

Cognizant Digital Nurture 3.0

Week 1

Module 1 - ServiceNow Platform and Development Fundamentals

1. What is ServiceNow

- Founded in 2003 by Fred Luddy.
- Help businesses simplify their IT operations.
- Offers a cloud-based platform that allows businesses to automate their IT workflows.

2. ServiceNow Platform Overview

The video player interface shows a purple header with the title "ServiceNow Platform Overview (J3)" and a profile picture of a man. The main content area displays the text: "The Now Platform is an Application Platform as a Service (APaaS)." Below this, a bulleted list details the characteristics of the ServiceNow platform:

- ServiceNow is a **cloud-based**.
- ServiceNow provides and supports the **infrastructure** computer resources.
- ServiceNow provides a **platform** upon which you can **develop your own custom solutions**.
- ServiceNow provides a robust set of **applications** and **workflows** to support most common business processes.
- All applications (OOB and custom) for the **entire enterprise** are supported by a **single, common, data-model and database**.

At the bottom of the video player, there is a progress bar showing "4:08 / 23:34 • The Now Platform". On the right side, there are links to "ServiceNowSimple.com", "YouTube", and a "SUBSCRIBE" button.

The video player interface shows a purple header with the title "ServiceNow Platform Overview (J3)" and a profile picture of a man. The main content area displays the text: "When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance." Below this, a bulleted list details the architecture of the ServiceNow platform:

- Enterprise Cloud
 - Most cloud services are built on a multi-tenant architecture in which your platform and data are co-mingled with other companies. ServiceNow is built on a **multi-instance architecture**. You have your own instance of the platform and database.
- Availability & Redundancy
 - All ServiceNow datacenters are paired with another datacenter to provide redundancy and failover. **Redundancy is built into every layer** including devices, power, and network resources.

At the bottom of the video player, there is a progress bar showing "13:01 / 23:34 • Applications and Workflows". On the right side, there are links to "ServiceNowSimple.com", "YouTube", and a "SUBSCRIBE" button.

The screenshot shows a video player interface for a ServiceNow video. The title bar reads "ServiceNow Platform Overview (J3)" and the main heading is "Now Platform Architecture (2)". A purple sidebar on the right contains the text "Lesson 2: ServiceNow Platform Overview". Below the title, there's a small video thumbnail of a man speaking, a "Share" button, and a progress bar indicating the video is at 13:35 / 23:34. The main content area discusses ServiceNow's responsibility for IT infrastructure and compute resources, mentions backups (4 weekly full data backups, 6 days of daily differential backups), and domain separation (multi-tenancy). It also notes that all users can see records from the global domain, while only domain members can see domain-specific records. The video player includes standard controls like play/pause, volume, and a progress bar.

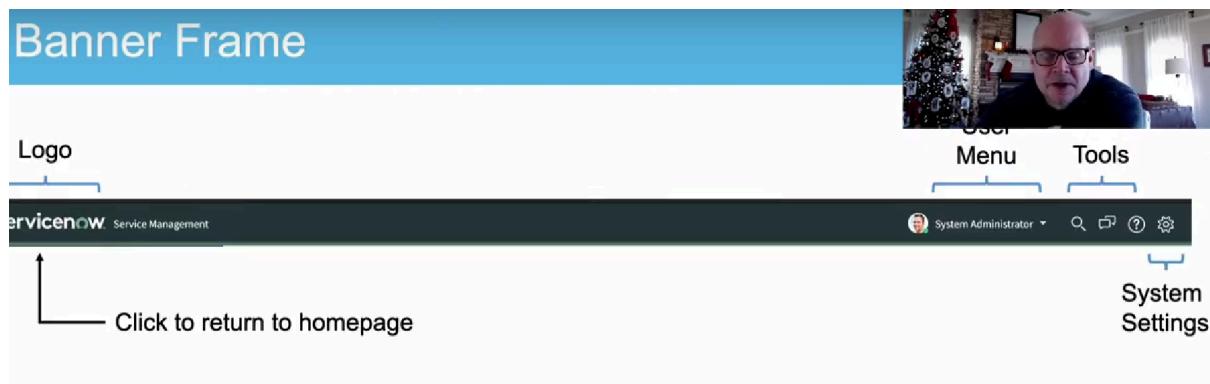
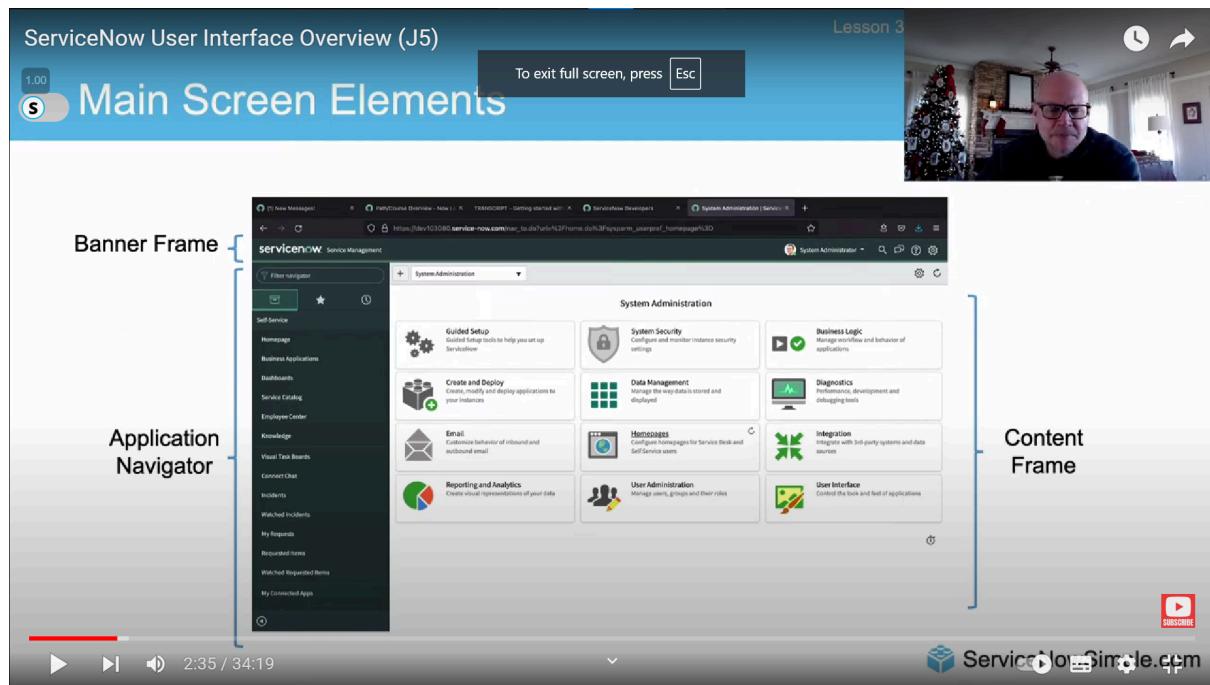
Role based Access

- User
- Group
- Role

User Authentication

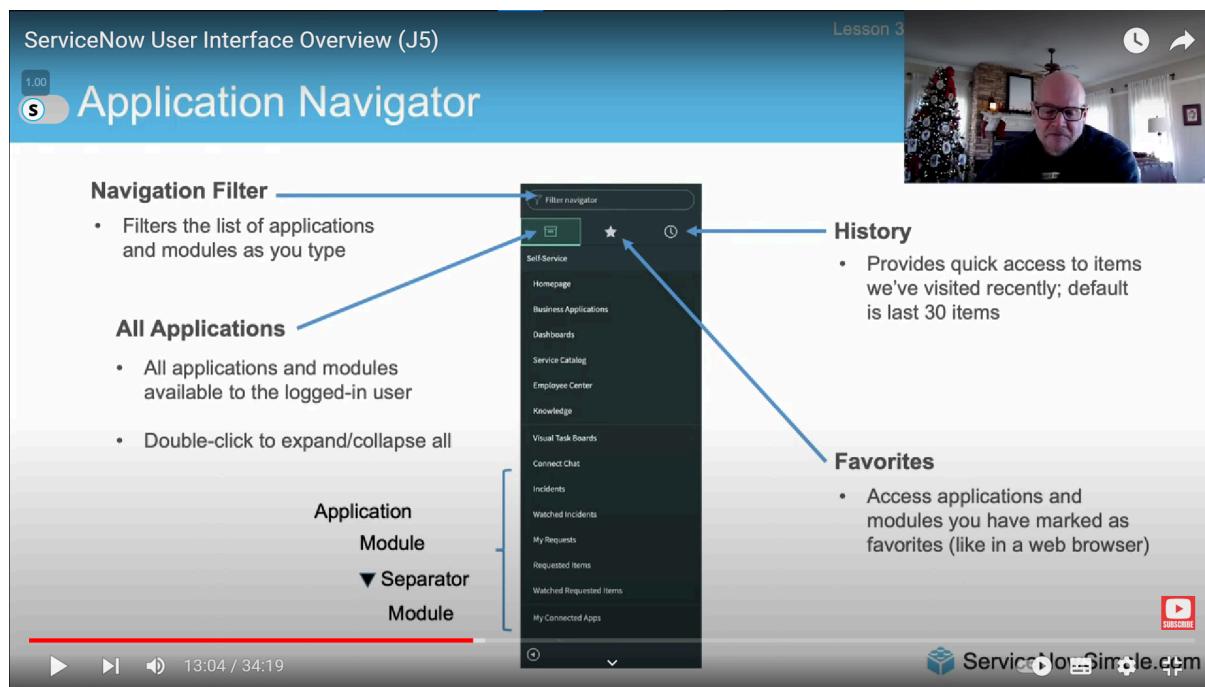
- Local database authentication
- OAuth 2.0
- External Single Sign-on (SSO)
- Digest Token
- LDAP
- Multi-factor Authentication

3. ServiceNow User Interface Overview



Banner Frame: System Settings

- General Settings
- Forms Settings
- Theme Settings
- Notifications Settings
- Accessibility Settings
- Developer Setting
- List Settings



This video is a ServiceNow Fundamentals lesson about the ServiceNow User Interface.

The video starts with an overview of the main screen elements of the ServiceNow platform user interface, which are the banner frame, application navigator, and content frame. The banner frame contains the logo, user menu, tools, and system settings. The application navigator is the primary navigation tool for accessing ServiceNow applications and modules. The content frame is the main workspace for displaying ServiceNow content.

The video then covers the individual tools in the banner frame, which are the global search tool, connect chat tool, and help tool. The global search tool allows you to search the entire ServiceNow instance for records that match your keywords. The connect chat tool allows you to chat with other ServiceNow users. The help tool provides contextual help for the current application or module.

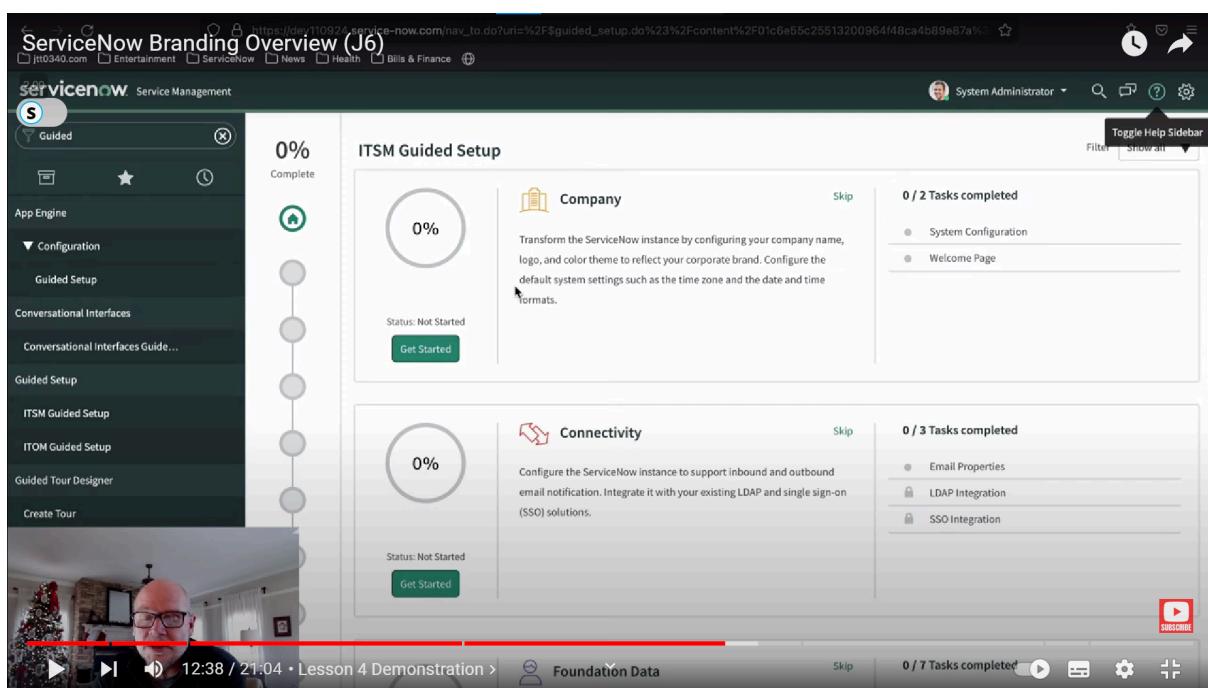
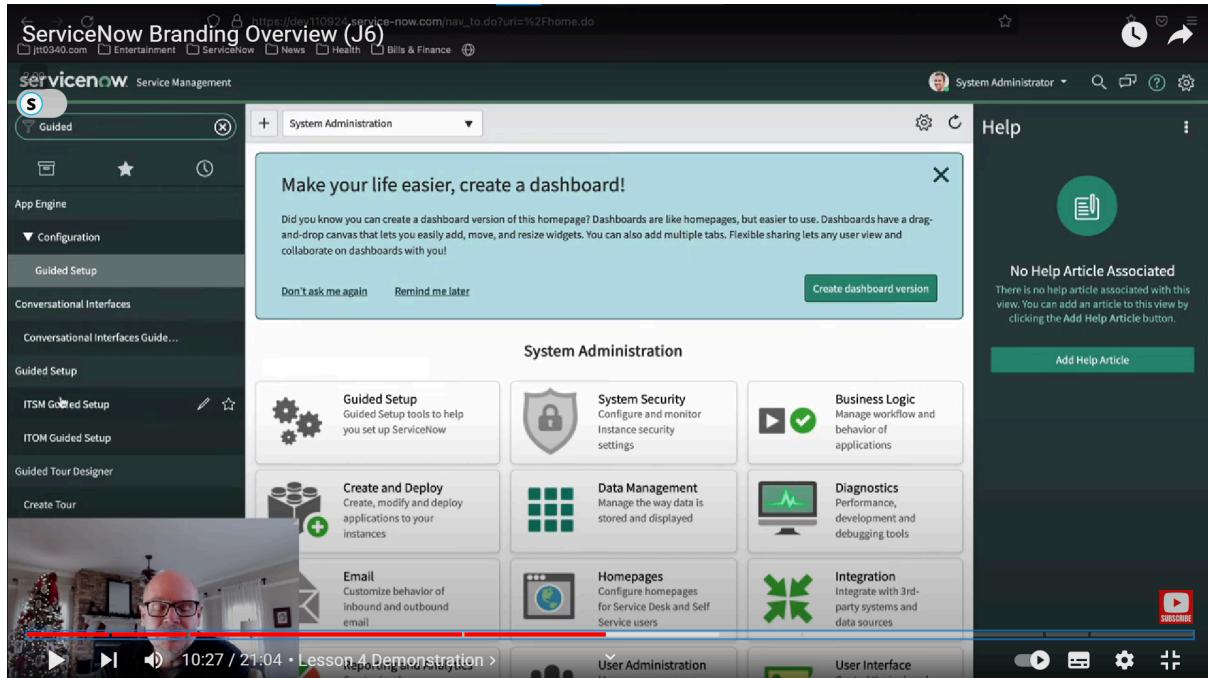
The video also covers the application navigator, which is the primary navigation tool for accessing ServiceNow applications and modules. The application navigator contains a list of applications, which can be expanded and collapsed to show their modules. You can also add applications and modules to your favourites tab for easy access.

Finally, the video covers the history tab, which keeps track of the pages, reports, applications, and modules that you have visited. You can use the history tab to navigate back to pages that you have previously visited.

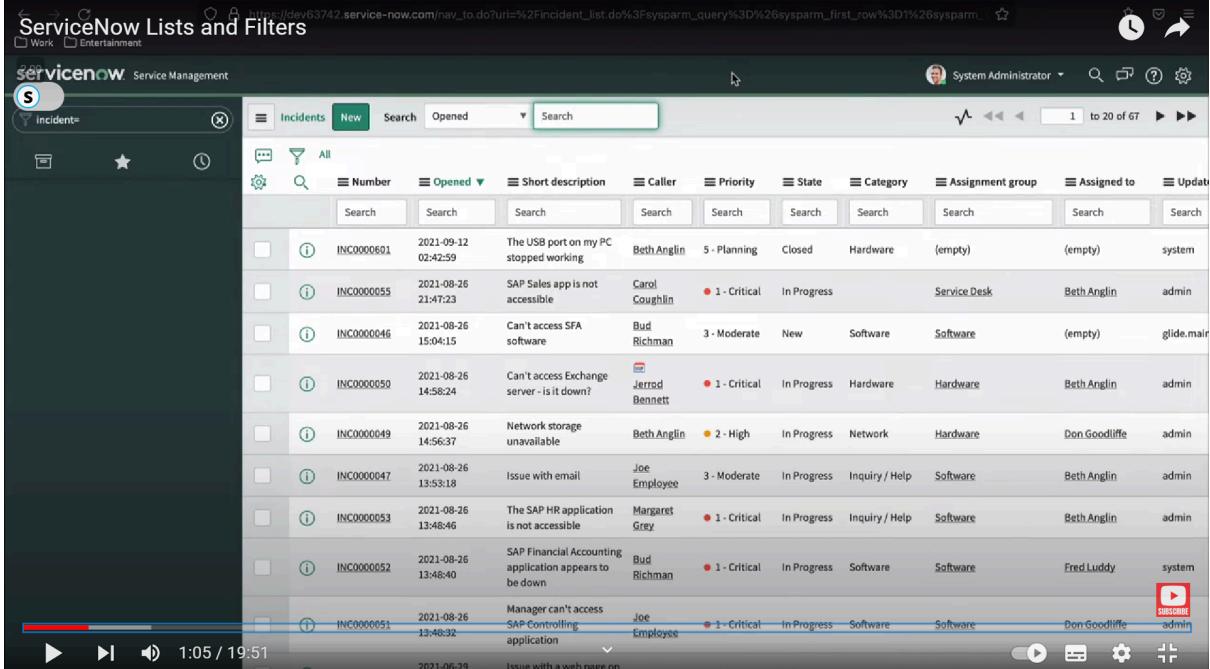
4. ServiceNow Branding Overview

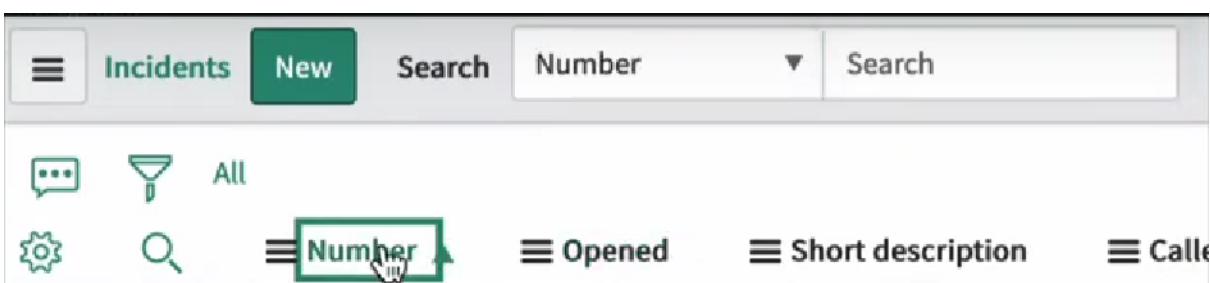
What is Branding in ServiceNow?

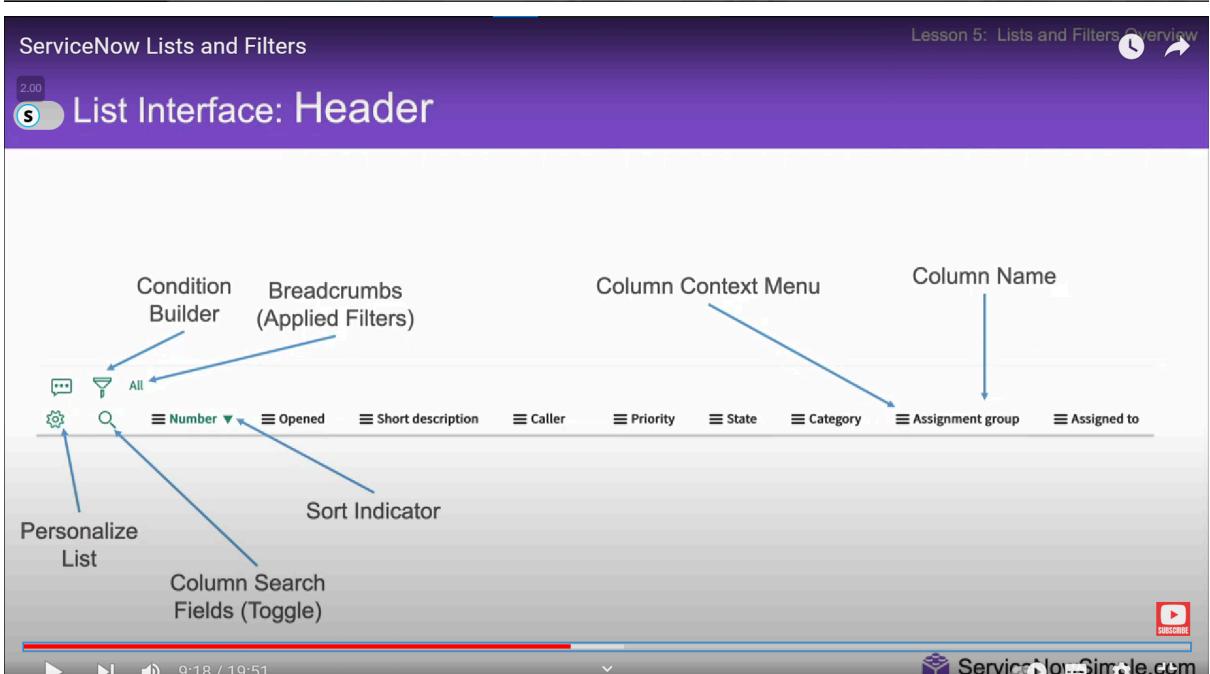
Applying your distinct corporate identity across the Now Platform UI to create a shared identity, build trust, and speed adoption



5. ServiceNow Lists and Filters







Lists in ServiceNow are tabular representations of data from a specific table. They provide a structured way to view, edit, and manage records. Each row in a list represents a record, and each column represents a field from that record.

Filters are used to refine the data displayed in a list. They allow you to specify conditions that records must meet to be included in the view. This helps you focus on relevant information and improve efficiency.

Types of Lists

- **Default Lists:** These are automatically created for each table and provide a basic view of the records.
- **Related Lists:** These are displayed on a record's form and show related records from other tables.
- **Personal Lists:** These are created by individual users and can be customized with specific filters and fields.
- **Saved Lists:** These are predefined lists that can be saved and reused.

Creating and Using Filters

1. **Access the Filter Builder:** Click the "Show/Hide Filter" icon () next to the breadcrumbs in the list view.
2. **Add Conditions:** Select a field, operator, and value to create a condition. You can combine multiple conditions using AND or OR logic.
3. **Apply the Filter:** Click the "Run" button to apply the filter and display the matching records.

Filter Operators

- **Equals:** Matches exact values.
- **Does not equal:** Matches values that are not equal to the specified value.
- **Contains:** Matches values that contain a specific substring.
- **Does not contain:** Matches values that do not contain a specific substring.
- **Starts with:** Matches values that start with a specific substring.
- **Ends with:** Matches values that end with a specific substring.
- **Is empty:** Matches empty values.
- **Is not empty:** Matches non-empty values.
- **Greater than:** Matches values that are greater than the specified value.
- **Less than:** Matches values that are less than the specified value.
- **Greater than or equal to:** Matches values that are greater than or equal to the specified value.
- **Less than or equal to:** Matches values that are less than or equal to the specified value.
- **Between:** Matches values that are within a specified range.

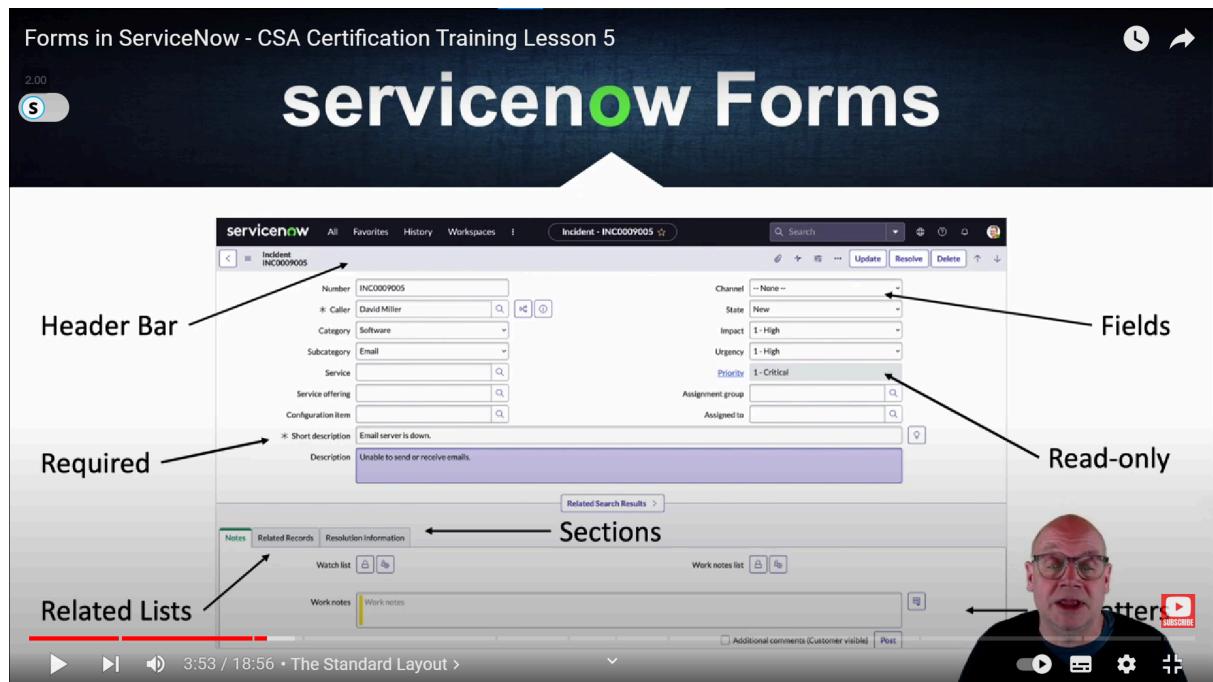
Advanced Filtering Techniques

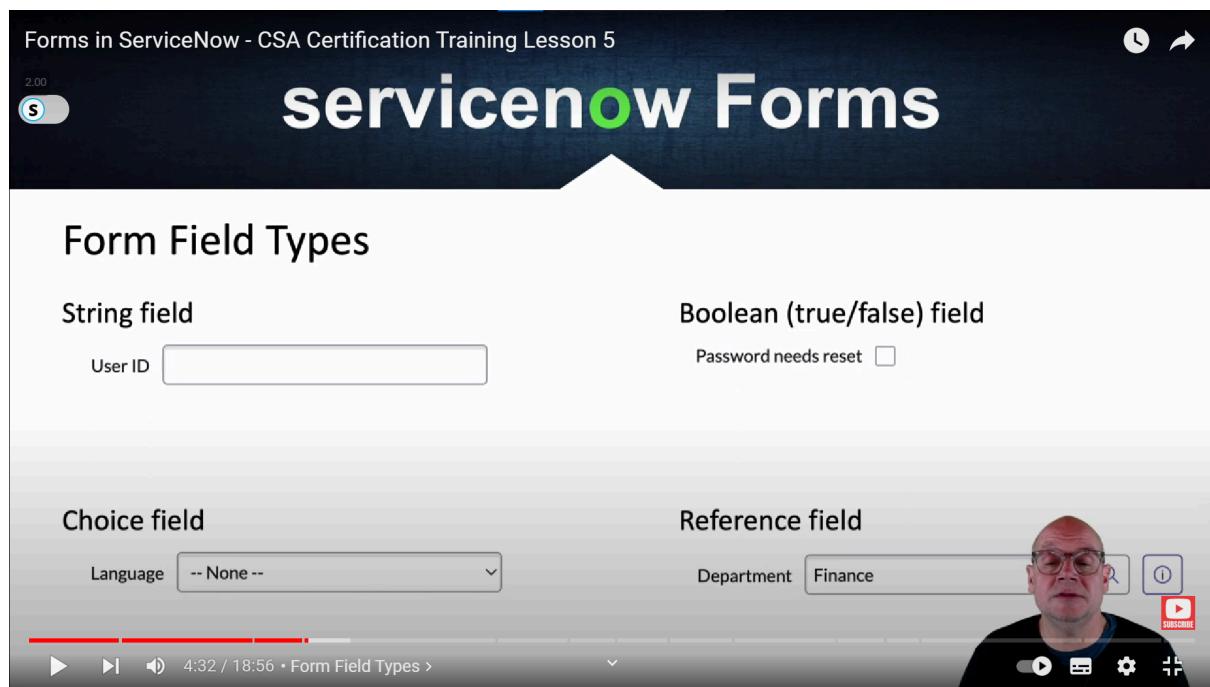
- **Scripted Filters:** Create custom filters using JavaScript to perform complex logic.

- **Dynamic Filters:** Create filters that change based on user input or other factors.
- **Quick Filters:** Quickly filter a list by right-clicking on a field value and selecting an option.

By effectively using lists and filters, you can efficiently manage and analyze your data in ServiceNow.

6. Forms in ServiceNow





Forms are the user interface elements that allow users to interact with records in ServiceNow. They provide a structured way to view, edit, and create records.

Form Components

- **Fields:** These are the basic building blocks of forms and represent specific data elements.
- **Sections:** These group related fields together to improve organization.
- **Tabs:** These allow you to display multiple sections on a single form, making it easier to manage large amounts of data.
- **Reference Qualifiers:** These restrict the values that can be selected in reference fields based on other field values.
- **Business Rules:** These can be used to automate tasks, validate data, and update fields based on specific conditions.
- **Client Scripts:** These are JavaScript scripts that can be used to customize the behavior of forms.
- **UI Policies:** These can be used to control the appearance and behavior of fields based on specific conditions.

7. A Hands-on ServiceNow Tool Demo

ServiceNow Instance



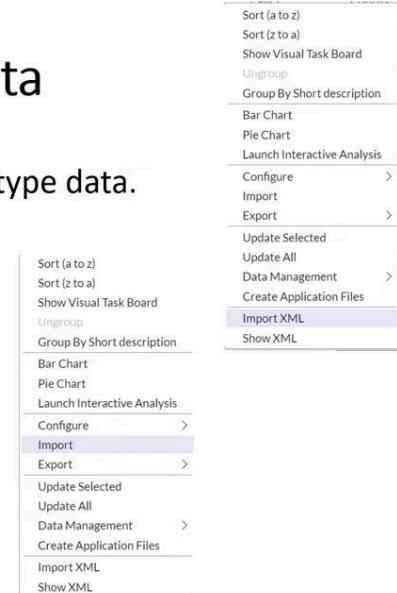
- <https://mycompany-prod.service-now.com>
- <https://mycompany-test.service-now.com>
- <https://mycompany-dev.service-now.com>



8. Introduction to Importing Data in ServiceNow

Different ways to Import Data

- **Import XML** – You can only Import XML type data.



- **Import** – You can only Import Excel file.

ServiceNow - What is Import Sets? 2.00 i ⌂ ↗

Import Sets

- It enables to import data from various data sources and map the data into ServiceNow existing table.

- Roles required – **admin or import_admin**
- In ServiceNow we have an application called **System Import Sets**

Diagram illustrating the components of Import Sets:

- Data Sources:** JDBC, HTTP / FTP, EXCEL, CSV, XML
- Import Set Table:** A central green cylinder representing the intermediate storage.
- Transform:** A vertical blue bar labeled "TRANSFORM" indicating the process of mapping data from the Import Set Table to the Target Table.
- Target Table:** CM DB, User, Incident, Groups, Location

7:43 / 14:58 • Important components of Import Sets >

Important components of Import Sets

- Data Source
- Load Data
- Import Set Table
- Transform Map
- Transform

Import Set Table

- It is the staging area for records which are imported from a data source.
- Fields are generated automatically based on the imported data.

9. Creating a Data Source in ServiceNow

The screenshot shows the 'Data Source' creation page in ServiceNow. The 'Name' field is set to 'Test Import'. The 'Import set table label' and 'Import set table name' both contain 'Test Import'. The 'Application' is set to 'Global'. The 'File retrieval method' is 'Attachment'. The 'Type' is set to 'File'. The 'Format' dropdown is set to 'None'. There are also checkboxes for 'Zipped' and 'Use Batch Import', neither of which is checked. A green 'Submit' button is at the bottom left. The left sidebar shows the 'System Import Sets' navigation path.

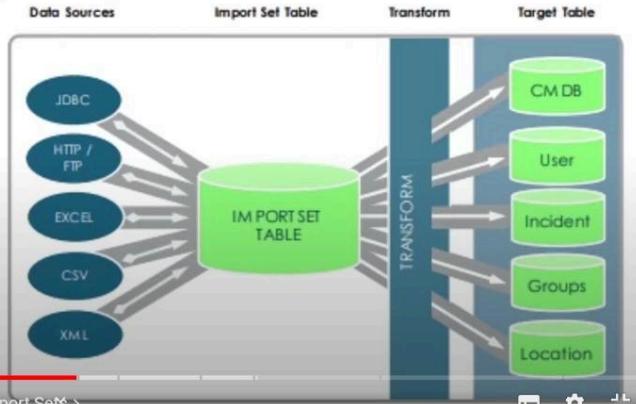
10. Understanding Import Sets in ServiceNow

ServiceNow - What is Import Sets? 2.00 i ⌂ ↗

Import Sets

- It enables to import data from various data sources and map the data into ServiceNow existing table.

- Roles required – **admin or import_admin**
- In ServiceNow we have an application called **System Import Sets**



14:58 / 14:58 • Important components of Import Sets >

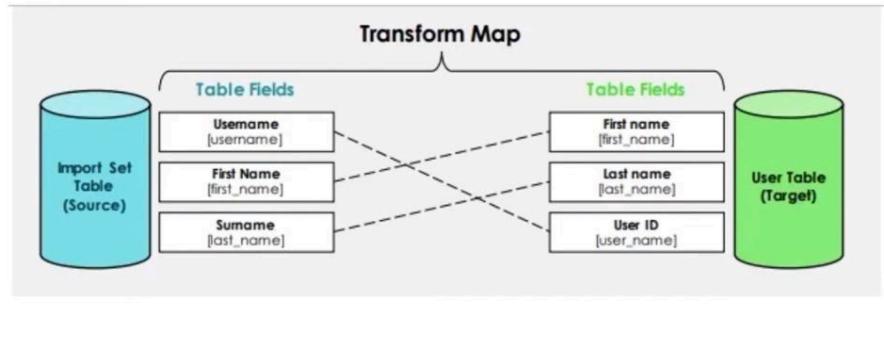
Important components of Import Sets

- Data Source
- Load Data
- Import Set Table
- Transform Map
- Transform

11. ServiceNow Transform Maps & Field Maps

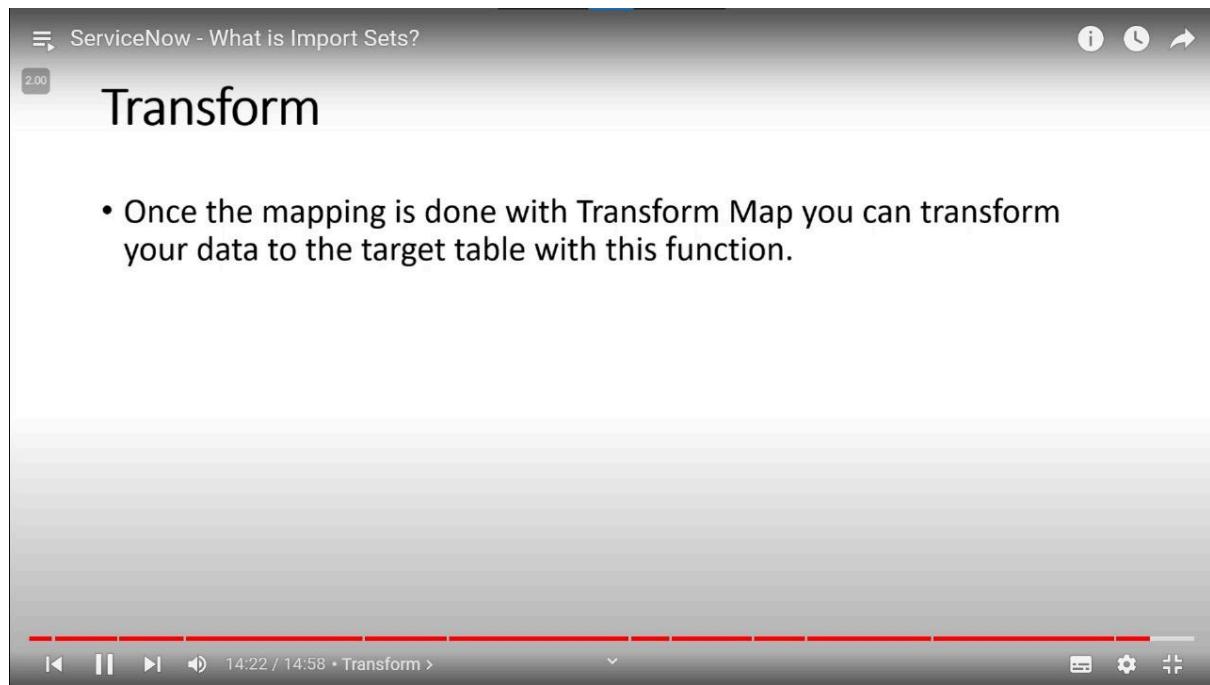
Transform Map

- This is used to create a relationship between fields in import set table and fields in a target table.



Types of Mapping

- **Automatic Mapping** – Where fields of your import set table matches with the fields of target table.
- **Mapping Assist** – It is the convenient way to map fields between your import set table and target table.



12. ServiceNow Incident Management Tutorial and Task Administration

ServiceNow Incident Management is a powerful tool that helps organisations efficiently track, manage, and resolve IT incidents. It provides a centralised platform for recording and prioritising incidents, assigning them to appropriate teams, and tracking their progress through the resolution process.

Key Components of Incident Management in ServiceNow:

- **Incident Form:** A standardised form used to capture essential details about an incident, such as the description, priority, category, and assigned group.
- **Incident Lifecycle:** A predefined workflow that guides incidents through various stages, including creation, assignment, investigation, resolution, and closure.
- **SLAs (Service Level Agreements):** Contracts that define the expected level of service for incidents, including response times and resolution times.
- **Knowledge Base:** A repository of articles and solutions that can be used to resolve common incidents and prevent future occurrences.
- **Reporting and Analytics:** Tools for generating reports and analysing data to identify trends, measure performance, and improve incident management processes.

Benefits of Using ServiceNow Incident Management:

- **Improved Efficiency:** Streamline incident management processes, reduce response times, and improve overall service delivery.
- **Enhanced Visibility:** Gain better visibility into incident trends, root causes, and performance metrics.

- **Proactive Problem Management:** Identify recurring incidents and implement preventive measures to avoid future disruptions.
- **Improved Customer Satisfaction:** Resolve incidents promptly and effectively, leading to higher customer satisfaction.
- **Compliance Adherence:** Ensure compliance with industry standards and regulations related to incident management.

Key Features and Functionality:

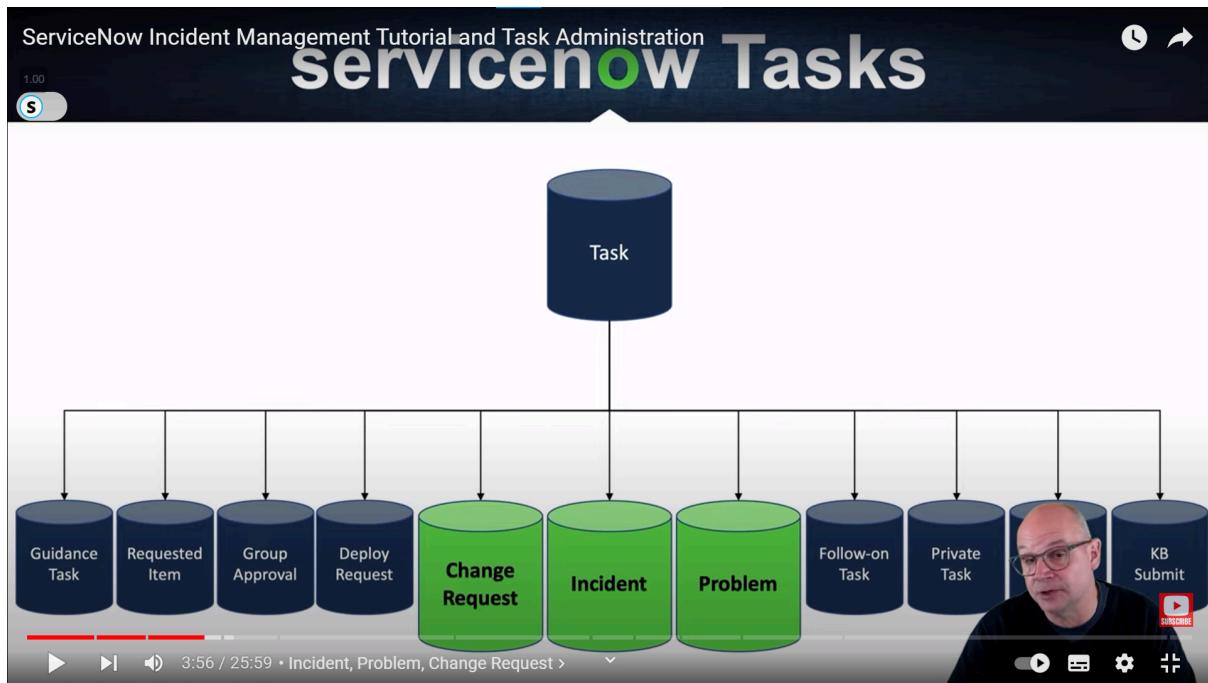
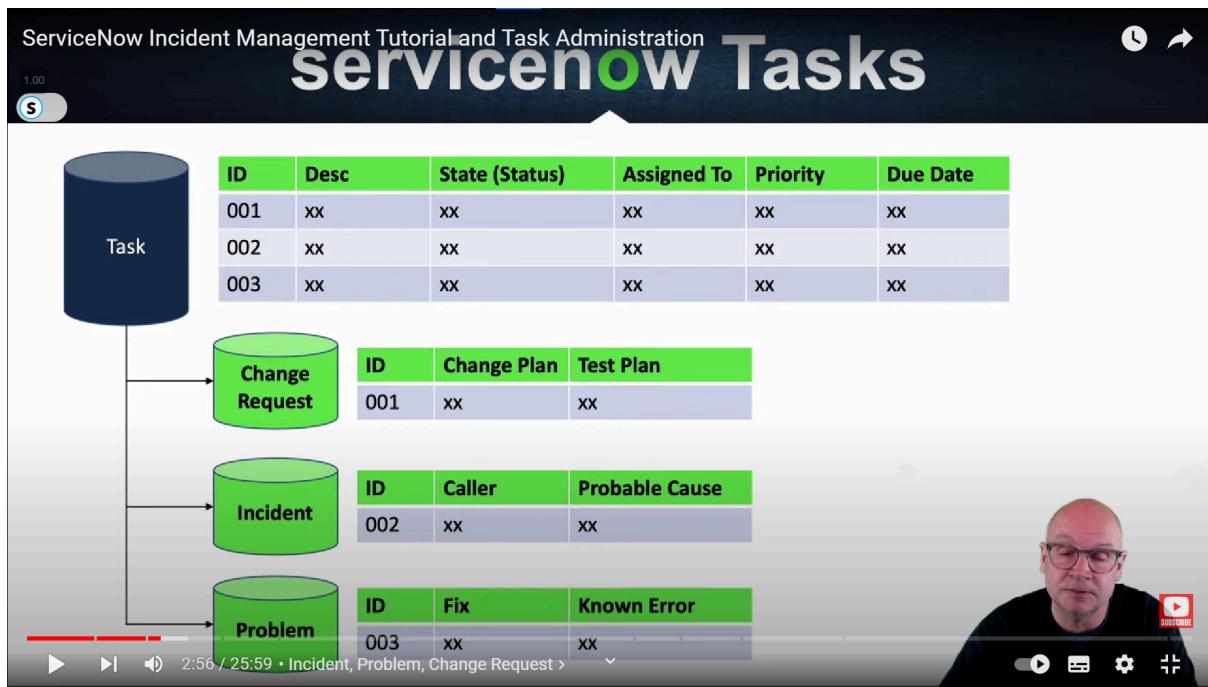
- **Incident Categorization:** Classify incidents based on various criteria, such as type, severity, and source.
- **Priority Assignment:** Automatically assign priorities to incidents based on predefined rules or user input.
- **Assignment Routing:** Route incidents to the appropriate teams or individuals based on their skills and expertise.
- **Knowledge Base Integration:** Leverage the knowledge base to find solutions and resolve incidents more efficiently.
- **Escalation Management:** Automatically escalate incidents to higher-level teams or individuals if they are not resolved within specified timeframes.
- **Change Management Integration:** Link incidents to changes to track their impact and prevent unintended consequences.
- **Problem Management Integration:** Identify underlying problems that cause recurring incidents and implement corrective actions.

ServiceNow Incident Management is a valuable tool for organisations of all sizes that want to improve their IT service delivery and customer satisfaction. By effectively managing incidents and resolving them promptly, organisations can minimise downtime, reduce costs, and enhance their overall IT operations.

The screenshot shows a ServiceNow video player interface. The title bar reads "ServiceNow Incident Management Tutorial and Task Administration" and "servicenow Tasks". A large blue cylinder icon labeled "Task" is on the left. To its right is a table with the following data:

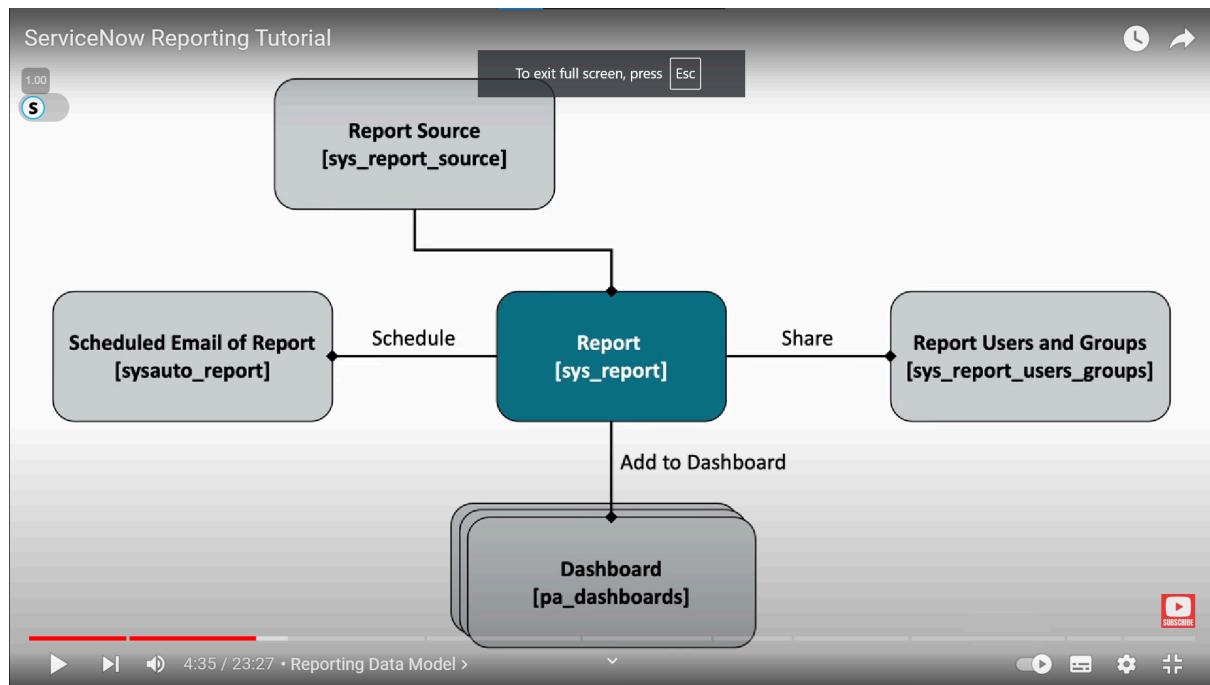
ID	Desc	State (Status)	Assigned To	Priority	Due Date
001	abc	Pending	Jeff	High	01/02/03
002	xyz	In Progress	Terri	Low	04/05/06

A green callout box points from the text below to the table, stating: "The Task table defines attributes common to all types of tasks." Below the table is a video player showing a man speaking, with the video controls visible at the bottom.



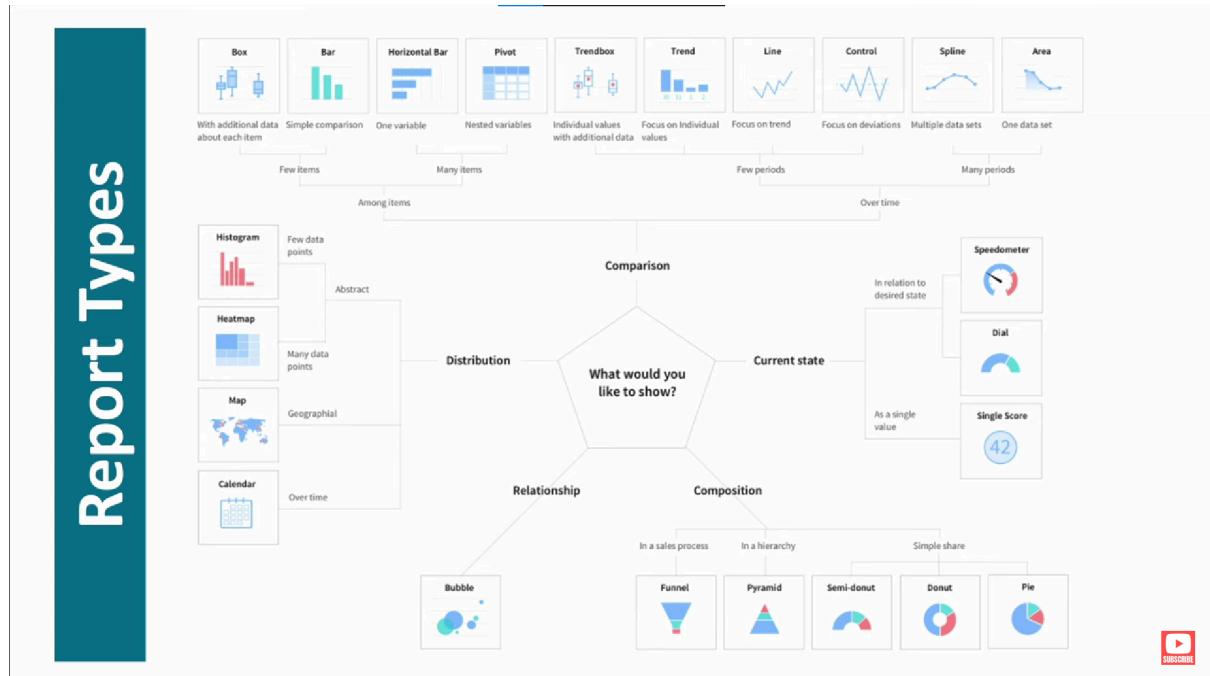
13. ServiceNow Reporting Tutorial

Reporting is a critical component of ServiceNow that provides organizations with valuable insights into their IT operations. By analyzing data from various tables, reports can help identify trends, measure performance, and make informed decisions.



Report [sys_report] extends Application File

FIELD LABEL	REPRESENTS	DATATYPE / DESCRIPTION
Sys ID	The unique identifier of the record	Sys ID (String)
Title	The title of the report	String
Source type	The type of data source for the report	String (Table or Data source)



14. What is Low Code No Code Development?

Low-Code and No-Code Development in ServiceNow

Low-code and no-code development are approaches that allow users to create applications with minimal or no coding. In ServiceNow, these approaches are particularly useful for extending and customizing the platform without requiring extensive programming knowledge.

Low-Code Development:

- Minimal Coding: Requires some coding, but primarily uses a visual interface to build applications.
- Rapid Development: Accelerates application development by automating repetitive tasks.
- Customization: Allows for customization of existing features and processes.
- Examples: Using the ServiceNow Studio to create custom applications, forms, and workflows.

No-Code Development:

- No Coding Required: Relies entirely on a visual interface to create applications.
- Accessibility: Enables non-technical users to build applications.
- Rapid Prototyping: Facilitates rapid creation and testing of ideas.
- Examples: Using the ServiceNow App Engine to create custom applications without writing code.

Benefits of Low-Code and No-Code Development in ServiceNow:

- Increased Productivity: Faster application development and deployment.
- Reduced Costs: Lower development and maintenance costs.
- Enhanced Agility: Ability to adapt to changing business needs quickly.
- Empowerment of Citizen Developers: Enables non-technical users to contribute to application development.
- Integration with Core Platform: Seamlessly integrates with ServiceNow's core functionality.



Low Code / No Code Pros & Cons

To exit full screen, press Esc

Pros

- Empowers the people that know the business to solve business problems themselves
- Improves agility via tools for creating IT-services quickly
- Lower costs via more apps in less time with less dependence on IT
- Increased automation opportunities

Cons

- Requires generalization which limits flexibility
- Limits technical improvements (I can code this better)



8:15 / 10:11 • Pros and Cons >



SUBSCRIBE