

## 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

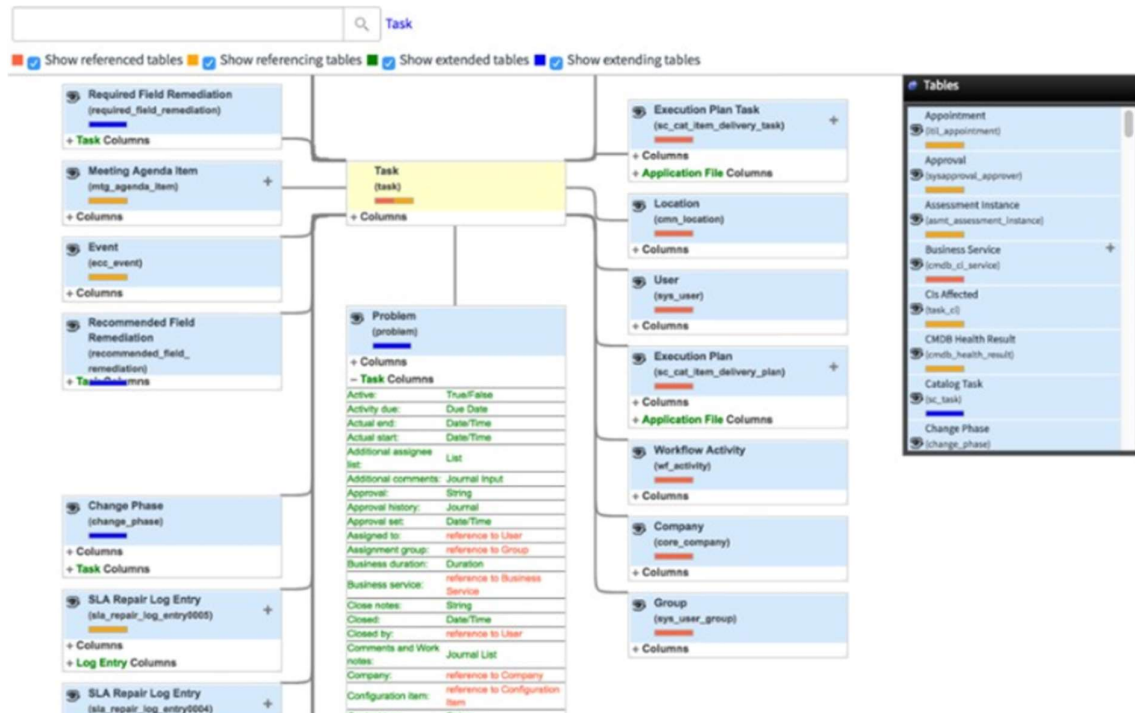
- Data in ServiceNow is stored and managed according to a database structure that administrators can view and configure
- **Tables:** These are data structures that contain records.
- **Records:** These are data stored in tables, which contain fields
- **Fields:** These are individual pieces of data 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.

The screenshot displays the configuration interface for an incident form in ServiceNow. The form is titled 'Incident INC0009003'. The configuration area is divided into several sections, each highlighted with a red box and a label:

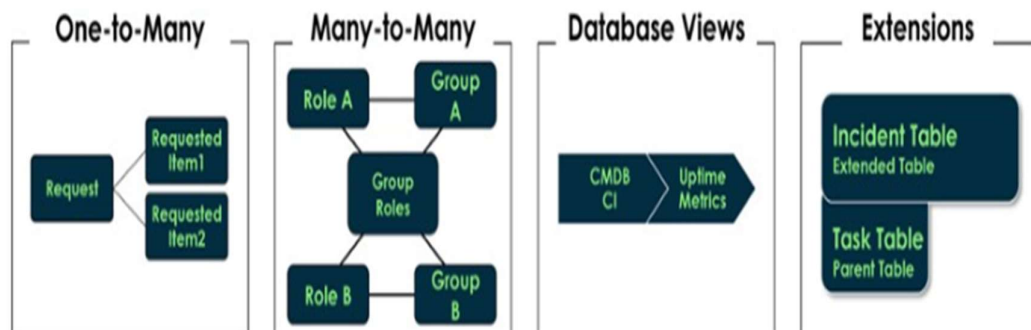
- Fields:** This section contains various input fields for the incident record, including Number (INC0009003), Caller (David Miller), Category (Inquiry / Help), Subcategory (None), Service, Service offering, Configuration item, Short description (Cannot sign into the company portal app), and Description (Having an issue with users trying to access the company portal app). It also includes dropdowns for Channel (None) and State (Closed), and text boxes for Impact (2 - Medium), Urgency (2 - Medium), Priority (3 - Moderate), Assignment group, and Assigned to.
- Sections:** This section contains the 'Watch list' and 'Work notes list' tabs. The 'Activities' section is also visible, showing a list of activities performed by the System Administrator, including Impact (2 - Medium), Incident state (Closed), Opened by (System Administrator), Priority (3 - Moderate), Resolution code (Solved (Work Around)), and Resolution notes (Reinstalled the app).
- UI Actions:** This section contains the 'Update' and 'Delete' buttons.
- Related Lists:** This section contains the 'Task SLAs', 'Affected CIs', 'Impacted Services/CIs', and 'Child Incidents' tabs. The 'Task SLAs' tab is currently selected, showing a table with columns: Task, SLA definition, Type, Target, Stage, Business time left, Business elapsed time, Business elapsed percentage, Start time, and Stop time. The table is currently empty, displaying 'No records to display'.

# 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.

The screenshot shows the ServiceNow interface for managing Access Control Lists (ACLs). The table displays the following data:

Name	Operation	Type	Active
\$allappsmgmt	read	ui_page	true
\$atf_page_inspector	read	ui_page	true
\$conversation-builder	read	ui_page	true
\$mycompanyappsmgmt	read	ui_page	true
\$ng_fd_sc	read	ui_page	true
\$products	read	ui_page	true
\$pwd_change	read	ui_page	true
\$pwd_reset_serviceDesk	read	ui_page	true
\$sa_service_model_json	read	ui_page	true
\$sla timeline	read	ui_page	true

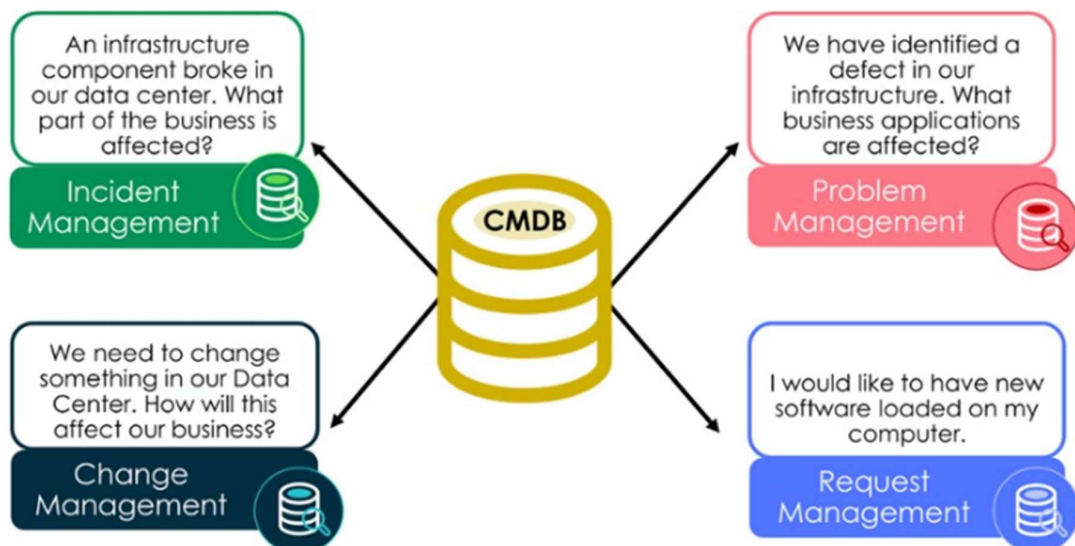
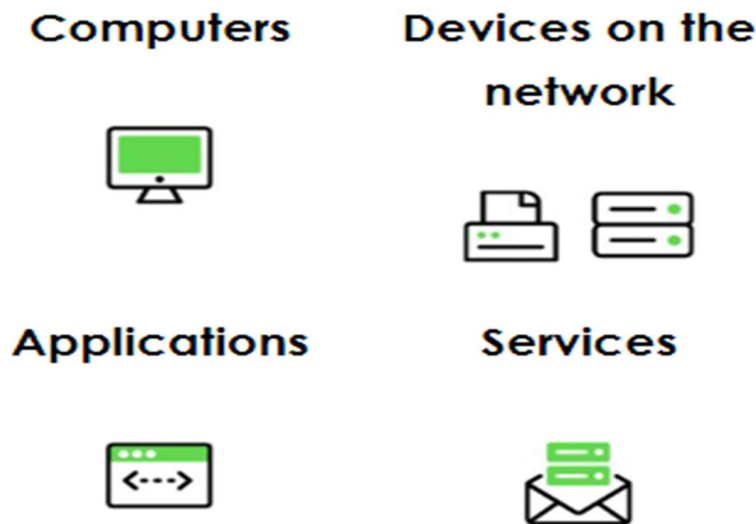
The context menu is open, showing the following options:

- Actions on selected rows...
- Add to Update Set
- Delete
- Delete with preview...
- Move to Application...
- Create Application File
- Assign Tag:
  - New tag
  - Android
  - Java
  - JavaScript
  - Development
  - Security Center Suites
  - EVAM configuration for Search
  - Includes code
  - Now Intelligence
  - More...
- Remove Tag:
  - Android
  - Java



# CMDB

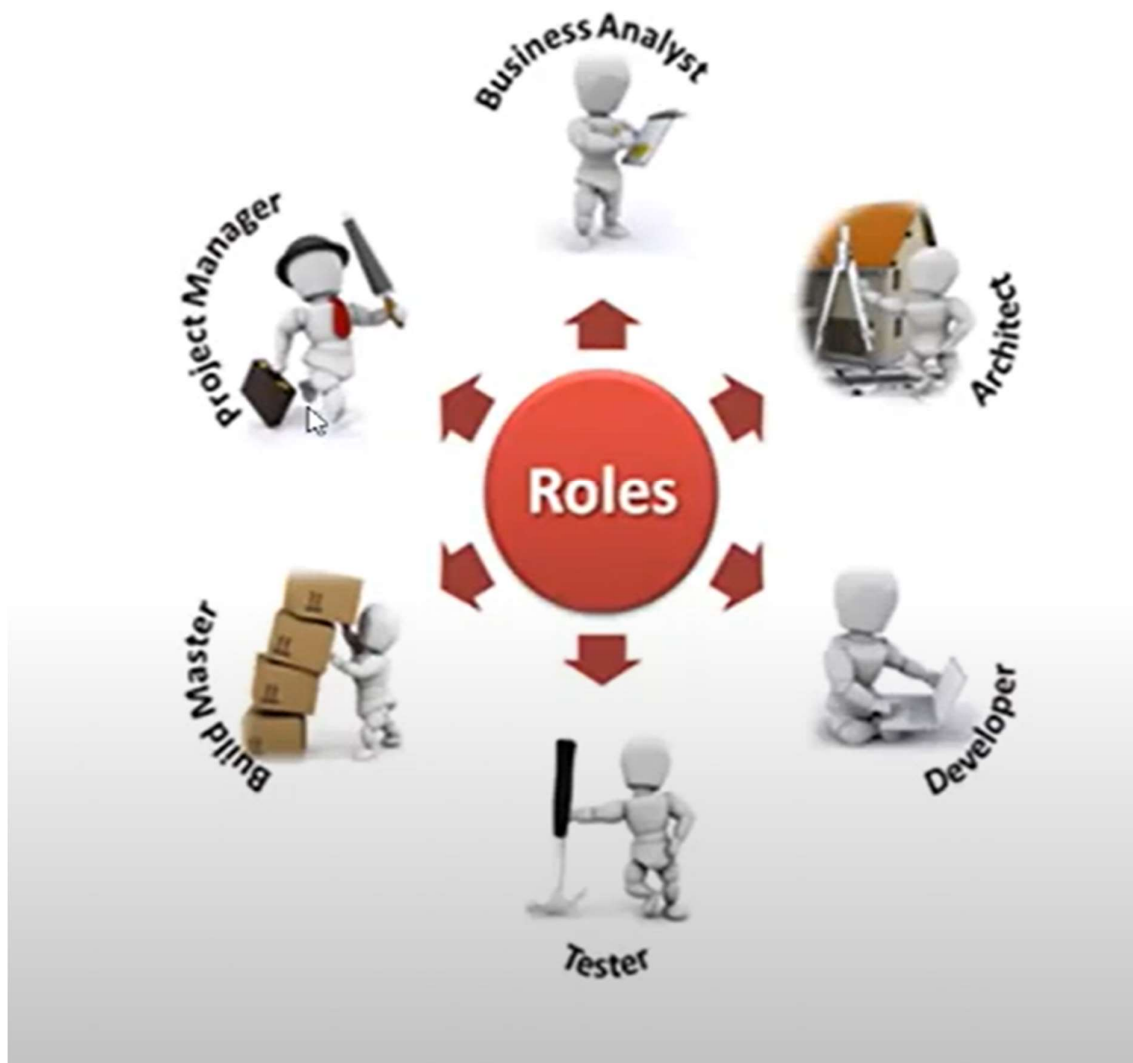
- **CMDB** – Configuration Manager Database.  
It is a series of tables and fields that contain all of the Configuration Items controlled by the company
  - These are the permissions required for the access relationships.
  - Asset, ititl, itil\_admin, cmdb\_read.
- **Configuration Items:** These can 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

