Week 1

- Fred Luddy-founder
- Who, When, why, Where, What, How
- ServiceNow- APaas(cloud-based application platform as a service)
- NOW Platform-infra, platform (ability to develop Custome applications and workflows that integrate seamlessly into the platform), applications/workflows (IT workflows, Employee, Customer, Creator workflows)

Platform Overview

- All applications (OOB and Custome) for the entire enterprise are supported by single, common, data-model and database.
- Multi-instance and multi tenancy architecture
- 3 User Interfaces- Now Platform UI, ServiceNow mobile apps, Service Portal
- Role based access-User, Group, Role (role can be assigned to another role also)

User Authentication

- Local db auth, External single sign –on (SSO), LDAP, OAuth 2.0, Digest Token, Multi-factor auth.
- 3 primary elements that make up the UI- banner frame (user menu-profile, impersonate user, elevate roles, logout, tools-search, connect chat, help, settings), Application Navigator (All, fav, history), Content Frame.

ServiceNow Branding Overview

The Branding Introduction in ServiceNow allows organizations to customize the look and feel of the platform, including logos, color schemes, and fonts, to reflect their corporate branding.

The **Company Guided Setup** is a step-by-step onboarding tool that helps administrators configure and personalize their ServiceNow instance according to their organization's requirements. This guided setup simplifies the process of implementing and customizing the platform, ensuring that key configurations, such as branding and basic settings, are correctly established.

The **ServiceNow Portal** is a customizable, user-friendly interface that serves as a central hub for employees or customers to access services, submit requests, and find

information. It can be branded and configured to match the organization's needs, providing a seamless user experience. =>The UI Builder is a low-code tool that allows administrators and developers to create custom user interfaces within ServiceNow. It enables the creation of dynamic, responsive pages and components without extensive coding, making it easier to build tailored experiences that meet specific business needs. Together, these features empower organizations to create a visually appealing, cohesive, and user-centric platform.

The **UI Builder** is a low-code tool that allows administrators and developers to create custom user interfaces within ServiceNow. It enables the creation of dynamic, responsive pages and components without extensive coding, making it easier to build tailored experiences that meet specific business needs.

Together, these features empower organizations to create a visually appealing, cohesive, and user-centric platform.

Lists and Filters

List Control options are available through the gear icon in the top left corner of the list view, providing users with the ability to configure how the data is displayed. Users can adjust column visibility, sort order, and other display settings to tailor the view to their needs.

 Filter conditions are a powerful feature within the list view that allow users to refine the data displayed based on specific criteria. Users can create complex filters using logical operators to narrow down records, making it easier to focus on relevant information. Filters can be saved for future use, ensuring consistent data retrieval.

The **Refresh list** function is essential for keeping data up-to date. By refreshing the list, users can ensure they are viewing the most current information, reflecting any recent changes or updates to the records.

Forms

Form Field Types include text fields, choice lists, reference fields, date/time pickers, and more, each designed to capture specific data types. Saving Changes is straightforward: users can save records with the "Save" button or use "Insert" and "Insert & Stay" options to save a new record and either exit or stay on the form for further edits.

Form Sections help organize related fields into logical groups, making forms easier to navigate. Related Lists show associated records, like tasks or incidents related to the main record, while Formatters provide additional functionality, such as activity logs.

Form Views determine which fields and sections are visible based on user roles or specific needs. Form Personalization allows users to tailor the form layout to their preferences without affecting other users. Adding Attachments is supported directly within forms, enabling users to upload files relevant to the record.

Form Templates provide predefined sets of field values for creating new records quickly, and users can easily Create & Edit Views to adjust which fields and sections are displayed, enhancing the form's usability based on context.

Importing Data in ServiceNow

Importing data into ServiceNow via integrations involves connecting ServiceNow to external systems to automate data transfer and synchronization. This process typically utilizes REST APIs, SOAP APIs, or scripted web services to enable communication between ServiceNow and other platforms.

1. **Identify Data Source**: Determine where the data resides (e.g., external databases, third-party applications, or cloud services).

2. **Set Up Integration**: Configure integration in ServiceNow by setting up an import set, which serves as a staging area for data before it is transformed and inserted into target tables.

3. **Use Data Sources**: Define data sources within ServiceNow, specifying the method (e.g., JDBC, file, HTTP) used to pull data into the import set.

4. **Mapping**: Create transform maps to define how incoming data should be mapped from the import set to the corresponding ServiceNow tables.

5. **Automation**: Schedule imports or trigger them via events or workflows to keep data synchronized.

6. **Error Handling**: Implement error-checking mechanisms to address data discrepancies during import. This setup ensures that ServiceNow remains a reliable single source of truth by seamlessly integrating with external data sources and keeping records up to date.

Data Source in ServiceNow

Integrating external data into ServiceNow starts with the creation of a Data Source record, which defines how ServiceNow will connect to and retrieve data from an external source. A Data Source in ServiceNow specifies the method of data collection, such as via files (CSV, Excel), JDBC connections, or web services like REST or SOAP APIs.

1. **Create Data Source Record**: In ServiceNow, you create a Data Source record that includes details like the type of data source, the format of incoming data, and connection information (e.g., URL for web services, database credentials for JDBC).

2. **Define Import Set Table**: The Data Source is linked to an import set table where incoming data will be temporarily stored. This table acts as a staging area.

3. **Data Loading**: The system loads data from the external source into the import set table according to the configuration in the Data Source record.

4. **Transform Maps**: After loading, transform maps are created to map fields from the import set table to the corresponding fields in ServiceNow's target tables.

5. **Execute Import**: The import process is executed, transforming and transferring data from the import set table to ServiceNow's standard tables.

Import Sets in ServiceNow

Import sets in ServiceNow are a mechanism used to import and transform data from external sources into the ServiceNow platform. An import set acts as a staging area where raw data is temporarily stored before it is processed and inserted into the appropriate target tables. Steps to Create Import sets

1. **Create Data Source**: First, you define a Data Source, specifying how and where ServiceNow will collect the data.

2. **Generate Import Set Table**: When you create an import set, ServiceNow automatically generates an import set table. This table mirrors the structure of the incoming data and serves as a temporary holding area.

3. **Load Data**: Data from the external source is loaded into the import set table, where it can be reviewed and manipulated if necessary.

Transforming Data:

1. **Create Transform Map**: A transform map defines how data in the import set table is mapped to fields in the target table. You can create a transform map by specifying the source field (in the import set table) and the corresponding target field (in the ServiceNow table).

2. **Field Mapping**: Individual fields can be mapped directly, or you can apply scripts and functions to transform the data (e.g., converting date formats or concatenating fields) during the import process.

3. **Run Transform**: Once the mapping is configured, you run the transform to move data from the import set table to the target table, ensuring it is properly formatted and integrated.

ServiceNow Incident Management Tutorial and Task Administration

ServiceNow's ticket and task management system is integral to its IT Service Management (ITSM) capabilities, handling various types of requests and workflows efficiently. Key components include

1. **Incident Management**: Handles unplanned disruptions or issues affecting services. Incidents are logged, categorized, prioritized, and assigned to support teams. Resolution is tracked, and the process ensures timely restoration of service.

2. **Problem Management**: Focuses on identifying the root cause of recurring incidents. Problems are analyzed and managed to prevent future incidents. Known errors are documented, and workarounds or fixes are developed.

3. **Change Management**: Manages changes to IT services, ensuring they are made with minimal disruption. Change requests are evaluated, planned, and implemented through a structured process, including risk assessment and approval workflows.

Task Creation: Tasks are generated as part of incidents, problems, or change requests, detailing specific actions required. They can be automatically created or manually added depending on the workflow.

Task Assignment Rules: ServiceNow uses assignment rules to automatically assign tasks based on criteria like workload, skill set, or availability. These rules ensure tasks are routed to the appropriate individuals or groups.

Task Collaboration: Collaboration features, such as comments and notifications, facilitate communication among team members involved in resolving tickets or tasks.

Visual Task Boards: Provide a Kanban-style interface for managing and tracking tasks visually. They allow teams to organize tasks, track progress, and manage workloads efficiently.

ServiceNow Reporting

ServiceNow offers robust reporting capabilities to help users analyze and visualize data effectively. Here's a breakdown of its reporting features:

Types of Reports:

- **List Reports**: Display data in a tabular format, useful for summarizing large datasets.

- **Chart Reports**: Include bar, pie, line, and other charts to visually represent data trends and distributions.
- **Pivot Table Reports**: Enable users to analyze data across multiple dimensions, providing dynamic insights.
- **Performance Analytics**: Advanced reporting that includes metrics, scorecards, and indicators for ongoing performance tracking

Low Code No Code Development

Low Code No Code (LCNC) software development platforms enable users to create applications with minimal or no traditional coding.

These platforms use visual interfaces, drag-and-drop components, and pre-built templates to simplify app development.

How It Works:

- **Visual Development**: Users design applications by dragging and dropping elements, setting properties, and configuring workflows through graphical interfaces.
- **Pre-built Components**: Utilize reusable components and modules that handle common functionalities, reducing the need for custom code. ⬚ Automation: Automate processes and workflows using built-in tools, improving efficiency and consistency.