WEEK-3

Key Topics: ServiceNowTutorial , ServiceNowTutorial for beginners, Introduction to ServiceNow

Sub-topics: What is ServiceNow, services of ServiceNow, how to get free SNOWinstances, how to become a SNOW developer, ServiceNow certification training, ServiceNow components, modules, incident module, problem module, change module, List

What is ServiceNow?

- ServiceNow is a cloud-based platform, which was mainly developed for workflow and process automation as per the ITIL principles.

- However, it is highly customisable and also can be used for other purposes.

How to get free sNow instances

Step 1: SignUp from https://developer.servicenow.com/dev.do#!/home

Step 2: Fill out the Registration form

Step 3: Verify your account

Step 4: Now log in to your ServiceNow Developer Platform.

Step 5: Request/create an instance.

Step 6: Choose the ServiceNow Developer Instance Version

Step 7: Instance Credentials Info

Step 8: Login into your ServiceNow Developer instance.

Instance Activity

- If the instance is inactive for 10 days, then the instance is released
- If your instance is inactive for more than 24 hours, then your instance may go into hibernation.

How to become a SNOW Developer?

1. Get a Bachelor's Degree CSE or IT

2. Learn JavaScript & ITIL basics

3. Get ServiceNow Course

Overview of ServiceNow UI.

- ServiceNow is a cloud-based platform with customizable user interfaces. The user interface has evolved from UI 15 to UI 16 in recent releases.

- ServiceNow releases a new version every six months, named after cities, with quarterly performance updates.

- The interface components include a banner frame, content frame, and navigation frame, each serving specific purposes.

BANNER FRAME
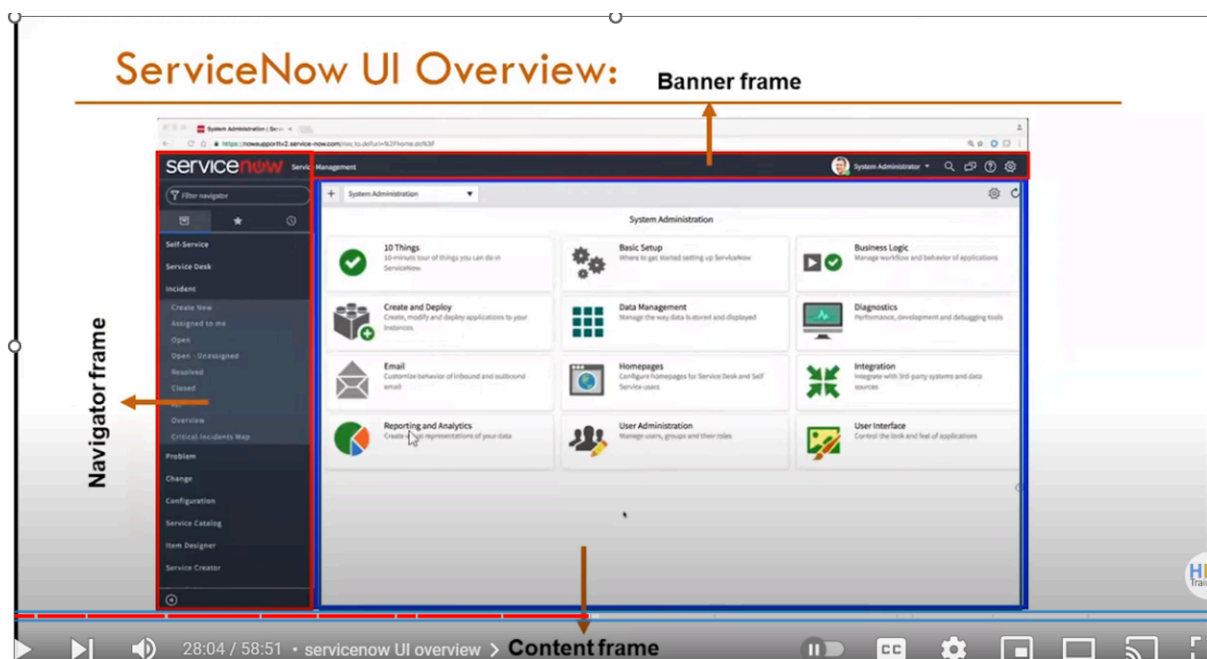
Banner Frame: User Menu

User Menu contains:

1.Profile: Profile settings allow users to change personal information such as name, phone, date format, email, and time zone.

2. Impersonate User: The Impersonation feature is available for administrators or impersonators to view the system as another user, useful for troubleshooting.

3. Elevate Roles: Role elevation is a security mechanism for high-impact actions, requiring administrators to elevate their roles temporarily.

4.   Logout: Logout option in the user menu to exit the ServiceNow instance.

Banner Frame: Tools

There are 3 main tools:

1.   Global Search: It is used for searching records.

2.   Connect Chat: It is used for real-time messaging.

3. Contextual Help: It is used for assistance based on the current context.

Banner Frame: System Settings

1.   General settings include options to compress the UI, enable/disable keyboard shortcuts, and set the home page link.

2.   Theme settings allow users to change the color scheme of the interface, useful for distinguishing between different instances.

3.   Menu settings control the appearance of data lists and long text wrapping in columns.

4.   Notification settings manage the types of notifications received and their delivery methods, while developer settings include options for application scopes and update sets.
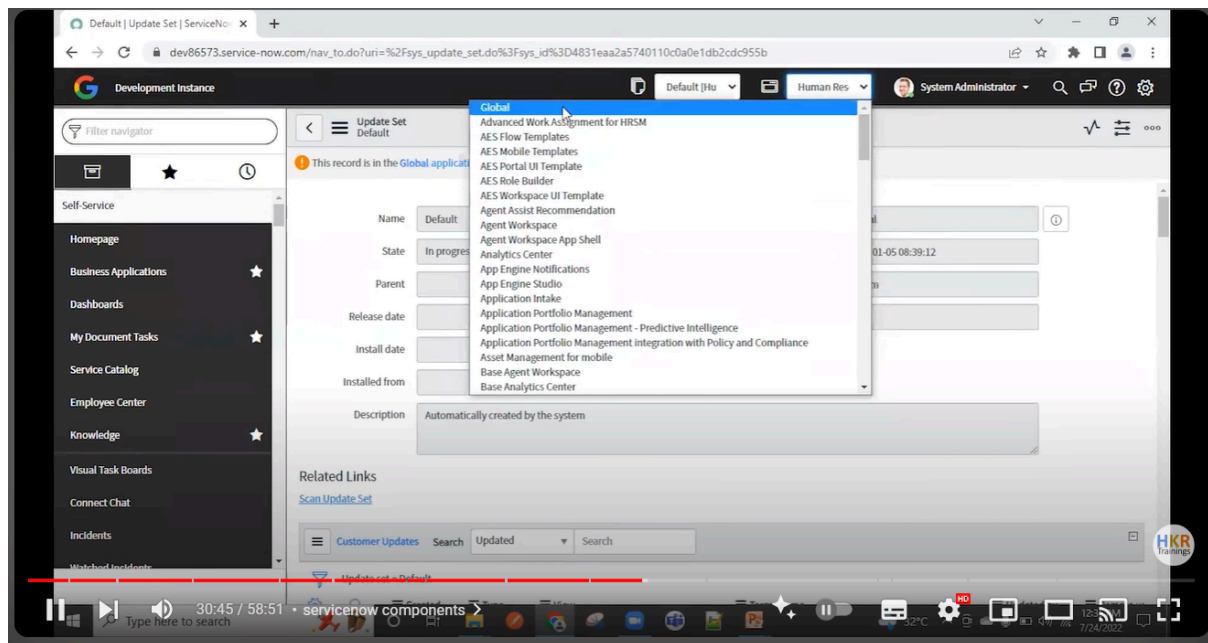
Content Frame:

- The Content Frame is the main part of the ServiceNow screen where you see and interact with information. Here, you can work with forms, lists, dashboards, reports, and other data related to the app or module you're using. It's where most of your work gets done.

Application Navigator:

The Application Navigator in ServiceNow, located on the left side, helps users quickly find and access different apps and features. Applications are collections of files and data used to deliver services like IT, HR, and Service Desk, while modules are the specific functions within each app. You can pin frequently used apps or modules to your favourites for easy access, and the history feature lets you view up to 30 recently accessed items.

ServiceNow Components:

Components are the building blocks of your page, ranging from simple elements like labels and buttons to more advanced ones like lists and forms. You can add these components to customize and personalize your workspace or portal.

Modules:

Modules are the features that make up the ServiceNow Application Navigator. Some common modules include:

- Incident Management
- Problem Management
- Change and Release Management
- Request Management
- Asset and Cost Management
- Walk-Up Experience
- Agent Workspace
- Now Mobile

These modules help manage different processes and services within the platform.

Incident Module

The Incident Management module in ServiceNow helps organizations efficiently handle and resolve incidents. An incident occurs when normal service operations are interrupted or degraded. In ServiceNow, an open incident signals a significant impact on the customer or a potential business risk. The process of handling incidents from start to finish is known as incident management.

Problem Module:

A problem refers to the underlying cause of one or more incidents. Problem management is the process of managing the entire lifecycle of problems that have occurred or could occur in an IT service, aiming to prevent incidents from happening or reoccurring.
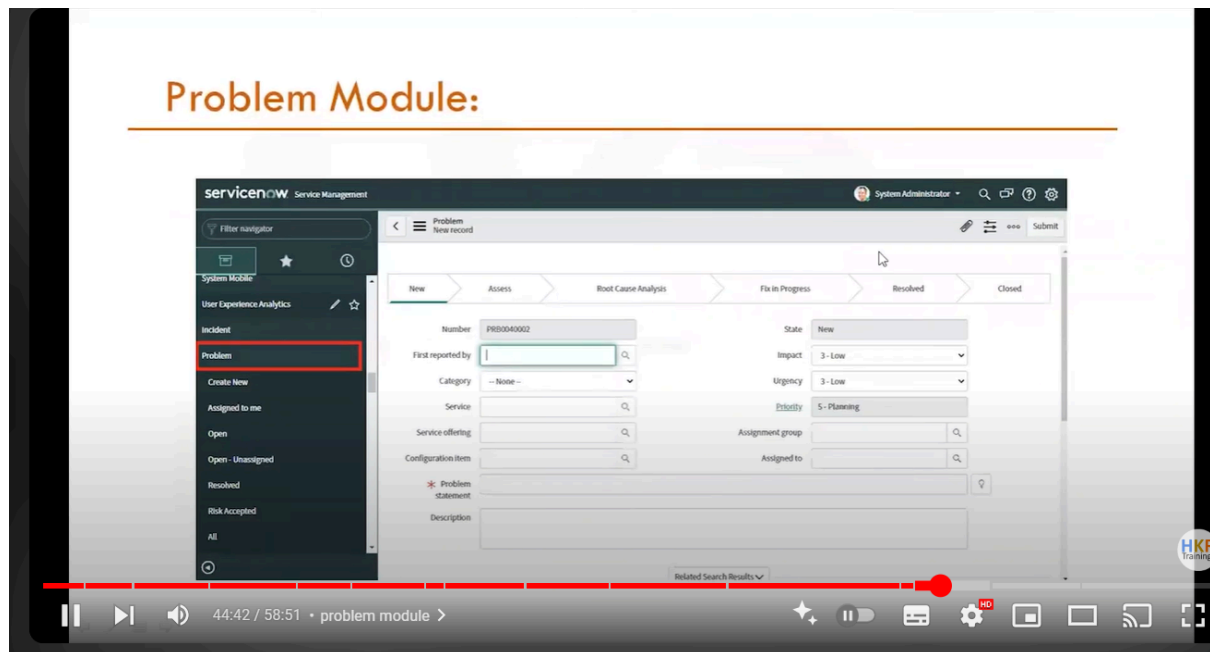
Change module:

The Change Management module in ServiceNow helps organizations handle IT system and infrastructure changes in a structured way to minimize risk and disruption.

It manages different types of changes:

 emergency (requiring immediate action)

normal (requiring approvals)

 and standard (pre-authorized)

 Change requests include key details like risk, priority, and schedule, and follow a lifecycle from planning to closure, ensuring changes are controlled and authorized.

List:

Lists in ServiceNow display records from a table in a grid format, making it easy to view, filter, and sort multiple records at once. Each table has its list view, while the form view shows detailed info for individual records.

You can access lists in three ways:

1. Application Navigator: Navigate to the list via the appropriate module.
2. **Dot List Command:** Use a dot command (e.g., `incident. list`) in the navigator for quick access.
3. Sys_db_object Command: Use `sys_db_object.list` to view tables, then pick the one you need.

Using `Table_name.list` opens a list in the same tab, while `Table_name.LIST` opens it in a new tab.

List Header Tools:

- List Controls: Actions you can take on the list or its items.
- List Control Menu: Change views, apply filters, group items, refresh lists, or create favourites.
- Column Option Menu: Configure column settings, import data, create reports, and sort records.
- List Field Menu: Copy the sys_id, a unique identifier for records.
- Filter Lists: Search and apply filters to narrow down records.
- Table Search Bar: Search for specific records.
- Personalize Icon: Customize the list view to fit your needs.
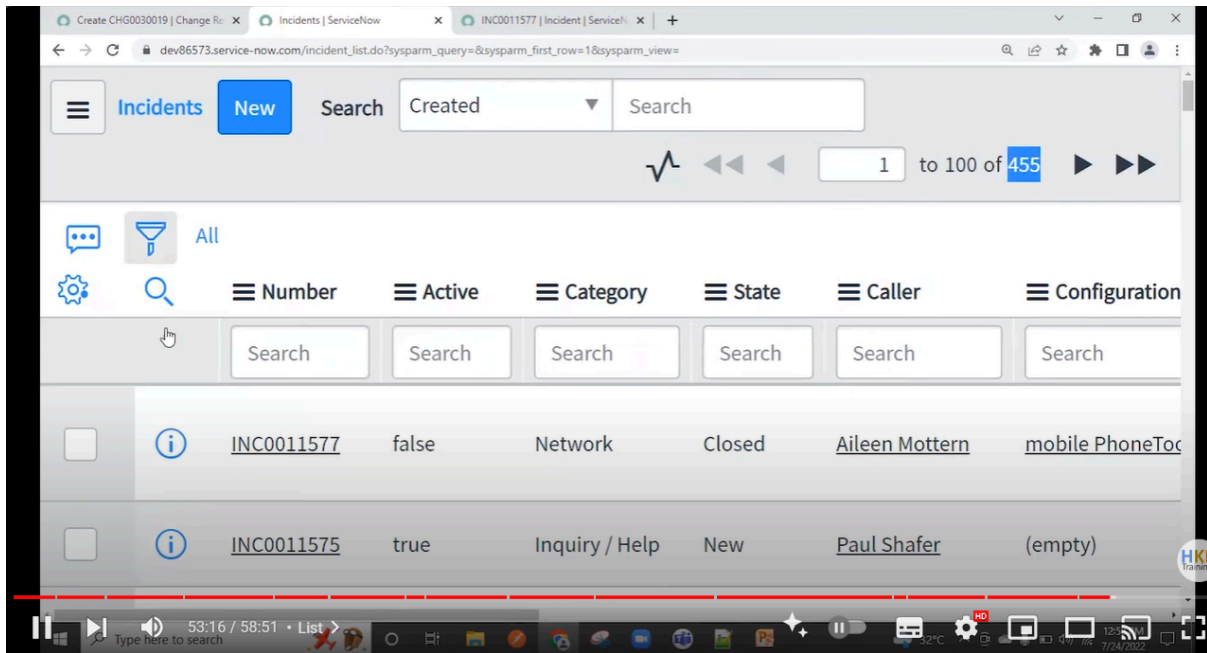
Filter

A filter in ServiceNow helps you narrow down data in a table list by applying specific conditions. A filter condition consists of three key parts:

1. Field: The specific data field you want to filter by, which could include fields from related tables through dot-walking.
2. Operator: Defines how the field's value should be compared (e.g., "is," "contains," "greater than").
3. Value: The criteria you want the field to meet, which can be text, numbers, or a choice from a list.

Steps to Create a Filter in a List:

1. Open the List: Go to the list where you want to apply the filter (e.g., Incidents, Change Requests).
2. Access Filter Options: Click the filter icon or menu, usually found in the list header (it might look like a funnel or say "Filter").
3. Create a New Filter: Click the filter icon, then choose "Create Filter" or "Add Filter Condition."

Breadcrumbs

Breadcrumbs in ServiceNow summarize the filter conditions applied to a list, displayed in blue across the top. They give an overview of the filter and allow easy modification. For instance, you can click the "greater than" sign to remove a condition or click a breadcrumb to remove all conditions that follow.

Additional Features:

- Group By: Organizes list records based on a specific field, making it easier to view related records together.
- Refresh List: Updates the list to show recent changes.

List Personalization:

- Personalize List: Customize the layout and display for your own use, without affecting other users.
- Temporary Customization: Personalizations are temporary and won't reflect system-wide changes unless you reset them.
- Reset to Column Defaults: If the admin updates the default list view, you'll need to reset your personalized list to see the changes.

List Layout Configuration:

- Access the List: Navigate to the list you want to configure.
- Open Column Options Menu: Click the gear icon or similar menu for any column.
- Configure List Layout: Select "Configure" and then "List Layout" to adjust columns and fields, which affects the view for all users.

Forms

Forms in ServiceNow are user interfaces that let you view, create, and edit records in the database, linking each record type to a specific table. With thousands of forms available, they help manage data efficiently by structuring the way information is input and displayed.

Key Elements of Forms:

- Header Bar: Displays key information and controls at the top of a form or list.
- Read-Only Fields: Show information that users can view but not edit, like record IDs.
- Required Fields: Must be filled before saving or submitting, usually marked with an asterisk (*).
- Sections: Organize fields into logical groups for better readability.
- Formatter: Provides additional instructions or context beyond standard fields.

Related Lists & Fields:

- Related Lists: Show records from other tables that are connected to the current record.
- Fields: The individual input or display elements for data in a record. Common field types include:
  - Reference Field: Selects records from another table.
  - Document ID: Selects records using a unique identifier across tables.
  - Date/Time: Selects dates and times, often with a calendar widget.
  - String: For text, letters, numbers, and special characters.
  - Choice List: Provides predefined options in a drop-down menu.
  - True/False: Represents binary choices via a checkbox.

Saving Changes:

- Submit: Saves changes and closes the form.
- Save: Saves changes but keeps the form open.
- Unsaved Changes Warning: Alerts you to save or discard changes before leaving the form.

Form Formatters:

Formatters provide additional context beyond standard fields:

- Activity Formatter: Tracks record history, including comments and work notes.
- Process Flow Formatter: Displays the stages of a process in a visual flow.

- Parent Breadcrumbs Formatter: Shows the hierarchy of related tasks.
- Approval Summarizer Formatter: Summarizes approval requests and statuses.
- CI Relations Formatter: Visualizes relationships between Configuration Items (CIs).

Form Templates:

- Pre-filled forms that simplify creating new records by reusing existing data.

Form Design Tool:

- A drag-and-drop tool that allows you to easily arrange fields and sections on a form.

Form Layout Device:

- Manages which fields are displayed on a form and their arrangement, making it easy to add or remove fields as needed.

Who Uses ServiceNow?

1. Employees: Request IT business services and manage their tasks.
2. IT Support Team: Handles and manages service requests or incidents.
3. Administrators: Manage user access, roles, and privileges.
4. Implementers: Deploy process applications and platform features to meet organisational needs.
5. Developers: Create new functionalities and extend standard configurations with custom scripts.