

Week 3 -Documentation

What is ServiceNow?

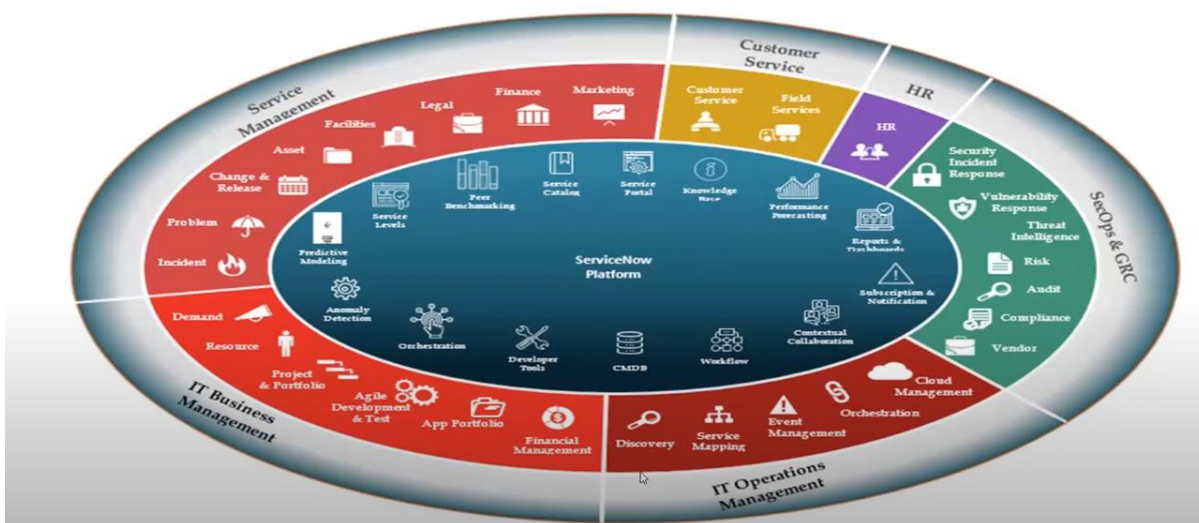
ServiceNow is a cloud-based platform designed to streamline and automate various business processes. It provides a comprehensive suite of services for IT Service Management (ITSM), IT Operations Management (ITOM), IT Business Management (ITBM), and more. ServiceNow aims to improve organizational efficiency by integrating and automating workflows across different departments.

ServiceNow Services

ServiceNow offers a diverse range of services, including:

- IT Service Management (ITSM): Streamlines IT services and support processes.
- HR Service Delivery (HRSD): Enhances employee experiences through automated HR services.
- Governance, Risk, and Compliance (GRC): Manages risk and compliance activities.
- Integrations: Connects ServiceNow with other tools and systems.
- IT Asset Management (ITAM): Oversees IT assets and their lifecycle.
- Finance Operations Management: Optimizes financial processes and operations.
- IT Business Management (ITBM): Aligns IT with business goals and strategies.

ServiceNow Architecture



ServiceNow UI Overview

The ServiceNow user interface (UI) is designed to provide a streamlined and efficient experience for interacting with the platform. It is accessible through a web browser and is structured into several key frames, each serving a specific function:

1. Banner Frame

- **Purpose:** The Banner Frame sits at the top of the ServiceNow interface and provides essential navigation and information tools.
- **Components:**
 - **Application Navigator:** Allows users to access different applications and modules within ServiceNow.
 - **Search Bar:** Enables users to search for records, applications, and other resources quickly.
 - **User Menu:** Provides access to user profile settings, notifications, and logout options.
 - **Global Search:** Offers a unified search capability across the entire platform.
 - **Help and Documentation:** Includes links to help resources and documentation.

2. Content Frame

- **Purpose:** The Content Frame occupies the central area of the UI and displays the primary content, such as records, forms, and lists.
- **Components:**
 - **Lists:** Show tabular representations of records from various tables, allowing for viewing, searching, and managing data.
 - **Forms:** Display detailed information for individual records and allow users to create or edit entries.
 - **Dashboards:** Provide a graphical view of key metrics, reports, and performance indicators.
 - **Record Details:** Present specific information about a selected record, including fields and values.

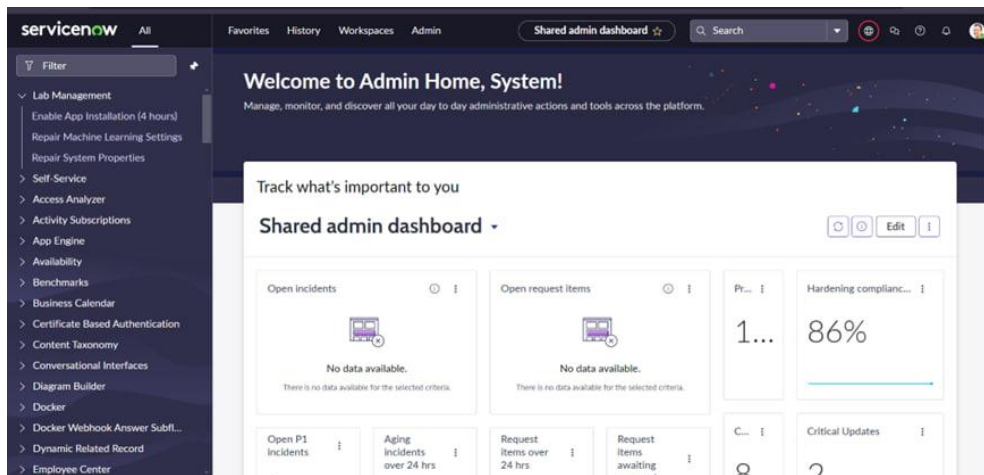
3. Navigator Frame

- **Purpose:** The Navigator Frame is located on the left side of the UI and serves as the main interface for navigating between different modules and applications.
- **Components:**
 - **Application Navigator:** Displays a hierarchical list of applications and modules, making it easy for users to access specific areas of the platform.
 - **Favorites:** Allows users to mark frequently accessed items for quick access.
 - **Filter and Search:** Provides options to filter and search through available applications and modules.

User Interface Version

- UI16: The UI version associated with the Istanbul release of ServiceNow, UI16, offers a modernized and user-friendly interface compared to previous versions. It enhances usability with improved navigation, better performance, and a more intuitive design.

The combination of these frames creates an organized and user-centric environment, enabling efficient navigation and interaction with the ServiceNow platform. Each frame is designed to contribute to a seamless user experience by clearly delineating navigation, content, and system controls.



Modules

ServiceNow features various modules, including:

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

Incident Management Module

- Definition: An incident in ServiceNow represents an interruption, degradation, or disruption of normal service operations. It signifies an issue that affects the quality or availability of services.
- Purpose: The primary goal of incident management is to effectively manage the lifecycle of incidents. This involves promptly addressing and resolving issues to minimize business risks and mitigate the impact on organizational operations. By managing incidents efficiently, businesses can restore normal service operations swiftly and ensure continuity.

Incident New record

Number: INC0010001

Channel: -- None --

* Caller: Aileen Mottern

State: New

Category: Network

Impact: 3 - Low

Subcategory: Wireless

Urgency: 3 - Low

Service: SAP Enterprise Services

Priority: 5 - Planning

Service offering:

Assignment group: Network

Configuration item: mobile PhoneTools

Assigned to:

* Short description: My wifi is not working

Description: Since 2 days I am facing this issue regarding my wireless connection. Please look into it.

Related Search Results

Related Search: My wifi is not working

Knowledge & Catalog (AI)

Problem Management Module

- **Purpose:** The Problem Management module focuses on identifying, analyzing, and resolving the root causes of incidents. Its aim is to prevent the recurrence of similar issues by addressing underlying problems rather than just their symptoms. This proactive approach helps in reducing the frequency and impact of incidents, thereby enhancing overall service stability and reliability.

Problem New record

New Assess Root Cause Analysis Fix in Progress Resolved Closed

Number: PRB0040002

State: New

First reported by: INC0010001

Impact: 3 - Low

Category: -- None --

Urgency: 3 - Low

Service:

Priority: 5 - Planning

Service offering:

Assignment group: Problem Analyzers

Configuration item:

Assigned to: Problem Administrator

* Problem statement: Demo

Description: Test123

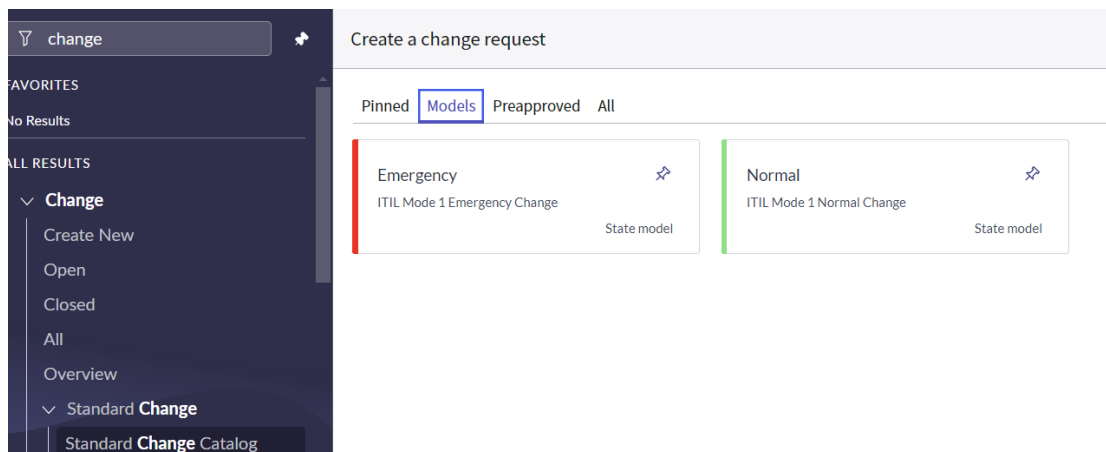
Related Search Results

Related Search: Demo

Knowledge (All)

Change Management Module

- **Purpose:** The Change Management module is responsible for overseeing changes to IT services and systems. Its primary objectives are to ensure that changes are implemented with minimal disruption to services and to adhere to established processes and compliance standards. Effective change management helps in balancing the need for innovation with the necessity of maintaining service quality and stability.



Lists

In ServiceNow, a List is a vital feature designed to present records from a specific table in a clear, tabular format. Each row in the list represents an individual record, while each column corresponds to a field or attribute from that table. Lists are integral to efficiently navigating and managing data, providing users with an organized way to view, access, and handle extensive datasets.

Functionality

- **Display Records:** Lists showcase records from a designated table, presenting them in a structured format that makes data easy to review and manage.
- **Search:** Users can quickly locate specific records using search functionality.
- **Sort:** Data can be sorted based on column values, facilitating a more intuitive way to organize and view information.
- **Filter:** Users can apply filters to narrow down records according to specific criteria, improving data retrieval and analysis.
- **Edit:** Allows users to modify and update records directly within the list interface, streamlining data management processes.

Components

1. **Title Bar**
 - **Purpose:** Displays the name of the list and often includes the table name or module title.
 - **Features:** May contain options for list actions, such as creating new records or accessing list settings.
2. **Breadcrumbs**
 - **Purpose:** Provides a navigation trail showing the user's current location within the application.
 - **Features:** Helps users understand the hierarchy and navigate back to previous pages or levels.
3. **Filters**

- Purpose: Enables users to refine the displayed records based on specific criteria.
- Features: Includes standard and custom filters to tailor the view according to user needs.

4. Data Columns

- Purpose: Represents different fields or attributes from the table, allowing users to view relevant information.
- Features: Columns can be customized to display different data points and reordered as needed.

5. Footer

- Purpose: Provides additional information about the list and often includes pagination controls.
- Features: Displays the total number of records and navigational tools for paging through the list.

Lists in ServiceNow offer a powerful way to interact with and manage large volumes of data efficiently. By leveraging the functionality and components of lists, users can gain valuable insights, streamline workflows, and maintain effective data oversight.

	Incidents	Number	Search							
All										
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned t	
	INC0010045	2019-08-14 17:36:17	email not working	Andrew Jackson	5 - Planning	Closed	Inquiry / Help	(empty)	(empty)	
	INC0010044	2019-08-14 17:34:55	iphone not working	Alejandra Prenatt	5 - Planning	Closed	Inquiry / Help	(empty)	(empty)	
	INC0010043	2019-08-14 17:15:08	Need Password Reset	Abraham Lincoln	5 - Planning	Closed	Inquiry / Help	(empty)	(empty)	
	INC0010001	2024-09-12 14:21:39	My wifi is not working	Aileen Mottern	5 - Planning	New	Network	Network	(empty)	
	INC0009009	2018-08-30 08:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	
	INC0009005	2018-09-01 04:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	
	INC0009004	2018-09-01 13:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	
	INC0009003	2018-08-30 09:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	
	INC0009002	2018-09-16 12:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	

Forms

In ServiceNow, forms serve as the primary interface for interacting with individual records within the platform's tables. They are crucial for displaying and managing detailed information associated with each record, facilitating tasks such as data entry, modification, and review.

Purpose

- Display and Manage Data: Forms provide a structured view of fields and values for individual records, enabling users to accurately input, update, and view data.

Layouts

- One-Column Layout: Displays fields in a single vertical column, suitable for simpler forms or when a compact view is preferred.

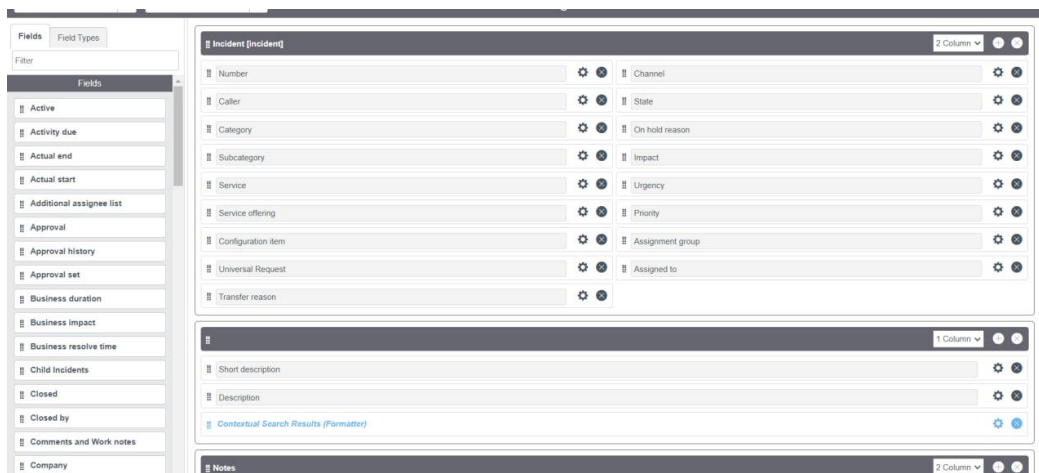
- **Two-Column Layout:** Arranges fields in two parallel columns, enhancing readability and making it easier to organize more complex forms.
- **Combination Layout:** Utilizes a mix of one-column and two-column arrangements, allowing for flexible design to accommodate diverse data presentation needs.

Access

- **Application Navigator:** Forms can be accessed through the Application Navigator by selecting the appropriate module or application.
- **List View:** Users can also open forms by clicking on a record number within a list, which directly navigates to the detailed view of the selected record.

Forms are essential for various operational tasks within ServiceNow, such as logging incidents, managing changes, or tracking tasks. They ensure accurate and efficient data handling, making them a cornerstone of effective data management and user interaction in the platform.

The image displays two screenshots from the ServiceNow platform. The top screenshot shows the 'Incident' form (INC0000002) with a context menu open over the 'Configure' option. The form fields include Number (INC0000002), Caller (Fred Luddy), Category (Network), Subcategory (-- None --), Service, Service offering, Configuration item (FileServerFloor2), Short description (Network file shares access issue), and Description (User can't get to any of his files on the file server.). The bottom screenshot shows the 'Configuring Incident form' dialog. It features two lists: 'Available' (containing fields like Active, Activity due, Actual end, etc.) and 'Selected' (containing fields like Number, Caller, Category, etc.). Below these lists are 'Cancel' and 'Save' buttons. At the bottom, there are sections for 'Form view and section' (with a dropdown for 'Default view' and a list for 'Incident' sections) and 'Create new field' (with fields for Name, Type (String), and Field length (Small (40))).



Filters

Filters in ServiceNow are powerful tools designed to refine and narrow down search results within lists and forms. They play a critical role in enhancing data retrieval and management by allowing users to focus on specific subsets of data based on predefined criteria.

Purpose

- **Refine Search Results:** Filters enable users to limit the data displayed to only those records that meet specific conditions. This helps in isolating relevant information from large datasets, making it easier to find what is needed without sifting through irrelevant data.
- **Improve Data Retrieval:** By applying filters, users can quickly locate records that match certain criteria, such as status, date ranges, or specific attributes. This targeted search capability enhances efficiency and accelerates decision-making processes.
- **Enhance Data Management:** Filters facilitate better organization and management of data by allowing users to view and work with only the most pertinent information. This is particularly useful in scenarios where large volumes of data are involved, helping users stay focused and reduce data overload.

Types of Filters

1. Basic Filters

- **Single Criteria:** Allows users to filter records based on a single field or attribute, such as filtering incidents by priority.
- **Operators:** Includes various operators like equals, contains, starts with, or ends with, to match records according to the specified criteria.

2. Advanced Filters

- **Multiple Criteria:** Enables more complex filtering by combining multiple conditions with logical operators (AND, OR) to refine results further.
- **Dynamic Filters:** Supports real-time filtering based on user interactions or data changes, providing a more responsive and adaptive user experience.

3. Saved Filters

- Reusability: Users can save frequently used filter criteria for future use, streamlining the process of accessing commonly sought data.
- Customization: Saved filters can be customized and shared with other users or groups, enhancing collaboration and standardizing data views across the organization.

Application

- In Lists: Filters are applied to lists to manage and view records that meet specific criteria, such as filtering incidents by their status or severity to streamline incident management workflows.
- In Forms: Filters can be used within forms to dynamically display relevant records or options based on user input or selected criteria, improving form usability and data accuracy.

By utilizing filters effectively, users can significantly enhance their ability to manage and retrieve data, ensuring that they work with the most relevant and actionable information available in ServiceNow.

Key Stakeholders in ServiceNow

Various stakeholders utilize ServiceNow to achieve their specific business goals:

- Employees: Leverage ServiceNow to request IT and business services, streamlining their interaction with organizational support systems.
- IT Support Team: Utilizes ServiceNow to efficiently manage and resolve service requests and incidents, ensuring effective IT service management.
- Administrators: Rely on ServiceNow to manage user access, roles, and privileges, maintaining security and proper user permissions across the platform.
- Implementers: Use ServiceNow to deploy and configure process applications and platform features that address organizational needs and improve operational workflows.
- Developers: Create and customize functionality using scripts to extend and enhance the platform's standard configurations, tailoring ServiceNow to meet specific business requirements.

id	Short description	Collector	Priority	State
h	Search			Search
08-14 17	email not working		ng	Closed
08-14 55	iphone not working		ng	Closed
08-14 08	Need Password Rese		ng	Closed
09-12 39	My wifi is not workin		ng	New
08-30 16	Unable to access the shared folder.			New
09-01 21	Email server is down.			New
09-01 30	Defect tracking tool i down.		ate	Closed
08-20	Cannot sign into the			

- Sort (a to z)
- Sort (z to a)
- Show Visual Task Board
- Ungroup
- Group By Short description
- Bar Chart
- Pie Chart
- Launch Interactive Analysis
- Configure >
- Import
- Export >
- Update Selected
- Update All
- Data Management >
- Create Application Files
- Import XML
- Show XML