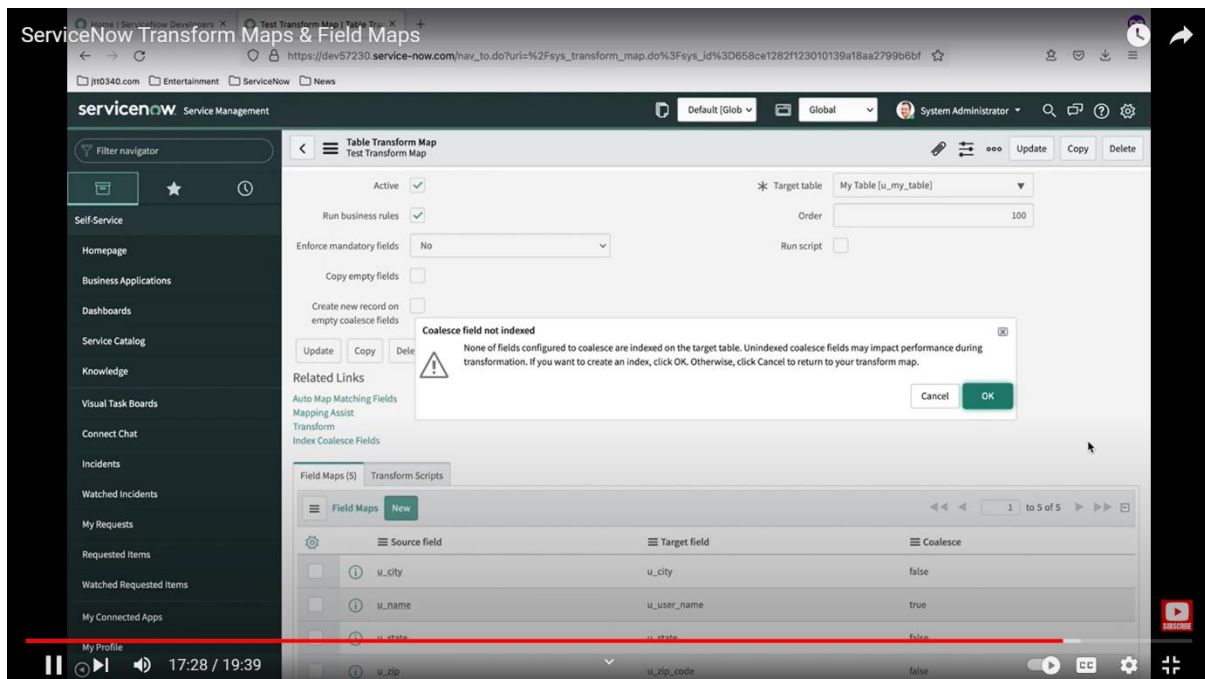
10. Understanding Import Sets in ServiceNow

- Staging tables are temporary storage areas for data being imported, allowing for validation before final data placement. This process helps maintain data integrity.
- The ability to manage records loaded into the staging table across multiple imports is vital for tracking changes and maintaining data organization.
- Each import set run is tracked through the import set table, allowing for effective management and identification of data changes over time.



11. ServiceNow Transform Maps & Field Maps

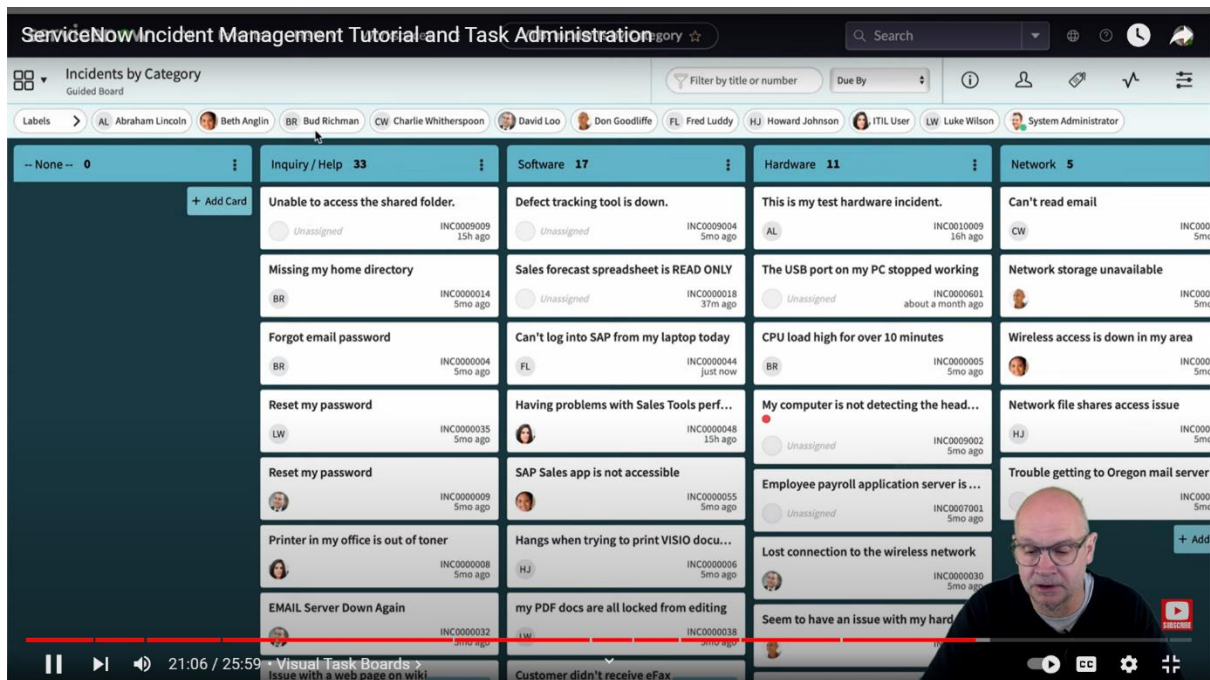
- Creating a data source is crucial as it informs ServiceNow about the origin and structure of the data being imported.
- Each field map record ensures precise data movement, highlighting the significance of field-by-field mapping for data integrity.
- Transform maps consolidate field maps, making it easier to manage and apply complex data imports.
- Utilizing coalesce fields is essential for identifying unique records, preventing duplication in the target table.
- Testing can be done on the entire import process and scheduling recurring imports can greatly enhance data management efficiency.



12. ServiceNow Incident Management Tutorial and Task Administration

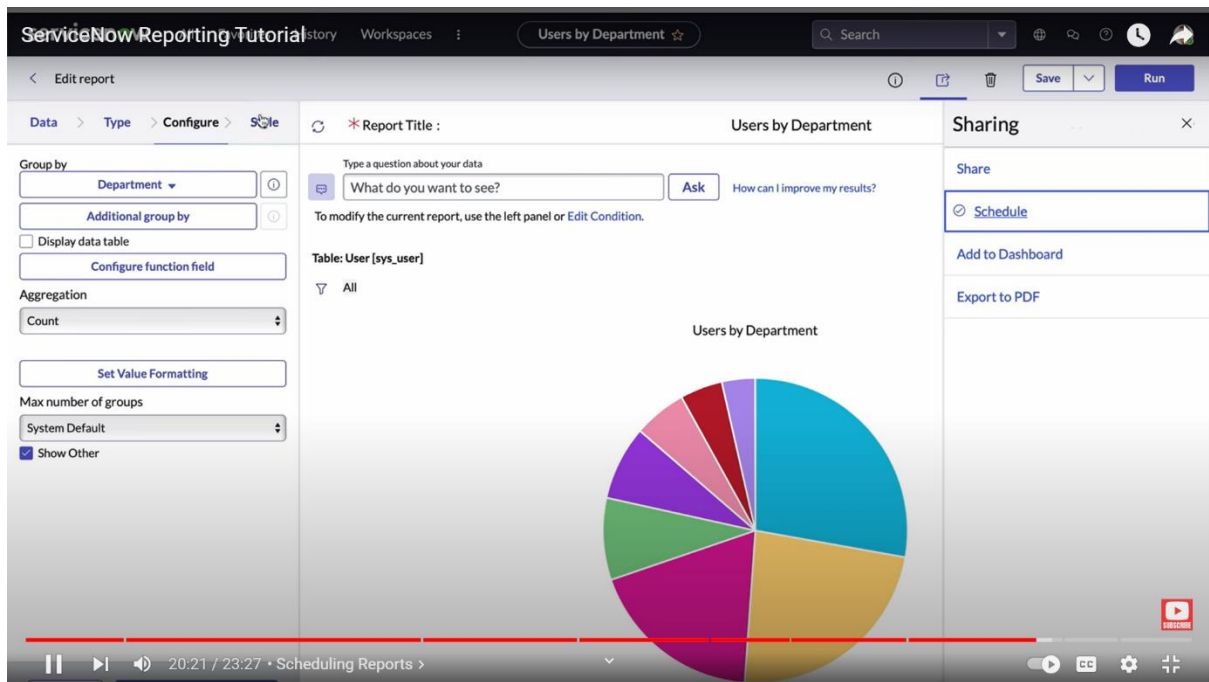
- A task is not just a record but a structured method of managing work effectively, allowing for better organization and tracking.
- The extension of the task table for different task types ensures that common attributes are maintained while allowing for specific needs.
- Features like SLAs and inactivity monitors ensure that tasks are completed on time.

- Visual task boards offer a dynamic way to manage tasks, helping users quickly identify workload distribution



13. ServiceNow Reporting Tutorial

- Highlights three methods for creating reports, allowing flexibility in how users can access and generate reports based on their preferences.
- The ability to schedule reports for automatic email delivery ensures that stakeholders receive timely information without manual intervention.
- Sharing reports with users and groups promotes collaboration.
- ServiceNow offers over 23 report types, enabling users to choose the best visualization for their data.
- Adding reports to dashboards consolidates data visualization and improved decision making.



14. What is Low Code No Code Development?

- Low code no code allows non-technical users to create solutions, fostering innovation and reducing dependency on IT.
- Low code no code promotes real-time feedback and collaboration.
- While low code no code tools simplify tasks, they also abstract underlying complexity, which can lead to challenges in customization and flexibility for unique business needs.
- Low code no code does not eliminate IT roles but shifts their focus.
- Developers must adapt to support and enhance the capabilities of business users effectively.
- IT professionals must embrace a supportive role, focusing on enabling business users rather than merely fulfilling requests, which can lead to more impactful solutions.

What is Low Code No Code Development?

Low Code / No Code Pros & Cons

<h4>Pros</h4> <ul style="list-style-type: none"> • 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 	<h4>Cons</h4> <ul style="list-style-type: none"> • Requires generalization which limits flexibility • Limits technical improvements (I can code this better)
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