

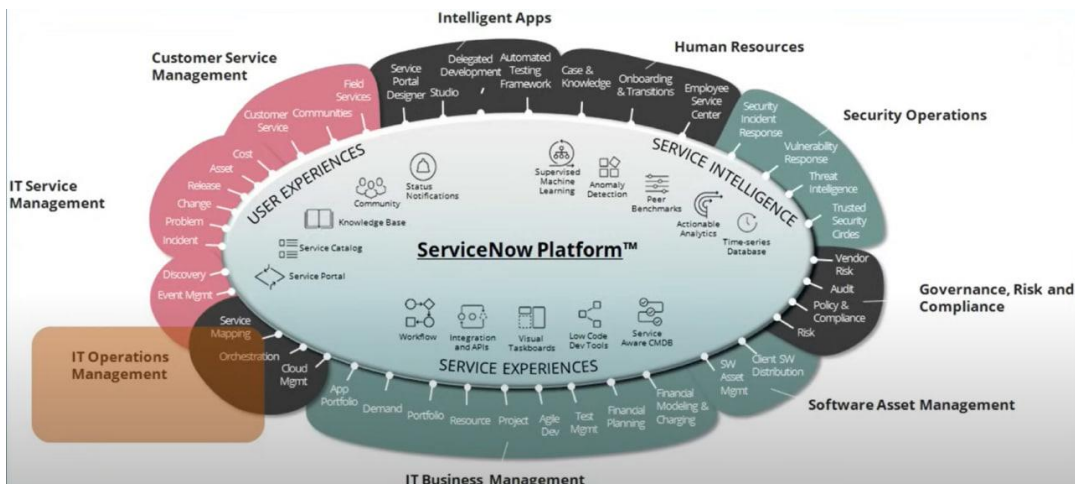
# Deep Skilling-Week 2 Documentation

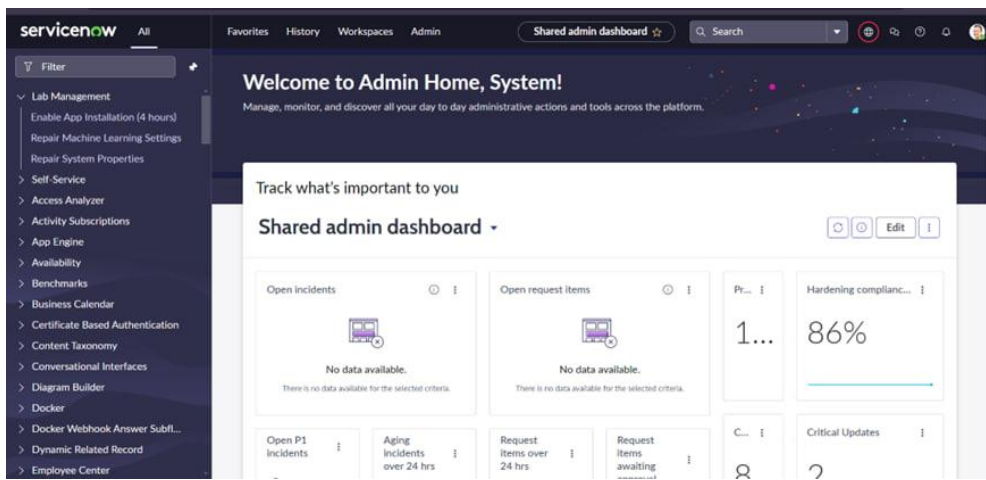
## About ServiceNow and List:

ServiceNow is a powerful cloud platform that simplifies business operations by helping organizations manage workflows, automate routine tasks, and enhance customer service delivery. Its extensive feature set caters to a variety of industries, offering scalability and adaptability to meet unique business demands. With a modular design, the platform can be tailored to individual organizational needs, integrating multiple functions across different departments.

Among its core functionalities, ServiceNow includes tools that enable organizations to manage IT services, operations, and projects efficiently. For instance, businesses can use the platform to handle IT services holistically, covering everything from incident management to resolving technical issues. In addition, it offers capabilities for monitoring IT infrastructure, ensuring smooth operations through performance tracking, event handling, and resource optimization.

ServiceNow also allows organizations to align their IT efforts with broader business goals, offering visibility into resource allocation, project management, and cost efficiency. The platform goes beyond just IT, supporting other critical areas such as security, human resources, and customer service, making it a comprehensive solution for business process automation across a wide range of industries.





## Lists in ServiceNow:

In ServiceNow, a **List** serves as an essential feature for displaying records from a specific table in a structured, tabular format. Each row in the list corresponds to a unique record, and each column represents a field or attribute from that table. Lists play a crucial role in navigating and managing data, offering users an efficient way to view, access, and handle large sets of information.

The primary functionalities that enhance the usefulness of lists include:

- **Sorting:** Users can reorder records based on any field, such as priority, date, or status, making it easier to pinpoint important information. For example, incidents can be sorted by urgency, while service requests might be ordered by their submission date, enabling quicker decision-making.
- **Filtering:** This feature allows users to refine the displayed data by applying specific conditions. Whether an IT manager is isolating high-priority incidents or a financial analyst is filtering tasks by status or department, filtering ensures that only the most relevant data is shown.
- **Grouping:** By grouping records according to selected fields, users can view data in an organized manner, which helps with analysis. For instance, incidents could be grouped by categories or by the teams assigned to them, providing a clearer understanding of trends or patterns.
- **Inline Editing:** One of the more convenient features, inline editing, lets users modify records directly within the list view. This streamlines the process of updating multiple records simultaneously, such as changing the status of several tasks without the need to open each record individually.

Incidents

Number

Search

Actions on selected rows...

New

All > Active = true

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0010001	2024-08-24 12:27:59	This is my test Hardware incident	System Administrator	5 - Planning	In Progress	Hardware	Hardware	Abraham Lincoln	2024-12-29 12:29
INC0009009	2018-08-30 08:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-07-30 12:29
INC0009005	2018-09-01 04:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-07-10 12:29
INC0009001	2018-09-12 03:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-07-30 12:29
INC0008112	2019-07-29 18:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-18-41 12:29
INC0008111	2019-07-22 21:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-21:01 12:29
INC0008001	2021-01-15 21:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-23:31 12:29
INC0007002	2018-10-17 05:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-07-21 12:29
INC0007001	2018-10-17 05:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2024-20:31 12:29
INC0001990	2020-06-07	Unable to access the personal details	Problem	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 12:29

Priority

State

Category

Assignment group

5 - Planning

4 - Low

1 - Critical

3 - Moderate

5 - Planning

5 - Planning

5 - Planning

4 - Low

Sort (a to z)

Sort (z to a)

Show Visual Task Board

Ungroup

Group By Priority

Bar Chart

Pie Chart

Launch Interactive Analysis

Configure

Import

Export

Update Selected

Update All

Data Management

Create Application Files

Import XML

Show XML

Hardware

(empty)

(empty)

(empty)

(empty)

(empty)

(empty)

(empty)

1 - Critical

New

Hardware

Openspace

Favorites

History

Workspaces

Admin

Incidents

Search

Actions on selected rows...

New

Run Save... AND OR Add Sort

State is New AND OR

All

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0010045	2019-08-14 17:36:17	email not working	Andrew Jackson	5 - Planning	Closed	Inquiry / Help	(empty)	(empty)	2019-08-14 17:36:17

## Forms:

In ServiceNow, forms act as the primary interface for interacting with individual records stored in the platform's tables. They provide users with a detailed view of a record, allowing them to create, edit, and view data. Forms are essential for accurate data input and are widely used for various tasks such as logging incidents, managing changes, or tracking tasks.

### Key Features of Forms:

#### 1. Fields:

- **Overview:** A form is made up of various fields, each capturing a specific type of information. These fields are designed to accommodate different types of data, such as text, numbers, dates, or selections.
- **Field Varieties:** ServiceNow supports a range of field types to ensure users can input the correct data:
  - **Text Fields:** Capture free-form information, such as descriptions or names.
  - **Number Fields:** Used to record numerical values like quantities or scores.
  - **Date/Time Fields:** Allow users to input dates and times, often used for deadlines or logging events.
  - **Choice Fields:** Present predefined options to users, like dropdowns or radio buttons, for standardized responses.
  - **Reference Fields:** Connect the form to records in other tables, such as linking an incident to a specific user or asset.

#### 2. Related Lists:

- **Overview:** Related lists display records from other tables that are linked to the current form, providing extra context.
- **Functionality:** These lists are displayed at the bottom of the form and allow users to manage related data without leaving the page. For example, an incident form may include a related list of tasks or other incidents reported by the same person.

#### 3. UI Policies:

- **Overview:** UI Policies are rules that modify how fields behave on a form, based on conditions.
- **Functionality:** UI Policies can hide, make mandatory, or disable fields depending on other inputs in the form. For instance, when an incident is marked as "urgent," a UI Policy might require the user to enter additional details.
- **Usage:** UI Policies ensure that users enter the correct information by tailoring the form to meet specific criteria as they complete it.

#### 4. Client Scripts:

- **Overview:** Client Scripts are custom JavaScript codes that run in the user's browser to enhance form behavior.
- **Functionality:** They allow for real-time interactions like field validation, auto-filling values, or dynamically updating content based on user input. For example, selecting a category might automatically update related fields with appropriate subcategories.
- **Usage:** These scripts offer an additional layer of customization to ensure a smooth, interactive user experience on forms.

#### 5. Form Layout and Sections:

- **Overview:** Forms can be divided into sections or tabs to improve the structure and usability of the information presented.
- **Usage:** In complex forms, such as a change request, dividing the form into sections like "Details," "Approvals," or "Risk Assessment" makes it easier for users to focus on specific areas without being overwhelmed.

#### **Additional Capabilities of ServiceNow Forms:**

- **Personalization:** Users with the right permissions can customize forms by adding or removing fields, adjusting layouts, and modifying behaviors to align with departmental needs. This ensures the forms remain relevant and efficient for specific roles.
- **Validation Rules:** Forms can enforce validation rules to ensure that important fields are completed before submission. For example, ensuring that the "Priority" field is filled in before an incident form can be submitted helps maintain data quality.
- **Attachments:** Files and documents can be attached to forms, allowing users to provide additional context or information. For instance, attaching screenshots to incident reports can help resolve issues more effectively.
- **Change History:** ServiceNow tracks all modifications made to a record through the form, including who made the changes and when. This historical log, or audit trail, helps with accountability and troubleshooting.
- **Activity Stream:** Forms often feature an activity stream that logs actions, updates, and comments in real-time. For example, an incident's activity stream might show status updates and communication between support staff and the user.
- **Action Buttons:** Forms include action buttons such as Save, Submit, Update, or Delete, enabling users to make changes, create new records, or remove records efficiently, ensuring a smooth workflow for managing tasks and incidents.

Incident  
INC0000002

Manage Attachments (1):

Number

INC0000002

\* Caller

Fred Luddy

Category

Network

Subcategory

-- None --

Service

Service offering

Configuration item

FileServerFloor2

\* Short description

Network file shares access issue

Description

User can't get to any of his files on the file server.

Re

Save

Add to Visual Task Board

Copy Incident

Create Incident Task

Create Outage

Create Request

Create Child Incident

Create Normal Change

Create Standard Change

Create Emergency Change

Refresh Impacted Services

Metrics Timeline

Follow on Live Feed

Analyze Access

Configure

Export

View

Create Favorite

Copy URL

Copy sys\_id

Show XML

History

Reload form

Form Builder

Form Design

Form Layout

Related Lists

All

Table

Vendor

Security Rules

Business Rules

Client Scripts

UI Policies

Data Policies

UI Actions

Notifications

Dictionary

henson

Notes

Related Records

Resolution Information

Templates: Incident Call Type Major Incident

Configuring Incident form

Cancel

Back

Available

Active

Activity due

Actual end

Actual start

Additional assignee list

Additional comments

Approval

Approval history

Approval set

Assigned to [+]

Assignment group [+]

Business duration

Business impact

Business resolve time

Caller [+]

Caused by Change [+]

Change Request [+]

Selected

Number

Caller

Category

Subcategory

Service

Service offering

Configuration item

Universal Request

Transfer reason

I-split-I

Channel

State

On hold reason

Impact

Urgency

Priority

Assignment reason

Cancel

Save

Form view and section

Create new field

View name

Default view

Section

Incident

Notes

Related Records

Resolution Information

Add

Name

Type

String

Field length

Small (40)

Related Links

Show timeline

Fields

Field Types

Filter

Fields

Active

Activity due

Actual end

Actual start

Additional assignee list

Approval

Approval history

Approval set

Business duration

Business impact

Business resolve time

Child Incidents

Closed

Closed by

Comments and Work notes

Company

Incident [Incident]

2 Column

Number

Channel

Caller

State

Category

On hold reason

Subcategory

Impact

Service

Urgency

Service offering

Priority

Configuration item

Assignment group

Universal Request

Assigned to

Transfer reason

1 Column

Short description

Description

Contextual Search Results (Formatter)

Notes

2 Column

## Task Management:

Task Management is a core feature of ServiceNow, designed to help organizations handle various tasks efficiently across departments. Whether managing IT incidents, service requests, change tracking, or problem-solving, the platform ensures tasks are organized, assigned, and completed systematically. ServiceNow's flexible task management allows businesses to customize workflows and track tasks from initiation to completion.

### Key Concepts in Task Management:

#### 1. Task Assignment:

- **Definition:** Task assignment involves directing tasks to individuals or teams. ServiceNow allows for both manual and automatic assignment based on factors like workload, availability, expertise, or role.
- **Assignment Methods:**
  - **Manual Assignment:** Users can assign tasks to themselves or others by selecting from a list of individuals or groups. For instance, a network-related IT incident might be assigned manually to a technician specializing in networks.
  - **Automated Assignment:** ServiceNow's assignment rules automatically route tasks to the right individual or team. Factors such as skills, department, and workload ensure fair task distribution.
  - **Round-robin Assignment:** In cases where equal task distribution is desired, tasks are assigned in a round-robin manner among available team members to maintain balance.
- **Escalation:** If a task remains unresolved or unassigned for a set period, it can be escalated to ensure critical tasks receive timely attention.

#### 2. Task States:

- **Definition:** Tasks follow a lifecycle, moving through various states to indicate their progress.
- **Common States:**
  - **Open:** Task has been created but not yet started.
  - **In Progress:** Active work is being done.
  - **On Hold:** Task is paused, perhaps awaiting more information or approval.
  - **Resolved:** Task is addressed but awaits confirmation or closure.

- **Closed:** Task is fully completed or canceled.
  - **State Transitions:** Tasks change states as work progresses, triggering notifications, approvals, or escalations, ensuring timely completion.
3. **Workflow Integration:**
- **Definition:** Task management integrates with workflows to automate processes such as task creation, notifications, approvals, and escalations.
  - **Workflow Features:**
    - **Automated Task Creation:** Tasks are automatically generated based on triggers or events. For instance, a hardware request creates a task for the procurement team.
    - **Approvals:** Tasks like change requests require managerial approval. Workflows trigger approvals automatically and track them.
    - **Notifications:** Automated notifications keep stakeholders informed, from task assignment to completion or when deadlines approach.
    - **SLA Management and Escalation:** Integration with SLAs ensures tasks meet deadlines. If not, the system escalates the task or reassigns it to maintain progress.
4. **Task Relationships and Dependencies:**
- **Parent-Child Tasks:** Tasks can be organized hierarchically, where a parent task oversees smaller, related child tasks. For example, an IT project may consist of sub-tasks such as network setup and software installation.
  - **Task Dependencies:** Some tasks rely on others before they can begin. ServiceNow allows dependencies, ensuring tasks follow the correct sequence. For instance, software deployment might depend on hardware installation.
5. **Tracking and Reporting:**
- **Real-Time Tracking:** ServiceNow allows users to monitor task progress, workloads, and status in real-time, using dashboards for easy tracking.
  - **Custom Reporting:** The platform's robust reporting features provide detailed insights into task performance, SLA adherence, and workload distribution, enabling teams to identify bottlenecks and optimize efficiency.
  - **Task Prioritization:** Tasks are prioritized, ensuring critical work, like incidents affecting key systems, gets immediate attention over lower-priority tasks.

This comprehensive approach to task management enables organizations to handle work efficiently, automate processes, and track progress seamlessly.



Number

INC0000002

\* Caller

Fred Luddy

Category

Network

Subcategory

-- None --

Service

Service offering

Duration item

FileServerFloor2

Channel

-- None --

State

On Hold

\* On hold reason

Awaiting Vendor

Impact

1 - High

Urgency

1 - High

Priority

1 - Critical

Assignment group

Network

Assigned to

Howard Johnson

Short description

Network file shares access issue

Description

User can't get to any of his files on the file server.

Related Search Results >

Assignment Rule

Hardware Incidents

This record is in the Global application, but Lab Management is the current application. To edit this record click here.

Use Assignment Rules to automatically assign tasks to users and groups. [More Info](#)

Name

Hardware Incidents

Application

Global

Active

☒

Applies To

Assign To

Select a Table and specify the Conditions that must be met before the task is assigned to the user or group. The rule is applied only if the task is not already assigned to another user or group.

Table

Incident [incident]

Conditions

category=hardware^EQ

Assignment Rules

Execution Order

Search

Actions on selected rows...

New

All					
<input type="checkbox"/>	Table	Name	Execution Order	User	Updated
<input type="checkbox"/>	Search	Search	Search	Search	Search
<input type="checkbox"/>	incident	Hardware Incidents	10	Abraham Lincoln	2024-08-24 12:27:36
<input type="checkbox"/>	incident	High Priority for Network	80	(empty)	2014-01-01 00:00:00

Assignment Data Lookup

100

Category

Inquiry / Help

Subcategory

Email

Configuration Item

Location

Assignment Group

Assigned To

Fred Luddy

Application

Global

Active

☒

Order

100

Update

Delete

notification

FAVORITES

No Results

ALL RESULTS

Self-Service

My Notification Preferences

Activity Subscriptions

Configuration

Notification Objects

Notification Preferences

Activity Type Preference

Subscription Preference

System Mobile

Mobile Push Notifications

Push Notifications

Push Action Categories

Push Actions

Service Creator

Administration

Notifications

Notifications

Execution Order

Search

Actions on selected rows...

New

All > Table = catalog\_category\_request > Event name != czTemplate > Active = true

	Name	Active	Table	Category	Email template	Conditions	Description	Users/Groups in fields
<input type="checkbox"/>	Service Category Published	true	Service Category [catalog_category_request]	Service Creator	Unsubscribe and Preferences	state=CHANGESTOpublished*EQ		manager,editors
<input type="checkbox"/>	Service Category Rejected	true	Service Category [catalog_category_request]	Service Creator	Unsubscribe and Preferences	state=CHANGESTOrejected*EQ		manager
<input type="checkbox"/>	Service Category Request Inserted	true	Service Category [catalog_category_request]	Service Creator	Unsubscribe and Preferences	state=requested*EQ		
<input type="checkbox"/>	Service Category Created	true	Service Category [catalog_category_request]	Service Creator	Unsubscribe and Preferences	state=CHANGESTOcreated*EQ		manager
<input type="checkbox"/>	Service Category Publication Requested	true	Service Category [catalog_category_request]	Service Creator	Unsubscribe and Preferences	state=CHANGESTOready*EQ		
<input type="checkbox"/>	Service Category Request Opened	true	Service Category [catalog_category_request]	Service Creator	Unsubscribe and Preferences	state=requested*EQ		manager

1 to 6 of 6

Notification

New record

Subr

Name

Notify on priority change to P1

Application

Global

Table

Incident [incident]

Active

☒

Category

Uncategorized

Allow Digest

☐

When to send

Who will receive

What it will contain

Notifications can be sent (if the specified Conditions are met) under one of the following circumstances:

- A record is **Inserted** or **Updated** into the **Table** specified above
- The specified event is fired
- Via a Flow Action

Send when

Record inserted or updated

Updated

☐

Inserted

☐

Conditions

Add Filter Condition

Add "OR" Clause

Priority

changes to

1 - Critical

AND

OR

X

Name

Notify on priority change to P1

Application

Global

Table

Incident [incident]

Active

☒

Category

Uncategorized

Allow Digest

☐

When to send

Who will receive

What it will contain

Notifications can be sent to specific Users and Groups or to User/Groups in fields on the record that generated this notification.

Users

☐

☐

Katina Ramano

Groups

☐

CAB Approval

Users/Groups in fields

☐

Subscriber

☐

Caller, Assignment group, Assigned to

Service Catalogue:

The **Service Catalogue** in **ServiceNow** is a powerful tool that allows organizations to streamline and manage service requests effectively. It acts as a user-friendly, centralized hub where users can browse and request a variety of services and products ranging from IT support to HR services. By automating workflows and approvals, the Service Catalogue enhances efficiency, transparency, and user satisfaction.

## Key Elements of the Service Catalogue:

### 1. Catalogue Items:

- **Definition:** These are the individual services or products that users can request, including IT services, hardware requests, HR services, and more.
- **Customization:** Catalogue items can be tailored to specific user roles or departments, ensuring relevance and a smoother request process.

### 2. Workflows:

- **Definition:** Each request triggers a predefined workflow that automates the fulfillment process, including task creation, notifications, and escalations.
- **Automation:** Ensures consistency in request handling by automating routine tasks, such as checking inventory or requesting approvals.

### 3. Approvals:

- **Definition:** Many requests require approval from managers or department heads, seamlessly integrated into the Service Catalogue workflows.
- **Automated Approval Process:** Approvals are routed to the appropriate individuals, and the system supports multiple levels of approvals and delegation in case of approver unavailability.

### 4. User Interface and Navigation:

- **Intuitive Experience:** The Service Catalogue provides a user-friendly, self-service portal with features like search, filtering, and personalized catalogues based on the user's role.
- **Request Forms:** These ensure that all necessary information is captured for each service request.

### 5. Request Tracking and Status Updates:

- **Real-Time Tracking:** Users can track the status of their requests in real time, providing transparency into the request lifecycle.
- **Notifications:** Automated notifications keep users updated about the progress of their requests, reducing the need for follow-ups.

### 6. Integration with Knowledge Base:

- **Support and Information:** Users can access related help articles or self-help resources before submitting requests, reducing the number of requests by resolving issues independently.

In summary, ServiceNow's Service Catalogue enhances the service request process by offering a seamless, automated, and user-centric platform that benefits both requesters and service teams.

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Hardware Catalog

Lenovo ThinkPad Power Adapter - 135W

Update

Copy

Try It

Name

Lenovo ThinkPad Power Adapter -

Product ID

4X20E50558

Catalogs

Service Catalog

Price

\$

99.99

Category

Peripherals

Recurring price

\$

0.00

Workflow

Procurement Process Flow - I

Recurring price frequency

-- None --

Execution Plan

List Price

\$

0.00

Vendor

Cost

100

Rank tier

-- None --

Omit price in cart

☐

Model

Short description

For Lenovo Thinkpad, AC Adapter, 135W

Ordered item link

General

Product Information

Images

Delivery time

Days 2

Hours 00

00

00

UPC

For Lenovo Thinkpad, AC Adapter, 135W

AC Adapter for Lenovo Thinkpad series computers. Just plug it into an available wall outlet to deliver AC power to your compatible ThinkPad laptop and to recharge the system battery.

Compatible with ThinkPad laptops with rectangular "slim tip" common power plug

Not compatible with ThinkPad laptops with the round, barrel-type power plug

Order this Item

Price

\$99.99

Quantity

1

Subtotal

\$99.99

Delivery time

Order Now

2 Days

Order Now

Add to Cart

Shopping Cart

Empty

Order Now

Order Status

Thank you, your request has been submitted

Order Placed:

2024-09-09 07:26:05

Request Number:

REQ0010001

Estimated Delivery Date of Complete Order:

2024-09-11

Description	Delivery Date	Stage
<a href="#">For Lenovo Thinkpad, AC Adapter, 135W</a>	2024-09-11	<div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>


Back to Catalog

Continue Shopping

7 results for "apple"

Sort by |
**Relevance**
Views
Newest
Alphabetical

Showing All Results




### How to configure VPN for Apple Devices

IT | Devices > Apple

How to configure VPN for **Apple** Devices For an iPhone or iPad running iOS? Select Settings General VPN.= Click Add VPN Configuration and enter the following information: Select L2TP. Enter OS X Mavericks (10.9), Mountain Lion (10.8) or Lion (10.7) Open **Apple** System Preferences. Select

Wayne Webb • 2 Views • 10y ago • ☆☆☆☆☆




### Where can I obtain updates and new releases?

IT | Operating Systems > Mac OS X > How To

), open the Mac App Store, available in Mac OS X 10.6.6 and later. You may access it from the **Apple** menu. You can also buy other software products from **Apple** and third-party developers in the App Store. To order **Apple** merchandise, visit the **Apple** Store or call 800-MY-APPLE. For information about

Sam Sorokin • 47 Views • 2y ago • ☆☆☆☆☆



### How do I create and delete users?

IT | Operating Systems > Mac OS X > How To

- **Core Tables:** Pre-configured tables essential for platform functionality.

- **Examples:**

- **Users Table (sys\_user):** Stores user-related information, such as names, roles, and contact details.
- **Groups Table (sys\_user\_group):** Manages group data for team assignments.
- **Incident Table (incident):** Tracks incidents, including statuses and assignment groups.
- **Custom Tables:** Custom-built tables tailored to specific organizational needs, such as tracking project milestones or vendor information.
- **Naming Convention:** Custom tables usually start with a "u\_" prefix (e.g., u\_project\_milestones) to distinguish them from system tables.

## 2. Fields:

- **Definition:** Fields are the individual data points in a table.
- **Field Types:**
  - **Text Fields:** Store names, descriptions, or other textual data.
  - **Number Fields:** Capture numeric values such as priorities or counts.
  - **Date/Time Fields:** Used for timestamps and deadlines.
  - **Boolean Fields:** Binary fields (e.g., checkboxes for true/false data).
  - **Reference Fields:** Link data between tables (e.g., associating incidents with users).
  - **Choice Fields:** Predefined options in a drop-down or radio button format.
- **Mandatory Fields:** Ensure that essential information is always captured.

## 3. Relationships Between Tables:

- **Reference Fields:** Enable tables to reference data from other tables, creating links between records.
- **One-to-Many Relationships:** A record in one table may be linked to multiple records in another (e.g., a user related to multiple incidents).
- **Many-to-Many Relationships:** Achieved through intermediary tables, facilitating complex associations (e.g., multiple users assigned to multiple projects).

## 4. Table Hierarchy:

- **Parent and Child Tables:**
  - **Parent Table:** Contains shared fields and logic across related tables (e.g., the **Task Table** holds fields like state and priority).

- **Child Table:** Inherits fields from the parent but can have its own fields (e.g., the **Incident Table** is a child of the Task Table).
- **Extending Tables:** Allows custom tables to inherit fields and behaviors from parent tables, promoting consistency while enabling customization.

5. Customizing Tables and Fields:

- **Field Customization:** Administrators can add/remove fields to meet business requirements.
- **Access Control:** ACLs (Access Control Lists) govern who can view, modify, or delete records, ensuring data security.
- **Auditing:** Tracks changes made to fields, capturing details like who made the change and when.

6. Views and Layouts:

- **Form Views:** Provide a structured layout for interacting with individual records.
- **List Views:** Display multiple records in a table format, allowing users to filter, sort, and group them for easier navigation.

This structure enables ServiceNow to manage vast amounts of data in an organized, flexible manner, allowing businesses to streamline their workflows and ensure data accuracy across different departments and processes.

<

Table

New record

\* Label

Demo Youtube

Application

Global

\* Name

u\_demo\_youtube

Create module

☒

Extends table

Create mobile module

☒

-- Create new --

Add module to menu

Demo Youtube

New menu name

Columns

Controls

Application Access

Table Columns

for text

Search

Dictionary Entries

	Column label	Type	Reference	Max length	Default value	Displ
<div><div></div><div></div></div>	Name	String				false
<div><div></div><div></div></div>	Insert a new row...					

Incident [incident]  
Incident Fact Table [incident\_fact\_table]  
Incident Metric [incident\_metric]  
Incident SLA [incident\_sla]  
Incident Task [incident\_task]  
Incident Time Worked [incident\_time\_worked]  
Inclusion Endpoint [cndb\_ci\_endpoint\_inclusion]  
Incremental Offline Deny List [sys\_sg\_incremental\_offline\_exclusion\_list]  
Incremental offline result [sys\_sg\_incremental\_result]  
Index Explanation [sys\_index\_explain]  
Index Hint Rewrite [sys\_query\_index\_hint]  
Index History [sn\_aisearch\_global\_job\_ingest\_history]  
Index Suggestion [sys\_index\_suggestion]

Edit Table Schema map Delete all records

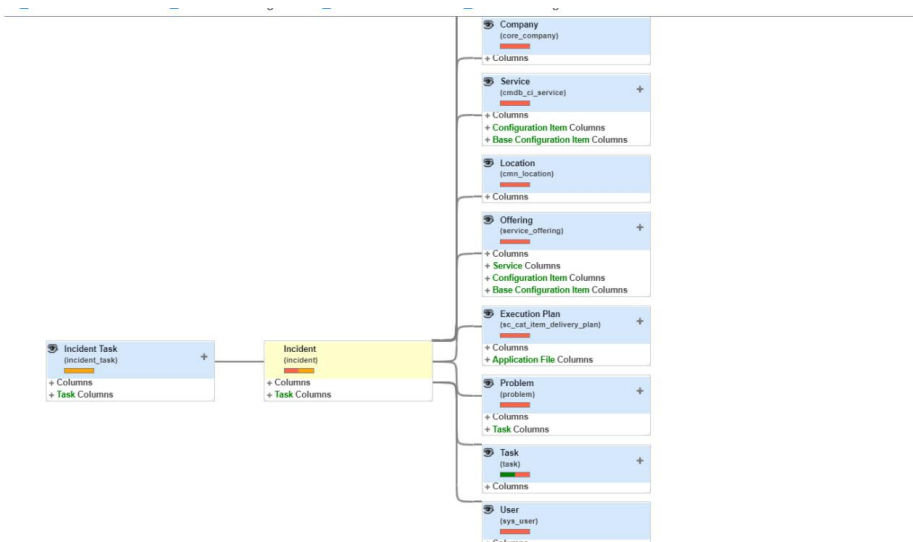
Tables

Index creator

Select the fields that should be included in the index. Only those fields from the table selected above  
Available

Table name incident

Business impact  
Business resolve time



## Types of Tables:

In ServiceNow, tables are the foundational elements that organize and manage data across the platform. They can be classified into different types based on their function, structure, and customization capabilities. Here's an overview of the primary types of tables:

### 1. Core Tables:

- **Definition:** Core tables are out-of-the-box, preconfigured tables provided by ServiceNow. They manage essential business processes and are integral to the platform's built-in functionalities.
- **Examples:**



- **Incident Table (incident):** Tracks IT incidents, storing details such as descriptions, assignments, and status.
- **Change Request Table (change\_request):** Handles changes in IT systems, tracking approvals, risk assessments, and implementation plans.
- **Task Table (task):** A parent table for various task-related processes (incidents, requests, problems) that includes fields like state, priority, and assignment group.
- **Purpose:** Core tables provide consistent structures for common business processes, forming the basis for many ServiceNow applications like IT Service Management (ITSM) and change management.
- **Characteristics:** These tables cannot be deleted but can be customized by administrators.

## 2. Extended Tables:

- **Definition:** Extended tables are child tables that inherit properties from a parent table. This allows them to retain core functionalities while adding specialized fields for their use cases.
- **Example of Inheritance:**
  - **Parent Table: Task Table (task):** Incident, Change Request, and Problem tables all extend from the Task table, inheriting its attributes like states and priorities.
  - **Incident Table (incident):** Inherits task management features but adds fields specific to incidents, such as urgency and caller information.
- **Advantages:**
  - **Consistency:** Common attributes and workflows are maintained across extended tables, promoting consistency.
  - **Customization:** Extended tables can be tailored by adding fields or scripts specific to their function while inheriting core attributes from the parent table.
- **Use Cases:** Extended tables are ideal when a specialized data structure is needed, such as task-based records like incidents and requests.

## 3. Custom Tables:

- **Definition:** Custom tables are created by administrators for unique data requirements that aren't met by core or extended tables. These tables allow organizations to define fields, relationships, and workflows from scratch.
- **Creation:** Custom tables are built to manage data that is specific to an organization's processes. They offer flexibility to capture information not covered by pre-existing tables.
- **Examples:**
  - **Vendor Management Table:** Used to store information such as vendor names, contracts, and service level agreements (SLAs).

- **Project Milestones Table:** Tracks milestones within a project, such as milestone names, completion dates, and project managers.
- **Customization and Flexibility:**
  - **Complete Control:** Administrators have full control over custom tables, defining fields, relationships, and permissions.
  - **Integration:** Custom tables can be linked with core and extended tables using reference fields to establish relationships between data entities.
- **Scalability:** As business processes evolve, custom tables can be expanded with additional fields and relationships without affecting the overall system.
- **Naming Convention:** Custom tables are typically given a "u\_" prefix (e.g., u\_vendor\_management) to distinguish them from system tables.

#### Summary:

- **Core Tables:** Provide essential, preconfigured data structures for common business processes (e.g., incident and task management).
- **Extended Tables:** Inherit from parent tables to extend core functionality while allowing for custom fields.
- **Custom Tables:** Fully customizable tables created for unique data needs, offering complete flexibility and scalability.

Understanding these table types is essential for effectively managing and expanding ServiceNow's capabilities to fit the evolving needs of organizations.

## Access Control List (ACL):

Access Control Lists (ACLs) in ServiceNow are crucial for ensuring data security and managing user permissions. They allow granular control over what data users can view, create, update, or delete by specifying security rules at both the record (row-level) and field (column-level). Below is a detailed explanation of key ACL concepts in ServiceNow:

#### Key ACL Concepts:

##### 1. Roles:

- **Definition:** Roles are collections of permissions that define what actions a user can perform and what data they can access.

- **Role-Based Access:** ACLs often use roles to determine if a user has the necessary permissions to access data.
- **Examples of Roles:**
  - **ITIL Role:** Grants access to ITSM modules such as incidents, changes, and problems.
  - **Admin Role:** Allows full access to create, update, and delete any records.
  - **Custom Roles:** Created to fulfill unique access needs, such as a procurement manager role granting access to vendor records.
- **Role Inheritance:** Roles can inherit permissions from other roles, e.g., a manager role might inherit basic user permissions.
- **Using Roles in ACLs:** ACL rules specify which roles can access certain data. For instance, only users with the ITIL role might be able to modify incident records.

## 2. Security Rules:

- **Definition:** Security rules are the conditions enforced by ACLs that define whether a user can interact with a specific resource.
- **Types of ACL Rules:**
  - **Create:** Controls whether a user can create new records.
  - **Read:** Controls whether a user can view records.
  - **Write:** Controls whether a user can update records.
  - **Delete:** Controls whether a user can delete records.
- **Condition-based Rules:** Rules that grant access based on record-specific conditions. For example, a user may only update a record if they belong to a certain group or if the record is in an "Open" state.

## 3. Row-Level Access (Record-Level ACLs):

- **Definition:** Row-level ACLs manage access to individual records. These rules determine if a user can view, create, update, or delete an entire record.
- **How It Works:** ServiceNow evaluates row-level ACLs when a user tries to access a record to check if they meet the conditions.
- **Examples:**
  - An IT technician might have read access to all incidents but update access only to incidents assigned to their group.

- An HR representative may have access to employee records within their department but restricted access to others.

#### 4. **Field-Level Access:**

- **Definition:** Field-level ACLs restrict access to specific fields in a record, ensuring sensitive data within a record remains protected.
- **How It Works:** After row-level ACLs, field-level ACLs are checked to determine which fields a user can view or edit.
- **Examples:**
  - A regular employee may only see their own non-sensitive data, while the HR manager can view all fields, including salary details.
- **Field Masking:** Unauthorized users may see masked fields (e.g., showing asterisks) or the fields may be hidden or read-only.

#### 5. **Advanced ACL Features:**

- **Scripted ACLs:** Scripted ACLs allow administrators to write custom JavaScript code for more complex access logic. For example, access might depend on a user's location or the record's creation date.
- **Order of Evaluation:** ACLs are evaluated from specific to general, ensuring sensitive fields are protected before general record access.
- **Access Control Debugging:** ServiceNow offers debugging tools to see which ACLs are evaluated and why access was granted or denied, making it easier to troubleshoot access issues.

#### **Benefits of ACLs:**

- **Granular Control:** Ensure only authorized users interact with sensitive data.
- **Custom Security:** Tailor access control to meet organizational requirements.
- **System Integrity:** Protect critical business data by enforcing strict access rules.

By properly configuring ACLs, organizations can manage access securely and ensure compliance with data protection policies.

<

≡

Table  
New record

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column. For more information, see [Table and Record](#).

\* Label

ACL Demo

\* Name

u\_acl\_demo

Extends table

🔍

Application

Create module

Create mobile module

Add module to menu

New menu name

## Data Import:

### Key Concepts in Data Import:

- **Definition:** Temporary tables used to stage incoming data before it is transformed and inserted into the target tables in ServiceNow.
- **Purpose:** Acts as a buffer between external data sources and ServiceNow's core tables, allowing data to be validated, cleaned, and structured before final import.
- **How It Works:** Data lands in an import set where administrators can review and manipulate it before running the transformation process.
- **Use Cases:**
  - Importing user data from a CSV file into the Users Table (sys\_user).
  - Bringing asset data from an external system into the Asset Table.
  - Staging third-party ticketing data before transforming it into the Incident Table.

## 2. Transform Maps:

- **Definition:** Define how data from Import Sets is transformed and inserted into destination tables.
- **Mapping Process:** Maps fields from the Import Set to fields in the target table.
  - **One-to-One Mapping:** Directly maps fields from the import set to corresponding fields in the target table.
  - **Field Transformations:** Transform data if needed, such as splitting a full name into first and last names.
- **Running the Transformation:** After mapping, the transformation process moves data from the Import Set to the target table. Issues can be corrected before final import.
- **Example:** Mapping fields like Asset ID, Location, and Owner from an Import Set to the Asset Table.

### 3. Data Sources:

- **Definition:** Represent the origin of data being imported into ServiceNow.
- **Types of Data Sources:**
  - **File Import:** Upload files in formats like CSV, Excel, or XML.
  - **JDBC Import:** Connects to external databases using JDBC.
  - **REST/SOAP APIs:** Connects to external systems via APIs for data import.
- **Defining Data Sources:** Specify the format, connection method, and credentials needed to access the data.

### 4. Data Import Process:

- **Step 1: Define the Data Source:** Specify where the data is coming from (e.g., file, database, API).
- **Step 2: Import Data into an Import Set:** Data is imported into an Import Set where it can be reviewed and cleaned.
- **Step 3: Define and Apply the Transform Map:** Create a Transform Map to map fields from the Import Set to the target table, adding transformation logic if needed.
- **Step 4: Run the Transformation:** Execute the transformation to move data from the Import Set to the target table.
- **Step 5: Review and Validate:** Ensure the data has been imported correctly and address any issues.

### 5. Data Cleaning and Validation:

- **Data Validation:** Ensure data accuracy and consistency before import. This might include checking email formats or required fields.
- **Duplicate Prevention:** Use coalesce fields to prevent duplicate records by updating existing records rather than creating new ones if a match is found.


- **Error Handling:** Logs errors to help administrators identify and correct issues such as mismatched field types or missing data.


### Benefits of Proper Data Import:

- **Efficiency:** Streamlines the process of integrating external data into ServiceNow.
- **Accuracy:** Ensures that imported data is accurate and properly formatted.
- **Consistency:** Maintains data integrity and prevents duplicates.
- **Flexibility:** Supports various data sources and formats, making it adaptable to different scenarios.

By following these practices and leveraging the features of Import Sets, Transform Maps, and Data Sources, administrators can efficiently manage data imports and ensure seamless integration with ServiceNow.

**ⓘ** This record is in the **Global application**, but **Lab Management** is the current application. To edit this record click [here](#).

Manage Attachments (1):  Book1.xlsx [rename][download]

Name	Test Import	Application	Global 
Import set table label	Test Import	File retrieval method	Attachment
Import set table name	u_test_import		
Type	File		
Format	Excel (xlsx/xls)		
Zipped	<input type="checkbox"/>		
Sheet number	1		
Header row	0		
Use Batch Import	<input type="checkbox"/>		

**Related Links**  
[Test Load 20 Records](#)  
[Load All Records](#)

All					
<input type="checkbox"/>	<input type="text"/>	Name ▲	Type	Format	Updated
		Auth0 Example	OIDC		2018-02-02 22:17:32
		Azure AD Example	OIDC		2018-02-02 22:20:14
		Example CSV FTP SSL test	File	CSV	2024-04-09 20:02:33
		Example CSV FTP test	File	CSV	2008-01-04 18:06:08
		Example CSV TAB Test Users on Path	File	CSV (tab)	2024-04-09 19:05:21
		Example CSV Test Users on Path	File	CSV	2024-04-09 19:05:21
<input type="checkbox"/>	<input checked="" type="radio"/>	Example CSV Test Users zipped on Path	File	CSV (tab)	2024-04-09 19:05:21
		Example HTTP CSV Zip users	File	CSV (tab)	2008-01-04 18:05:32
		Example JDBC MySQL Glide.sys_user	JDBC	MySQL	2024-04-09 19:05:21
		Example JDBC Oracle Location	JDBC	Oracle	2024-04-09 19:05:21
		Example LDAP Groups	LDAP		2008-05-22 00:20:13
		Example LDAP Users	LDAP		2008-05-22 00:20:27
		Example XLS Test Users on Path	File	Excel (.xlsx/xls)	2024-04-09 19:05:21
		Example XLS Test Users via SCP	File	CSV (tab)	2008-01-04 18:07:46
		Google Example	OIDC		2018-02-06 21:44:33
		Okta Example	OIDC		2018-02-02 22:22:38
		Test Import	File	Excel (.xlsx/xls)	2024-08-23 07:19:15

Progress

Name	ImportProcessor
State	Complete
Completion code	Success
Message	Processed: 4, inserts 4, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:00.113)

Next steps...

- [Import sets](#) Go to the import sets for this data load
- [Loaded data](#) Go to the newly imported data inside the staging table: u\_test\_import
- [Create transform map](#) Create a transform map for the newly staged data
- [Run Transform](#) Transform a loaded import set using an existing transform map
- [Import log](#) View the import log

Row	Set	State	Target table	Target record	Error
0	ISSET0010003	Pending		(empty)	(empty)
2	ISSET0010003	Pending		(empty)	(empty)
1	ISSET0010002	Pending		(empty)	(empty)
3	ISSET0010002	Pending		(empty)	(empty)
1	ISSET0010001	Pending		(empty)	(empty)
3	ISSET0010001	Pending		(empty)	(empty)

Table Test Import

This record is in the Global application, but Lab Management is the current application. To edit this record click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Label Test Import

Name u\_test\_import

Extends table Import Set Row

Application Global

Columns

Controls

Application Access

Table Columns

for text

Search

1 to 20 of 22

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Import set run	Reference	Transform History	32		false
Type	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Row	Integer	(empty)	40		true

Number	Short description	State	Import set table	Data source	Created	Load completed	Load run time
ISSET0010001	Type: File Format: Excel	Loaded	Test Import [u_test_import]	Test Import	2024-08-23 11:11:47	2024-08-23 11:11:47	0 Seconds
ISSET0010002	Type: File Format: Excel	Loaded	Test Import [u_test_import]	Test Import	2024-08-23 11:15:18	2024-08-23 11:15:18	0 Seconds
ISSET0010003	Type: File Format: Excel	Loaded	Test Import [u_test_import]	Test Import	2024-08-26 15:49:06	2024-08-26 15:49:06	0 Seconds





- **Types of CIs:**

- **Hardware CIs:** Physical assets like servers, desktops, laptops, and network devices.
- **Software CIs:** Applications, licenses, and operating systems.
- **Services CIs:** IT and business services provided to users or other systems.
- **Attributes:** CIs have attributes describing their characteristics, such as name, type, version, location, owner, and status.
  - **Example Attributes:** For a server CI, attributes might include IP Address, Model, Manufacturer, and Warranty Expiration Date.
- **CI Examples:**
  - **Server:** A server with details about its specifications, operating system, and location.
  - **Application:** Software with information about its version, license, and dependencies.
  - **Network Device:** A router or switch with attributes like serial number, IP address, and network configuration.

## 2. CI Relationships:

- **Definition:** CI Relationships define how different CIs interact with, depend on, or affect one another. These relationships are crucial for impact analysis, troubleshooting, and change management.
- **Types of Relationships:**
  - **Dependency:** One CI relies on another to function. For example, a web application depends on a database server.
  - **Host:** One CI is hosted on or runs on another. For instance, a virtual machine might be hosted on a physical server.
  - **Network:** CIs are connected through network interfaces. For example, a network switch connects multiple servers.
- **Visualizing Relationships:**
  - **Dependency Views:** Show how CIs are related and how changes or issues can impact other CIs.
  - **Service Maps:** Illustrate the end-to-end flow of services, showing how CIs and their relationships contribute to service delivery.
  - **Example:** A service map might display that a web application depends on a load balancer, which relies on web servers and a database server, highlighting how changes or incidents affect the overall service.

## 3. CMDB Health:

- **Definition:** CMDB Health refers to the accuracy, completeness, and reliability of the data within the CMDB.
- **Metrics and Monitoring:**
  - **Accuracy:** Ensures CI information is correct and reflects the actual IT environment.
  - **Example:** Verify that a server's IP address and location match its physical setup.
  - **Completeness:** Ensures all relevant CIs and their relationships are included.
  - **Example:** Adding any missing CIs and capturing all dependencies.
  - **Consistency:** Ensures data consistency across CIs and relationships.
  - **Example:** Uniformly updating the status of a CI across related records.
- **Health Checks:** Regular audits and automated tools help monitor data quality and identify issues, ensuring data integrity.
  - **Example:** A health report might reveal outdated records or missing relationships, prompting corrective actions.

#### **Importance of the CMDB in ServiceNow:**

- **IT Operations Management:** Provides a centralized view of IT assets and their relationships, aiding in infrastructure management, issue troubleshooting, and operational stability.
- **Incident Management:** Helps identify affected CIs, understand their relationships, and assess the impact during incidents, leading to quicker resolution and minimized disruption.
- **Change Management:** Offers insights into the potential impact of changes, aiding in planning and executing changes with minimal risk.
- **Configuration Management:** Maintains accurate records of CIs and their configurations, assisting in tracking changes, managing configurations, and ensuring compliance.
- **Asset Management:** Tracks and manages IT assets throughout their lifecycle, including monitoring utilization, managing warranties, and ensuring proper disposal.
- **Compliance and Auditing:** Supports compliance by providing accurate records of IT assets and configurations, essential for meeting regulatory requirements and conducting audits.

The CMDB is a vital component of ServiceNow, enabling effective IT management and ensuring the seamless operation of IT services and infrastructure.

Incident

New record

Submit

R

Number

INC0010001

Channel

-- None --

\* Caller

State

New

Category

Inquiry / Help

Impact

3 - Low

Subcategory

-- None --

Urgency

3 - Low

Service

Priority

5 - Planning

Service offering

Assignment group

Configuration item

Abacast Client

Assigned to

\* Short description

Abacast is not working

Description

Related Search Results

Related Search

Q Abacast is not working

Knowledge & Catalog (AI)

Create, collaborate, and centralize communication for cross-functional team work

Order

Windows Server

OWA-SD-01

Dashboard

Form

Update

Delete

Name

OWA-SD-01

Company

ACME Corporation

Asset tag

P1000116

Serial number

Manufacturer

Lenovo

Model ID

Lenovo ThinkServer TD230

Asset

P1000116 - Lenovo ThinkServer TE

Assigned to

Configuration

OS Domain

Operating System

Windows 2003 Standard

OS Version

OS Service Pack

DNS Domain

Disk space (GB)

80

Chassis type

-- None --

Description

RAM (MB)

2,048

CPU manufacturer

CPU type

Intel

CPU speed (MHz)

2,800

CPU count

1

CPU core count

Windows Server

OWA-SD-01

Dashboard

Form

Completeness

0

Missing recommended

Compliance

Audit Not Applicable

Correctness

Duplicate

Orphan No rules are currently set up

Staleness

Relationship

0

Duplicate relationships

0

Stale relationships

Relation Formatter

Receives data from - Mass Storage Devices

[L2] [ VMWARE-SD-04, VMWARE-SD-07 -> ] Storage Area Network 002

Runs on - Servers

[L1] VMWARE-SD-04

[L1] VMWARE-SD-07

Used by - Services

Zoom

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W

1M

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6M

YTD

1Y

All

12. Aug

14. Aug

16. Aug

18. Aug

20. Aug

22. Aug

24. Aug

26. Aug

28. Aug

30. Aug

1. Sep

3. Sep

5. Sep

7. Sep

9. Sep

11. Sep

## Integration:

Integration capabilities in ServiceNow are designed to seamlessly connect with external systems, enhancing the platform's functionality and ensuring smooth data exchange. Here's a detailed look at the key integration methods available in ServiceNow:

### Key Integration Methods:

#### 1. REST and SOAP APIs:

##### ○ REST (Representational State Transfer) APIs:

- **Definition:** REST APIs use standard HTTP methods (GET, POST, PUT, DELETE) to interact with ServiceNow's data and services, known for their simplicity and scalability.
- **Features:**
- **Data Format:** Utilizes JSON (JavaScript Object Notation) for data interchange, which is lightweight and easy to parse.
- **Stateless:** Each API request is independent and contains all the necessary information, enhancing scalability and efficiency.
- **Authentication:** Supports Basic Authentication and OAuth for secure access.
- **Use Cases:**
- **Data Retrieval:** Fetching records like incidents, user details, or change requests.
- **Data Creation:** Creating new records such as service requests or problem tickets from external systems.
- **Integration with Web Applications:** Connecting with web-based or mobile apps for real-time data exchange.
- **Example:** An external system using a REST API to retrieve and display a list of active incidents in a custom dashboard.

##### ○ SOAP (Simple Object Access Protocol) APIs:

- **Definition:** SOAP APIs use XML (Extensible Markup Language) for communication, known for their robustness and strict standards.
- **Features:**
- **Data Format:** Uses XML, which is highly structured and supports complex data types.

- **Stateful:** Often maintains state between requests, useful for multi-step transactions.
- **Security:** Built-in support for WS-Security for secure message exchange.
- **Use Cases:**
- **Enterprise Integration:** Integrating with enterprise systems or legacy applications requiring SOAP.
- **Complex Transactions:** Handling transactions with strict data integrity requirements.
- **Example:** Using a SOAP API to synchronize user data between ServiceNow and an ERP system.

## 2. Integration Hub:

- **Definition:** Integration Hub is a low-code platform within ServiceNow that simplifies integration with third-party systems using pre-built connectors and tools.
- **Features:**
  - **Flow Designer:** A visual tool for creating and managing integration workflows without coding. Users can design workflows using drag-and-drop actions and triggers.
  - **Spokes:** Pre-built connectors for popular third-party applications and services, such as Slack, Microsoft Teams, and ITSM modules.
  - **Custom Actions:** Allows the creation of custom actions for systems not covered by pre-built spokes.
  - **Integration Templates:** Pre-built templates for common integration scenarios, speeding up implementation.
- **Use Cases:**
  - **Connecting to External Applications:** Integrating with cloud services, collaboration tools, or enterprise applications.
  - **Automating Workflows:** Automating tasks like creating a new user in ServiceNow when added in an external HR system.
- **Example:** Using Integration Hub to automatically create and assign incidents based on alerts from a monitoring tool.

## 3. Scripted Integrations:

- **Definition:** Scripted Integrations use JavaScript for custom integration solutions, providing flexibility to meet specific business needs.
- **Features:**
  - **REST and SOAP Callers:** Custom scripts can make REST and SOAP calls to external systems for complex data exchange.

- **Scheduled Jobs:** Scripts can perform regular data synchronization or integration tasks on a schedule.
- **Business Rules:** Custom logic can be triggered by business rules or events within ServiceNow.
- **Script Includes:** Reusable server-side scripts encapsulating integration logic for use across various modules.
- **Use Cases:**
  - **Custom Data Synchronization:** Implementing integrations for specialized scenarios requiring custom logic.
  - **Complex Transformations:** Handling data transformations beyond standard integration tools.
- **Example:** Writing a custom script to integrate ServiceNow with a proprietary system via REST API, including specific data transformations and error handling.

These integration methods enable ServiceNow to connect with a wide range of external systems, enhancing its functionality and ensuring seamless data flow across various applications and services.