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DN 3.0 ServiceNow

WEEK 1

What is ServiceNow ?

ServiceNow, a cloud-based platform founded by Fred Luddy in 2003 (originally named GlideSoft), simplifies IT processes for businesses, aiming to make IT services more accessible and user-friendly. With over 17,000 employees globally, the company is led by CEO Bill McDermott and headquartered in Santa Clara, California. Recognized as a top workplace by Glassdoor and FORTUNE, ServiceNow's NOW Platform offers infrastructure, applications, and workflows, categorized into IT, Employee, Customer, and Creator Workflows. The company went public in 2012, with a mission to reduce reliance on traditional IT departments.

ServiceNow Platform Overview

ServiceNow, founded by Fred Luddy in 2004, is an Application Platform as a Service (APaaS) that integrates elements of IaaS, PaaS, and SaaS to offer a comprehensive cloud solution. The platform's unique multi-instance architecture provides each customer with a separate instance, enhancing control and customization. Security is prioritized with daily backups, multi-factor authentication, and compliance with third-party standards. ServiceNow offers three primary user interfaces: the Now Platform UI, mobile apps, and a customizable Service Portal. Authentication methods include local database, LDAP, OAuth 2.0, and multi-factor options, with role-based access managed through users, groups, and roles.

ServiceNow User Interface Overview

The ServiceNow UI consists of three main elements: the Banner Frame, Application Navigator and Content Frame. The Banner Frame at the top includes the logo, user menu, tools for search, chat, and help, along with system settings. The Application Navigator on the left allows navigation through applications and modules, while the Content Frame displays the content of selected applications and modules. Key features include the User Menu for profile and role management, Tools for global search and chat, and System Settings for UI customization. The Application Navigator offers filters and tabs for accessing all applications, favourites and recently accessed items.

ServiceNow Branding Overview

The video script focuses on ServiceNow branding, which involves customizing the platform's user interface to align with a company's brand, using colors, fonts, and logos. Guided setup wizards assist system administrators in configuring system settings, including branding elements like logos, banner frames, and browser tab text, and customizing the welcome page. Changes made through the company guided setup wizard affect the entire system and are reflected across all users upon their next login. The branding process is important as it helps create a consistent and familiar user experience, enhancing tool adoption within the company.

ServiceNow Lists and Filters

The ServiceNow list interface allows users to sort, search, filter, and analyze data from database tables. Lists can be accessed via the application navigator or using the 'dot list' command (e.g., table_name.list). The sys_db_object.list command opens the list of all tables in the database. Key tools include the list control menu (hamburger icon) for managing views, filters, and grouping data. Users can save custom views, group data by columns, and adjust the number of records displayed per page. The search tool in the title bar enables column-specific searches, while the 'Personalized List' tool allows column customization. The Condition Builder applies complex filters, and breadcrumbs show applied filters. The column context menu offers additional functionalities like creating visual task boards, exporting data, and advanced configurations.

Forms in ServiceNow

ServiceNow forms serve as the primary interface for viewing, editing, and adding data to individual records in the database, with a standardized layout featuring a header bar, main sections, and fields of various data types like strings, Booleans, and references. The behavior of fields can dynamically change based on other field values, and changes must be actively saved, submitted, or updated by the user. Forms can be personalized and customized with different views, allowing users to tailor the interface to their needs. Additional tools like related lists, templates, and options for copying records further enhance the data entry and management process. The platform also provides form design and layout tools for creating and editing form views to accommodate different user roles.

Introduction to Importing Data in ServiceNow

ServiceNow is a cloud-based platform providing IT services such as compute resources, security, scaling, and data management. Users access it through various instances (e.g., Production, Test) via specific URLs. The platform's primary interface, the Next Experience UI, includes features like the navigation bar, user menu, and global search, and it supports different UIs for mobile apps and the Service Portal. ServiceNow is divided into four main workflows: IT, Employee, Customer, and Creator, each offering tailored applications accessible through the All menu. Users can specialize through ServiceNow's certification programs. Key functionalities include customizable lists and forms for managing records, operating on a unified database, and utilizing a categorized knowledge base for documentation and collaboration.

Creating a Data Source in ServiceNow

Creating a data source in ServiceNow is essential for defining how the platform connects to and imports data from various sources, such as JDBC databases, LDAP, REST, or file types like CSV and Excel. The data source record is stored in the sys_data_source table, and the import process uses staging tables (import set tables) to hold data temporarily before it’s moved to the target table. The header row in Excel files helps ServiceNow create appropriate fields in the staging table. For databases behind a corporate firewall, a mid-server facilitates the connection. After setting up a data source, you should test the import process and inspect import sets. Excel files can be attached directly to the data source record for import.

Understanding Import Sets in ServiceNow

The note focuses on the staging table and the import set table created by ServiceNow during the import process. When an import is run for the first time, ServiceNow checks for and creates a staging table based on the data source parameters, loading the data into it. The 'sys_import_set' table tracks each import run, associating records in the staging table with their respective import set. The staging

table is automatically created if it does not already exist, and custom columns are generated based on the header row of the imported data. Multiple imports are managed by creating separate entries in the import set table. The next step involves moving the staged data into the target table within ServiceNow.

ServiceNow Transform Maps & Field Maps

The video series on importing data into ServiceNow covers the process from creating a data source to transforming and mapping data into the target table. It explains setting up a data source to define the connection and data to be imported, and creating a staging table to hold data temporarily. The series discusses the use of field maps to map data from the staging table to the target table on a field-by-field basis and transform maps that group these field maps together. Key concepts include the use of the 'coalesce' value to prevent duplicate entries and the role of the target table where the final data resides. The 'Mapping Assistant' tool simplifies creating field maps. After creating transform maps and field maps, the next step is to test the entire import process, and the final topic will be scheduling recurring imports in ServiceNow.

ServiceNow Incident Management Tutorial and Task Administration

ServiceNow aims to enhance work efficiency through its core task management functionality. The task table is central to this, storing records that represent work items, and is extended by specialized tables like change requests, incidents, and problems. Tasks are managed through these extended tables rather than directly in the task table. ServiceNow automates task assignment using predefined rules and facilitates user and group task management through the Service Desk application. Collaboration tools, such as real-time editing and user presence, support teamwork, while visual task boards (guided, flexible, and freeform) offer different ways to organize and track tasks. Overall, ServiceNow’s task management capabilities streamline processes, ensure timely task completion, and improve efficiency through automation and visual management tools.

ServiceNow Reporting Tutorial

The script on ServiceNow's reporting capabilities covers how to create, manage, and share reports within the platform. Reports are stored in the sys_report table, which is central to report management. Supporting tables include report_source, sys_auto_report, report_users_groups, and dashboard-related tables. Users can create reports by filling out fields in the sys_report table and schedule them using the sys_auto_report table for automatic execution and emailing. Sharing reports is facilitated through the report_users_groups table. ServiceNow offers over 23 types of reports and visualizations. Reports can be added to dashboards by selecting the desired dashboard and using the 'add to dashboard' option. Jeff Teist's video series emphasizes a data-driven learning approach and advocates for simplicity in software development.

What is Low Code No Code Development?

The script explores low-code/no-code software development as a means to bridge the gap between business needs and IT capabilities. It contrasts traditional development, where business requirements are passed to IT, creating inefficiencies and communication barriers symbolized by the 'Wall.' Low-code/no-code platforms, such as those offered by ServiceNow, empower business professionals to solve problems and innovate without deep coding knowledge, thus reducing reliance on IT specialists. Benefits include faster development, reduced costs, and increased automation, though drawbacks include less flexibility and generalized functionality. The script encourages

business professionals to use these tools creatively and IT specialists to embrace the change, automate processes, and adapt to new roles.