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DN 3.0 ServiceNow

WEEK 2

Platform Overview and Architecture

- **ServiceNow Platform**: Application Platform as a Service (aPaaS), cloud-based, used across various business functions.

- **Architecture**: Single data model, multi-instance architecture, high availability, and regular backups.

User Interface and Branding

- **Ways of Interaction**: Native UI, mobile apps, and service portal.

- **Supported Browsers**: Chrome, Microsoft Edge, Firefox, Apple Safari.

- **Mobile Apps**: ServiceNow Agent, Now Mobile, ServiceNow Onboarding.

- **Service Portal**: User-friendly self-service experience.

- **Authentication**: Local database, single sign-on, LDAP, OAuth 2.0, digest token, multi-factor authentication.

- **Role-Based Access**: User, group, role definitions, and access control.

Lists and Filters

- **List Elements**: Main list, title bar, filters, breadcrumbs, columns, and fields.

- **List Control and Context Menu**: Options for managing lists, grouping, sorting, exporting, and configuring lists.

- **Personalization**: Users can personalize lists and perform searches.

Forms

- **Form Elements**: Content frame, form title, form menu, form buttons.

- **Form Configuration**: Form layout, form design, related lists.

- **Templates**: Creating and using form templates for efficiency.

Task Management

- **Task Workflow**: Example of task assignment and resolution.

- **Task Table**: Core table for tasks, extended by other tables like incident, change, problem.

- **Assignment Rules**: Manual assignment, assignment rules, predictive intelligence, custom rules/scripts.

- **Service Desk Application**: Centralized module for accessing all tasks.

Notifications

- **Outbound and Inbound Notifications**: Sending and receiving notifications.

- **Notification Application**: Modules for managing notifications, email scripts, templates, filters, access restrictions.

- **Notification Form**: Fields and sections for configuring notifications.

- **Inbound Email Action**: Creating or updating records based on received emails.

Knowledge Management

- **Knowledge Articles**: Creation, benefits, and management.

- **Knowledge Application**: Modules for managing knowledge bases, articles, feedback, and administration.

- **Knowledge Form**: Fields and options for creating knowledge articles.

- **Import Articles**: Importing articles from external sources.

Service Catalog

- **Service Catalog Components**: Order, order form, ordering process.

- **Catalog Items**: Forms for requesting services/products.

- **Roles**: Admin, catalog admin, catalog manager, catalog editor.

- **Service Catalog Tasks**: Request, requested item, catalog task.

- **Stages**: Tracking request stages.

Tables and Fields

- **Data Structure**: Tables, records, fields, lists.

- **Table Relationships**: One-to-many, many-to-many, extended relationships.

- **Types of Tables**: Base tables, extended tables, core tables, custom tables.

- **Schema Map**: Graphical representation of table relationships.

Access Control List (ACL)

- **Types of Permissions**: Login, applications/modules, tables/records.

- **Access Control**: Security rules for tables, records, fields.

- **Operations Restricted**: CRUD operations, execute, add CI relations, save as template, report on, personalize choice.

- **ACL Form and Fields**: Type, operation, admin override, table/object, description, conditions.

- **ACL Rule Types**: Table.none, table.*, table.field.

- **ACL Execution**: How ACLs are evaluated and applied.

Data Import

- **Need for Data Import**: Bulk uploading data from various sources.

- **Ways of Data Import**: Import XML, import using list context menu, import sets.

- **Import Sets Components**: Data source, import set table, transform map, mapping assist, colase, target table.

- **Data Policies**: Enforcing mandatory fields during data import.

Configuration Management Database (CMDB)

- **CMDB Overview**: Managing configuration items and their relationships.

- **CI Form**: Fields and sections for configuration items.

- **CI Dependency View**: Graphical view of CI relationships.

- **CI Class Manager**: Managing CI classes and definitions.

Integration

- **Common Integrations**: CMDB, incident management, problem management, change management, user administration, single sign-on.

- **Integration Hub**: Single solution for integrating with third-party applications.

Update Sets

- **Purpose**: Moving configuration changes between instances.

- **Update Sets Application**: Modules for managing update sets.

- **Planning Process**: Ensuring same version, correct update set, instance cloning, identifying path, clear naming convention, preview and commit.

- **Promotion Path**: Development to production via UAT and staging.

- **System Update Set Tables**: Update set table, customer update table.

Events

- **Event Generation**: Business rules, scripting, flow, workflows.

- **Event Registry**: Capturing events.

- **Event Log**: Monitoring generated events.

- **Event Actions**: Sending notifications, configured actions, running scripts.

Platform Stats

- **Stats Module**: Provides system activity statistics affecting performance.

- **Information Provided**: Version, cluster, build name, instance name, memory, transactions, errors.