Week –1

1.1

Key Topics: What is ServiceNow

Sub-topics : What is ServiceNow, its purpose, platform, and infrastructure

What is ServiceNow?

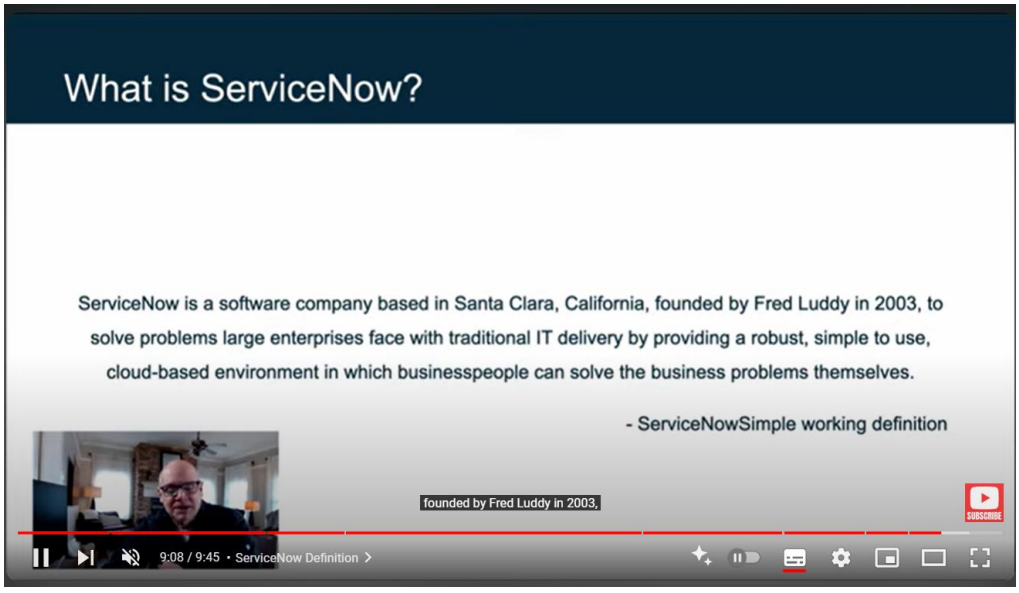
ServiceNow is a software Company based in Santa Clara, California, founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use Cloud-based environment which business people can use to solve the problems themselves. The company's core business revolves around management of "incident, problem, and change" IT operational events.

Purpose

ServiceNow is facilitating IT simplicity by providing the business with process automation tools, customized workflow development tools, and seamless data integration. In this way, it helps companys more effectively to solve business problems related to IT and reduces dependence on conventional IT departments.

Infrastructure

The underlying infrastructure of ServiceNow is based on the NOW Platform, which serves as a powerful cloud-based system integrating all basic resources necessary for the platform's operation, such as servers and storage capabilities, in tandem with robust, full security features. It has data redundancy by way of systematic backups and a single enterprise-wide data model supporting all its various applications. This platform also offers a range of pre-built applications supporting a range of business needs with workflows but has the flexibility to custom-build solutions as required, hence fully meeting the exacting demands of different organizations.



1.2

Key Topics: ServiceNow Platform Overview

Sub-topics: ServiceNow Platform Architecture, Applications and Workflows, User Interfaces, and Role-based Access and Authentication.

The ServiceNow Platform is an Platform-as-a-Service(PAAS). This means the platform resides in the cloud. Companies no longer have to buy and manage the equipment necessary to host these applications.

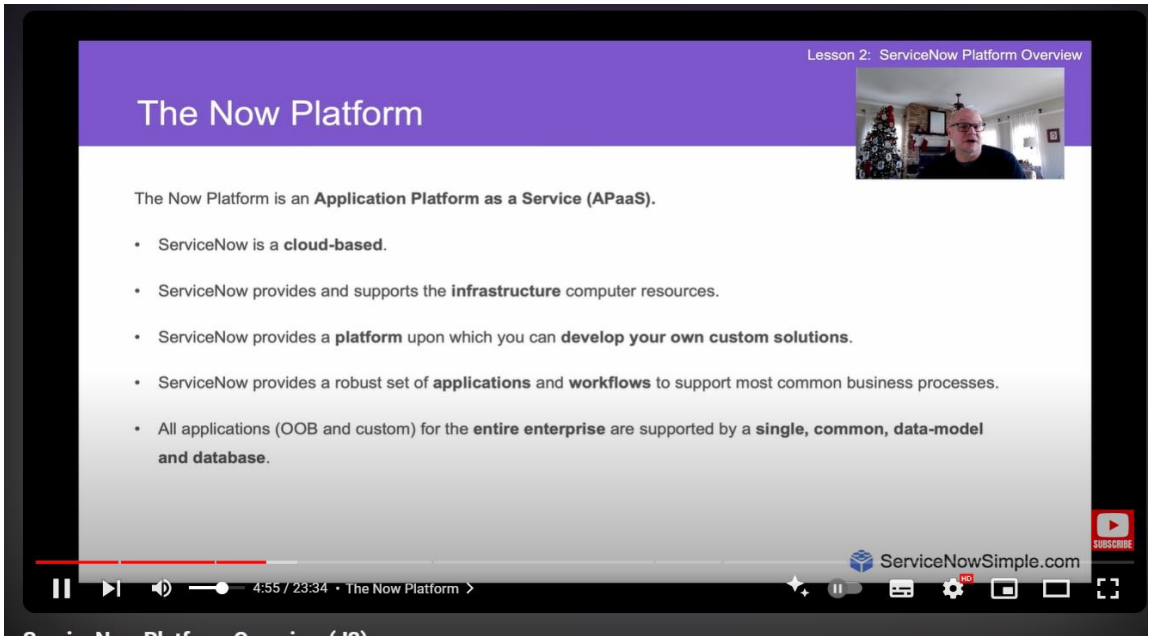
- ServiceNow utilizes an advanced, multi-instance, single-tenant architecture as the default offering for customers, meaning an instance features an individually isolated database containing data, applications, and customizations.

- The Platform integrates with other enterprise systems and supports a wide variety of plug-and-play applications.

- ServiceNow Provides a platform upon which you can build custom applications.

- All ServiceNow Data Centers are paired with another datacenter to provide redundancy. Redundancy is built into every Layer including devices and network resources

- Backups & Security - Servicenow provides 4 weekly full data backups and 6 days of daily differential backups. The entire platform is secured using third party security organization. ServiceNow maintains high backup protocols for the safety of data and provides multi-user factors of authentication.



ServiceNow Applications and Workflows

A workflow is a set of activities or tasks that automate a business process. Workflows help streamline processes, enforce business rules, and reduce the need for manual intervention. There are 4 primary Workflows in ServiceNow:

IT Workflow
Employee Workflow
Customer Workflow
Creator Workflow

IT Workflow

This focuses on making IT tasks run smoothly. It helps manage issues like fixing technical problems (Incident Management), handling updates and changes (Change Management), and dealing with requests for new services or support (Request Management).

For example, it helps quickly resolve a computer issue or process a request to upgrade software.

Employee Workflow

This streamlines internal processes to make work easier for employees. It includes things like handling HR requests, setting up a new employee (Employee Onboarding), and providing a central place for employees to find information (Employee Centre).
For instance, it can automate the process of bringing a new employee up to speed or handle various HR requests more efficiently.

Customer Workflow
This improves how businesses support and interact with their customers. It includes managing customer cases, organizing field services (like home repairs), and handling customer service inquiries.
For example, it helps manage customer questions or set up appointments for service calls.

Creator Workflow

This allows businesses to create custom applications tailored to their specific needs. It includes tools for building new apps (App Engine) and connecting different systems (Integration Hub).
For example, it lets you design a special app to automate a unique business task that isn't covered by existing software.

Now Platform User-Interfaces

Classic UI : The traditional interface best used on desktops and laptops. It has a menu on the left and content on the right, allowing users to access various features like modules, forms, and lists.

ServiceNow Mobile Apps: A mobile-friendly interface for performing tasks on the go, such as making requests, approving items, and creating incidents.

Service Portal : A user-friendly web interface designed for end-users to handle self-service tasks, like submitting requests, finding help articles, and reporting issues.

Next Experience UI: A more modern and visually appealing interface that offers an easier and more pleasant user experience.

User, Role and Group in serviceNow

User: An individual who has access to the ServiceNow platform. Each user has a unique login and can have various permissions based on their roles.
It is a record in the sys_user table.

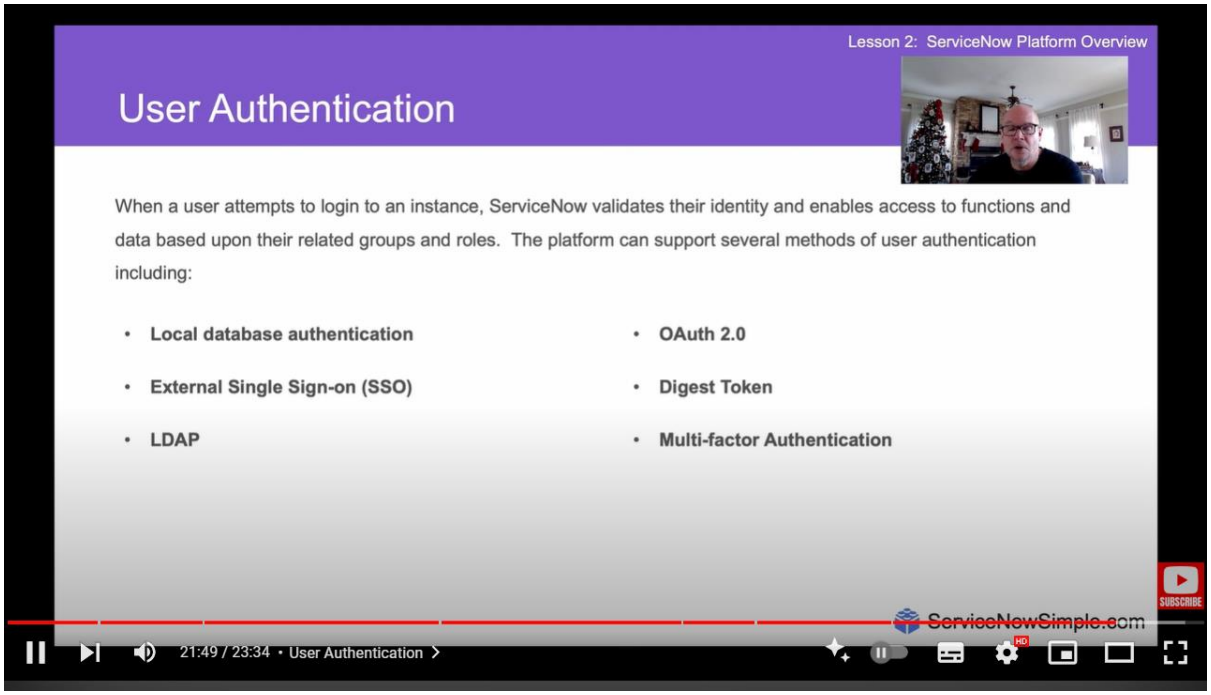
Role: A set of permissions that define what a user can see and do within the ServiceNow platform. Roles are assigned to users and can grant access to specific features or applications. They are used to set Access Controls (ACL)
It is a record in the sys_user_role table.

Group: A collection of users who share a common purpose or responsibility, such as a department or team. Groups can be used to manage user permissions and workflows, and can have roles assigned to them for easier access management.
It is a record in the sys_user_group table.

Role Based Access in ServiceNow

When a user logins to an instance, Servicenow validates their identity and enables access to applications and modules based on their roles and groups. It uses

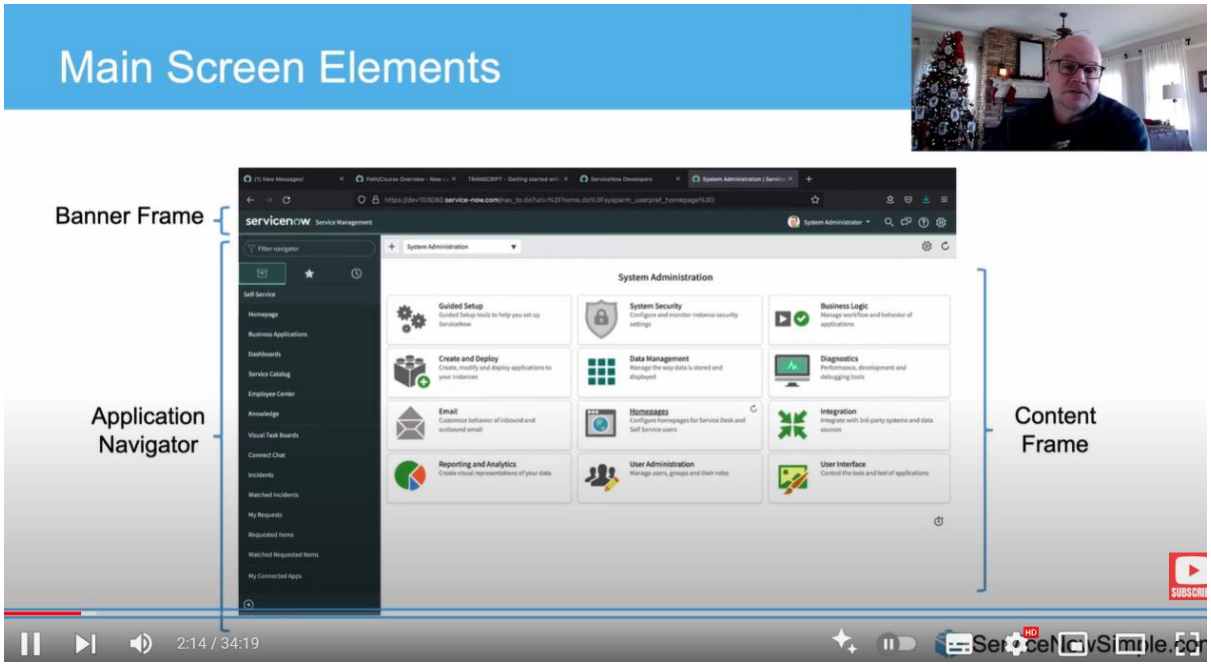
- local database authentication
- External single sign-on(SS0)
- Multi factor authentication



1.3

Key topic: ServiceNow User Interface Overview

Sub topic: ServiceNow Platform User Interface, Fundamentals Lesson, identifying elements of the interface, Global Search, Connect Chat, Contextual Help, Application Navigator, Favorites, History. ACLs, UI policies, Business Rules and Client Scripting



The main screen elements of the ServiceNow user interface are

Banner Frame
Application Navigator
Content Frame

Banner frame : The banner frame is located at the top of the user interface and contains the logo, the user menu, the tools section, and the system settings.

The logo can be customized and clicking on it will take you to the home page.
The user menu contains options for profile, impersonate user, elevate roles, and log out.

Important Things in User Menu

1. Profile - shows the profile of current user
2. Impersonate User - used to login and assume the identity of another user

3. Elevate Roles - Available to only base admin to elevate his role to security_admin
4. Preferences - allows you to access and personalize some settings for your user experience in ServiceNow like themes, Display options, Time zone.

The tools section contains the global search tool, the connect chat tool, and the help tool.

The Application Scope Picker (represented by a globe) is a tool that allows developers and administrators to select and switch between different application scopes within the ServiceNow platform.

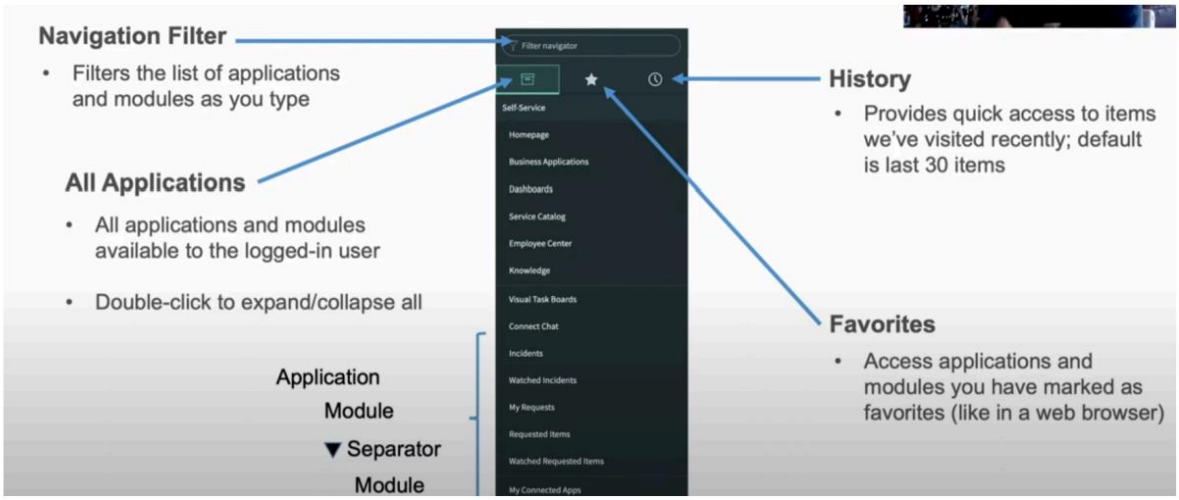
History: Provides a list of recently viewed items and records , allowing users to easily navigate back to previously accessed content.
Favorites: Allows users to save and quickly access frequently used items like records, lists or reports

Discussions Sidebar - Chat tool for real-time messaging

The system settings section contains options for general settings, themes, languages, and more.

Examples Service Operations Workspace , CMDB Workspace

Application Navigator:



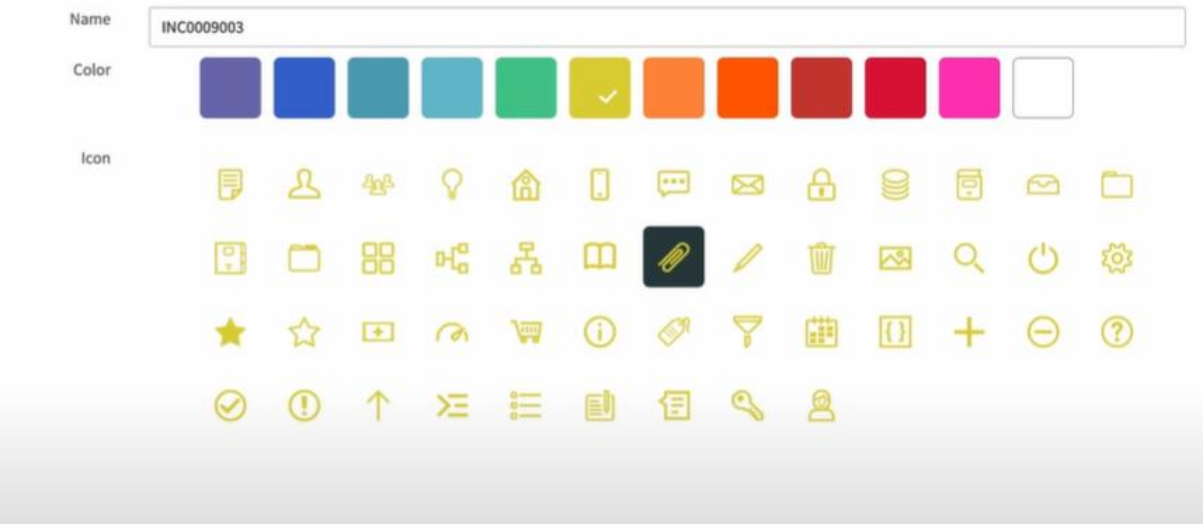
The Application Navigator in ServiceNow is a component located on the left side of the interface that provides a way for users to quickly access different applications, modules, and functionalities within the platform.

Applications are the Collection of files and data , they serve as the building blocks for delivering services such as IT, HR resource management , Service Desk etc

Modules are the individual functionalities or operations available under each Application

Application Scoping protects the access to each application. It allows users to search for and navigate to specific applications or records, making it easier to perform tasks or access information.

You can Pin the Applications and modules to favorites for quick access.



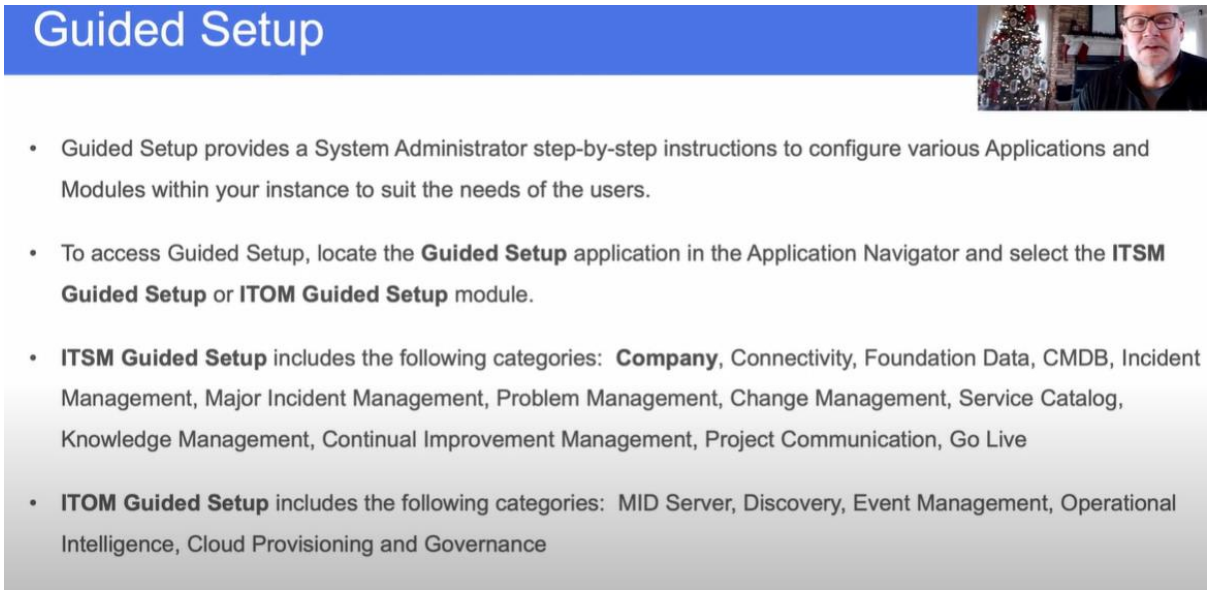
Content Frame:

The Content Frame is the main area in the ServiceNow interface where the content related to the selected application or module is displayed. This is where users interact with forms, lists, dashboards, reports, and other data.

1.4

Key topics: ServiceNow Branding Overview

Sub topics: ServiceNow Branding Introduction, Company Guided Setup, ServiceNow Portal, and UI Builder



Branding Significance: Changing the interface of ServiceNow to resonate with the identity of the company makes users feel more comfortable and familiar. Better branding can encourage more people to use the tool.

Guided Setup Wizards: These easy-to-use tools make the setup process simpler, helping system administrators to change branding quickly without needing a lot of technical knowledge.

Visual Customizations: Branding allows changes to logos, colors, and fonts. This develops a matching look that can work in combination with existing corporate applications and may raise trust among users and enhances user comfort.

Customization: Other tools, such as the Service Portal and UI Builder, are available for providing additional flexibility in customizing the UIs to fit specific organizational needs. Personalization can increase tool adoption and user confidence.

User Engagement: Proper branding gives the user confidence to interact freely and feel at home on the platform. This generally results in smooth transitions and better interaction.

Alteration in the ServiceNow platform interface not only makes it visually more appealing but also helps employees adapt to it faster, as it becomes more congenial and sympathetic – like an old friend.

Simulation Learning: Theory is better understood with the mentioning of practical demonstrations. It supplies learners with hands-on experience in making branding changes—this is essential to effective system administration.

Guided Setup

Guided Setup is a feature in serviceNow that provides a structured, Step-by-step process to help administrators configure and customize their ServiceNow Instance.

It incorporated best practices into the setup process, helping the administrators configure their instance according to recommended guidelines.It includes company, CMDB, incident Management, Problem Management, Change Management, Configuration Items, Service Catalog, Knowledge management, etc

Guided Setup for ITSM

Customization like changing logo, company name can be done using the system properties

ALL - System Properties - System Configuration - Set timezone,date, color

ALL - System Properties - My Company - UI Banner - logo - Banner Text

All the properties are a table in servicenow so these properties come under sys_properties table

1.5

Key topic :ServiceNow Lists and Filters

Sub topics: ServiceNow List View interface, standard paradigm, List Control, filter conditions, Refresh list

Lists in ServiceNow are a type of interface that displays a set of records from a table in a grid or tabular format. Lists provide a way to view, filter, sort and interact with multiple records at once. There is a list view for every database table in ServiceNow.

There are three ways to access lists:

- By navigating to the list in the application navigator
- By using the dot list command in the application navigator
- By using the sys_db_object.list command in the application navigator

Table_name.list is used to display the list view of a table.

Table_name.LIST opens list in new tab

The List Header contain many useful things to perform action on list

- List Controls
- Filter Lists
- Table Search bar
- Personalize Icon

List Controls

- In ServiceNow, **context menus in lists** provide users with quick access to actions that can be performed on list items (records) or the list itself.
- For lists there are three types
- List Control menu - this contains Views, Filters, GroupBy, Refresh List, Create Favorite
- Column option menu - this contains Configure, import, Reporting, Sorting
- List field menu - this is used to copy sys_id

Views

Views enable users to quickly display the same list or form in multiple ways. System administrators can create views for lists or forms.

You can create view by selecting

Control options menu - configure - List Layout - select the fields using list Collector - Scroll Down to select view - new - enter the view name - save

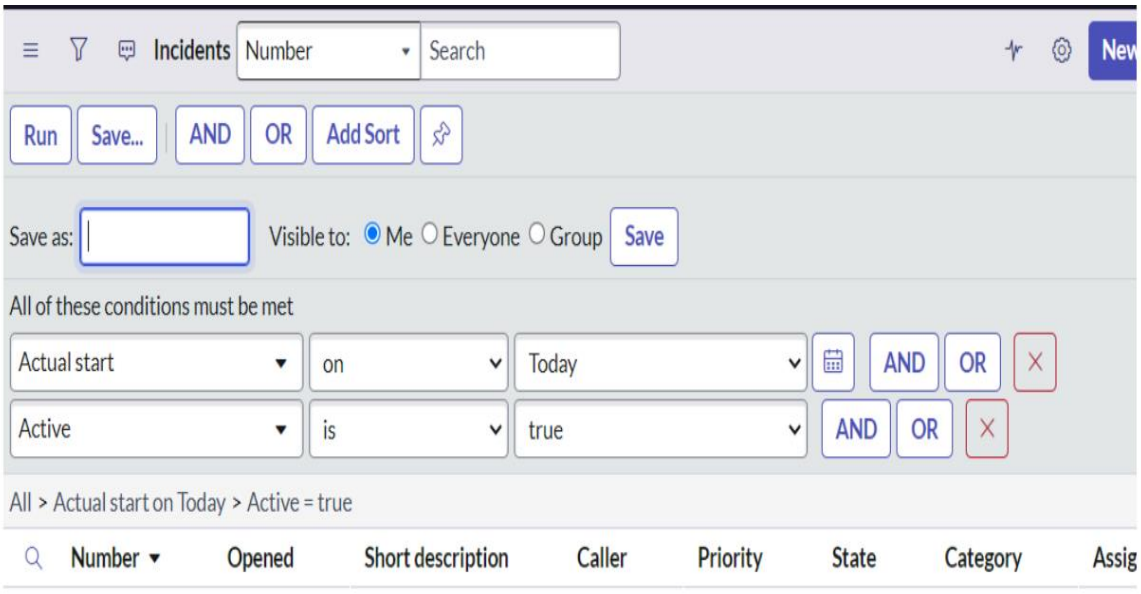
You can see the created view from List Control Menu – views

Filters in List

A filter is a set of conditions applied to a table list to isolate a subset of the data.

The three parts of a filter condition are:

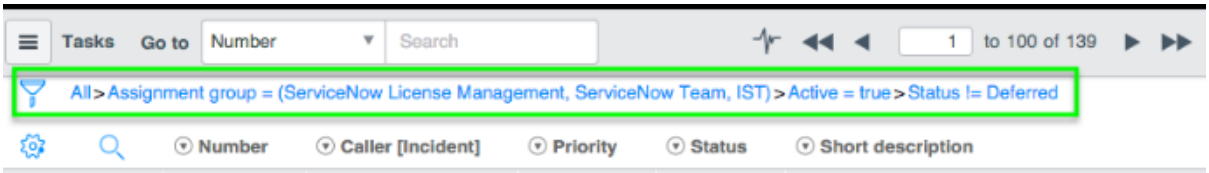
- Field: A choice list based on the table and user access rights. The choice list includes fields on related tables by dot-walking.
- Operator: A choice list based on the field type.
- Value: A text entry field or a choice list, depending on the field type.



Wildcard conditions Used in column search row

*value	Contains
!*value	Does not contain
=value	Equals
!value	does not equal
Value %	starts with
% value	Ends with

Breadcrumbs



Filter conditions applied to the list are summarized in the breadcrumbs, shown in blue letters across the top of the list. Not only do the breadcrumbs provide an "at-a-glance" view of the filter's conditions, but they allow you to modify conditions as necessary.

For example, you can select the greater than sign before a condition to remove that condition, or select a breadcrumb to remove all of the conditions that follow.

Group By - It is used to group the list records based on a field.

Refresh List - Used to refresh list to reflect the recent changes.

List Personalization

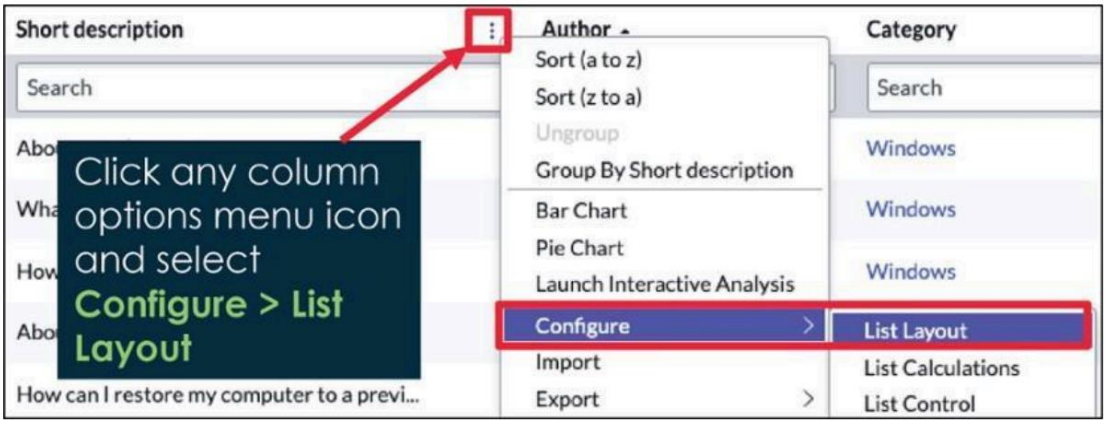
- Personalize List modifies the layout of a list for an individual user. It does not affect the platform default.
- Personalization should be used for temporary situations. Global changes will not be reflected in a personalized list

- **List Layout Configuration**

  List layout means adding, removing, changing order of the columns or fields on the list view.
- The configuration can only done by admin, and once configured it would apply to all the users

To configure the List Layout for a table:

- Navigate to the list and ensure you are in the correct view
- Select any column options menu
- Select Configure > List Layout



1.6

Key Topics :Forms in ServiceNow
Sub topics: Forms in ServiceNow, The Standard Layout, Form Field Types, Saving Changes, Insert / Insert & Stay, Form Sections, Related Lists & Formatters, Form Views, Form Personalization, Adding Attachments, Form Templates, Creating & Editing Views

Forms in ServiceNow are basically user interfaces created for the user to visualize, create, and edit records within the ServiceNow database. All record types are associated with a specific table, and with thousands of available forms, it showcases the large database structure within ServiceNow.

Standard Layout

Same design for all forms to maximise user experience:
-Header Bar:Displays the record type and action buttons where needed
- Main Section: This will display the fields with record details. The required fields are indicated by an asterisk. The read-only fields have a gray background.
- Extra Sections: These are used to group fields, including related lists and formatters.

Input Field Types

Different types of fields are important since they determine how data will be entered.
- String Fields: Regular text input fields.
- Boolean Fields: Represented as checkboxes (e.g., true/false).
- Choice Fields: Dropdown menus for the selection of predefined choices.
Reference Fields: These are linked to other tables. For example, the user's department is in a department table.
- List Fields: Users select multiple values from a reference table.
- Journal Fields: Space to make notes that specific users can then see (kind of like work notes and comments).

Saving Changes

In ServiceNow, information or data does not save automatically—users need to save their work:
- Submit: Saves the changes and closes the form. On new records it says "Submit", on old records it says "Update".
- Save: Keeps the form open after saving, thus allowing further modifications.
- Unsaved Changes Warning: Whenever you try to leave the form with unsaved changes, you will be warned about that and guided to save or discard your changes.

Insert Options

To Create a New Record From an Existing Record, ServiceNow offers:
- Insert : Add a new entry and close the form.
- Add & Stay: Save the new record but keep the form open to be able to do editing with additional details.

Parts of Forms, Related Lists & Formatters

Forms can contain several sections that enable sorting:
- Sections: Fields are grouped logically that can be shown as tabs or expandable containers. User can select the preferred appearance in personal settings.
- Related Lists: Displays records from other tables that are related to the current record (e.g., user roles).
- Formatters: They visually show additional information not closely connected to fields, for instance, activity history or status updates.

Form Views

ServiceNow allows users to see different views according to their roles:
- Default View: The standard setup of a record.
- Custom Views: Admins can create special views for various user roles. Users can freely switch between these views through the form context menu.
- Personalized Views: Users can choose which are the fields to be viewed and which not without affecting others.

Personalization

Users can easily personalize forms:
- Personalization of Forms: It is available through a header bar button. It turns on or off fields when necessary according to users' wish. Reset clears the view for the default settings.

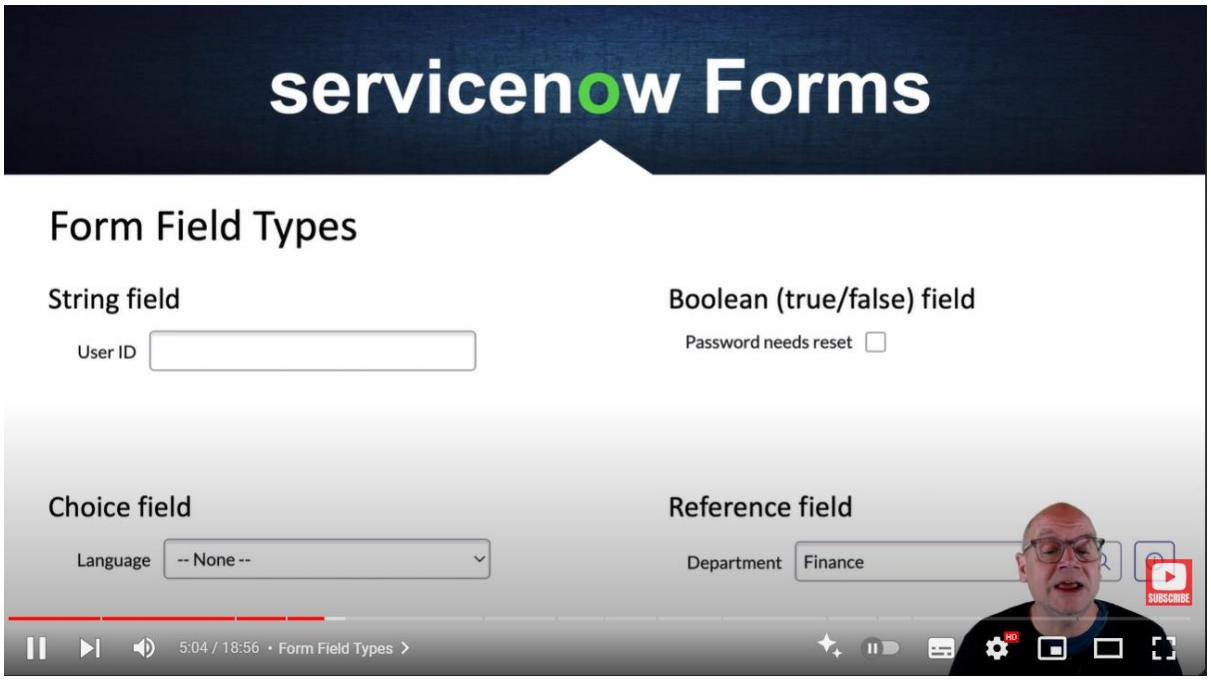
Add Attachments

"Manage Attachments" is a feature to upload certain files related to a record, like screenshots or documents, in being able to explain or help prove something about an incident.

Form Templates

Templates streamline data entry: -
Making Templates: Users can make templates for records they use often, automatically filling in some fields when they create new records. This is very helpful for jobs that often deal with similar tasks (like IT support).

- Use: One can select templates to fill in information and avoid duplicated data entry. Creating and Altering Views Admins have tools to control how forms look:
- Form Design Tool: Drag-and-drop interface of a way to create and edit forms. Allows free intuitive moving and rearranging of fields and sections.
- Form Layout Device: Makes the processes of handling fields and adding or knocking out fields from selected lists smoother.



1.7

Key Topics : A Hands-on ServiceNow Tool Demo

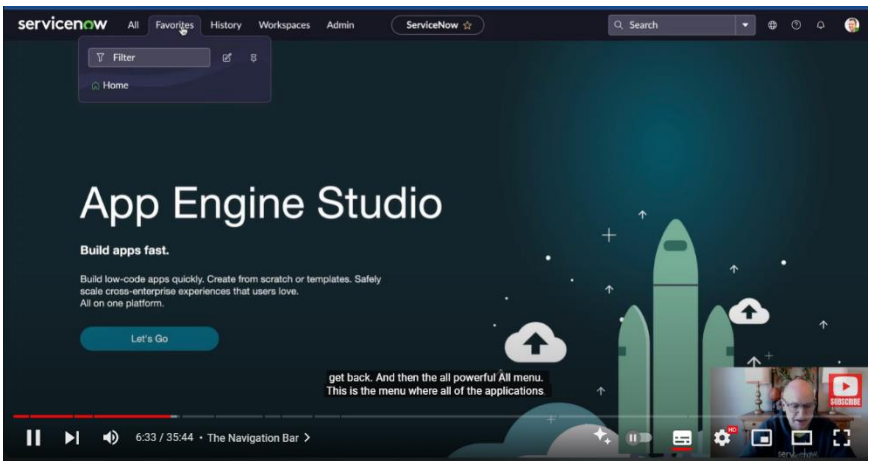
Sub topics :Logging In, ServiceNow Next Experience UI, The Navigation Bar, ServiceNow Applications Overview ,The Application Navigator, The ServiceNow Store, ServiceNow Application Training and Certifications, Working with Lists and Forms Overview, List Views, Form Views, Knowledge Management in ServiceNow, The ServiceNow Database

ServiceNow is a cloud-based platform that enhances IT service management through its intuitive Next Experience UI. It offers a range of applications accessible via the Navigation Bar and Application Navigator, along with a ServiceNow Store for additional tools. Key features include training and certifications, efficient management of lists and forms, and robust knowledge management. The platform operates on a unified database, ensuring all applications utilize a single source of truth.

Logging In: ServiceNow is accessed by typing a special URL into the browser to bring up a login page, where a username and password are entered.

ServiceNow Next Experience UI: The new user interface enhances the user experience with easy-to-use designs for traversal across apps and workflows.

The Navigation Bar: This is located at the top and has menus for users, notifications, contextual help, and a quick search for numerous features available across the platform.



ServiceNow Applications Overview: ServiceNow has a suite of applications categorized into IT, Employee, Customer, and Creator workflows that meet various needs within the organization.

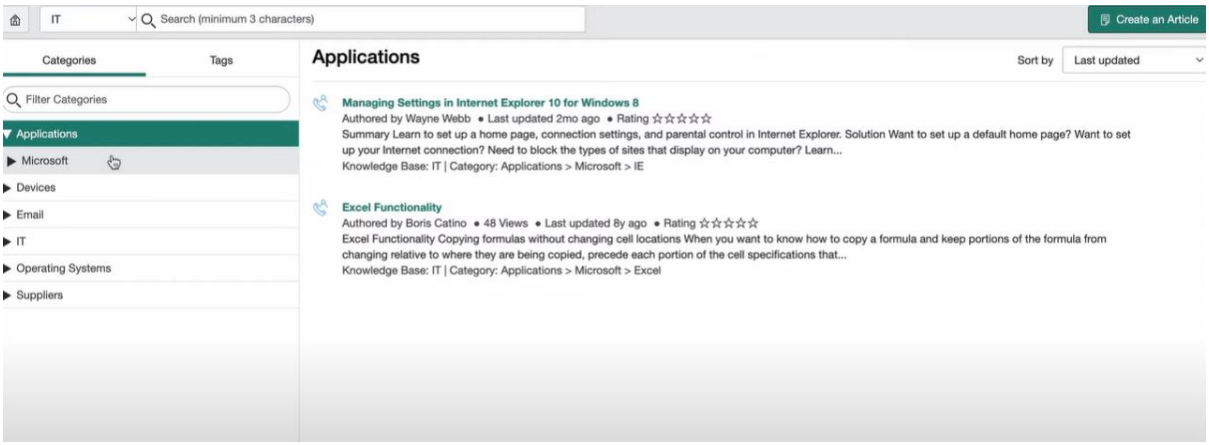
Application Navigator: This tool makes searching for applications and modules easier, then applying them; it means easy navigation within the platform.
The ServiceNow Store: Similar to an app store, it delivers additional apps that can be added on to your instance and increase its functionality. ServiceNow Application Trainings and Certifications: These programs for training and certifications help users and developers learn how to use all the features within ServiceNow.

Working with Lists and Forms Overview Frequently, users need to work with lists to manage their data well in the platform.

List Views: Displaying many records for users to filter, sort, and conduct bulk actions makes data management easier.

Form Views: The View of the individual record with the facility of changing and updating the information based upon the User's role.

Knowledge Management in ServiceNow: A feature designed to create and manage a collection of knowledge articles that help the user to resolve his issues and work more efficiently.
ServiceNow Database: This is very important for the platform, where some tables help in storing information in a way that gives all applications one central source of information management.



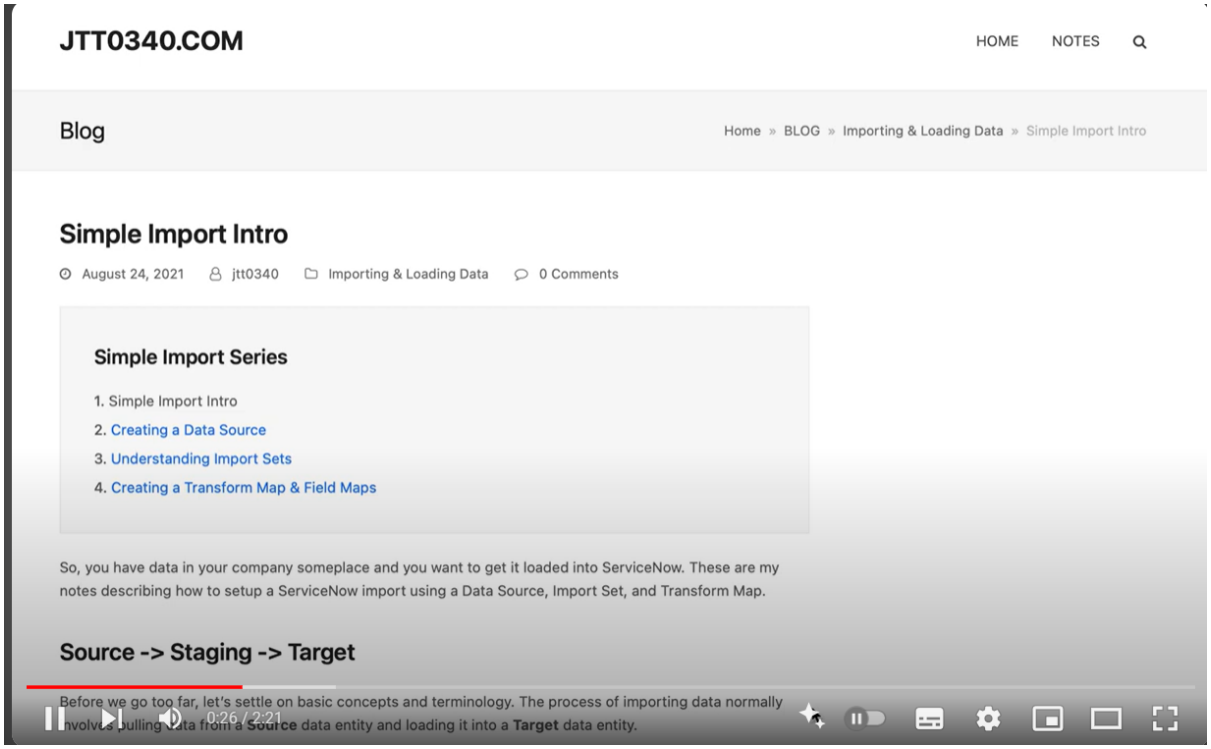
1.8

Key topics: Introduction to Importing Data in ServiceNow

Sub topics :import data into ServiceNow via integrations

To import data into ServiceNow effectively, using integrations is a strong method. Integrations let you link ServiceNow with outside systems, making it easier to transfer data. This way makes the import process smoother by automating data movement and lowering the need for manual work. Important parts involved in this process include:
1. Source Systems: This implicates external databases or applications from which the data will be sourced.
2. Integration Tools: Tools and connectors that help ServiceNow talk to other systems.
3. Data Mapping: Description on how are data fields in the source system related to those in ServiceNow.
4. Transformations: Running necessary data transformations for compatibility and accuracy.
5. Scheduled Imports: The data gets automatically imported based on pre-defined schedules.

By utilizing integrations, organizations can ensure accurate and timely data imports, enhancing operational efficiency and data integrity.



1.9

Key topics: Creating a Data Source in ServiceNow

Sub topics: Integrations in ServiceNow start with the creation of a DataSource, creating a DataSource record in ServiceNow to load data from some external data, collection and importing into the ServiceNow platform

Introduction to DataSource:

The DataSource is a record of great importance in ServiceNow, which clarifies the origin and how to retrieve data from outside systems. It links an external data source with the internal database at ServiceNow.

Purpose of DataSource:

It gives what is necessary for the platform to know the type of source data being connected, how to get to it, and what data to bring in. It simply guides in the preparation of data integration.

Different Kinds of Data Sources:

ServiceNow can work with several kinds of data sources, including:

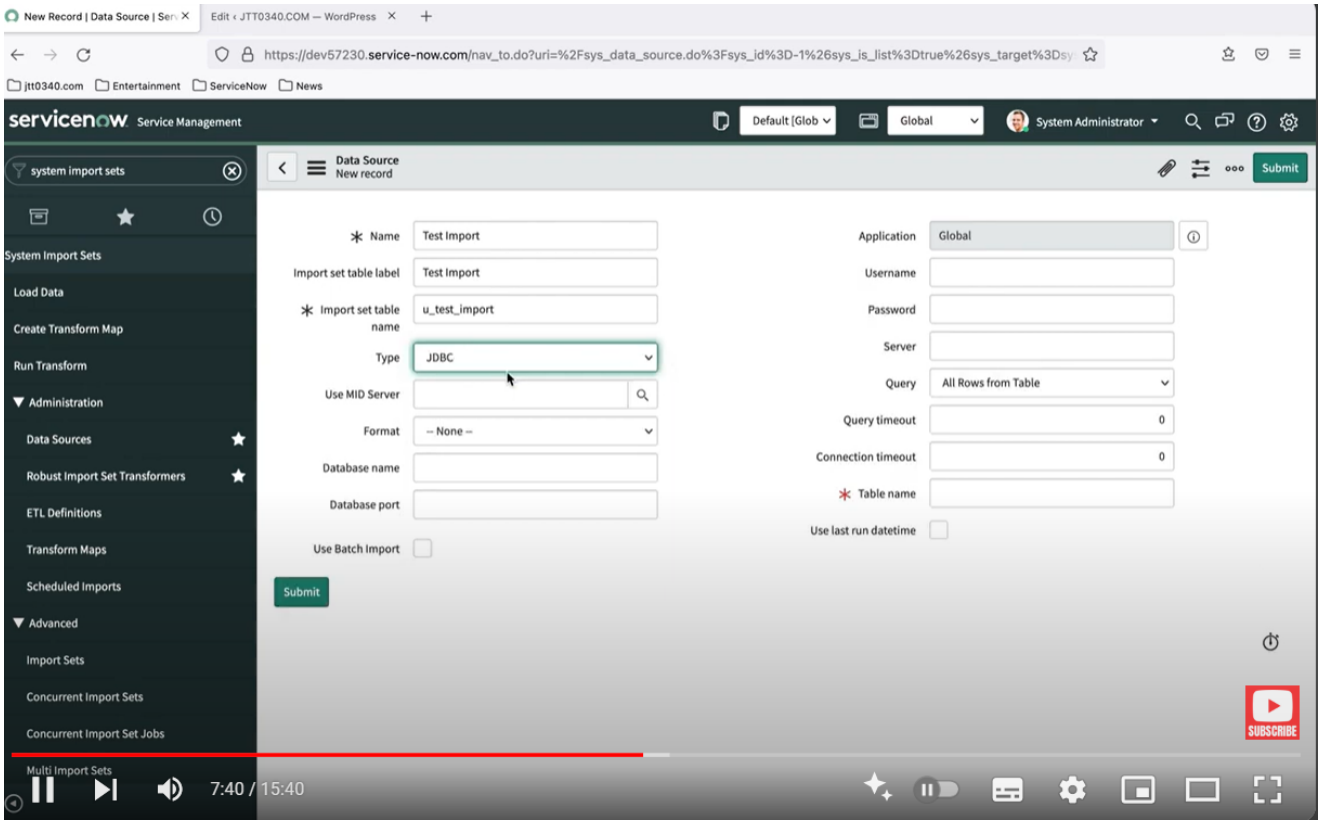
- File: For example, CSV, Excel, JSON, or XML files.

– JDBC Databases: Connectivity to Oracle, SQL Server, or MySQL databases.

- LDAP: For directory services.

- REST APIs: Used for connecting web services.

- Custom Scripts: For special extraction needs.



Creating a DataSource Record: From ServiceNow, go into the DataSource table (sys_data_source). Click "New" there to create a new record. The integration will start from here.

Setting Up Parameters:

Name: Enter a specific name for the DataSource that will help you identify it later.

Label: It is a simple name for the staging table that will be made during the import process.

Type: From the dropdown list, select the type of data source (e.g., file, JDBC, etc.).

Connection Details: Depending on the type, give needed info like database name, server address, authentication credentials, amongst others.

Staging Table Creation

It Clearly details the name and the characteristics of a staging table (import set table) that ServiceNow will create to accommodate, briefly, the imported data before it goes into the destination table. That is, the design of the table is supposed to be based on data incoming.

Choosing Data:

It tells us if we should import all rows from a data source or you intend for us to restrict the data per some criteria, maybe a SQL query or other parameters.

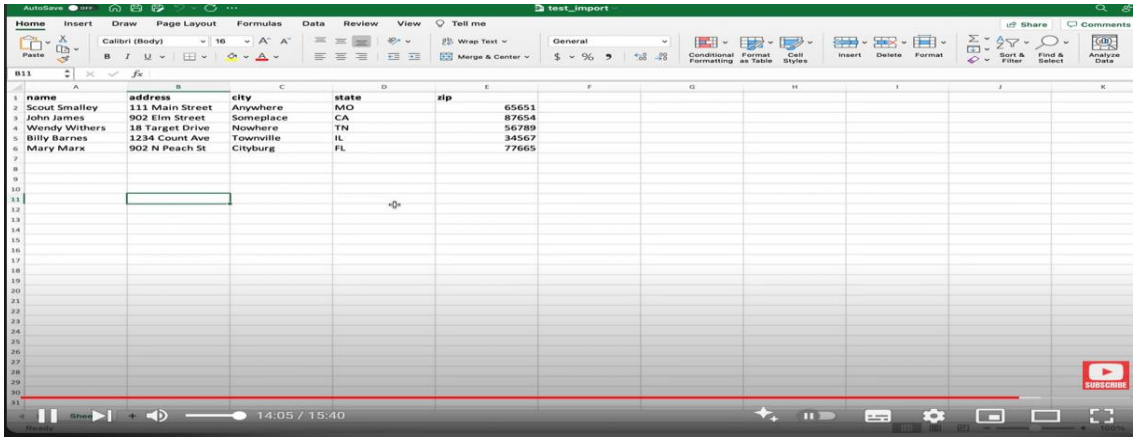
File Retrieval Approach:

If the data source is a file, determine how ServiceNow will access it. This could be done through an attachment to the DataSource, FTP, or another method of file transfer.

Verifying the DataSource: The completed configuration must be tested by the DataSource to ascertain whether ServiceNow, after all, was working fine in connecting and receiving required data from the selected source.

Next Steps

Once DataSource has been designed and tested, import is typically kicked off to populate data in the staging table. Once that is done, the data can be processed or moved to the intended target tables in ServiceNow.

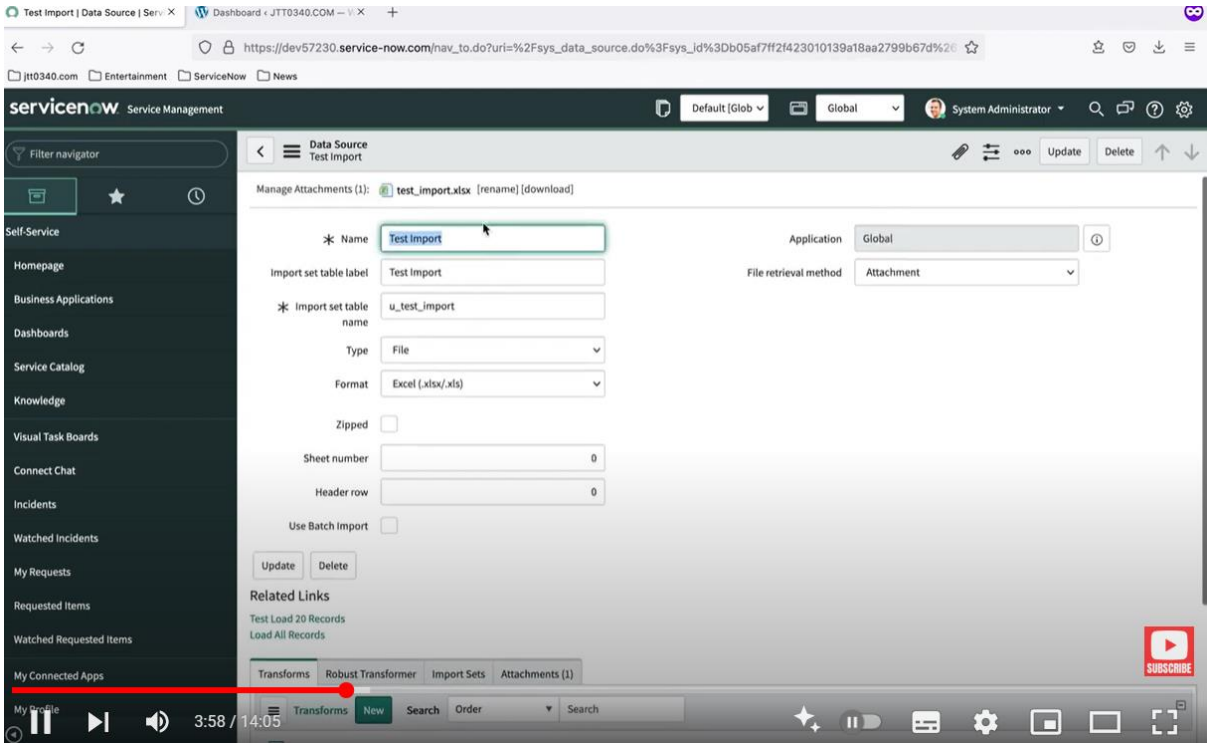


1.10

Key Topics : Understanding Import Sets in ServiceNow

Sub topics: How import sets are created and how they provide the ability to transform data and map individual fields to target tables.

Import sets are a crucial component in data management, especially in platforms like ServiceNow, where they facilitate the import and transformation of data from various sources into the system. Here's a detailed explanation of how import sets are created and how they enable data transformation and mapping to target tables:



Creation of Import Sets

Data Source Identification:

The first step involves identifying the data source from which you want to import data. This could be a CSV file, Excel spreadsheet, or data fetched from an external database or API.

Creating an Import Set Table:

- In ServiceNow, an import set table is created to temporarily hold the data being imported. Each import set has its own table structure that is separate from the target table where the data will eventually reside.

Data Import:

- Data is imported into the import set table using the import feature. This can be done manually through file uploads or programmatically via integration with external systems.

Transform Maps:

- Transform maps are used to define the rules for transforming data from the import set table to the target table. When creating a transform map, you specify how each field in the import set corresponds to fields in the target table.

Data Transformation and Mapping

Field Mapping:

- In the transform map, you can map individual fields from the import set to the target table. This mapping defines how data in the import set should be transferred to the corresponding fields in the target table.

- For instance, if we have a field called employee_name in your import set and you want to map it to a field called name in the target table, you would specify this in the transform map.

Transform Scripts:

Transform maps allow for advanced configurations, including the use of scripts to manipulate the data during the import process.

we can write scripts to conditionally modify, validate, or enrich the data before it is written to the target table. For example, if you need to concatenate first and last names into a full name field, a script can be used to accomplish that.

Data Transformation Rules:

- You can define transformation rules that govern how data is processed. This includes tasks like handling duplicate records, setting default values for certain fields, or applying business logic to filter records.

Execution of the Transformation:

- Once the import set is populated and the transform map is configured, the transformation process is executed. This process reads the data from the import set table, applies the transformation rules, and writes the processed data to the target table.

Error Handling and Logging:

During the transformation process, errors can occur (e.g., due to data format issues or validation failures). Import sets provide mechanisms for logging these

errors, allowing users to review and correct problems before re-attempting the import.

Benefits of Using Import Sets

Data Integrity: By using import sets, organizations can ensure that only properly formatted, validated data is

Flexibility: Import sets allow for customized data mappings and transformations, accommodating various data structures and requirements.

Efficiency: Automating the import and transformation of data reduces manual data entry and minimizes the risk of human error.

1.11

Key topics: ServiceNow Transform Maps and Transform Fields

Subb topics: Importing, transforming, and mapping imported data into ServiceNow.

Transform Maps provide a guide for moving data from Import Set (staging) tables to “Target” tables. Field mapping provides direct field-to-field data moves.

A transform map is a set of field maps that determine the relationships between fields in an import set and fields in an existing ServiceNow table, such as Incidents [incident] or Users [sys_user].

There are two types of mapping done in Transform Map

Automatic Mapping Utility: field names of the Import Set match the name of the fields on the Target table where the data will be transformed. In this case, simply click Auto Map Matching Fields in the related links in the Table Transform Maps.

Mapping Assist Utility: The Mapping Assist utility provides a visually intuitive environment for specifying mapping between Import Set fields and Target table fields. With the Mapping Assist utility, it is possible to map a single source field (field on an Import Set table) to multiple destination fields (fields on a Target table).

When all fields are matched properly, click Transform in the related links to begin transforming data onto the destination table.

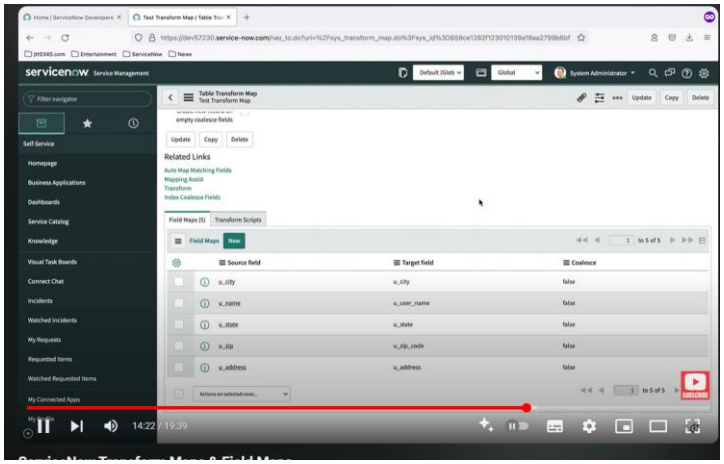
Process to import data into servicenow table from excel

All - System import sets - load data - creating import set table - choosing the file - loading data into import set table - open the import set table - go to related links - transform map -

Assist mapping - select the Servicenow table - map the fields - save - Transform

The following steps (process) can be completed by any user with the role import_admin or import_set_loader and import_transformer.

you can also use import option in Column options menu for excel and import XML for XML data



1.12

Key topic : ServiceNow Incident Management Tutorial and Task Administration
Sub topics: ServiceNow ticket and task management (Incident, Problem, Change) capabilities, task creation, task assignment rules, task collaboration, and visual task boards.

Task Management Overview
Core Task Table: Central table where all tasks (incidents, problems, changes) share common attributes (e.g., description, status).
Inheritance: Specific task types (e.g., incidents) extend from the core table to add unique attributes.

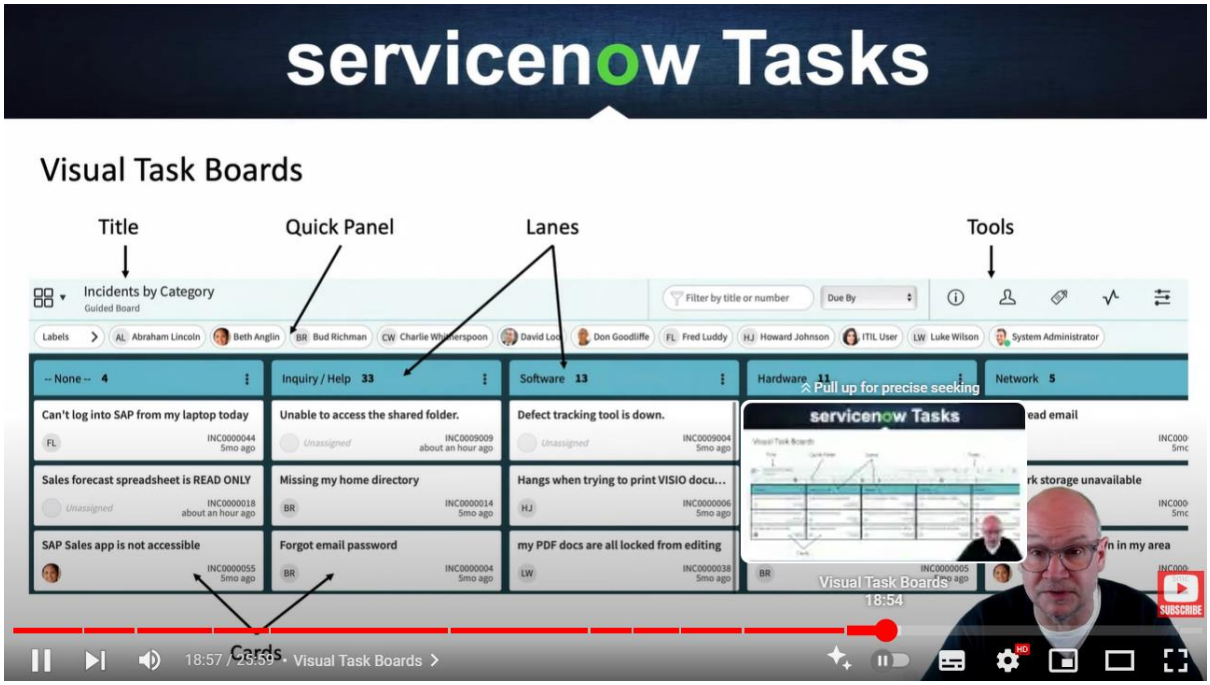
Task Creation Steps
Form Submission :User fills out a form with task details (type, description, priority).

Automatic Assignment:System assigns tasks to users/groups based on predefined rules (e.g., "Network" issues go to "Network Support").

Approval Workflow: If needed, tasks are sent for approval before work begins.
Tracking and Monitoring:SLAs track task progress, and inactivity alerts notify if a task isn’t updated in time.

Collaboration: Multiple users can work on a task simultaneously, ensuring smooth teamwork.

Visual Task Boards: Tasks can be managed visually by dragging and dropping them into categories.



Assignment Rules
Purpose :it Automatically assign tasks to the right people/groups, ensuring efficiency.
How It Works: Rules evaluate task details and assign them to the most qualified team.
- Benefits:
  - Efficiency: Saves time by automating task distribution.
  - Consistency: Ensures tasks are evenly and fairly assigned.
  - Flexibility: Rules can be adjusted easily based on new business needs.

Collaboration Features
Real-Time Collaboration:
  - User Presence: See who’s working on the same task to avoid conflicts.
  - Real-Time Editing: Changes are updated instantly for all users.
Activity Streams:

- Audit Trail Keeps track of all changes to a task.

Comments and Work Notes: Collaborators can leave public comments or private notes.

Task Assignments: Group assignments allow multiple team members to work on a task together.

Communication Tools:

Email Notifications: Keep everyone updated on task changes.

Chat and Messaging: Inbuilt chat for immediate team communication.

Visual Task Boards: Drag-and-drop tasks for easy management and prioritization.

Feedback and Review: Collect input from stakeholders and review tasks before closing.

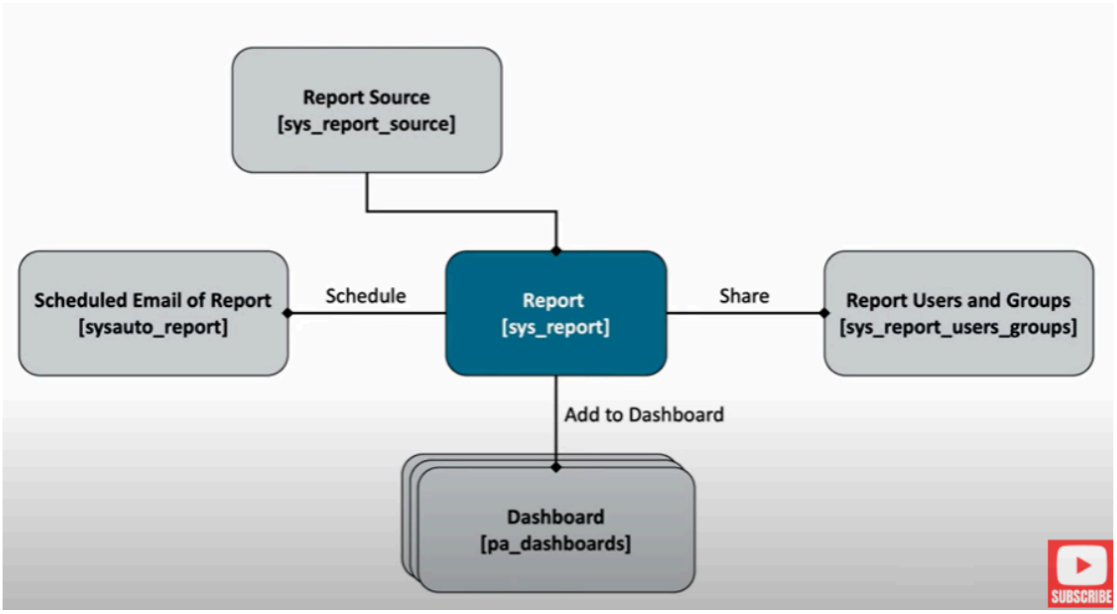
SLAs and Monitoring:

- Track Progress: Ensure tasks meet deadlines.
- Alerts: Notify users if a task is at risk of missing a deadline.

1.13

ServiceNow Reporting

Reports are a way to visualize ServiceNow data and can be viewed and analyzed by you and your colleagues. Data can be visually represented in many ways, including bar charts, pie charts, dials, lists, pivot tables, donuts, and more. Reports can be run manually or scheduled to run automatically. Reports are interactive. Users with access can drill down into the report to view and manipulate the underlying records.
The data model is made up of a number of tables, including the sys_report table, the sys_report_source table, the sys_auto_report table, the sys_report_users_and_groups table, and the sys_pa_dashboard table.
There are about 23 different types of reports, including lists, boxes, bars, piots, trends, lines, control splines, areas, histogams, heat maps, maps, calendars, bubbles, funnels, pyramids, donuts, pies, speedometers, dials etc.



1.14

Key topics: What is Low Code No Code Development?

Sub topics: what Low Code No Code software development, how it works, pros and cons, and career opportunities.

Low Code No Code development is all about eliminating the gap between the business, IT, and digital transformation. Low code No code applications help non IT professionals to equip tools to build traditional IT applications will minimal programming Knowledge.

App Engine Studio (AES) : Guided experience for creating everything you need for low code/no code applications, build tables , import data , create Workflows and manage security.

Now Experience UI Builder : Create Workspaces and portals via drag-and drop Flow Designer : Use natural language to automate workflows, approvals, tasks, notifications and records operations without writing any code.

Pros and Cons of Low Code / No Code

Pros

1. Faster Development
2. Reduce Need for extensive coding
3. Allows non developers to build applications empowering business users

Cons

1. Limited Functionality and Customization
2. Scalability Issues