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TechNow

The web series for ServiceNow admins and developers on a variety of Now Platform topics

Episode 61

Madrid platform features

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ServiceNow

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Program Manager, Cloud Labs
ServiceNow

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ServiceNow

Chuck Tomasi

- Sr. TPMM, Now Platform
- 35+ years IT experience
  - SW developer, PM, IT manager
- ServiceNow customer 2008-2010
- ServiceNow since 2010
  - PS implementations, enablement, and pre-sales
- First Innovation of the Year Award @K10
- Co-host of TechNow since 2013
- Live Coding Happy Hour guest
- ServiceNow Community leader
- Hobbies:
  - Podcasting, golf, skiing, martial arts, cosplay

Kreg Steppe

- Program Manager, Cloud Labs
  - Support training cloud infrastructure
- Specializing in cloud automation
- ServiceNow 2014-present
  - Prior experience in PS Orchestration
- Co-host of TechNow 2016-present
- Hobbies:
  - Podcasting, photography, Linux

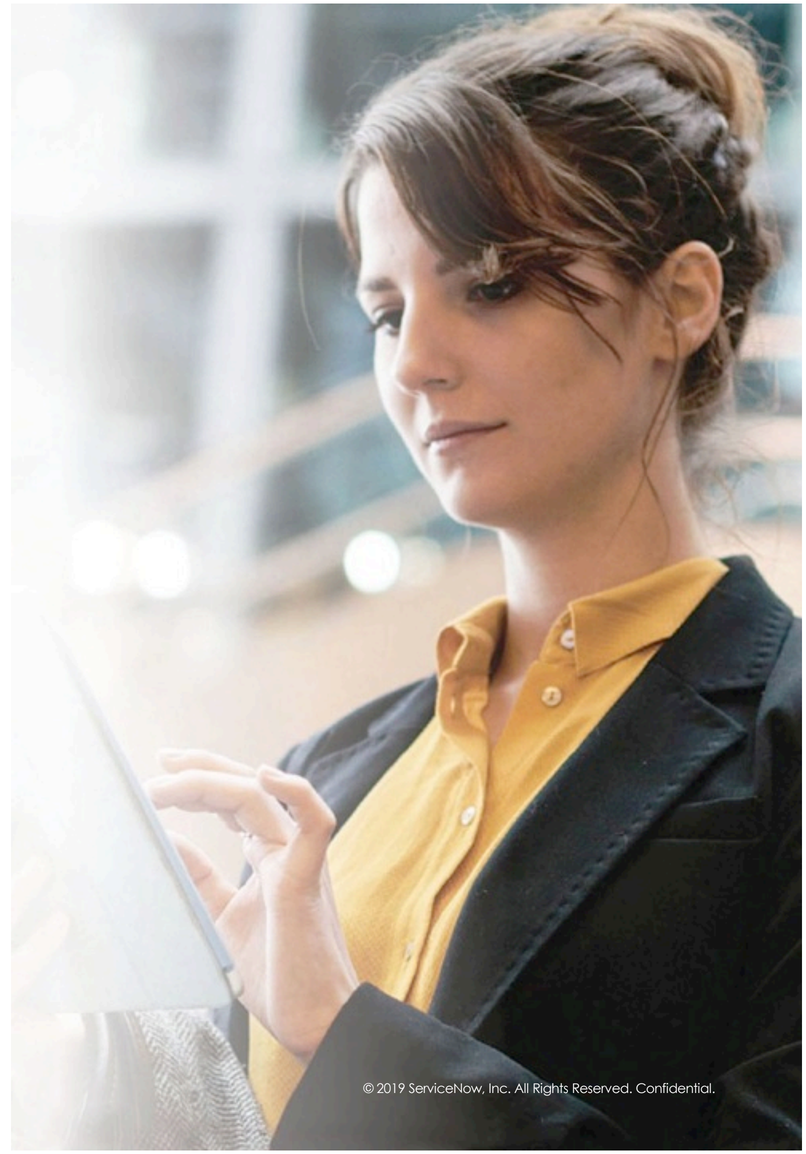
Stacey Bailey

- Program Manager, App Development, Training and Certification
- 23+ years IT experience
  - Project Manager, Service Improvement Manager, Architect, Developer, Practice Manager, Knowledge Manager, Curriculum Developer
- 9 years ServiceNow Experience
  - Customer 2009-2011, partner 2011-2014, employee since 2014
- Hobbies:
  - Gadgets, art, learning unique skills, audio-books

Agenda

- **Quick Tip**: Name-value pair fields
- **Main Topic:** Madrid Platform Features
- **Q & A**

Note: Ask a question in the Q & A – if we cannot answer it live, we'll post answers on the community **https://community.servicenow.com**



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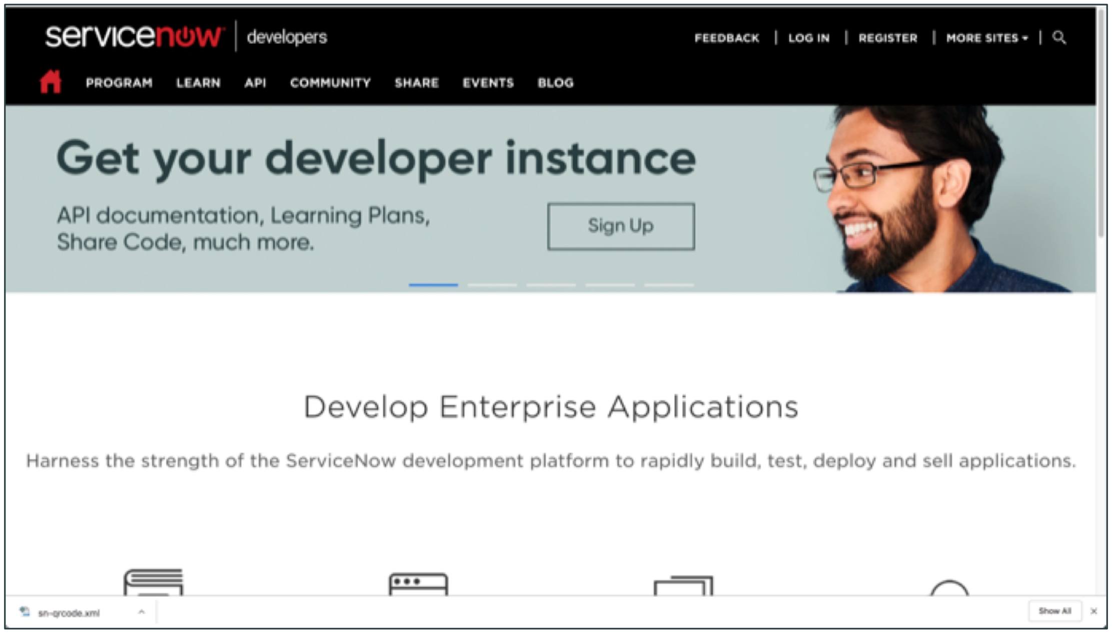


Community quick tip

Name-Value Pair Fields

A quick tip or best practice inspired from conversations on the ServiceNow Community https://community.servicenow.com

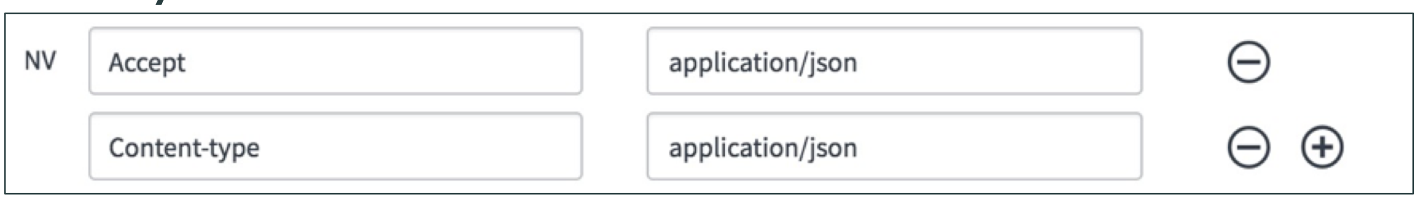
now

Name-value pairs

- Built for REST API headers
- Stored as JSON

Field definition

Form layout



Accessing it in script

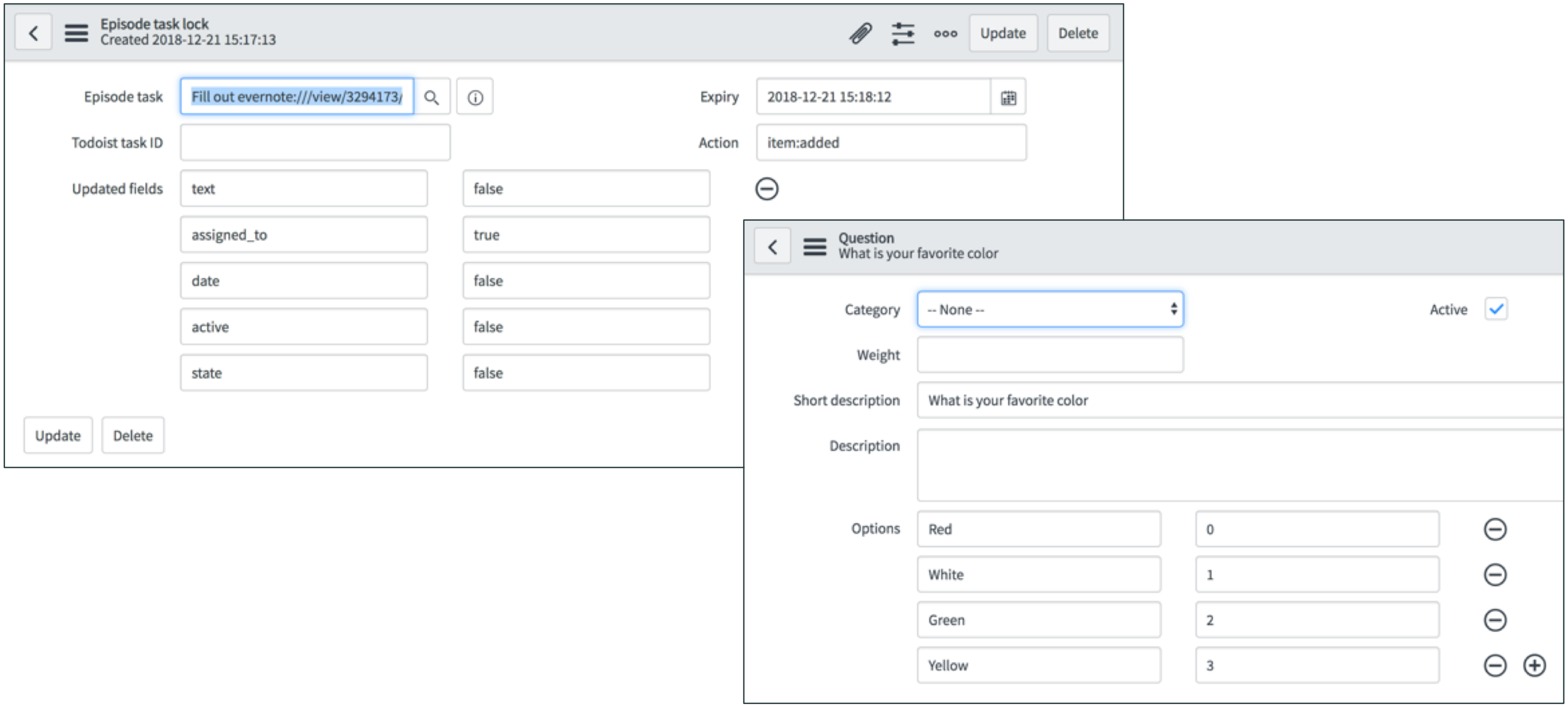
```
var rec = new
GlideRecord('x_66238_test_case');
rec.newRecord();
rec.nv.Accept = 'Application/JSON';
rec.nv['Content-type'] = 'Application/JSON';

gs.info('the list...');
for (var hdr in rec.nv) {
    gs.info(hdr + ' ' + rec.nv[hdr]);
}

gs.info('the field...');
gs.info(rec.nv);
```

```
the list...
Accept = application/json
Content-type = application/json
the field...
{"Accept":"application/json","Content-type":"application/json"}
```

Examples


Episode task lock
Created 2018-12-21 15:17:13
Update
Delete
Episode task
Fill out evernote:///view/3294173/
Expiry
2018-12-21 15:18:12
Todoist task ID
Action
item:added
Updated fields
text
false
assigned_to
true
date
false
active
false
state
false
Update
Delete
Question
What is your favorite color
Category
-- None --
Active
Weight
Short description
What is your favorite color
Description
Options
Red
0
White
1
Green
2
Yellow
3

Madrid platform features

now

Poll question

When do you plan to upgrade to Madrid?

0-1 month

2-3 months

4-6 months

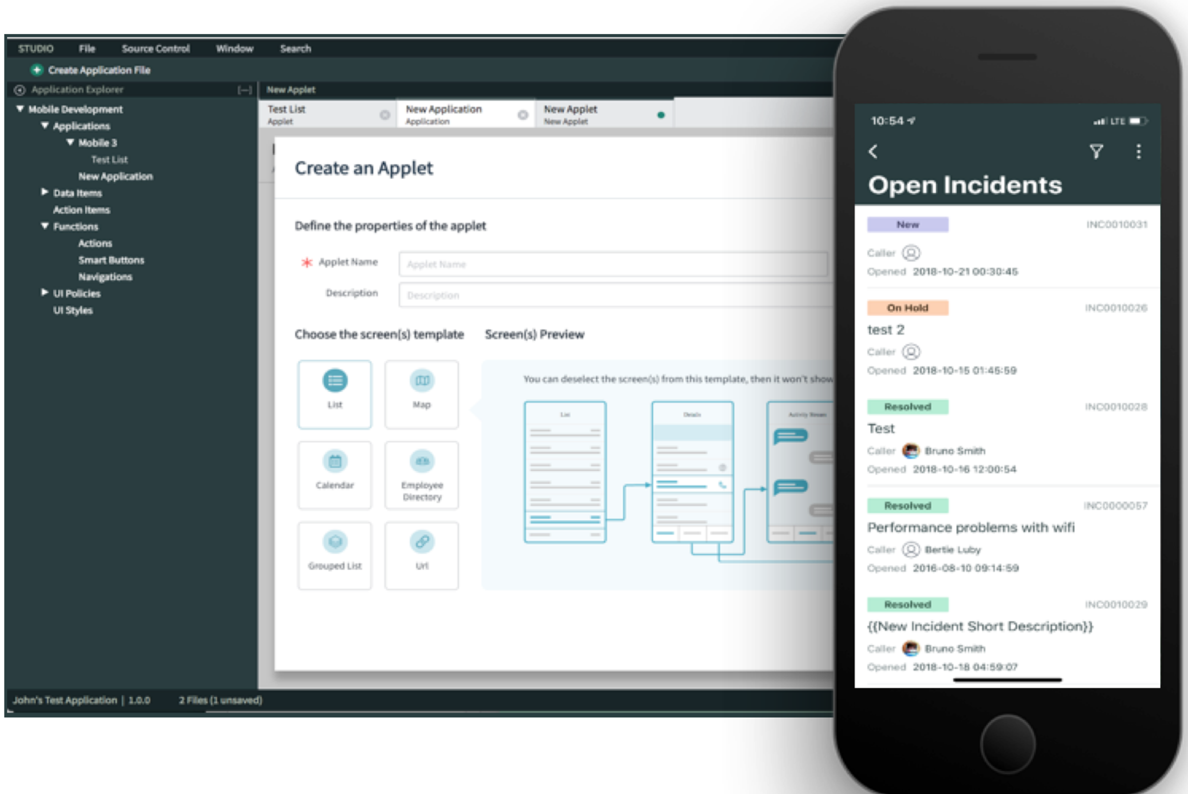
Probably wait for New York

Look for more information on **this** webinar March 19

Mobile Studio

Mobile Studio and Mobile Apps

Quickly build and deploy native, mobile-first experiences



Outcomes

Develop apps with integrated native device capabilities (e.g., maps, camera, etc.)

Configure with no-code packaged components and templates

Create apps that run anywhere with offline read and write capabilities

Out of the box solutions for ITSM (Incident Track Management) and FSM (Service Management)

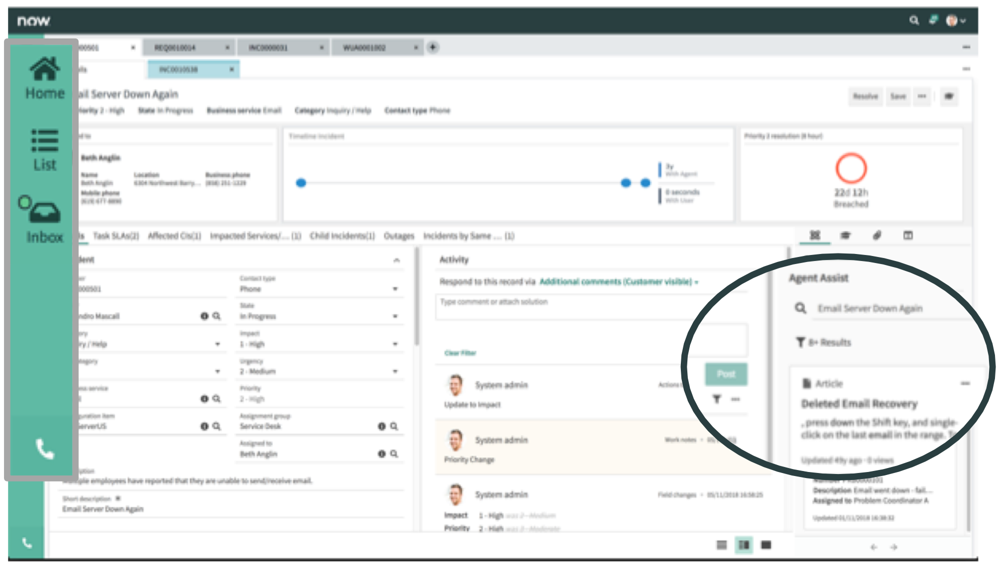
Now Platform®

now. Screenshots are not final.

Agent Workspace

Agent Workspace

IT Service Management and Customer Service Management

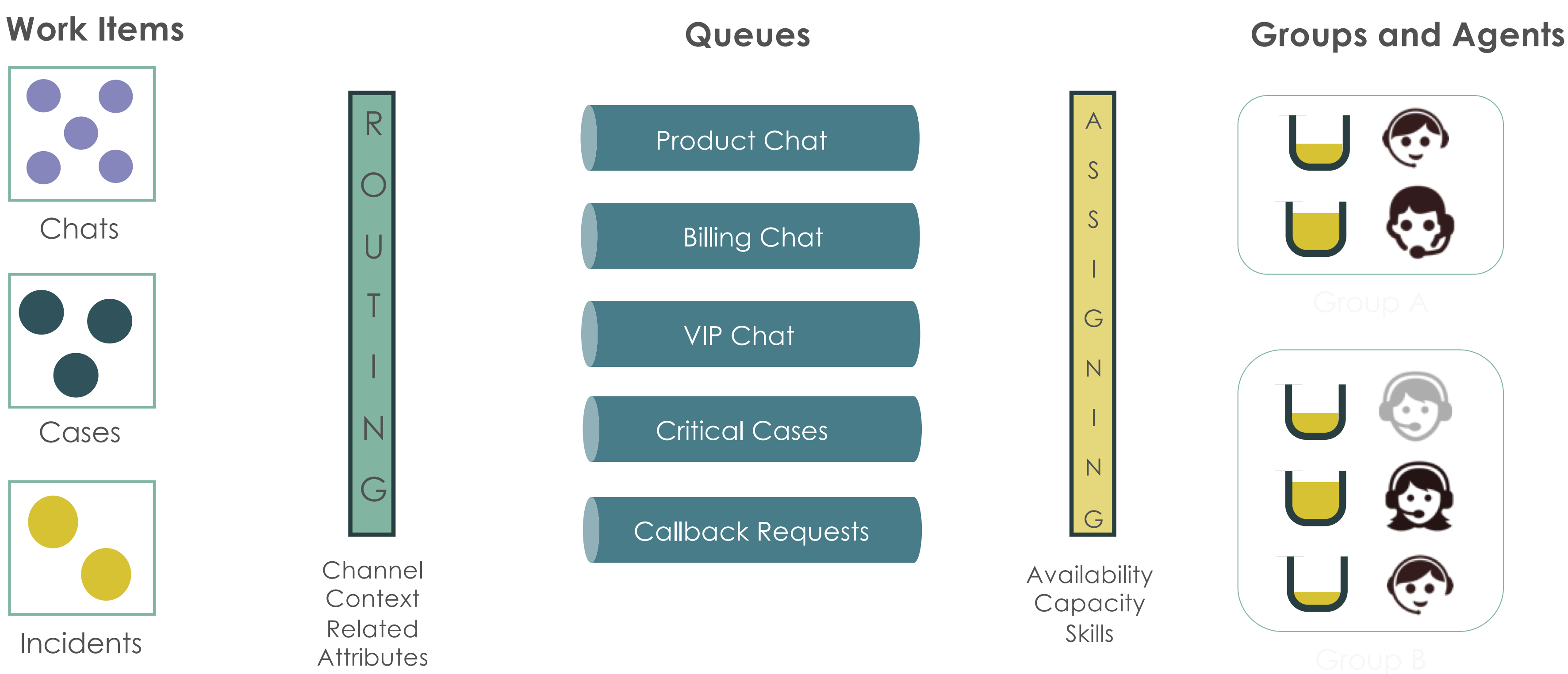


Your command center for prioritizing and taking action

- Interact with users consistently across channels
- Activity streams keep latest updates in view
- Accelerate resolution with machine learning* and contextual help

*Agent Assist uses machine learning capabilities in Agent Workspace, requires a subscription to ITSM Pro.

Advanced work assignment

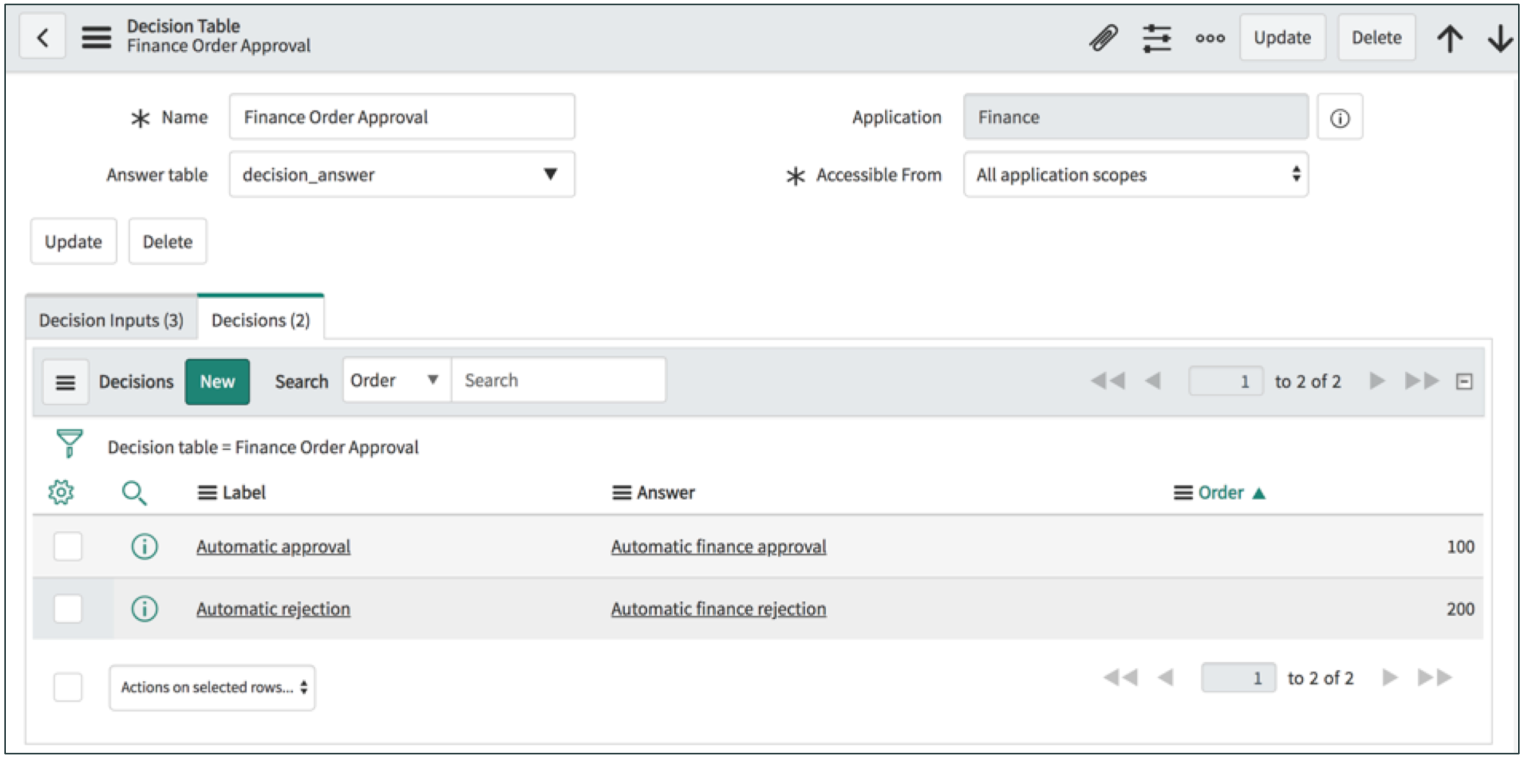


Look for more information on **this** webinar in April

Flow Designer enhancements

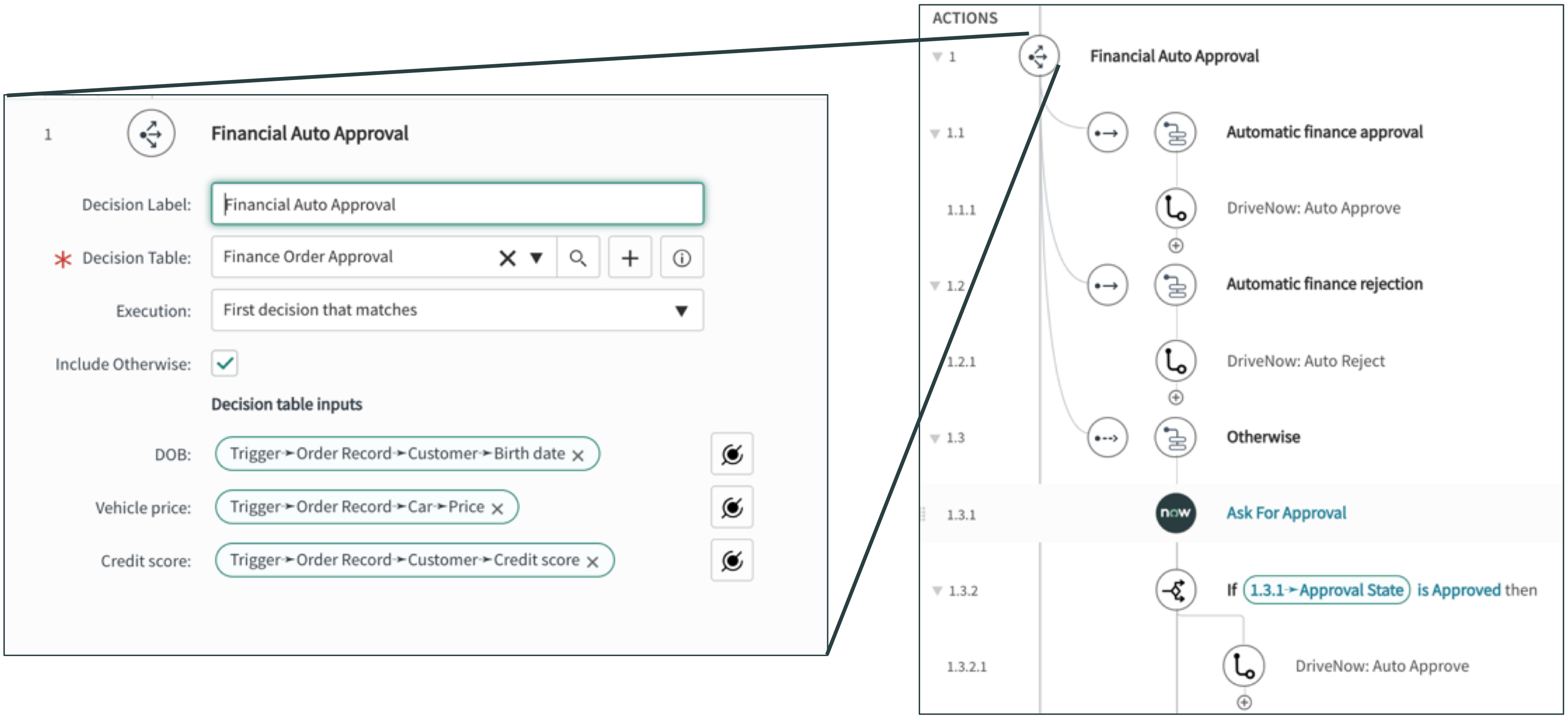
Decision tables

Separate the decision logic from the flow

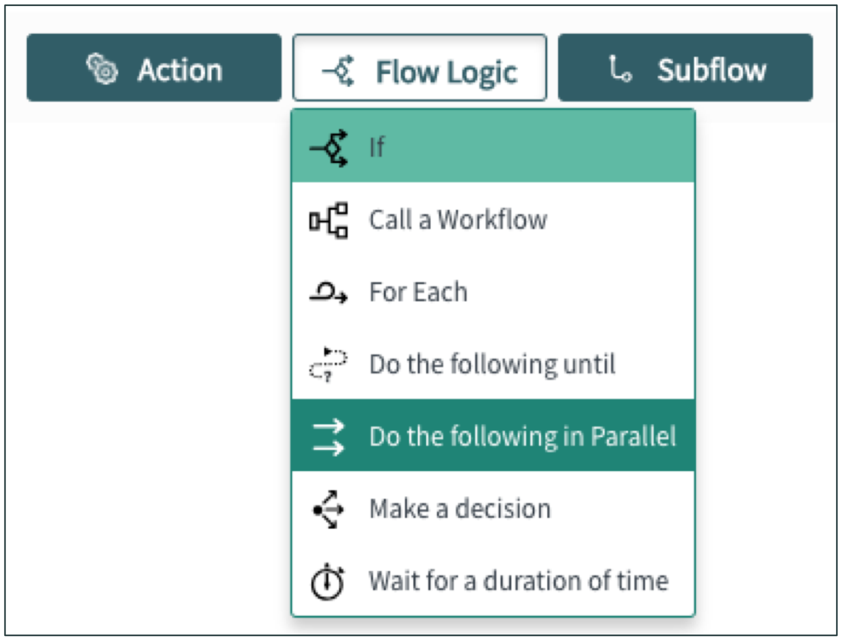


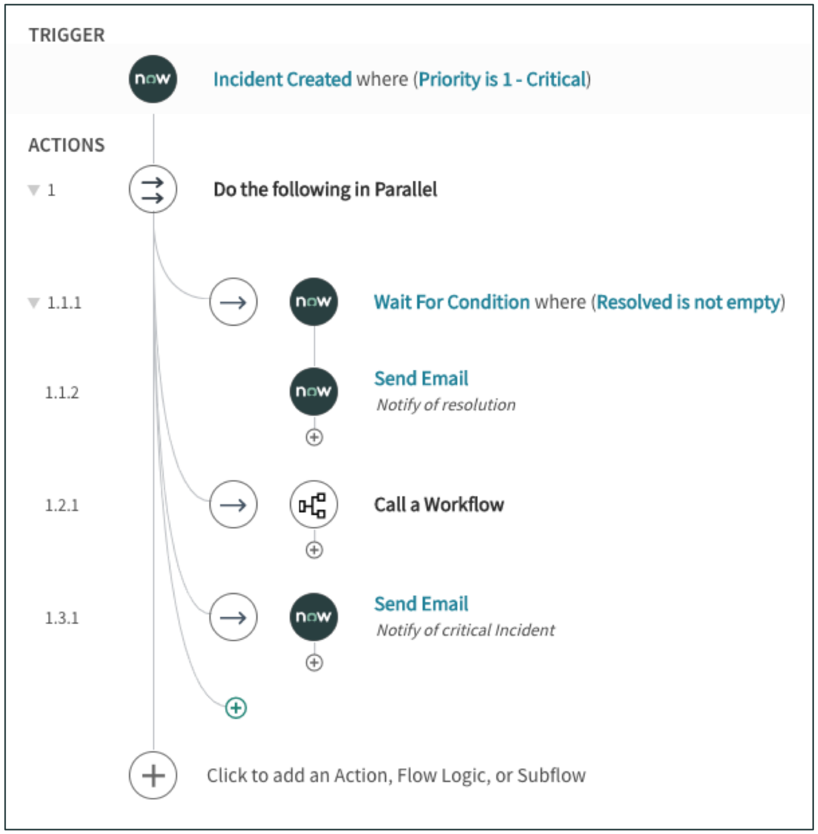
now

Decision tree

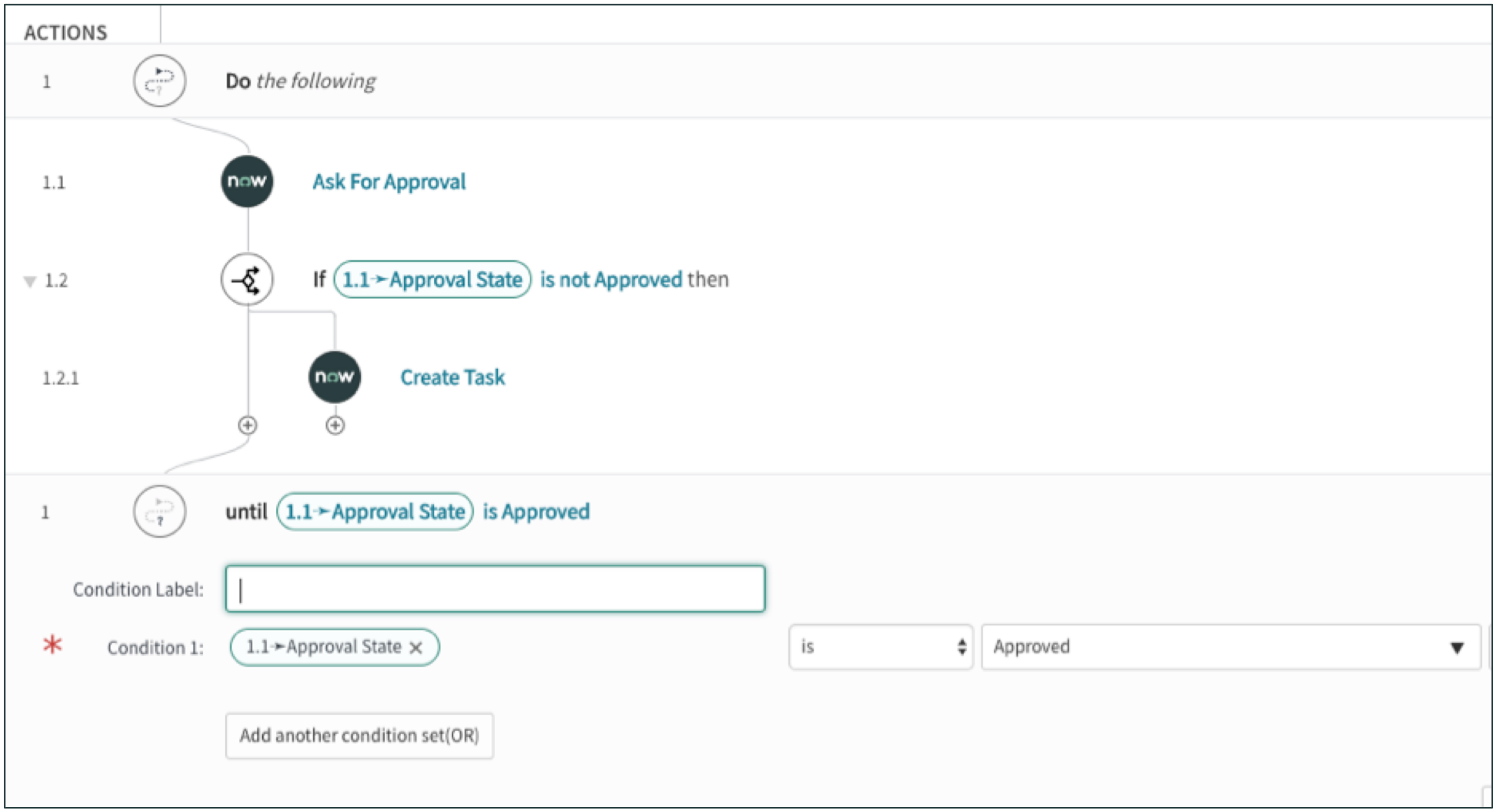


Do the following in parallel

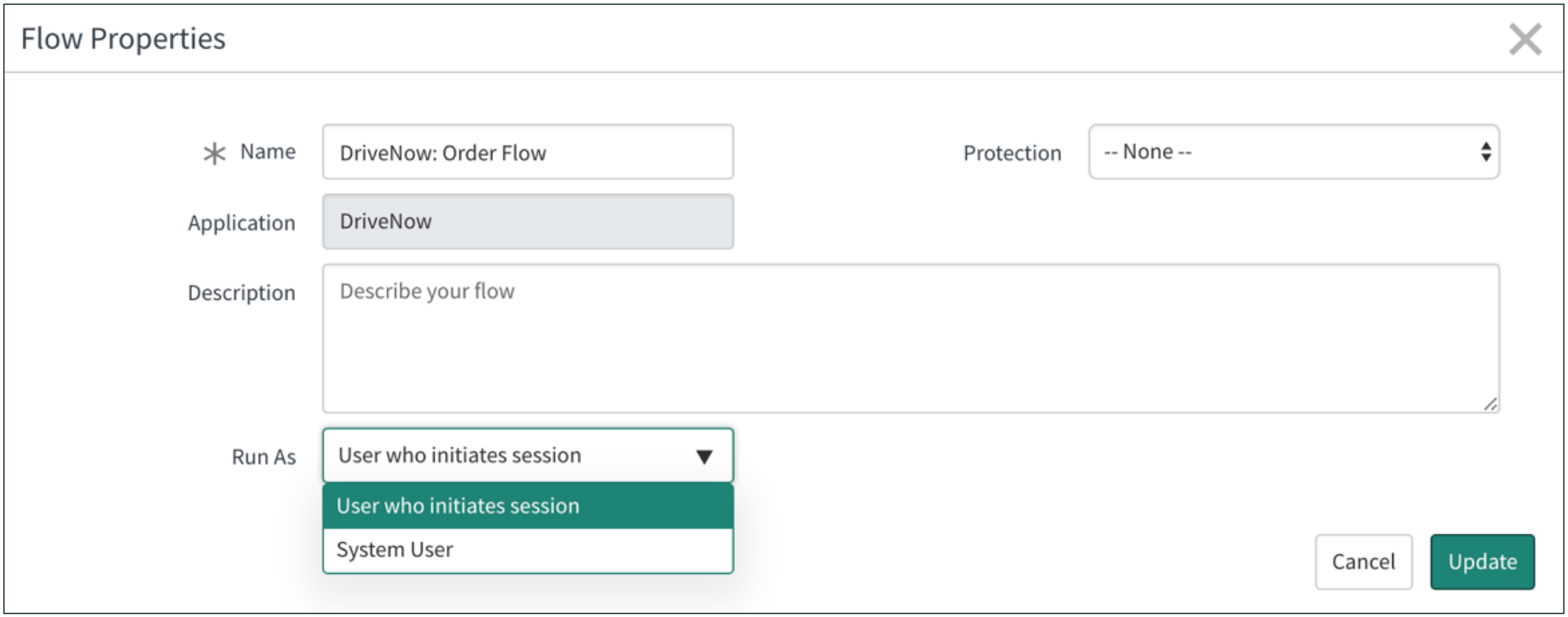




Do the following until



Run as



Flow Properties
* Name
DriveNow: Order Flow
Protection
-- None --
Application
DriveNow
Description
Describe your flow
Run As
User who initiates session
User who initiates session
System User
Cancel
Update

Run as

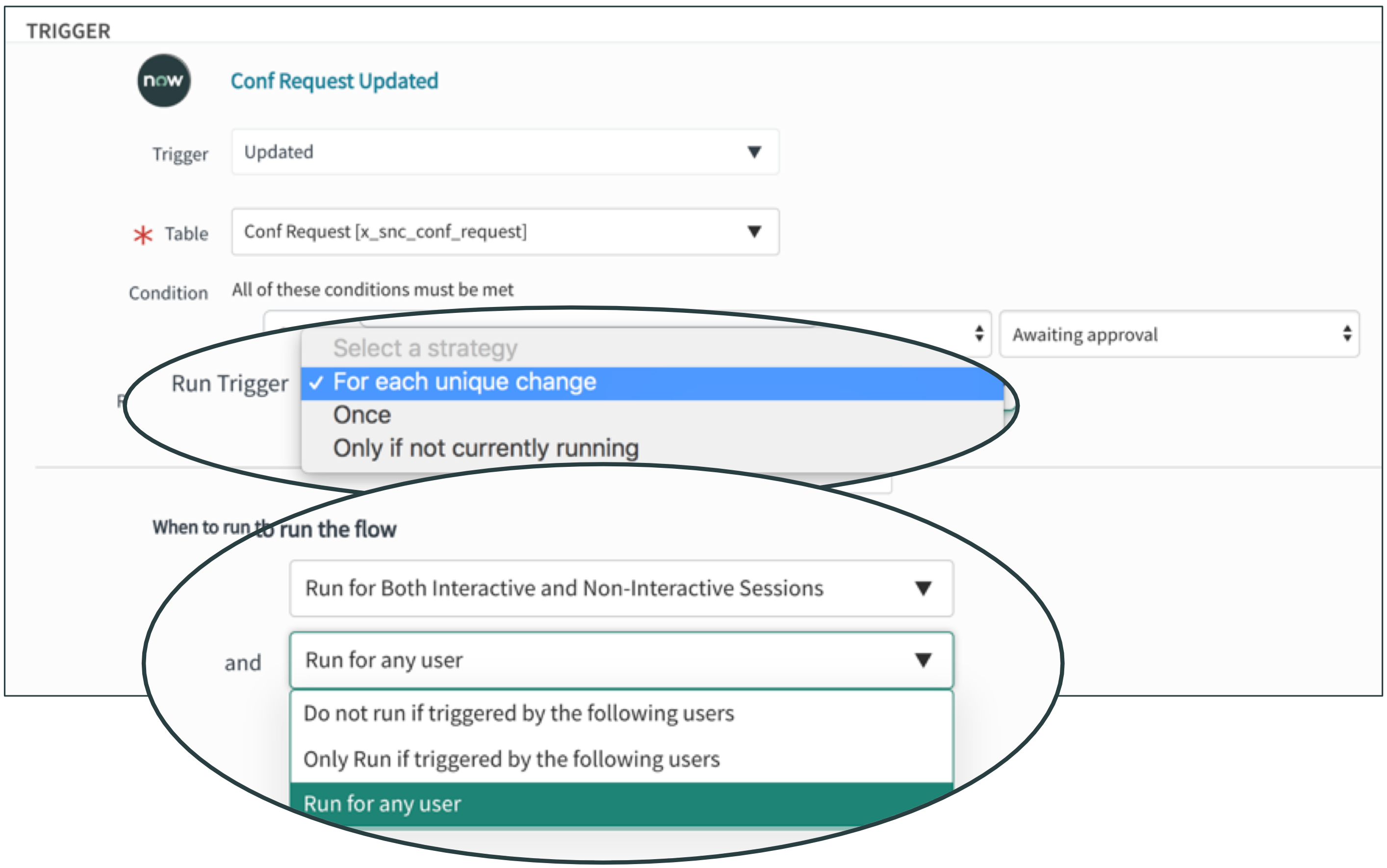
Reviewing previous entries

Events New Search Name Search 1 to 6 of 6

All > Name starts with flow.start

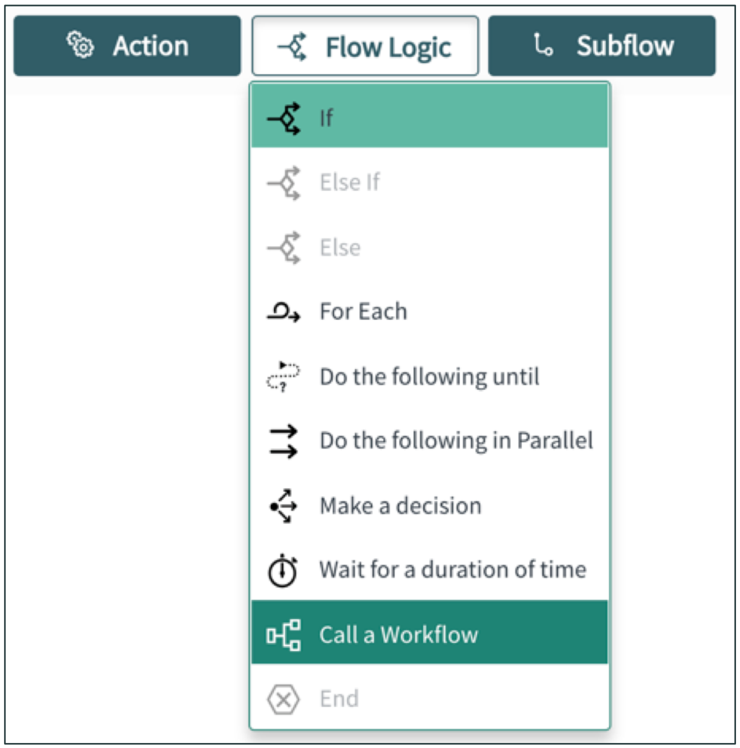
Created	Name ▲	Parm1	Parm2	Table	Processed	Created by
Search	flow.start	Search	Search	Search	Search	Search
2019-01-15 13:25:08	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": {"@class":"InVal","@id":"c6c2...	sys_flow_trigger_plan	2019-01-15 13:25:23	chuck.tomasi
2019-01-15 11:52:23	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": {"@class":"InVal","@id":"448b...	sys_flow_trigger_plan	2019-01-15 11:52:28	chuck.tomasi
2019-01-15 13:12:09	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": {"@class":"InVal","@id":"2fdd...	sys_flow_trigger_plan	2019-01-15 13:12:23	chuck.tomasi
2019-01-15 11:57:10	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": {"@class":"InVal","@id":"becd...	sys_flow_trigger_plan	2019-01-15 11:57:21	chuck.tomasi
2019-01-15 13:08:28	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": {"@class":"InVal","@id":"c16c...	sys_flow_trigger_plan	2019-01-15 13:08:39	chuck.tomasi
2019-01-15 11:57:03	flow.start	com.glide.flow_trigger.engine.FlowPlanRe...	{"current": {"@class":"InVal","@id":"4f5b...	sys_flow_trigger_plan	2019-01-15 11:57:11	chuck.tomasi

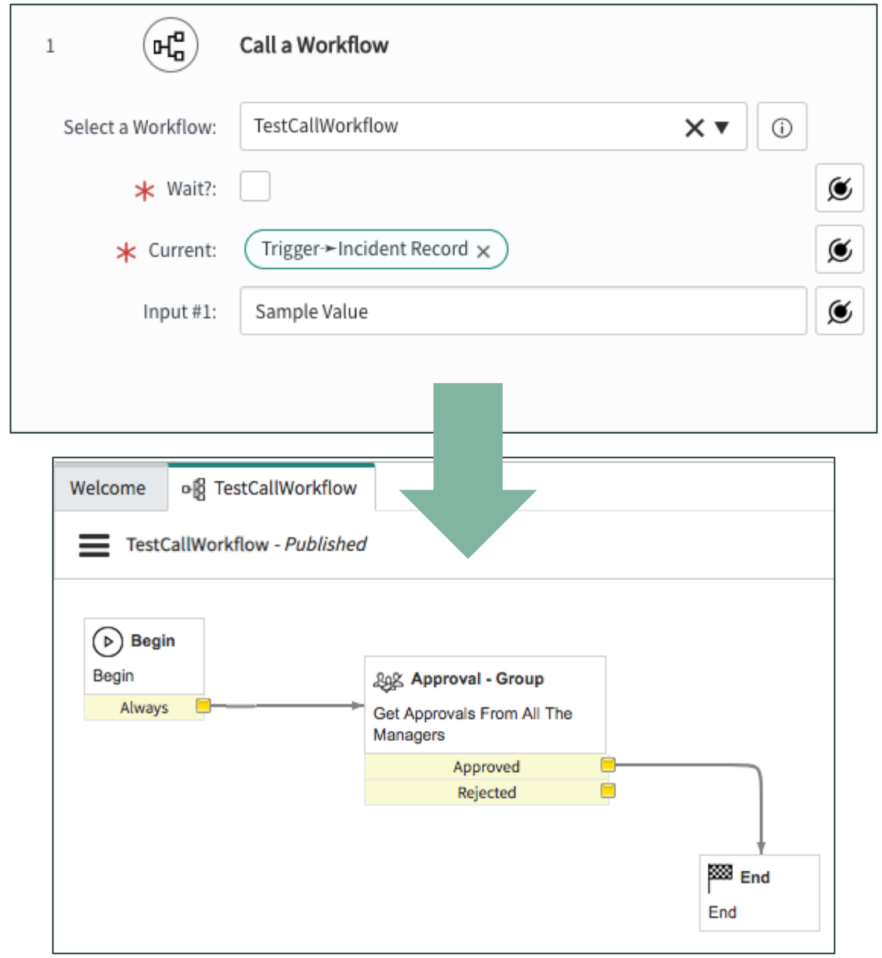
Advanced trigger conditions



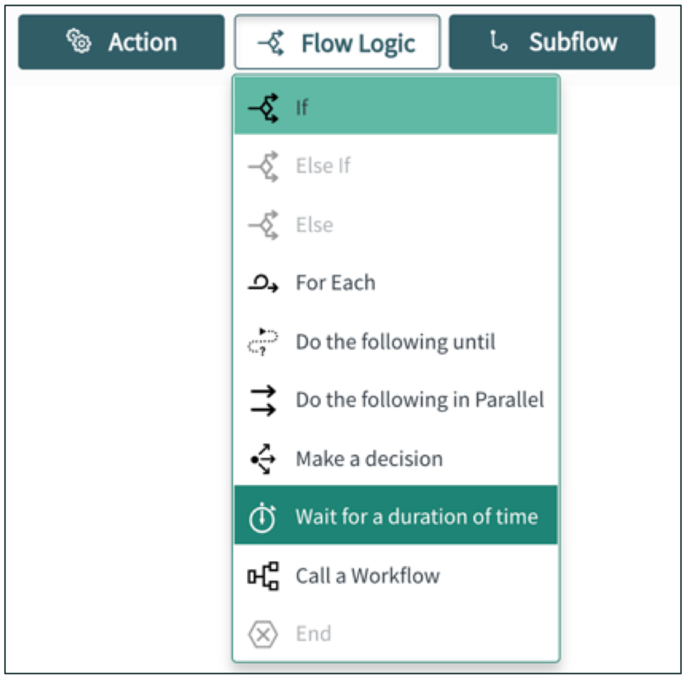
Call workflow

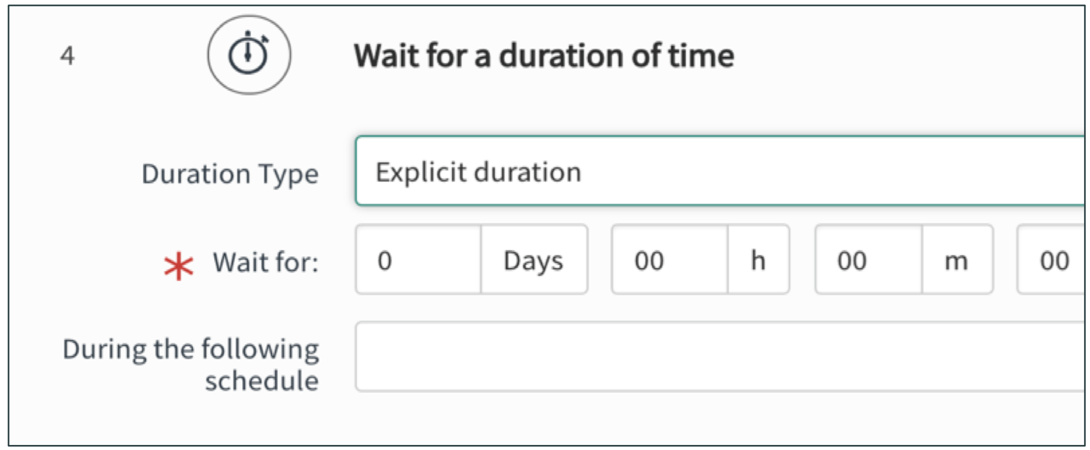
Call legacy workflows from Flow Designer





Wait for a duration of time





NOTE: Data pills only accept duration fields

Look for more information on **this** webinar in April

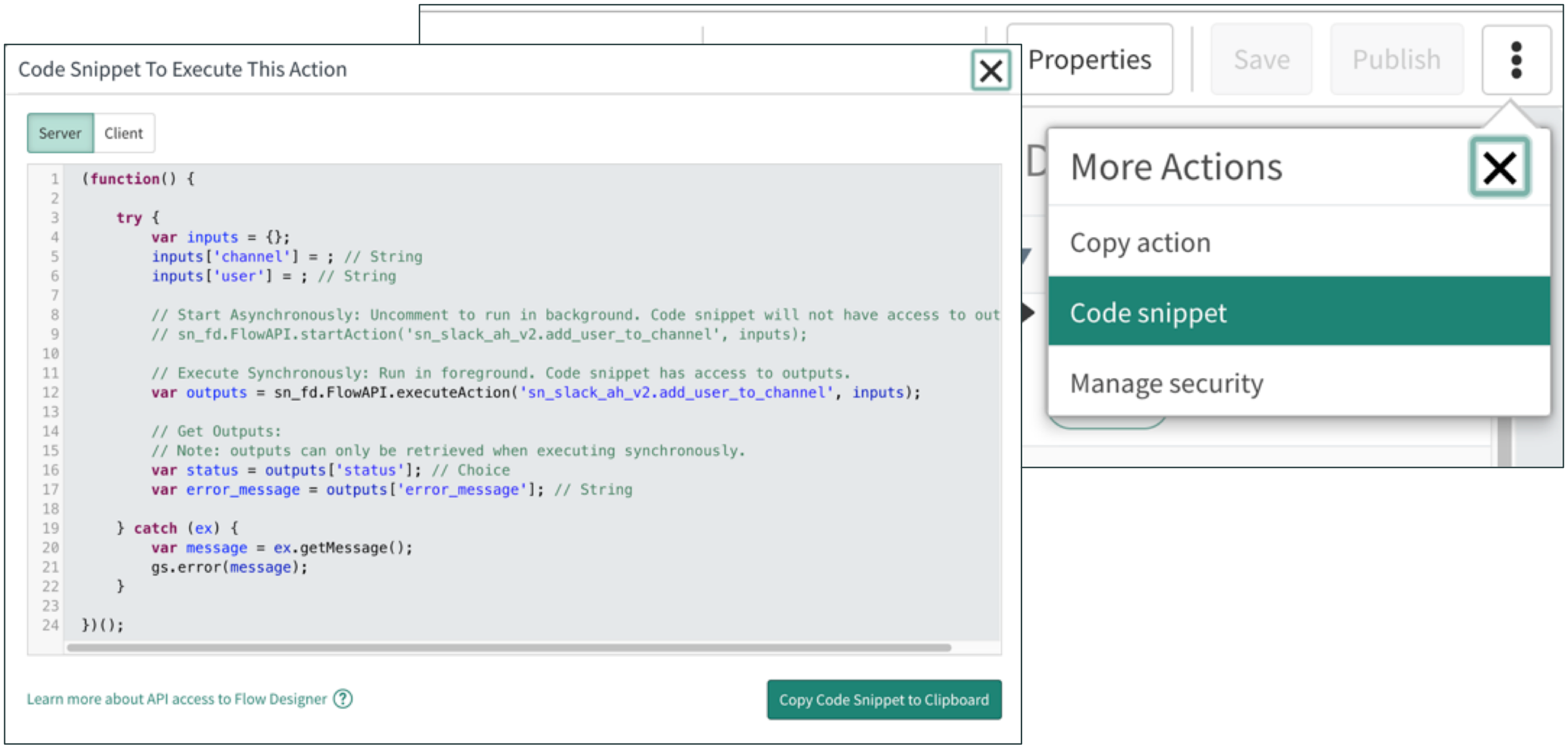
IntegrationHub enhancements

Action API

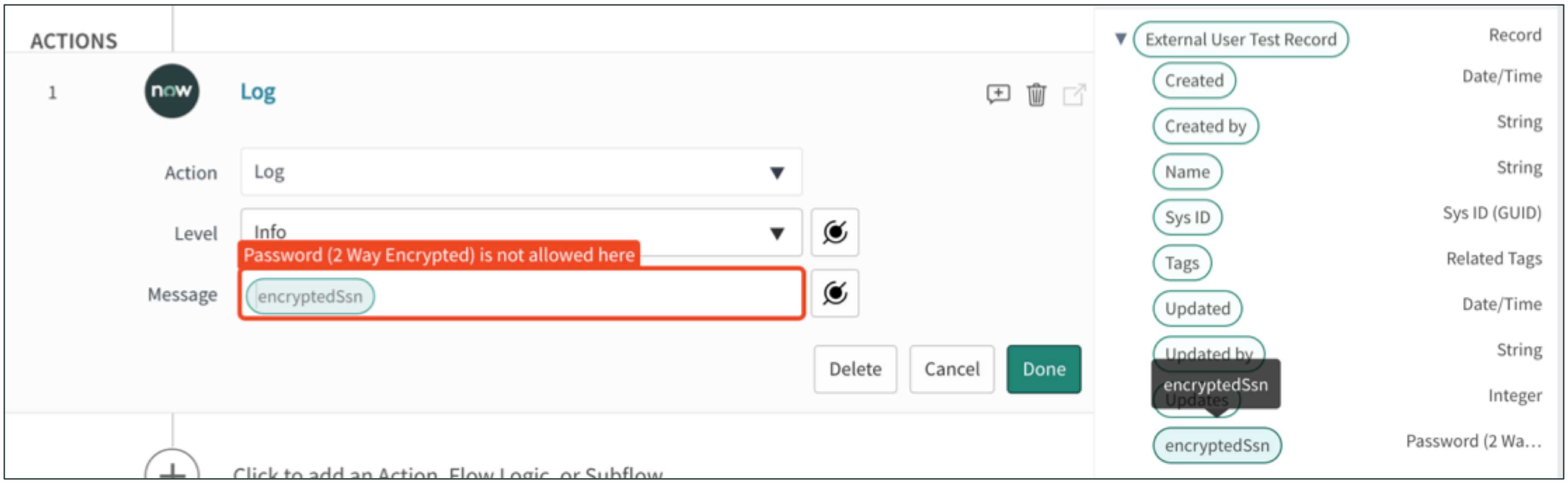
- The new Flow / Action APIs were created to help Flow Designer's Flows & Actions become an easy to use, first class citizen of the ServiceNow Platform.
- Through these, new APIs end-users will be able to trigger any Flow or Action through Server-side script or Client-side JavaScript.

Server side Non-blocking	sn_fd.FlowAPI.startAction(<scoped_name>, <inputs>) sn_fd.FlowAPI.startSubflow (<scoped_name>, <inputs>) sn_fd.FlowAPI.startFlow(<scoped_name>, <inputs>)
Server side Blocking	sn_fd.FlowAPI.executeAction(<scoped_name>, inputs, timeout_in_ms) sn_fd.FlowAPI.executeFlow(<scoped_name>, inputs, timeout_in_ms) sn_fd.FlowAPI.executeSubflow(<scoped_name>, inputs, timeout_in_ms)
Client-side	GlideFlow.startFlow(String scopeName.flowName, Object inputs) GlideFlow.startSubflow(String scopeName.subflowName, Object inputs) GlideFlow.startAction(String scopeName.actionName, Object inputs)

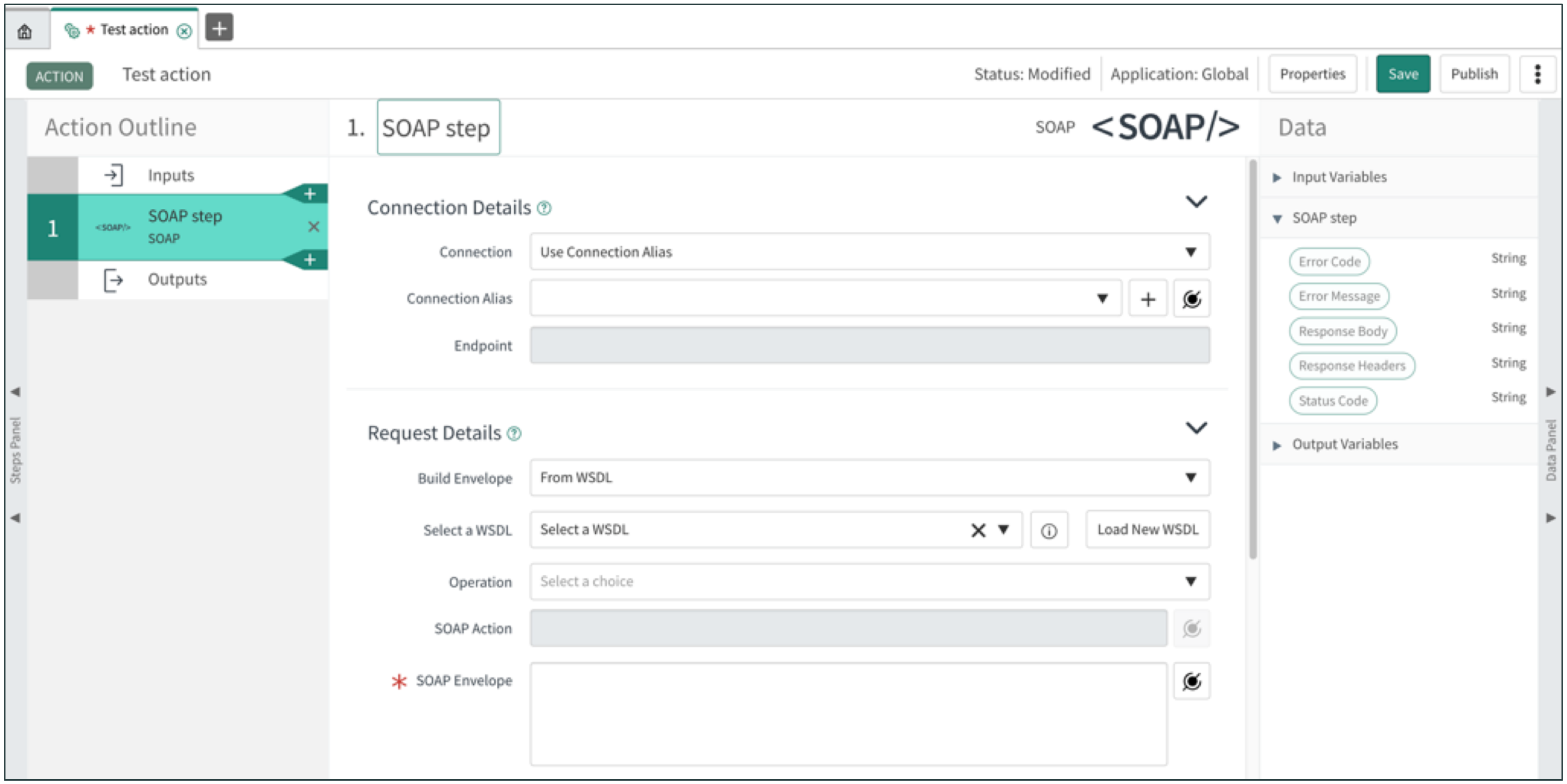
Code snippet generator



Password2 support

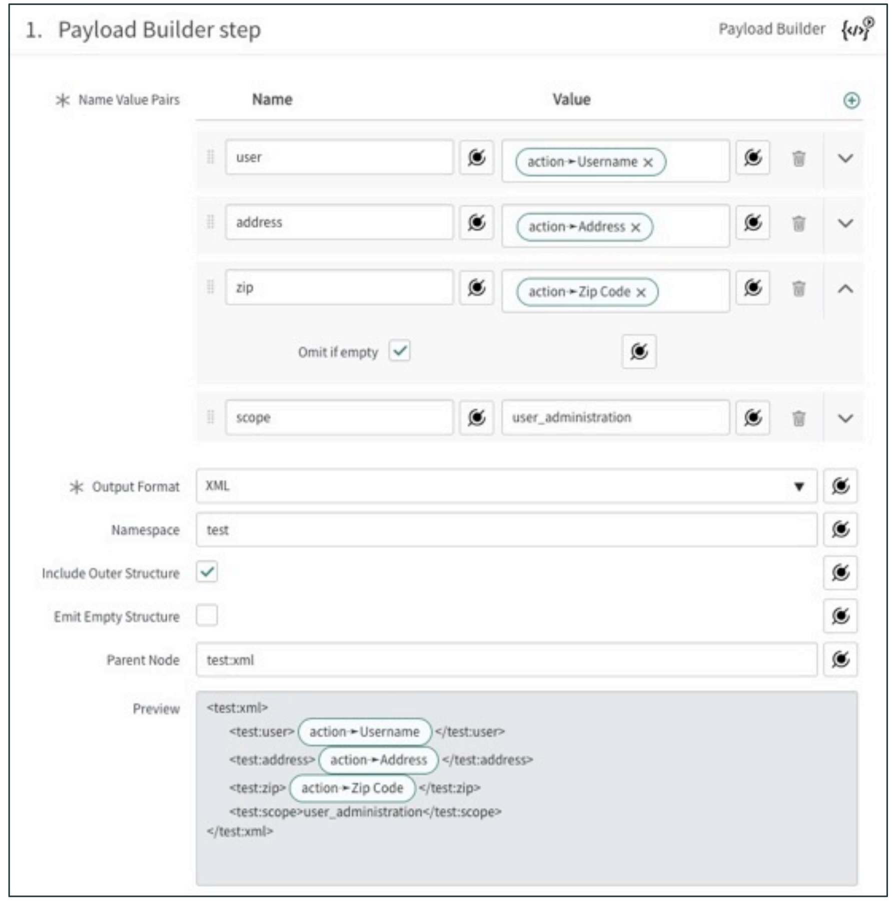


SOAP step

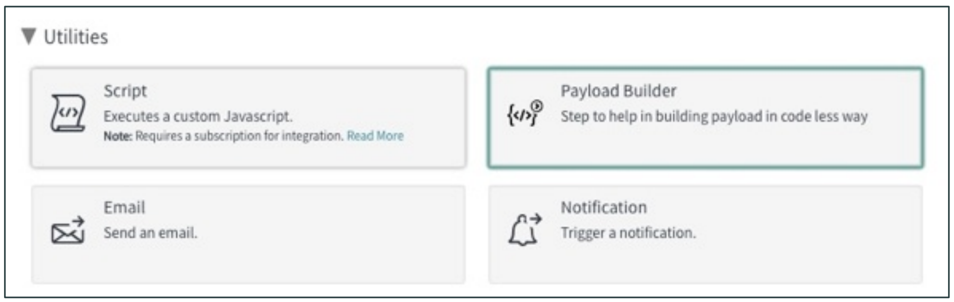

Test action
ACTION
Test action
Status: Modified
Application: Global
Properties
Save
Publish
Action Outline
Inputs
1
SOAP step
SOAP
Outputs
Steps Panel
1. SOAP step
SOAP <SOAP/>
Connection Details
Connection
Use Connection Alias
Connection Alias
Endpoint
Request Details
Build Envelope
From WSDL
Select a WSDL
Select a WSDL
Load New WSDL
Operation
Select a choice
SOAP Action
SOAP Envelope
Data
Input Variables
SOAP step
Error Code
String
Error Message
String
Response Body
String
Response Headers
String
Status Code
String
Output Variables
Data Panel

Payload builder

- Payload builder is a new Action Step available in the IntegrationHub plugin
- All action designers will be able to use it to create name/value payloads



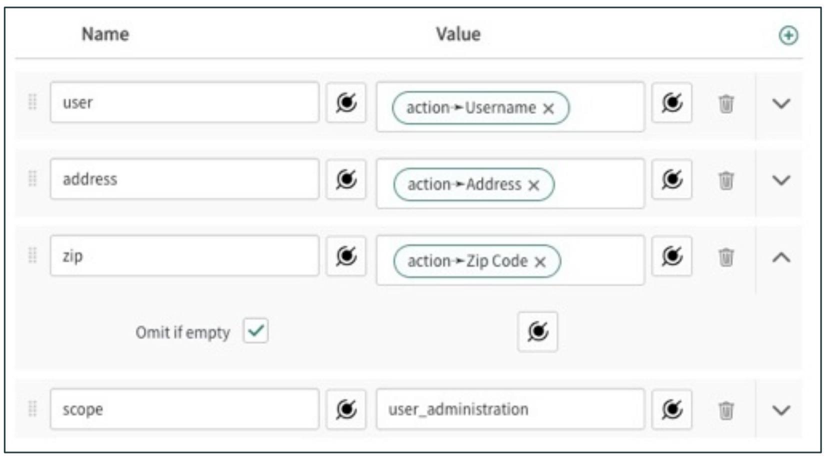
Pick from step menu



Payload builder

- Allows the user to create optional name/value pairs
- Outputs a single variable that can be used in later steps

Configured



Runtime values

```
{
    "user": "Nick"
    "address": "123 Now Street"
    "zip": ""
    "scope": "user_administration"
}
```

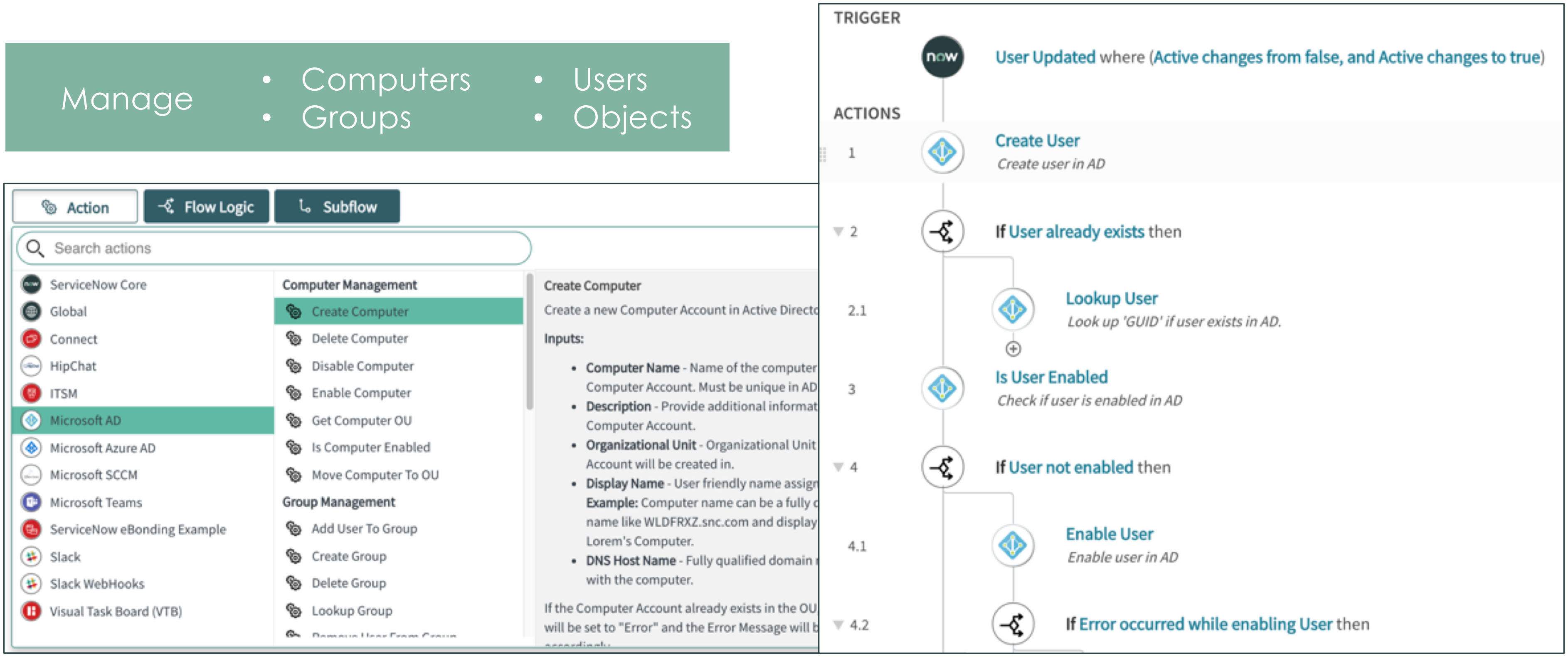
Final payload

```
{
    "user": "Nick"
    "address": "123 Now Street"
    "scope": "user_administration"
}
```

Zip variable resolved to empty
It is removed from the final payload

AD spoke

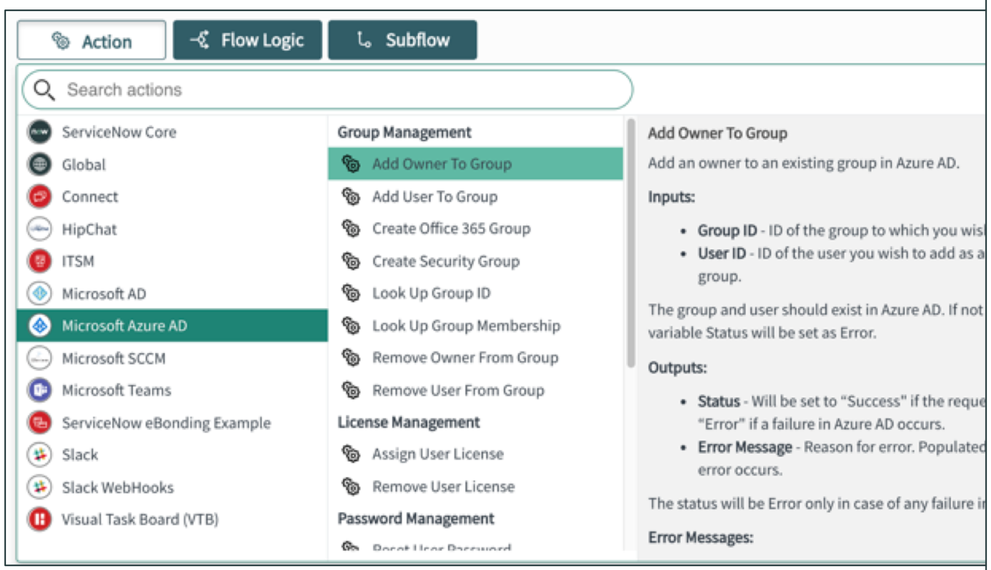
Manage
- Computers
- Groups
- Users
- Objects

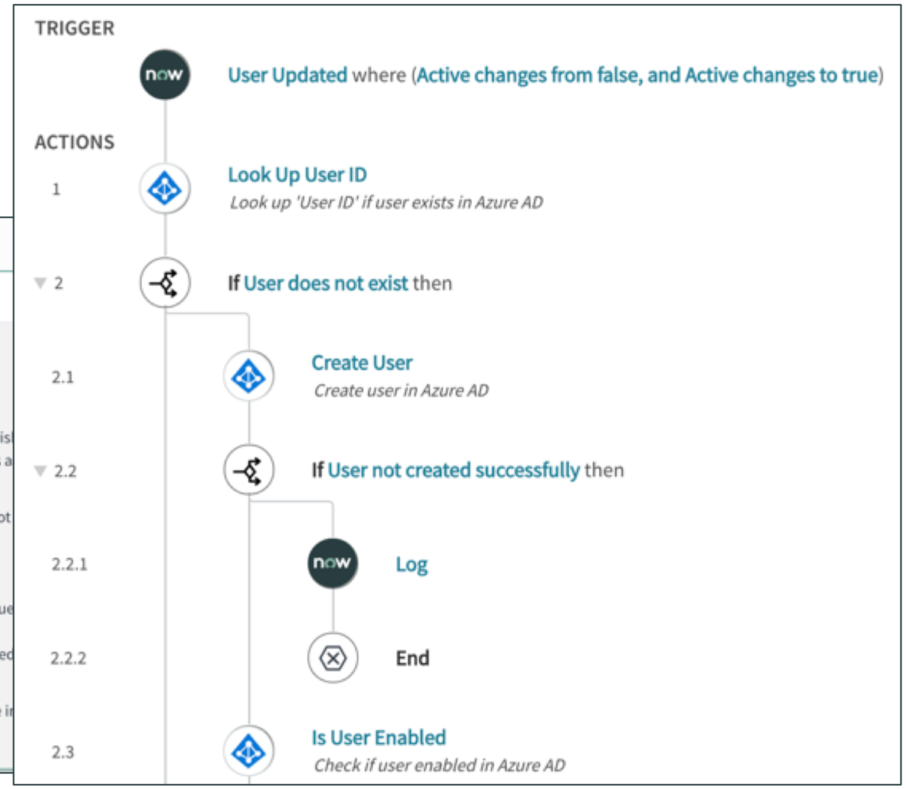


Azure AD spoke

Manage

- Groups
- Licenses
- Users
- Passwords

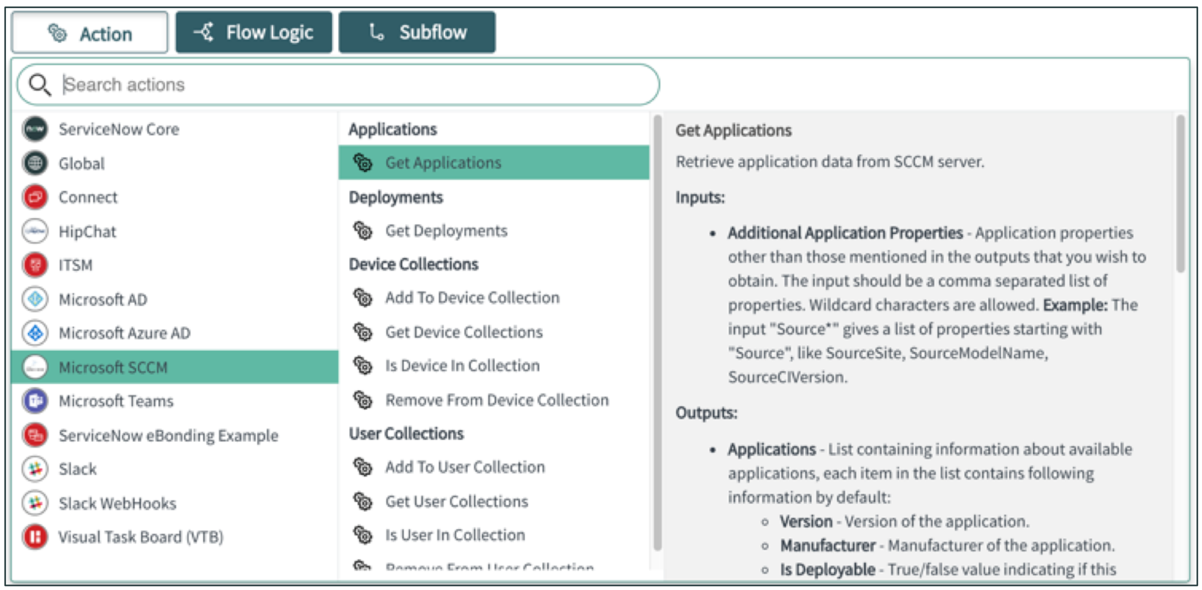




SCCM spoke

Manage

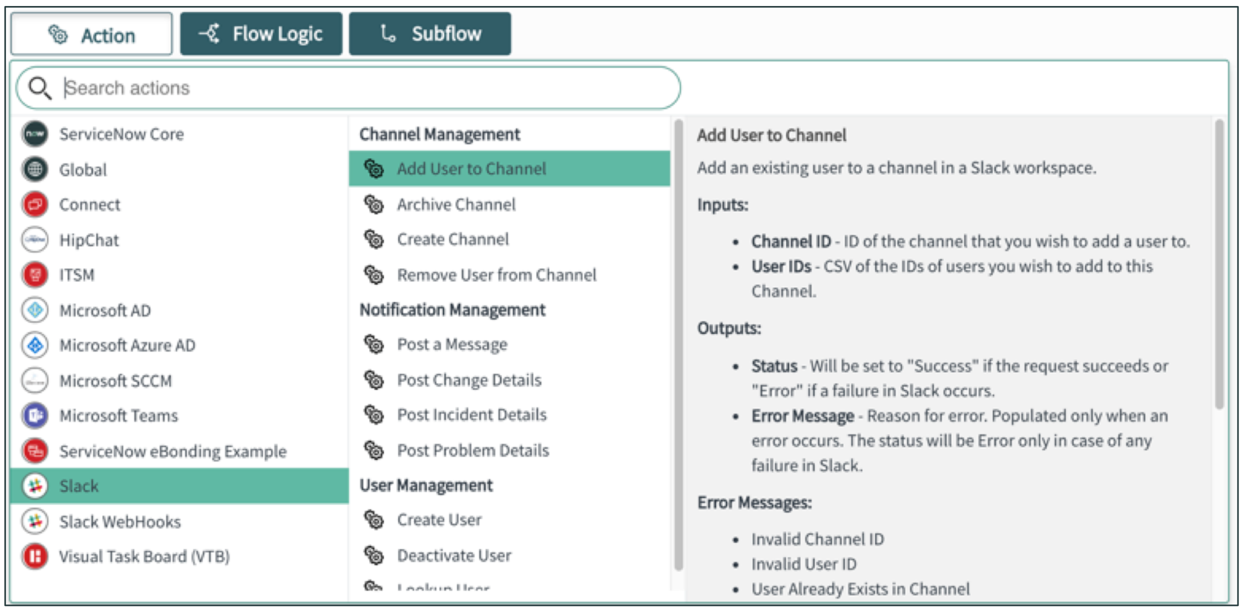
- Applications
- Deployments
- Device Collections
- User Collections



Slack spoke

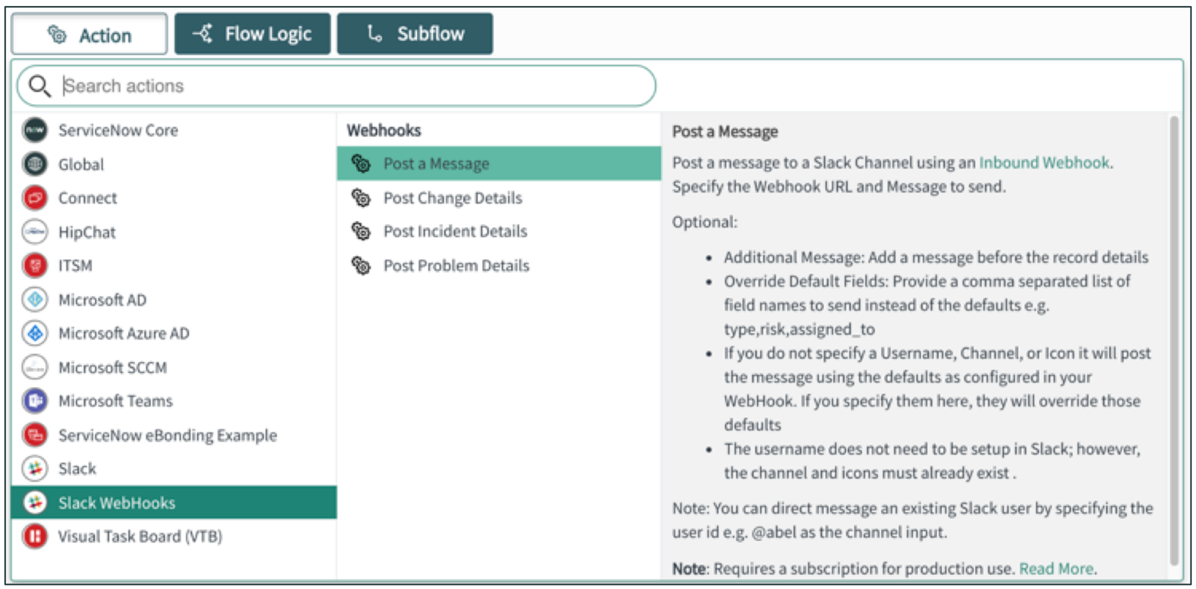
Manage

- Channels
- Notifications
- Users

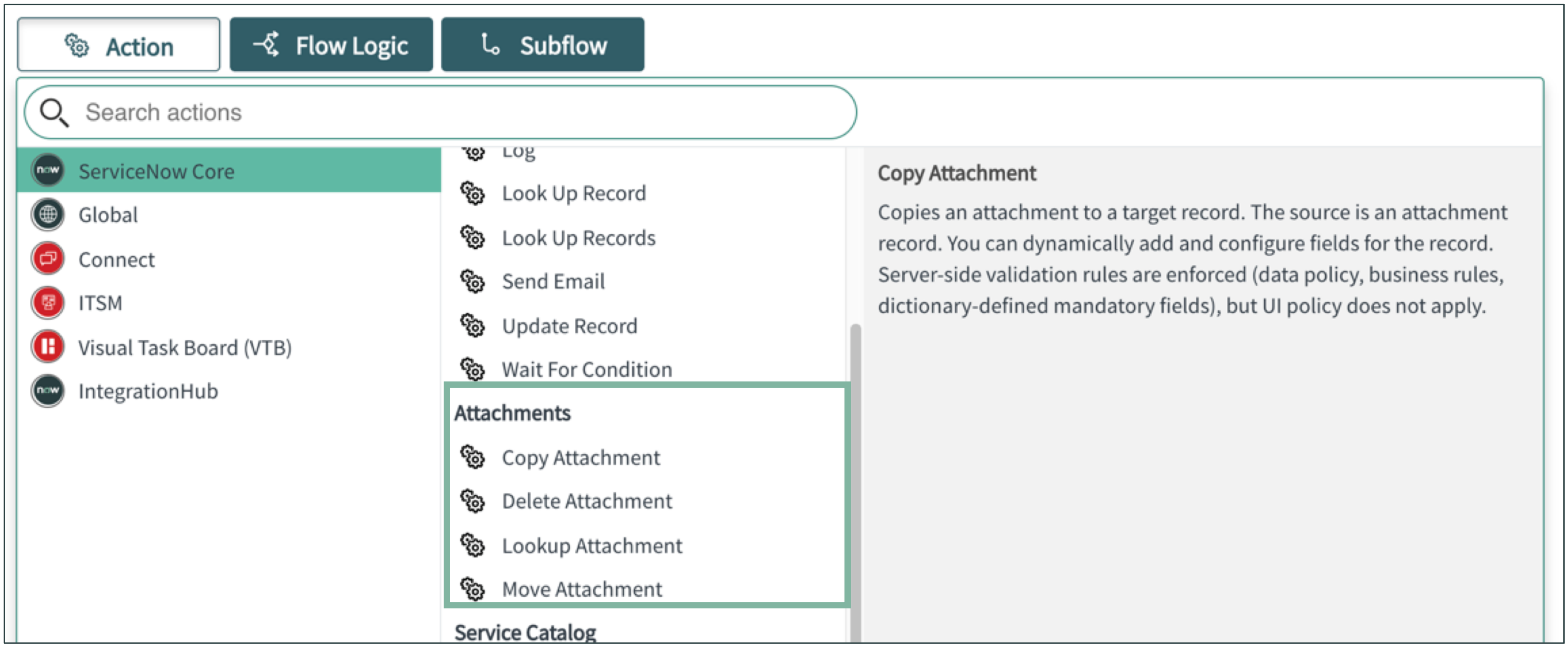


Slack webhook spoke

- Manage
- Webhooks



Attachment actions

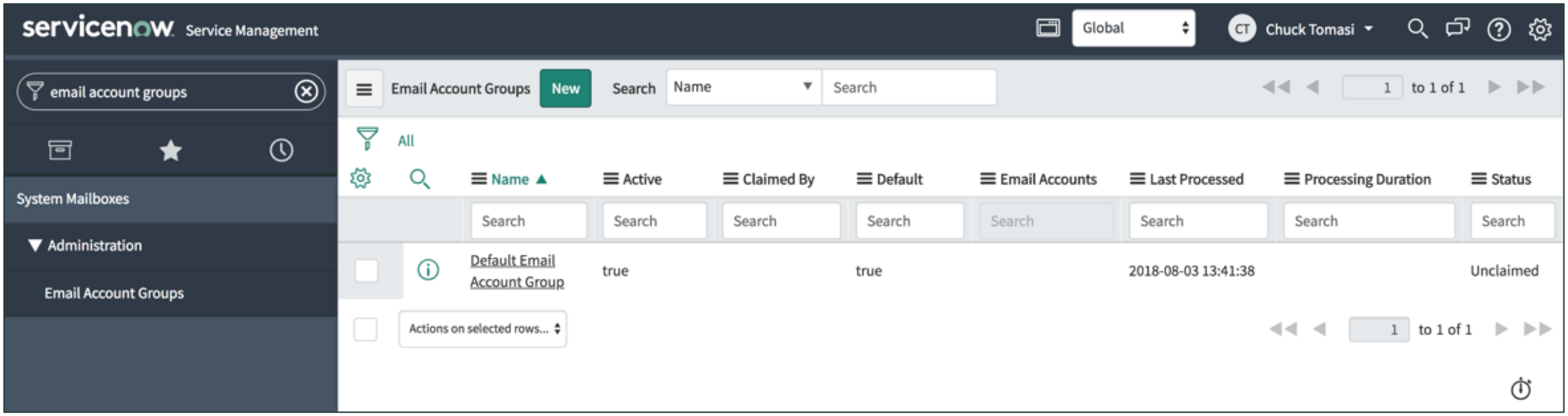


Look for more information on **this** webinar in June

Notifications

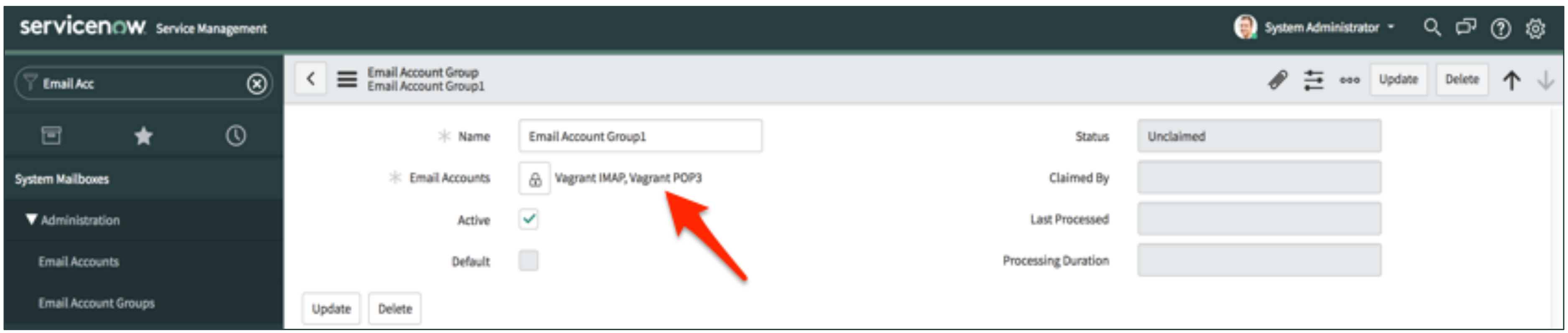
Email account groups

Read from multiple IMAP/POP3 accounts in parallel

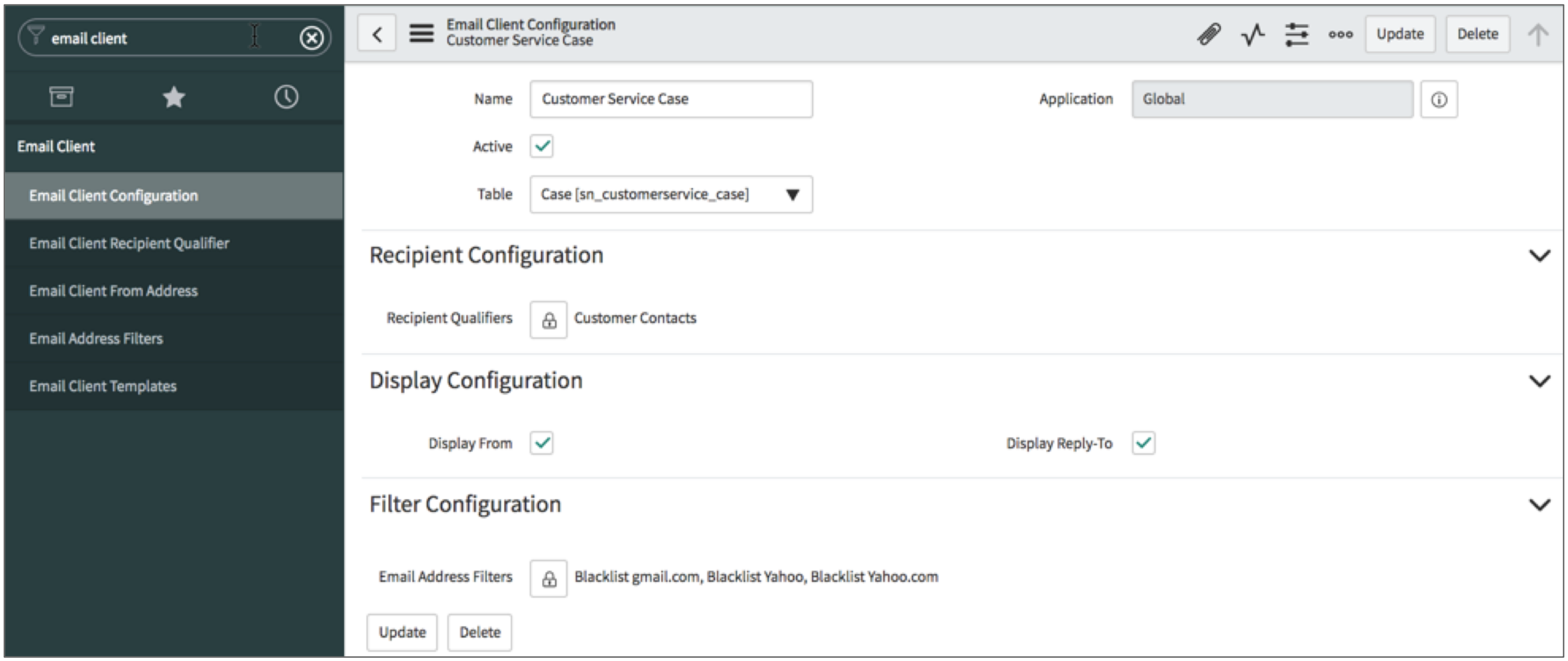


Configuring email account groups

- To enable Email Account Group Processing
  - Set system property ‘glide.email.inbound.account_group_processing’ to true.
  - Make sure default email account group exists.
  - Create non-default email account groups and add email accounts as required.
  - Create additional Email Reader job without impacting performance.

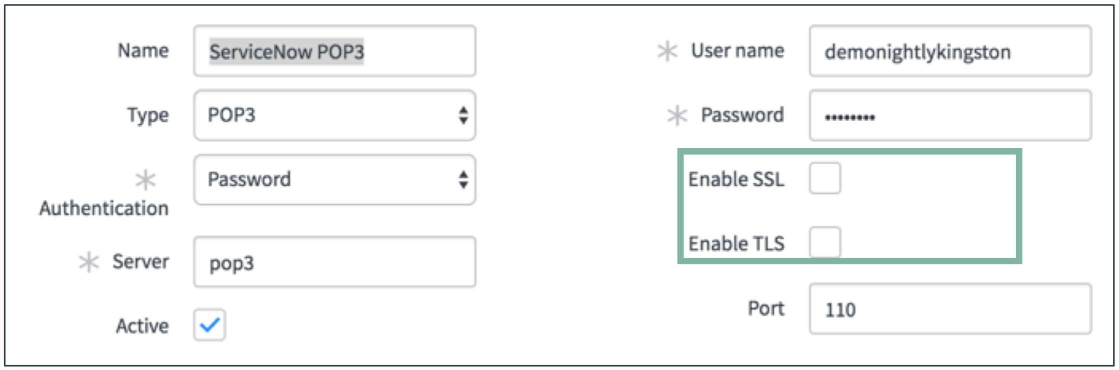


Email client configuration

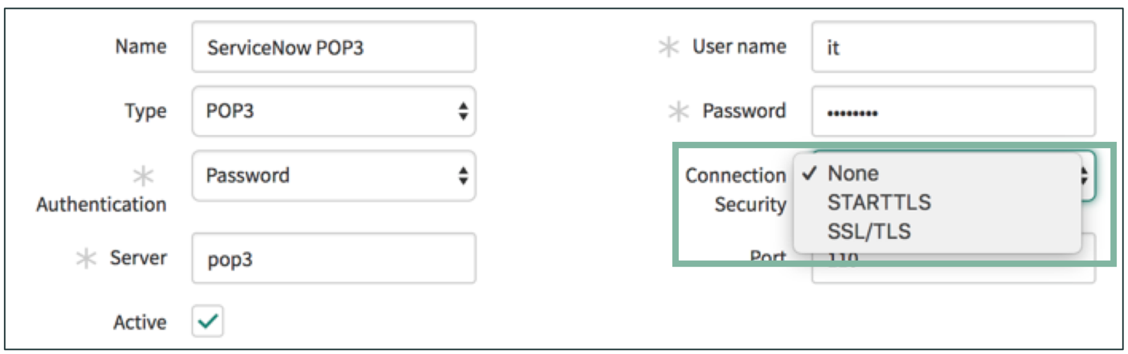


Email connection security settings update

Reduce confusion



Pre-Madrid



Madrid

Automated Test Framework

Automated Test Framework overview

A framework for creating custom automated tests to validate continued functionality after upgrading an instance

Goals

- Framework to automate manual tests
- Make tests independent of the UI as much as possible

Features

- OOB Client Side, Server Side, Service Catalog, Service Portal and inbound REST tests
- Designed both for technical and non-technical users
- Can schedule tests
- No external tool dependencies
- Test data is rolled back after execution
- Captures screenshots

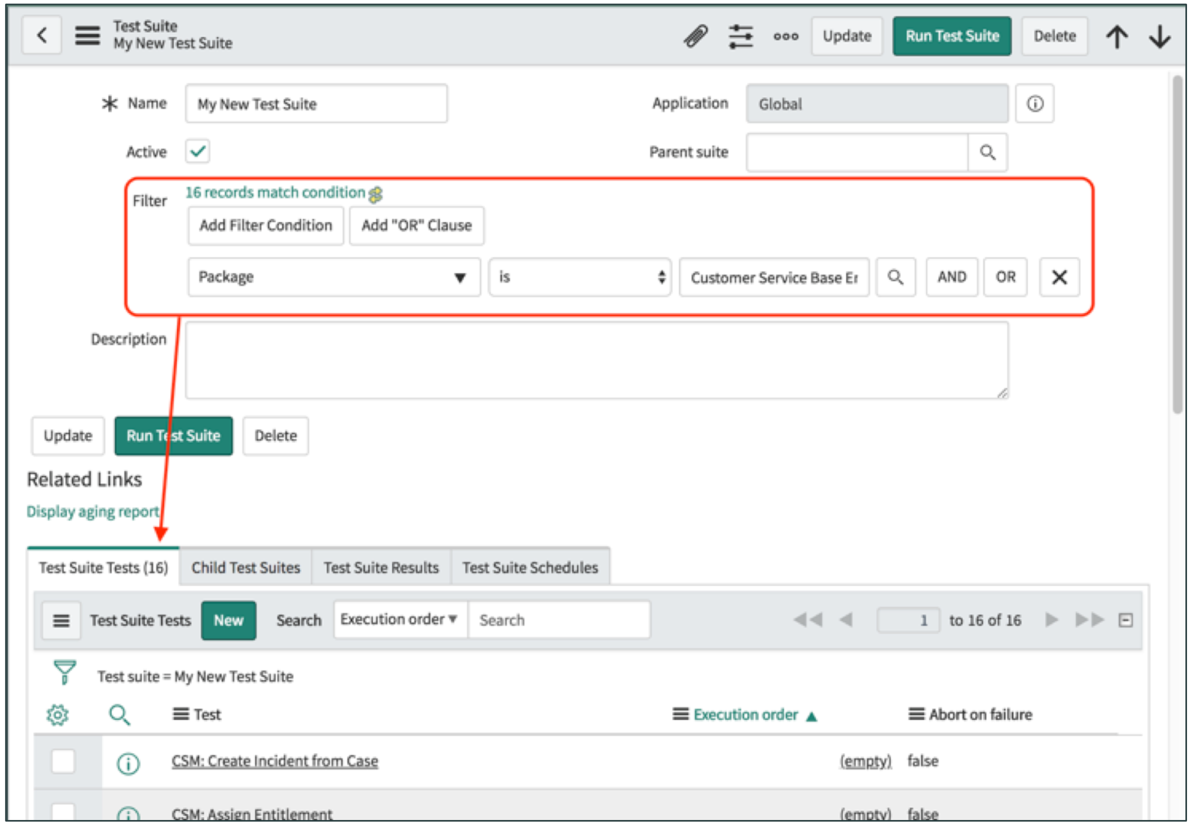
Productivity

- Reduces upgrade cycle time
- Reduces need for manual testing
- Tests not as brittle after platform UI changes
- Easy movement of tests through update sets
- Framework maintained by ServiceNow

Smart test suites organizer

Problem: Customer doesn't want to manually add each ATF test to a suite – it can be time consuming

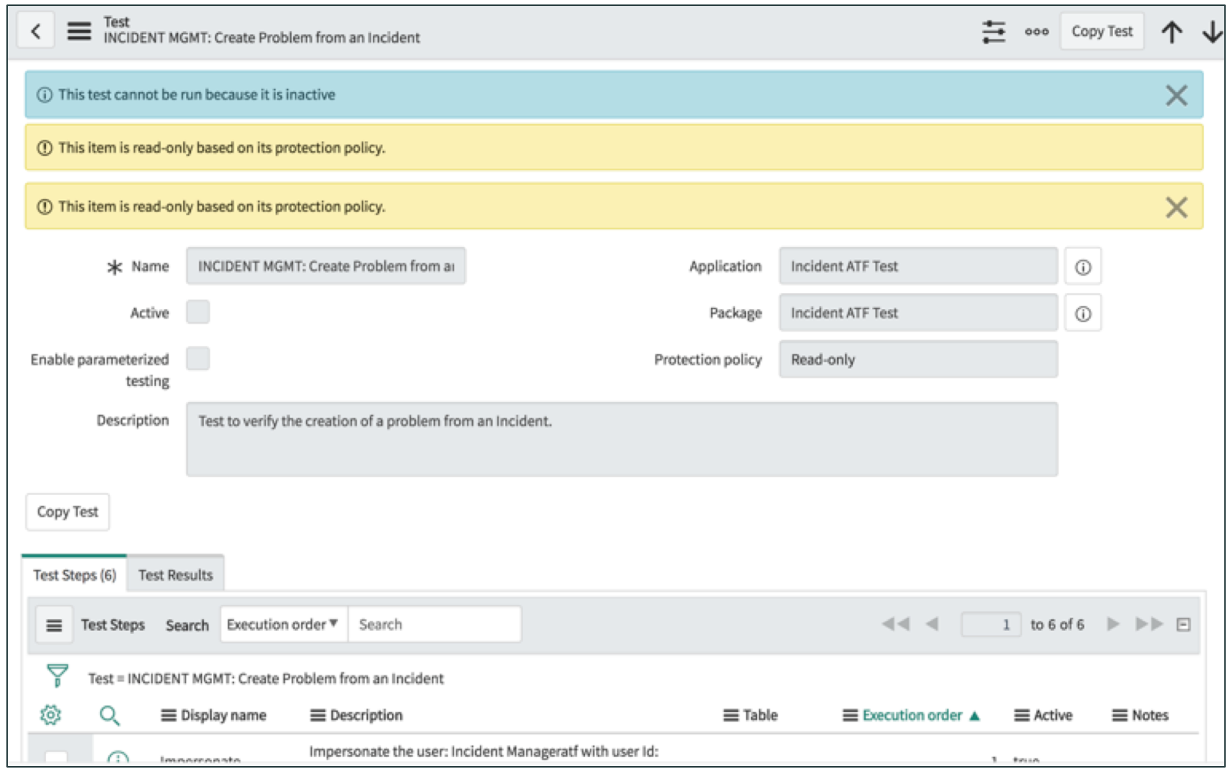
Example: Create a test suite and set a filter so it will automatically include tests that match the filter



ATF Quick Start

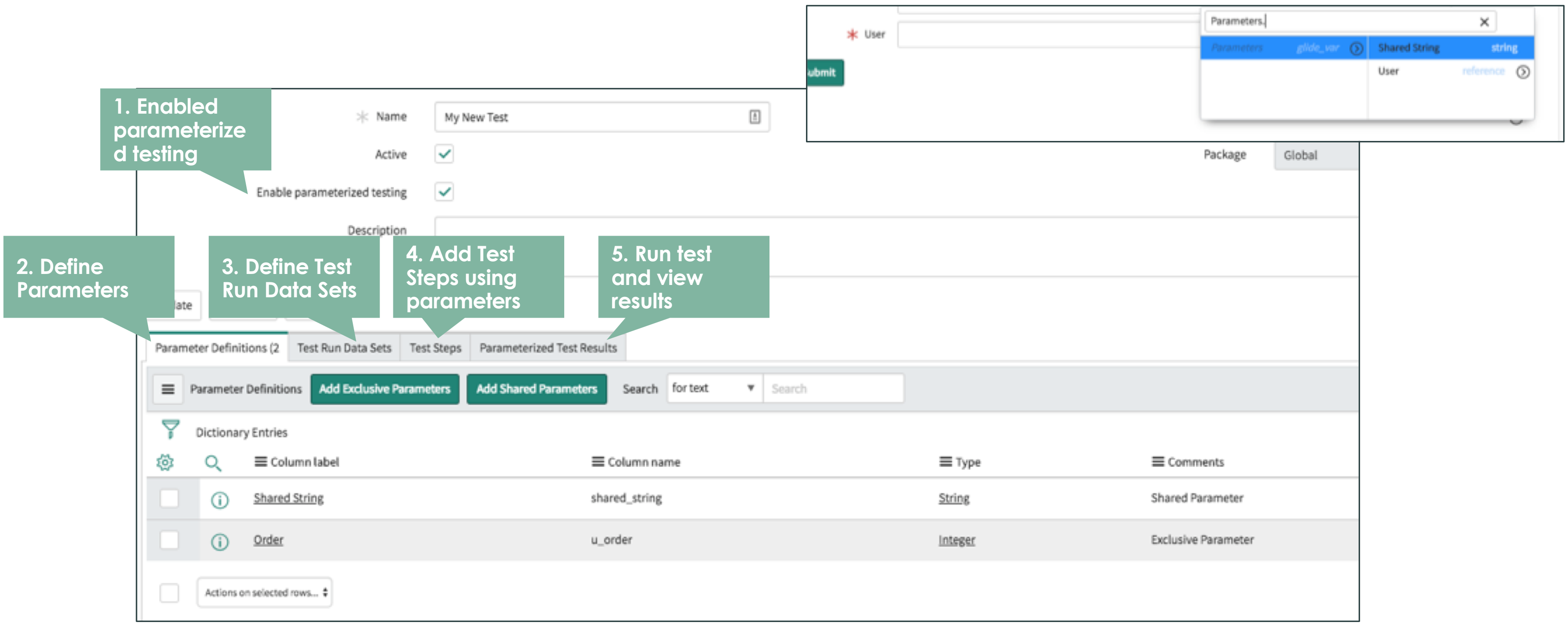
Don't start from scratch

- Copy OOB example tests
- Modify them to your needs
- Available for most products
  - IT Service Management
  - Customer Service Management
  - HR Service Delivery
  - Financial Management
  - IT Operations Management
  - IT Business Management



Parameterized tests

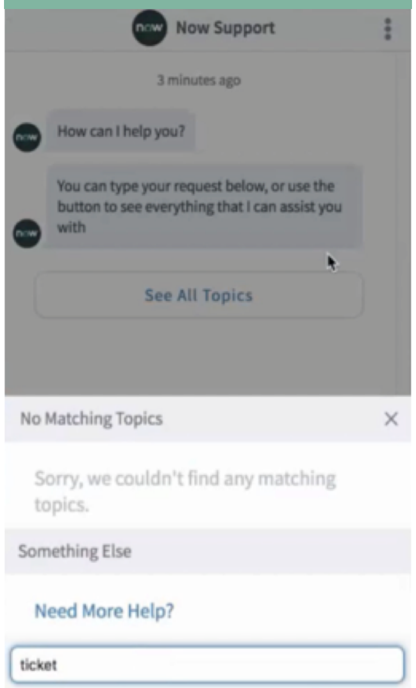
Run the same test with different field values using data sets



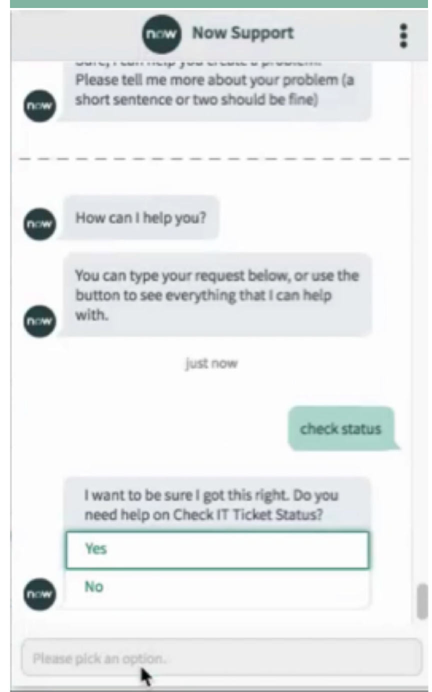
Virtual Agent

Agent topic discovery

London



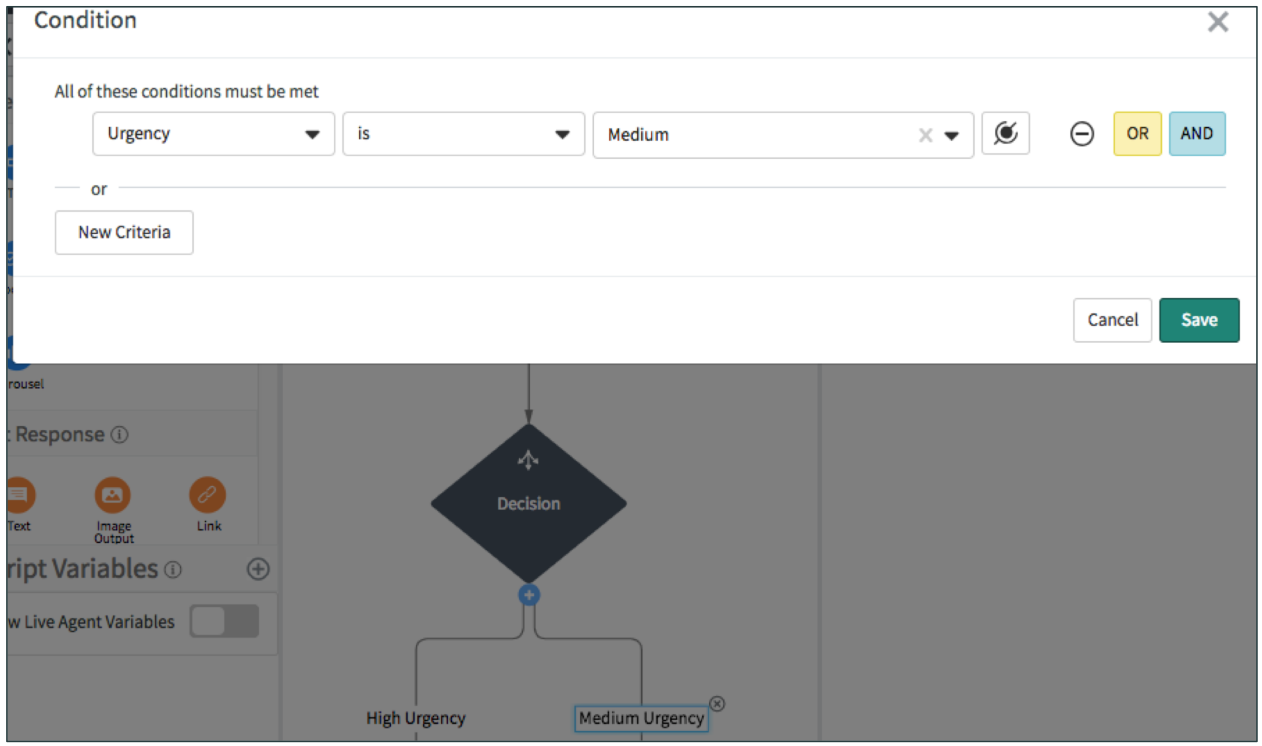
Madrid



No code

Declarative options for which previously required script

- Look up a glide record
- Create/Update a glide record
- Choice list of queried glide records
- Display a Card rendering of queried glide record
- Decision Branching
- Dynamic Display using Data Pills
- Custom applicability



Integrations

- New integration for Facebook Workplace
- MS teams enhancements
  - UX improvements - Calendar, choice lists, new card layout
- Slack enhancements
  - UX improvements – Card layout, Boolean button
  - Full support for Slack Enterprise Grid

slack

London

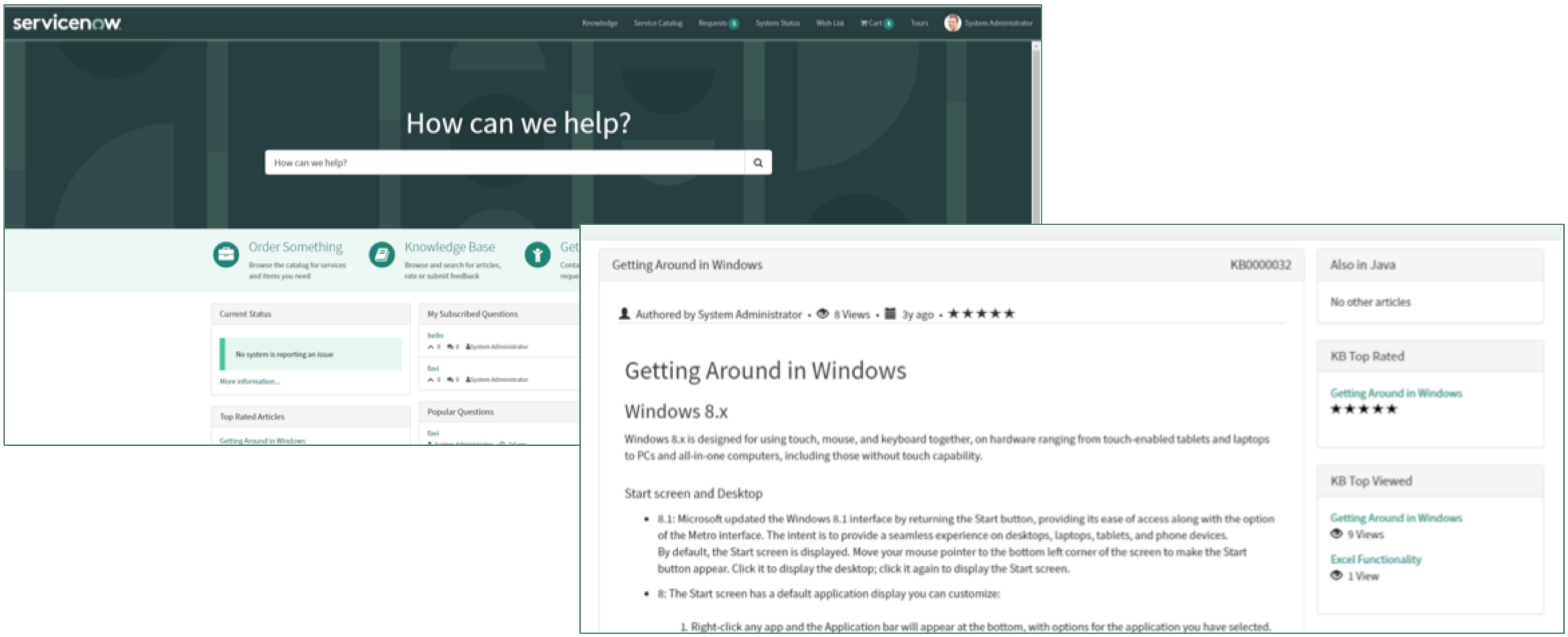
Workplace

Madrid

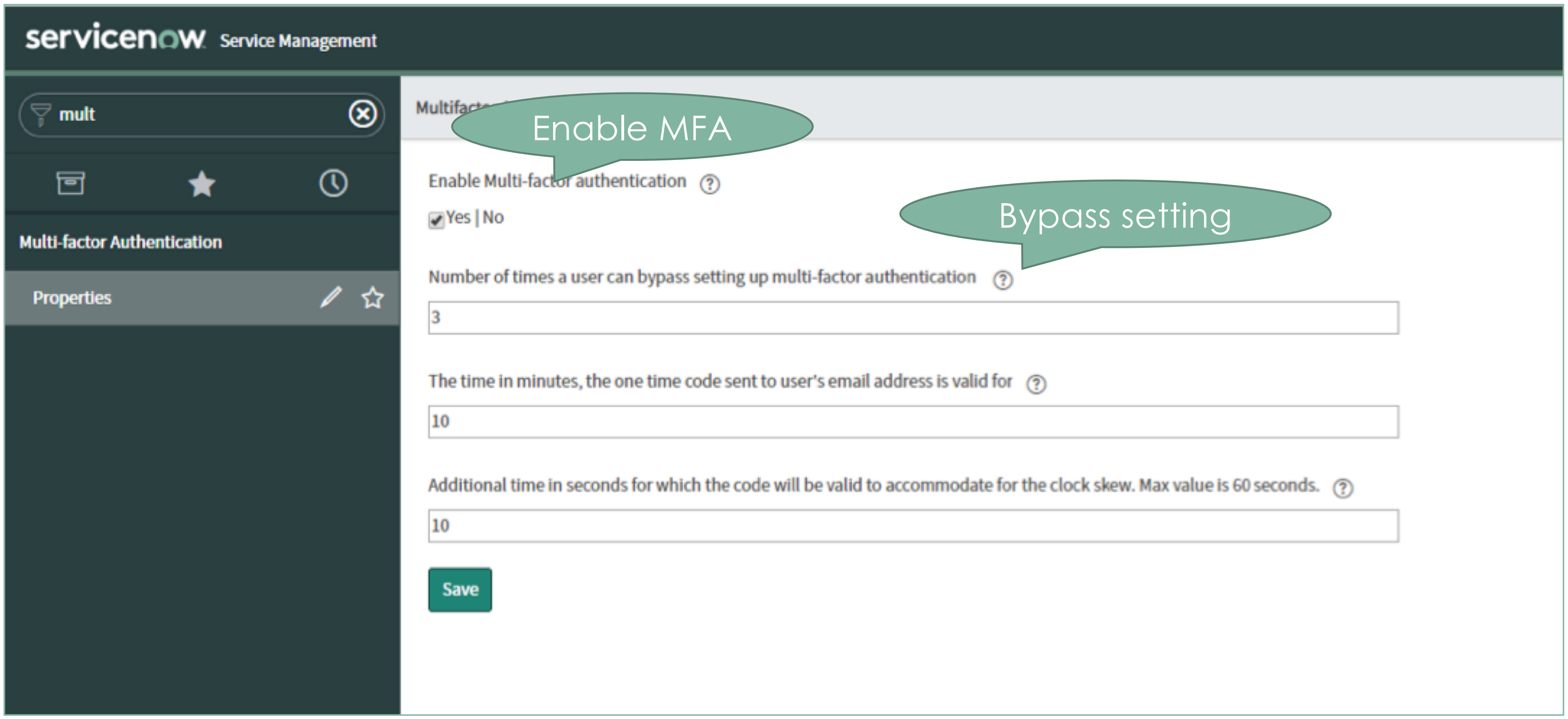
Service Portal

Branding

WCAG-AA compliant

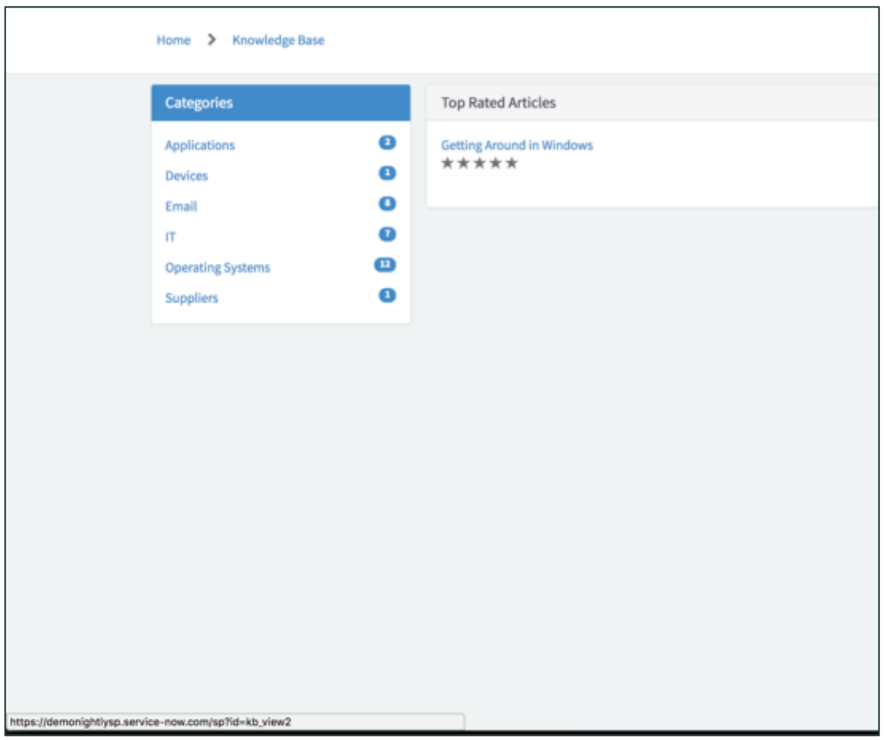


Multifactor authentication

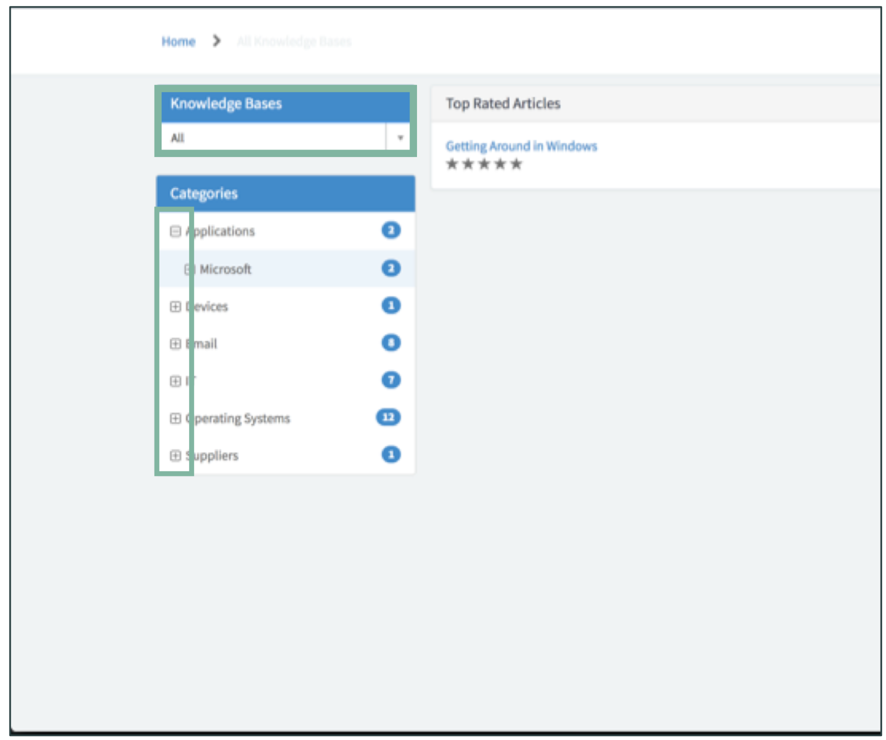


Multiple knowledge base support

Before

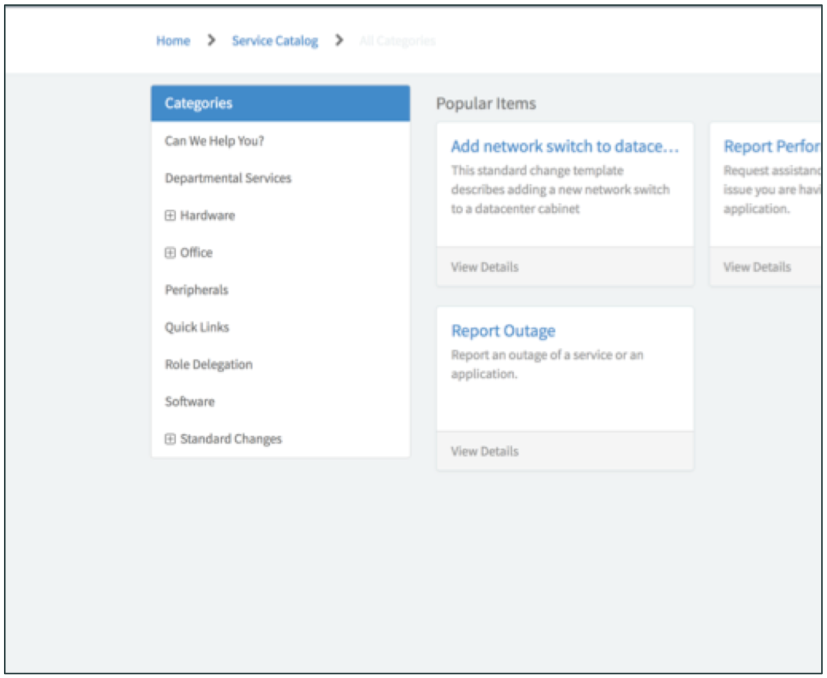


After

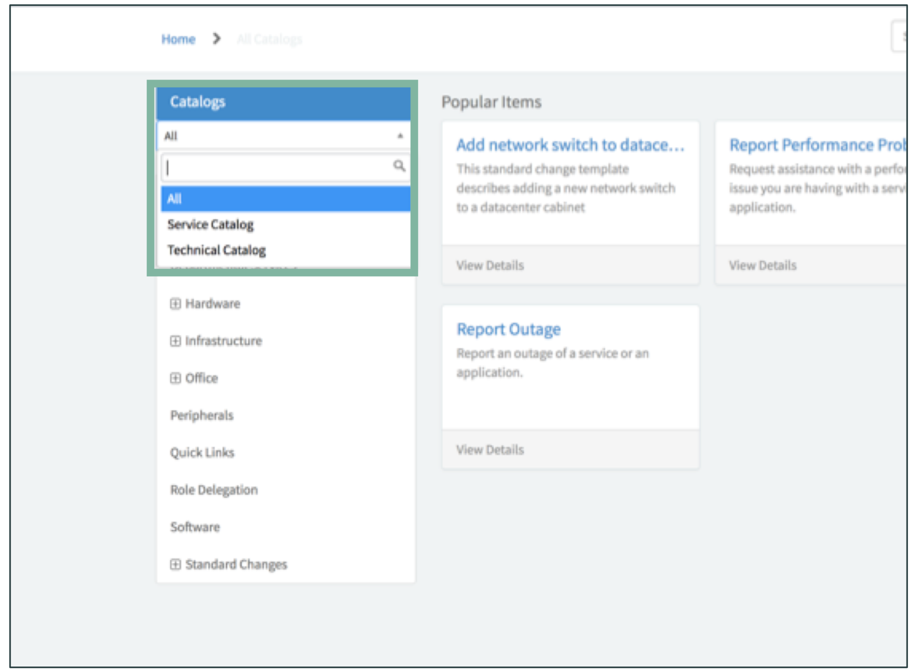


Catalog categories page

Before

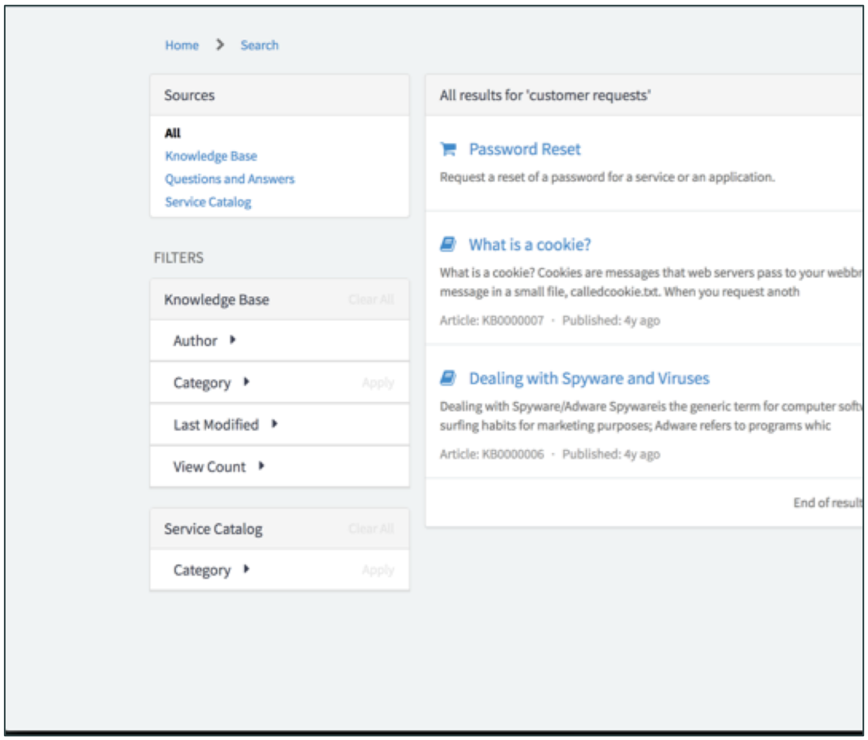


After

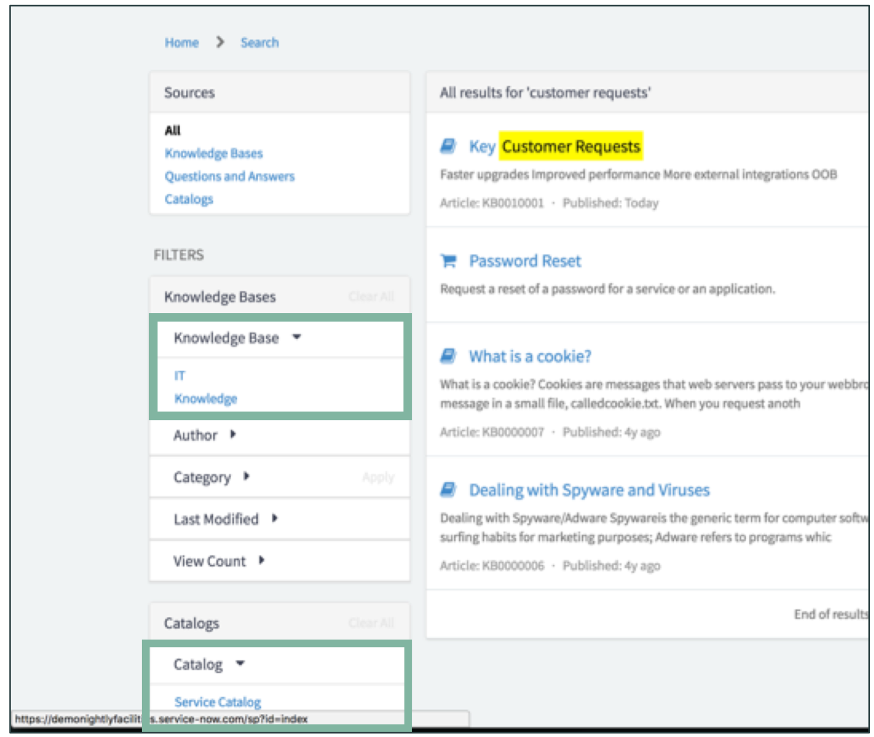


Search page

Before



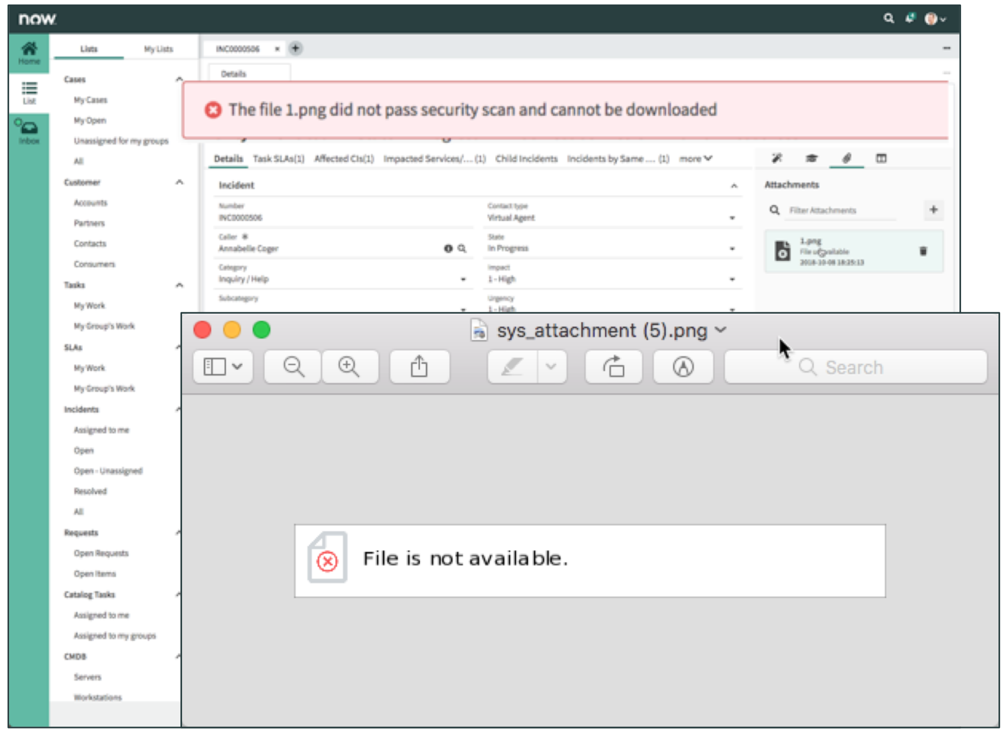
After



But wait… there's more

Antivirus protection

- Antivirus on Standard Forms/Lists
  - Uploading a file
  - Uploading an image to the HTML editor (TinyMCE)
  - Downloading a single file
  - Downloading multiple files
  - Activity Streams
  - Notifications



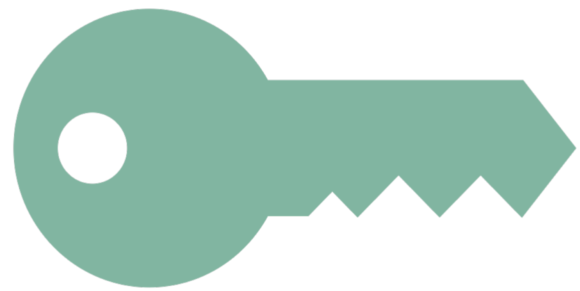
User is completely unaware of antivirus protection unless a virus is detected

Antivirus file information

- Maximum file size: 100MB (customizable)
- File MIME types supported (non-customizable)
  - application/vnd.ms-powerpoint
  - application/vnd.openxmlformats-officedocument.presentationml.presentation
  - application/vnd.ms-excel
  - application/vnd.openxmlformats-officedocument.spreadsheetml.sheet
  - application/msword
  - application/vnd.openxmlformats-officedocument.wordprocessingml.document
  - text/plain
  - application/pdf
  - image/png
  - image/bmp
  - image/jpeg
  - image/gif
  - application/zip (up to 16 levels deep – all file types inside .zip will be scanned if supported by Clam)

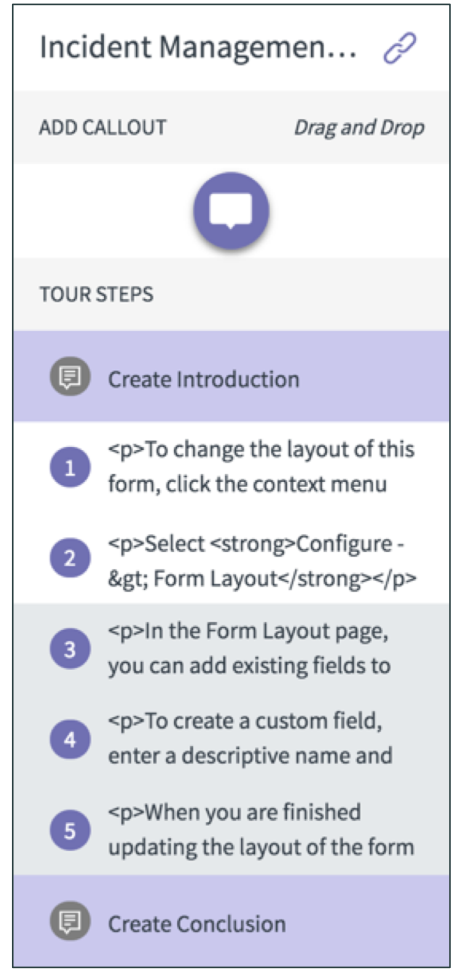
Edge Encryption

- Date and Date/Time field encryption
- Proxy authentication



Guided Tour Designer

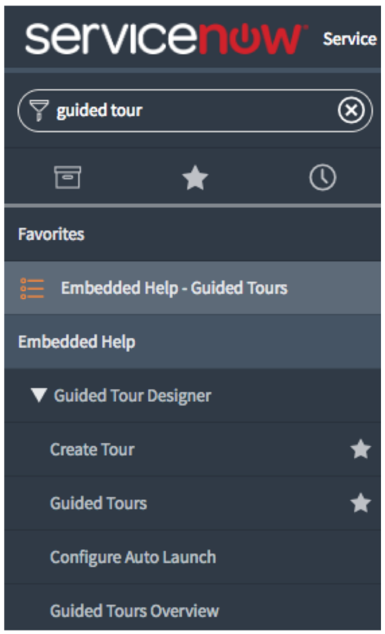
- Simplified Callout Creation
- Single icon drag-and-drop action
- No longer struggle with which direction callout to use



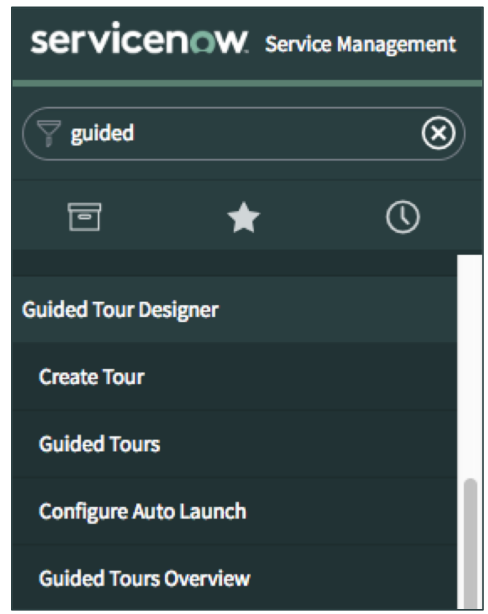
Guided tour navigation menu

No longer under the embedded help umbrella topic

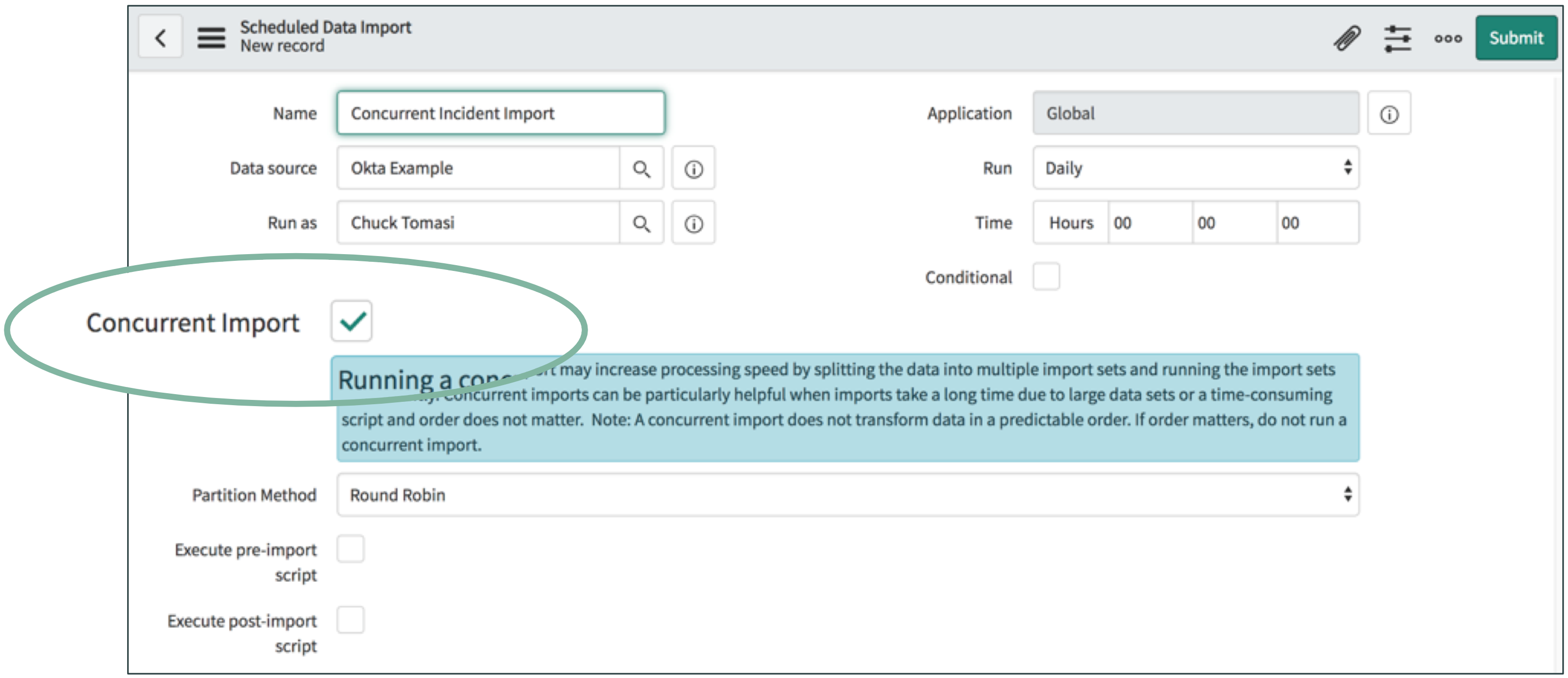
Pre-Madrid



Madrid

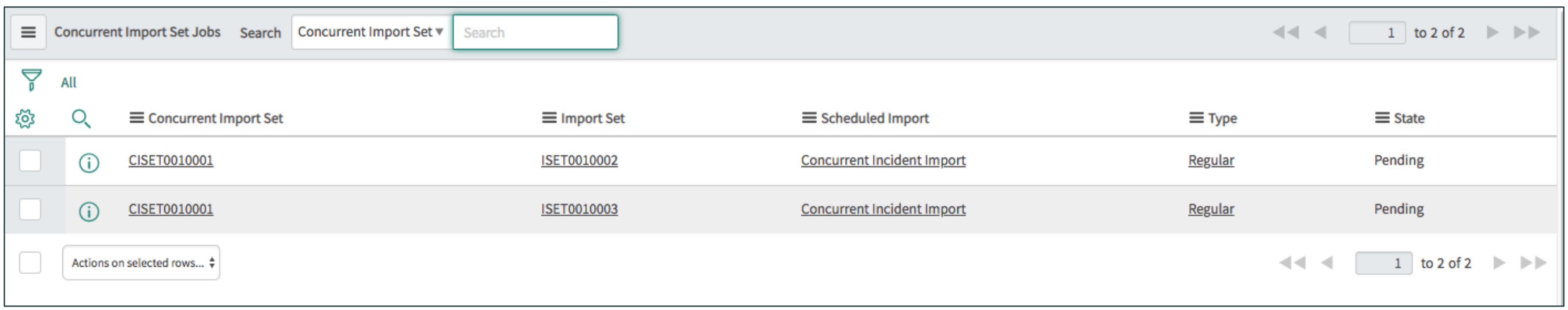


Concurrent imports



Concurrent import set jobs queue

- Keeps the import sets to be executed
- State indicates the current state
  - Pending, Running, Completed/Error
- Type indicates the type of the job
  - Regular, Reprocessing, Resuming

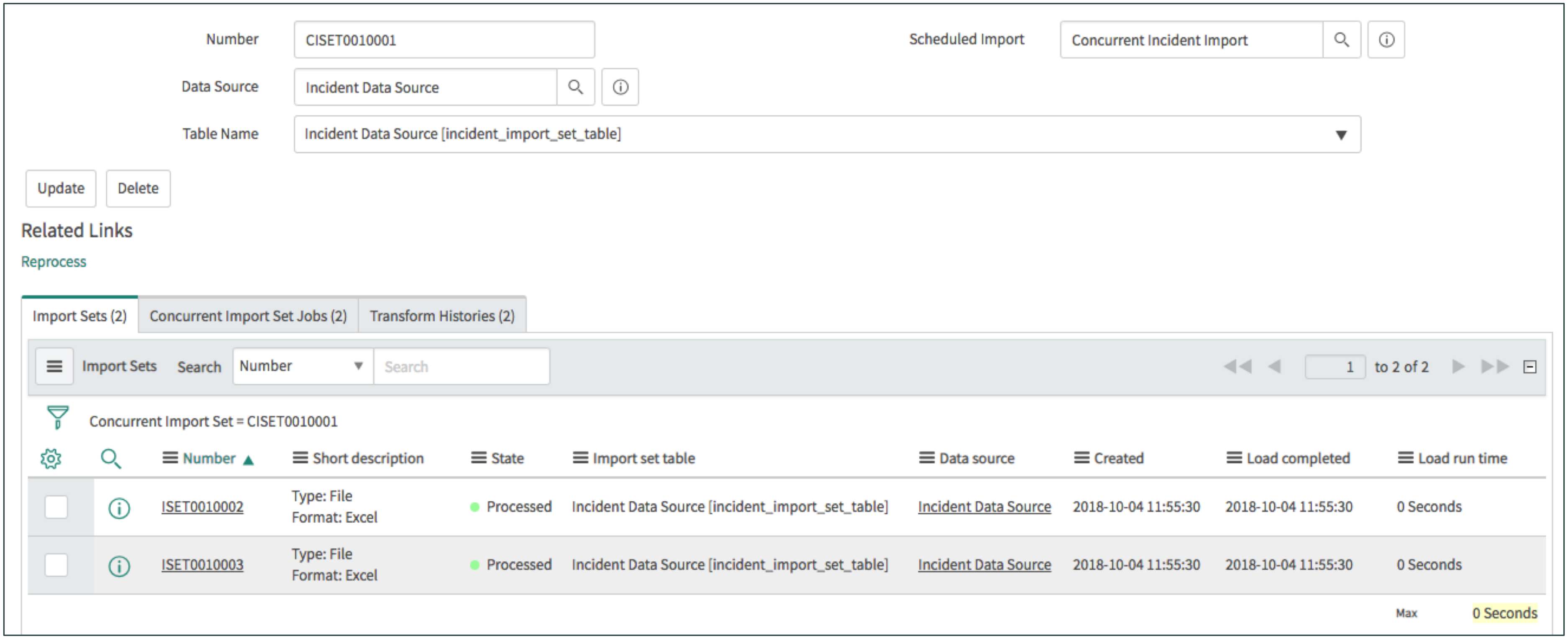

Concurrent Import Set Jobs Search Concurrent Import Set Search 1 to 2 of 2

All

Concurrent Import Set	Import Set	Scheduled Import	Type	State
CISET0010001	ISET0010002	Concurrent Incident Import	Regular	Pending
CISET0010001	ISET0010003	Concurrent Incident Import	Regular	Pending

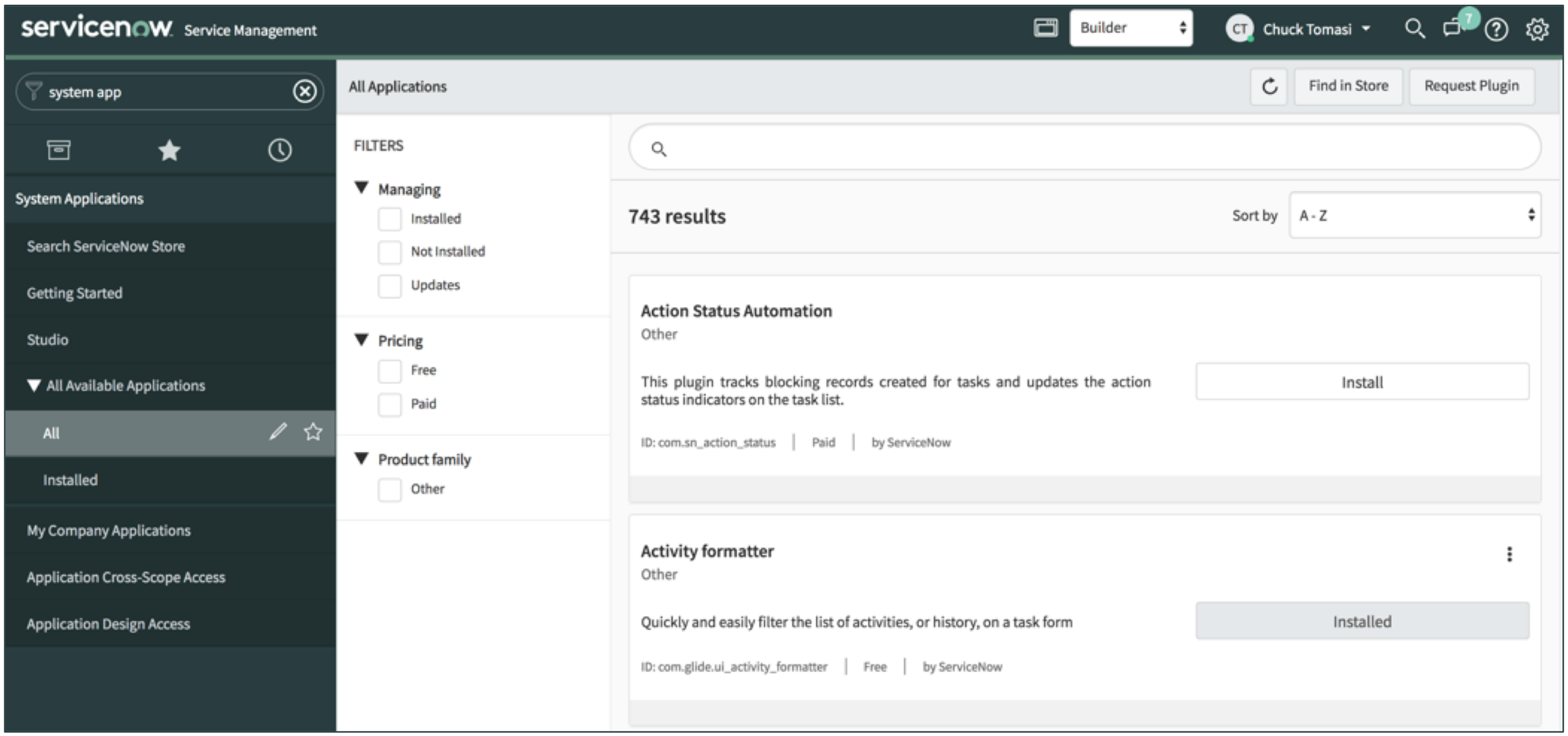
Actions on selected rows... 1 to 2 of 2

Concurrent import set aggregated view



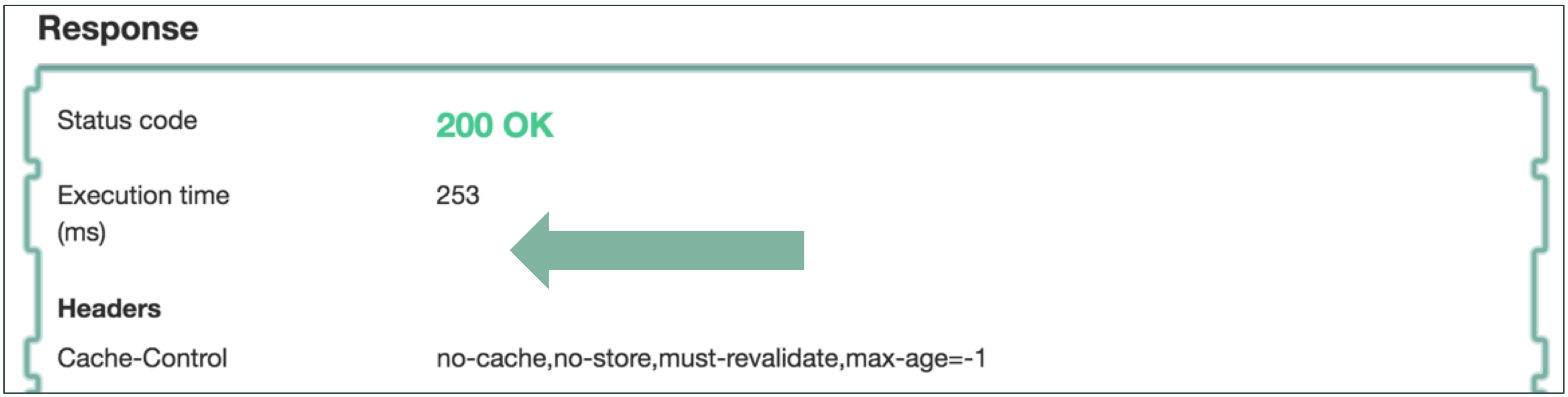
Unified plugin/app experience

System applications > all available applications > all



REST API Explorer

Display execution time (ms)



Reference information

Available in the Resource widget (at the bottom of your screen)

ServiceNow

- docs.servicenow.com
- community.servicenow.com
- developer.servicenow.com
- bit.ly/servicenow-technow
- servicenow.com/success

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Over 60 topics since 2013

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- servicenow.com/success

Remember: Questions and answers will be posted to the community

Q & A

Thank you for joining us.

- Follow us on the community
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- youtube.com/user/ServiceNowCommunity

Chuck Tomasi
Sr. TPMM
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Kreg Steppe
Program Manager, Cloud Labs
ServiceNow

Stacey Bailey
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