ServiceNow Development Modules

Week – 3 Hand Book

My Learnings:

What is ServiceNow?

- ServiceNow is a cloud-based platform, which was mainly developed for workflow and process automation as per ITIL principles.
- However, it is highly customizable and also can be used for other purposes.

Services of ServiceNow:

- IT Service Management
- HR Management
- Integrations
- IT Asset Management
- Finance Operation Management
- IT Business Management

Instance: It is a copy of a ServiceNow environment specific to a customer.

- **Production Instance** – Employees do their work
- **Development Instance** – Admins & Implementers Configure.
- **Testing Instance** – Implementers Test their changes before moving into production.

ServiceNow Components

The following are the components that are present in the Now platform:

1. ServiceNow Platform – The foundation that supports all applications.

2. User Interface (UI) – Dashboard, lists, forms, and navigation.

3. Tables – The data structure, storing information in records.

4. Forms – Interfaces to view or input data into tables.

5. Lists – Display of multiple records from a table.

6. Business Rules – Logic to automate processes.

7. Workflows – Automation of multi-step processes.

8. Service Catalog – Offerings available to users for request.

9. Incident Management – Handling and tracking incidents.

10. Change Management – Managing changes in the environment.

11. Knowledge Management – Centralized information sharing.

12. Reports and Dashboards – Data visualization and analysis.

13. Integration Hub – Connecting ServiceNow with external systems.

14. Notifications – Alerts triggered by events or conditions.

15. Roles and Permissions – Managing access controls.

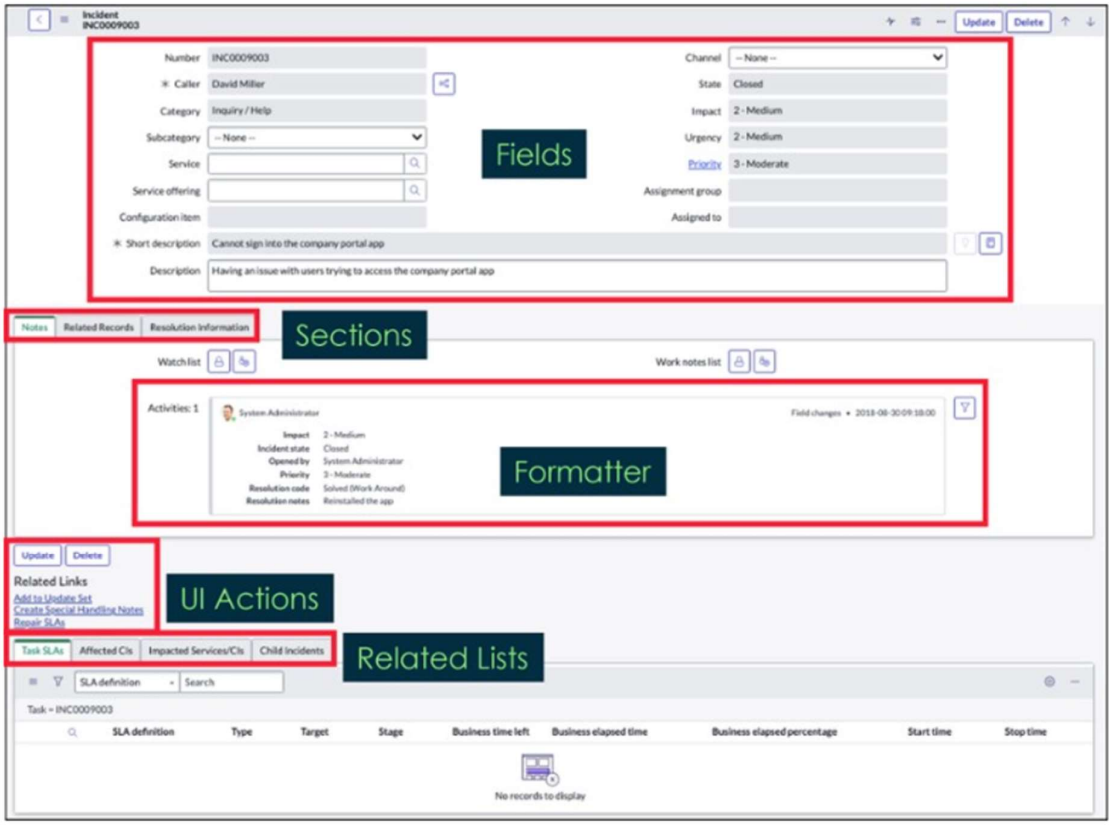
ServiceNow Modules

Some of the modules in ServiceNow are:

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

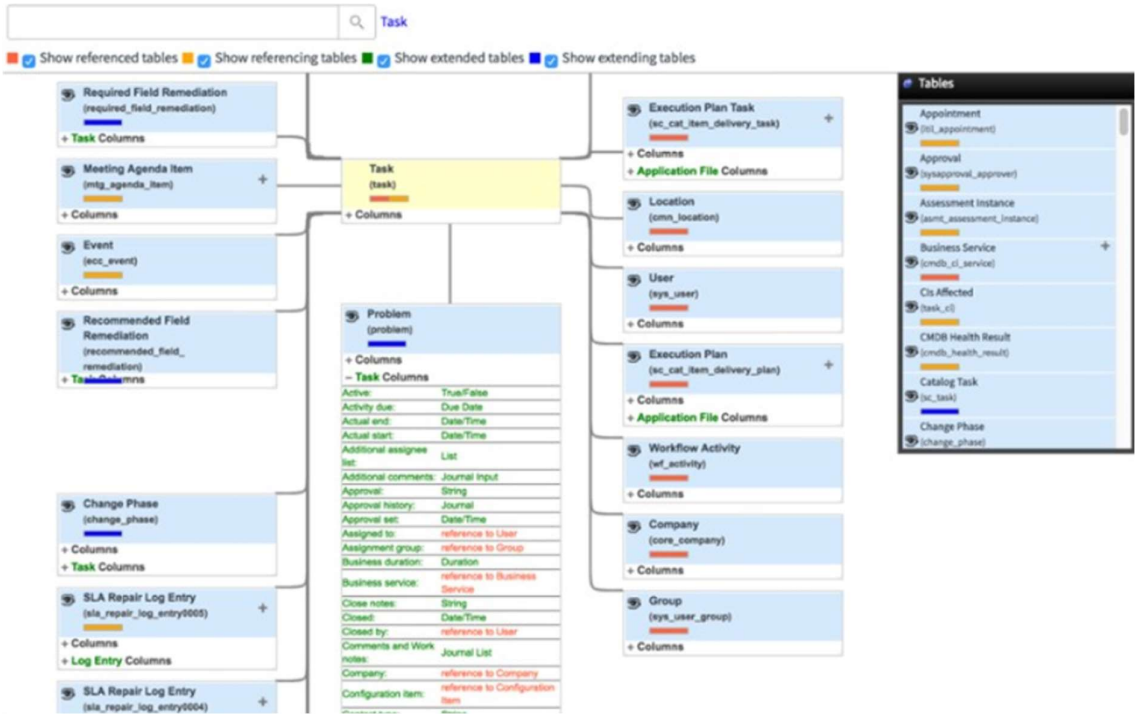
Form Configuration

- Data in ServiceNow is stored and managed according to a database structure that administrators can view and configure
- **Tables:** These are data structures that contain records.
- **Records:** These are data stored in tables, which contain fields
- **Fields:** These are individual pieces of data within a record.
- There are different field types in forms
  Eg: Reference, Date, Choice, True/False
- There are different views according to the user's need.
- We can configure form design & form layout according to user's requirement.

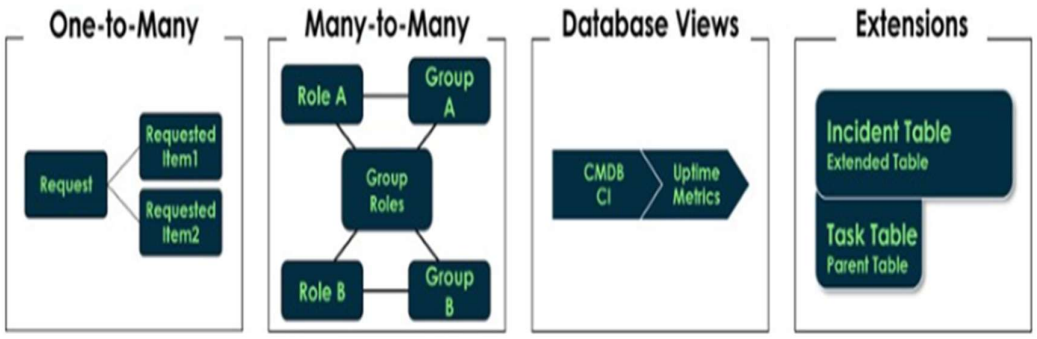


Schema Map

- Schema Map provides a graphical representation of other tables related to a specific table.
- Relationships can be filtered by extension or reference classes by checking the appropriate boxes at the top of the map.

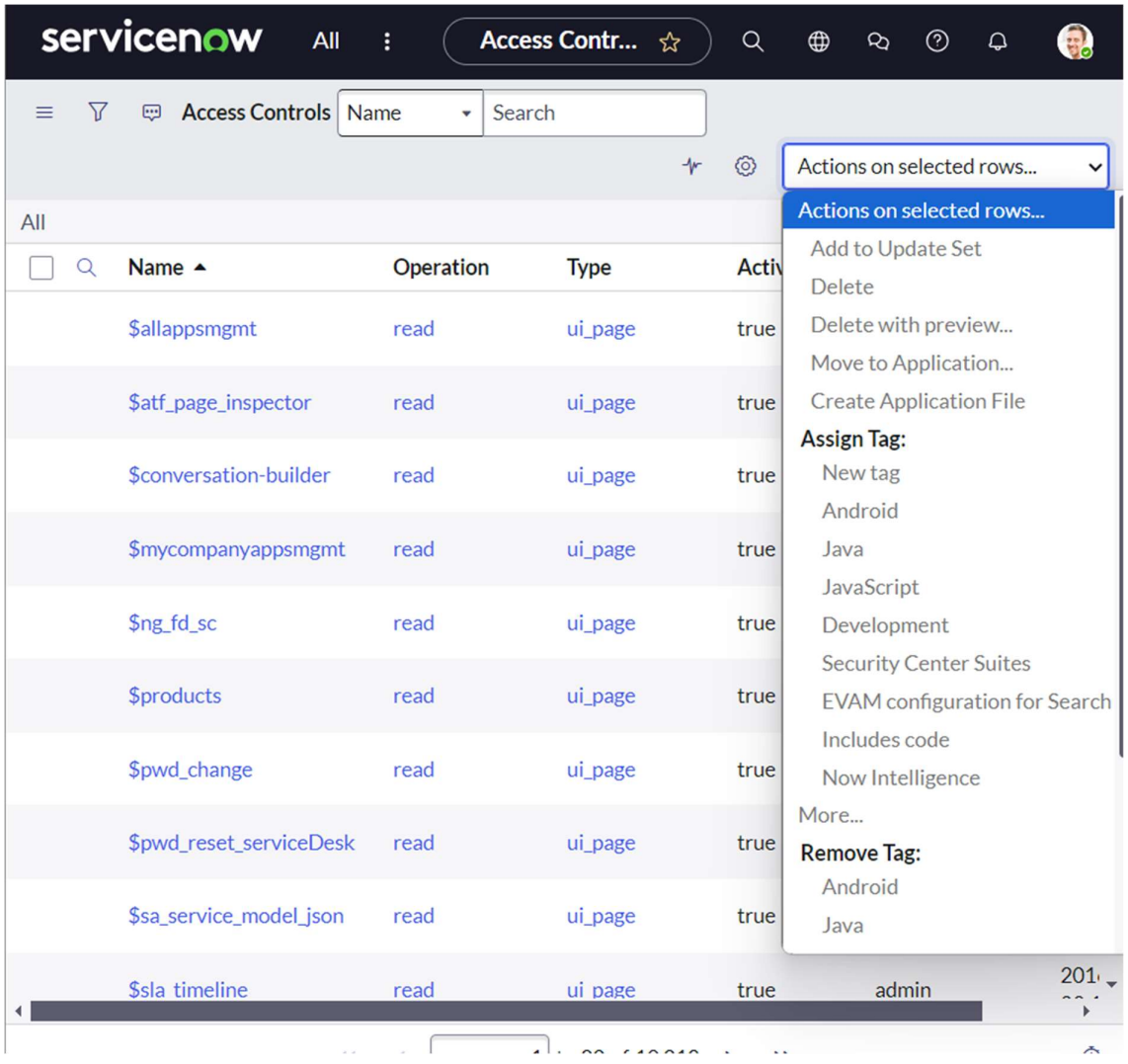


- Table Relationships



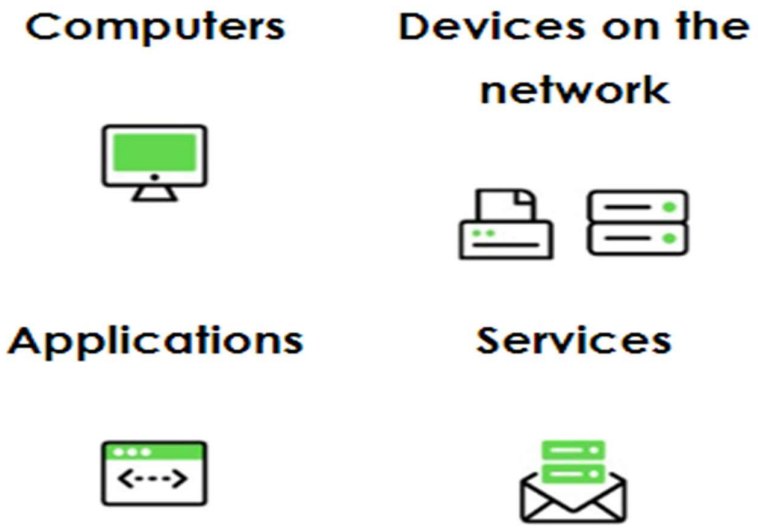
Access Control

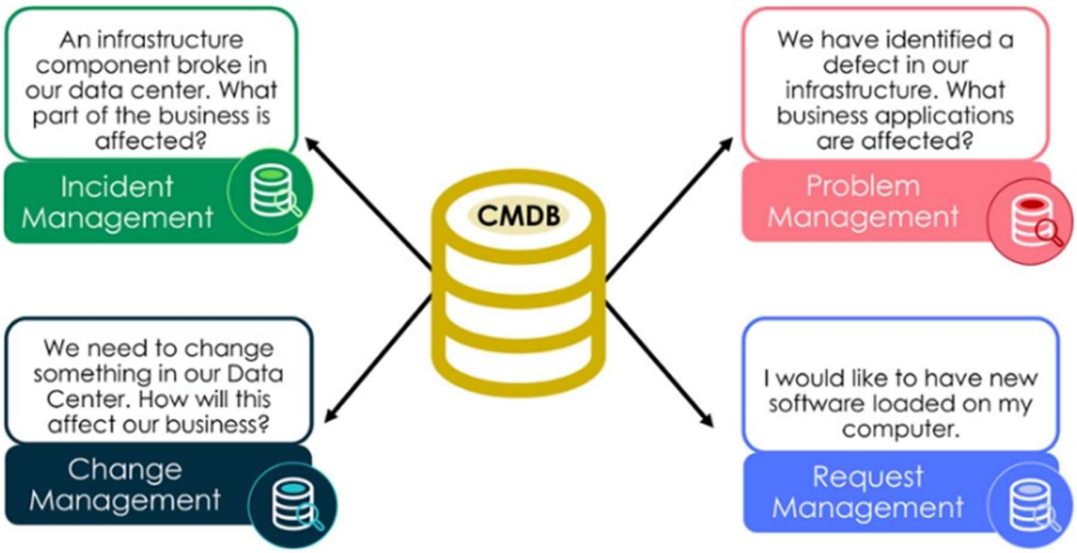
- An access control is a security rule defined to restrict the permissions of a user from viewing and interacting with data.
- Access control rules restrict ServiceNow – Specification and CRUD operations.
    - **C – Create**
    - **R – Read**
    - **U – Update(Write)**
    - **D – Delete**
- **Access Control List (ACL) –** It contains an instance's access control rules. Users with the appropriate admin permissions can modify rules and their definitions.



CMDB

- **CMDB** – Configuration Manager Database.
  It is a series of tables and fields that contain all of the Configuration Items controlled by the company
    - These are the permissions required for the access relationships.
    - Asset, ititl, itil_admin, cmdb_read.
- **Configuration Items:** These can be tangible or intangible devices or applications in the CMDB.

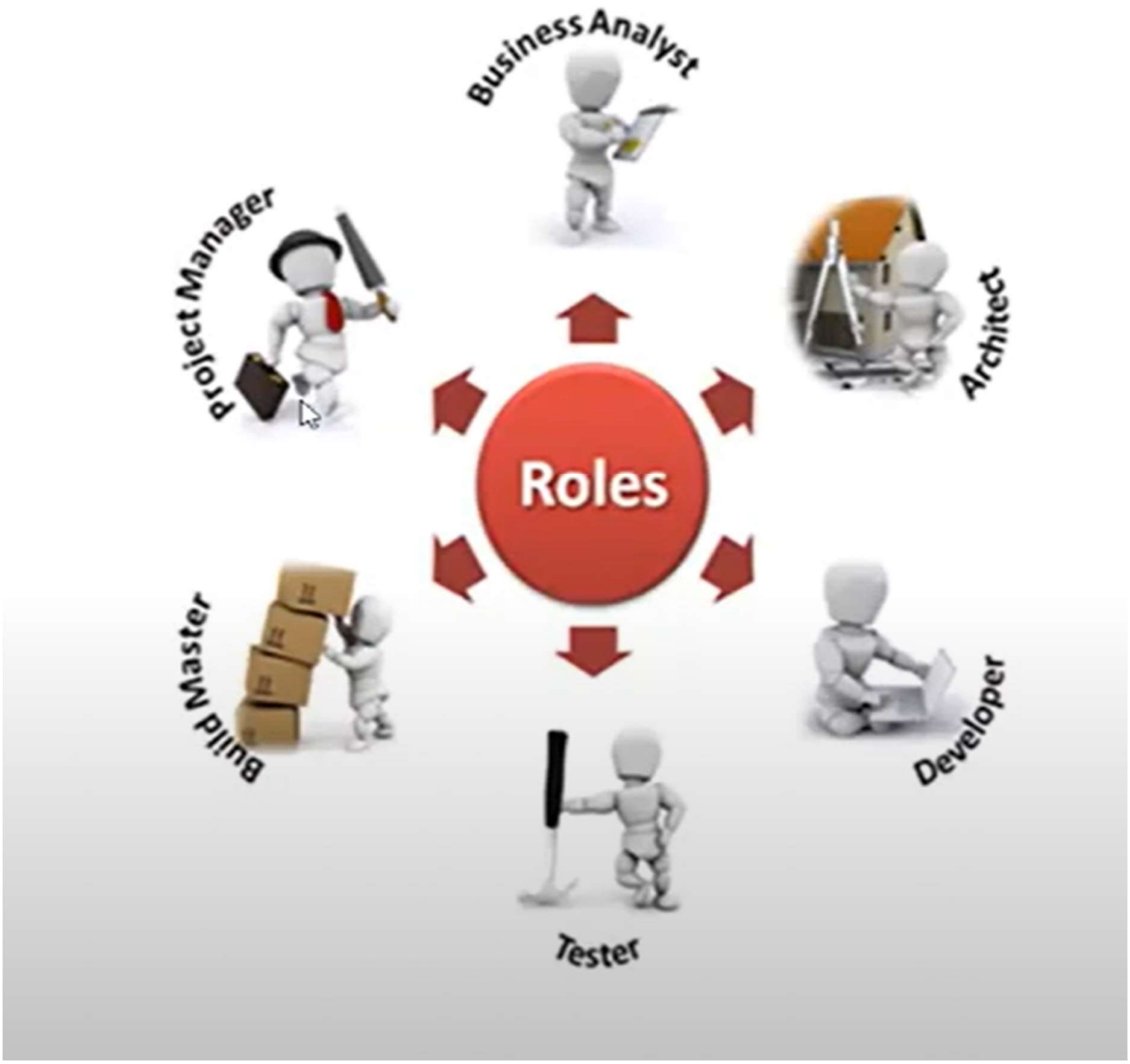


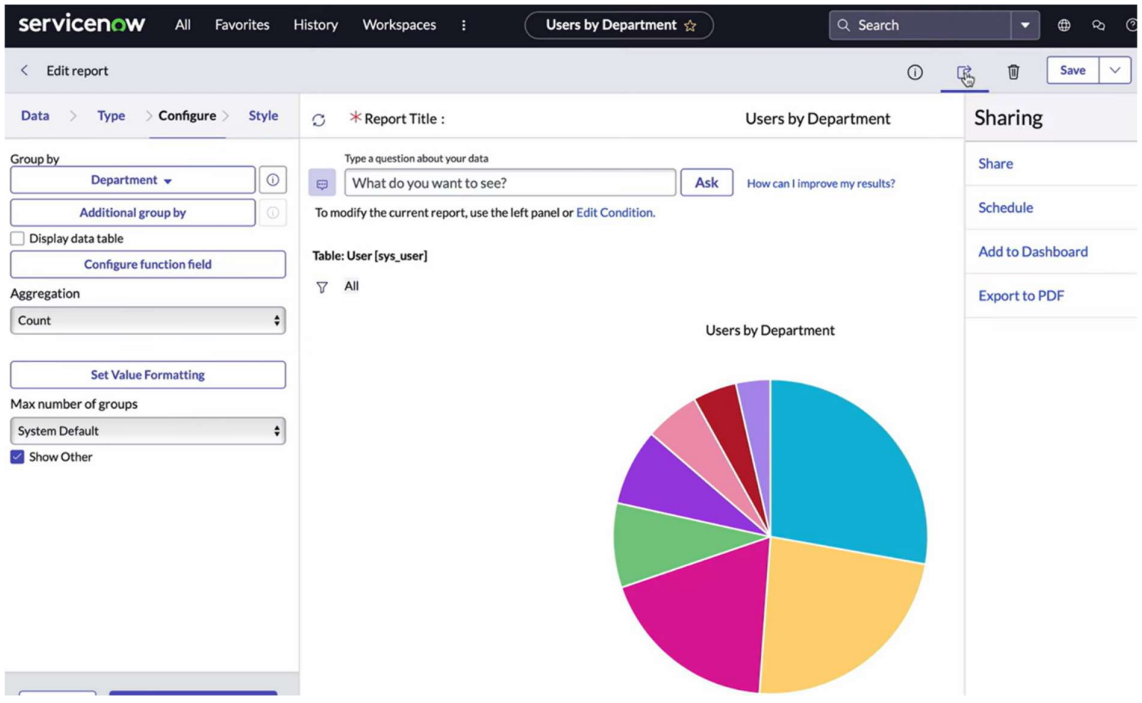


Who uses ServiceNow?

The following Stakeholders use to achieve their business goals:

- Employees – Use it to request their related IT business services.
- IT Support Team – Use it to manage service requests or incidents.
- Administrators – ServiceNow helps administrators user access & roles.
- Developers – Create new functionality with scripts to extend standard configurations.



ServiceNow Reporting

- It allows users to create, customize, and share reports that provide insights into various aspects of their business processes, service management, and operational performance.
- **Features of ServiceNow Reporting**
  - Pre-Built Reports
  - Custom Report Creation
  - Filters and Conditions
  - Scheduling and Distribution
  - Interactive Dashboards
  - Sharing and Security
  - Performance Analytics
- **Report Types**
  - List Reports
  - Bar and Column Charts
  - Pie Charts
  - Line Charts
  - Heat Maps
  - Pivot tables