

What is ServiceNow:

Q. What is ServiceNow?

a. ServiceNow is a cloud-based software company founded in 2003 by Fred Luddy to solve problems large enterprises face with traditional IT delivery.

Q. Who is ServiceNow?

a. Over 17,000 employees worldwide Recognized as a top company to work for by Glassdoor and Fortune magazine and Serves mid to large enterprises like AT&T, Coca-Cola, Microsoft, Deloitte and more mostly people in uk recognised it as one of the best plces to work and founded by Fred luddy who is also a current board chairperson and also dropped out from college (Indiana University) and former CTO of peregrine systems.

b. Led by CEO Bill McDermott, previously CEO of SAP .

Q. When was ServiceNow founded?

a. Founded as GlideSoft in 2003 by Fred Luddy after leaving Peregrine Systems Changed name to ServiceNow in 2006 Went public in 2012 underticker symbol NOW Named #1 most innovative company by Forbes in 2018 Bill McDermott named CEO in 2019.

Q. Why was ServiceNow created?

a .To fix frustrations between IT and business users IT often makes business people feel silly or embarrassed IT is an expense that enables revenue-generating business Founder Fred Luddy wanted to build an intuitive platform for business users to solve problems themselves.

Q. How does ServiceNow work?

a. Cloud-based Application Platform as a Service (aPaaS) Provides infrastructure, platform, applications and workflows for business IT needs Single enterprise-wide data model and database Supports custom workflows and applications Offers pre-built applications across IT, employee, customer and creator workflows, All applications (oob and custom) for entire enterprise are supported by single common datamodel and database.

Q. Where is ServiceNow located?

Headquartered in Santa Clara, California Has global offices across North America, Latin America, Europe, Middle East, Africa, Asia Pacific and Data centers are Asia Pacific Japan, Europe, Middle East, Africa, North America and South America.

ServiceNow Platform Overview:

Platform Architecture:

ServiceNow is an Application Platform as a Service (aPaaS)

Provides infrastructure, platform, applications and workflows for business IT needs

Single enterprise-wide data model and database

Multi-instance architecture for more control over upgrades and patches

Applications and Workflows

Offers pre-built applications across four main categories:

IT workflows (79 applications)

Employee workflows (43 applications)

Customer workflows (93 applications)

Creator workflows (23 applications)

User Interfaces

Three primary user interface types:

ServiceNow Platform UI (web-based)

ServiceNow Mobile Apps (agent, employee, onboarding)

ServiceNow Service Portal (customizable web interface)

Role-Based Access and Authentication

Uses three main entities for access control:

Users

Groups

Roles (collections of permissions)

Now Platform Architecture:

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.

- 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.

- Backups and security:

4 weekly full data backups and 6 daily differential data backups

Q .What are the 3 primary user-Interfaces?

ans: Now platform Ui, Servicenow mobileapps ,servicenow portal.

ServiceNow User Interface Overview:

Overview of the User Interface

The ServiceNow Platform UI is a web-based interface used to access the Now Platform.

This is part of the ServiceNow Fundamentals learning path and includes a hands-on demonstration of various UI elements.

Main Screen Elements

1.Banner Frame: Runs across the top and includes:

Logo: Click to return to the homepage.

User Menu: Access profile settings, impersonate users, elevate roles, and log out.

Tools Section:

Global Search: Search for records across the instance.

Connect Chat: Chat with other users within ServiceNow.

Help Tool: Provides contextual help based on the current screen.

2.Application Navigator: Located on the left side, it is the primary navigation tool for accessing applications and modules. It includes:

Navigation Filter: Allows users to filter applications and modules quickly.

Tabs:

All Applications: Displays all available applications.

Favorites: Lists frequently used applications and modules.

History: Tracks the last 30 items accessed.

3.Content Frame: The main area of the screen where application content is displayed.

System Settings

Users can customize their interface settings through the System Settings gear icon, which includes options for:

General settings (e.g., UI compactness, date formats).

Theme settings (color and appearance).

Accessibility settings.

List and form settings (how data is displayed).

Notification settings (control over alerts).

Developer settings (tools for developers).

ServiceNow User Interface Overview:

Key Elements of the ServiceNow User Interface

1.Banner Frame:

Located at the top of the interface, it includes:

Logo: Click to return to the home page.

User Menu: Access to profile settings, impersonation options, and logout.

Tools Section: Contains global search, connect chat, and contextual help.

System Settings: Gear icon for customizing user interface settings.

2.Application Navigator:

Positioned on the left side, it is the primary navigation tool, allowing users to access applications and modules.

Features a navigation filter to quickly find applications.

Tabs for All Applications, Favorites, and History to streamline navigation.

3.Content Frame:

The main area where application content is displayed.

Q1: What are the three main elements of the ServiceNow user interface?

A1: The three main elements are the Banner Frame, Application Navigator, and Content Frame.

Q2: What functionality does the User Menu provide?

A2: The User Menu allows users to access their profile settings, impersonate other users, elevate roles for high-impact actions, and log out of the ServiceNow instance.

Q3: How can users customize their experience in ServiceNow?

A3: Users can customize their experience through the System Settings in the Banner Frame, where they can adjust general settings, theme settings, accessibility options, and notification preferences.

Q4: What is the purpose of the Application Navigator?

A4: The Application Navigator is used to access different applications and modules within ServiceNow, featuring a filter to help users quickly find what they need.

Q5: How does the Global Search tool function?

A5: The Global Search tool allows users to search the entire ServiceNow instance for records that match specified keywords.

Q6: What is the significance of the Favorites tab in the Application Navigator?

A6: The Favorites tab allows users to quickly access frequently used applications or modules, enhancing efficiency.

Q7: What does the Contextual Help tool provide?

A7: The Contextual Help tool offers assistance relevant to the user's current context within the application, including access to help articles and user guides.

ServiceNow Branding Overview:

Introduction to Branding in ServiceNow:

Branding in ServiceNow allows organizations to personalize the user interface by incorporating their corporate identity, such as logos, colors, and fonts.

It creates a familiar environment for users, enhancing their comfort and confidence in using the platform.

Company Guided Setup:

The Company Guided Setup wizard assists in configuring the overall look and feel of the ServiceNow instance.

It includes uploading logos, customizing banner frames, and adjusting text and color settings to align with corporate branding.

ServiceNow Portal and UI Builder:

The ServiceNow Portal allows for a widget-based interface, while UI Builder offers a more flexible, WYSIWYG approach to designing screens.

These tools provide additional options for personalizing the user interface.

Hands-on Demonstration:

The presenter walks through a practical demonstration using a personal developer instance, showing how to:

Access the guided setup application and navigate to the company guided setup module.

Change the page header caption and browser tab title.

Upload a corporate logo and customize settings like time zones and date formats.

Add a welcome message to the login page that users see upon logging in.

Key Takeaways:

Purpose of Branding: Branding in ServiceNow aims to create a user-friendly interface that resonates with the company's identity, enhancing user experience and engagement.

Guided Setup Wizards: ServiceNow provides guided setup wizards to simplify the process of configuring various aspects of the platform, including branding.

Personalization Options: In addition to the company guided setup, the ServiceNow Portal and UI Builder offer alternative ways to customize the user interface.

Questions and Answers

Q .What is the purpose of branding in ServiceNow?

A. Branding in ServiceNow allows organizations to personalize the user interface to reflect their corporate identity, creating a familiar environment for users.

Q. How can you access the branding tools in ServiceNow?

A. The branding tools can be accessed through the guided setup application, specifically the company guided setup module.

Q. What settings can be customized using the company guided setup wizard?

A. The company guided setup wizard allows you to change the page header caption, browser tab title, upload a corporate logo, customize time zones, date formats, and add welcome messages to the login page.

Q. What other options are available for personalizing the ServiceNow user interface?

A. The ServiceNow Portal and UI Builder provide additional options for customizing the user interface, offering a widget-based interface and a WYSIWYG approach to designing screens, respectively.

Q. Why is understanding branding important for ServiceNow administrators?

A. While branding may not contain extensive terminology relevant for certification exams, implementing these changes is crucial for system administrators to create a user-friendly interface that resonates with the company's identity, enhancing user experience and engagement.

ServiceNow Lists and Filters:

Introduction to Lists in ServiceNow:

The presenter, Jeff from ServiceNow Simple, explains that ServiceNow heavily utilizes lists to display records from various database tables, including incidents, problems, and tasks.

Each table in ServiceNow has a corresponding List View that allows users to sort, search, filter, and analyze data efficiently.

Accessing Lists:

Lists can be accessed through the Application Navigator or by using the dot list command (e.g., `incident.list` for the incident table).

A special command, `sys_db_object.list`, can be used to view all tables within the ServiceNow database.

List View Interface:

The List View includes a title bar, list header, and data rows. The title bar shows the name of the table, and the list header displays column names.

Users can select a single item from the list to view its details in a form view.

List Control Menu:

The hamburger icon on the title bar opens the List Control Menu, which includes options to:

Select saved views and filters.

Group data by a specific column.

Change the number of records displayed per page.

Refresh the list and add it to favorites.

Filtering and Searching:

The video details how to create and apply filters using the Condition Builder, which allows for complex filtering based on multiple columns.

Users can also perform quick searches on specific columns and utilize wildcard characters for more refined searches.

Customizing the List View:

The Personalized List Tool allows users to add, remove, and reorder columns without affecting other users.

The breadcrumbs feature helps users track applied filters and navigate back to previous states.

Additional Features:

The video covers various context menus available in the List View, including:

Column context menu: Options related to specific columns, like sorting and visualization.

Field context menu: Right-click options for individual fields, such as filtering and copying URLs.

Conclusion

The presenter encourages viewers to explore the List View features and practice applying different filters and customizations to enhance their understanding of the ServiceNow platform.

Questions and Answers:

Q. What is the main purpose of the List View in ServiceNow?

A. The List View is designed to present lists of records from database tables, allowing users to sort, search, filter, and analyze data efficiently.

Q. How can users access different lists in ServiceNow?

A. Users can access lists through the Application Navigator or by using the dot list command (e.g., incident.list).

Q. What is the function of the List Control Menu?

A. The List Control Menu allows users to select saved views, apply filters, group data, change the number of records displayed, refresh the list, and add the list to favorites.

Q. What is the Condition Builder?

A. The Condition Builder is a tool for applying complex filters to the list, enabling users to include multiple columns and operators.

Q. How can users customize the List View?

A. Users can customize the List View using the Personalized List Tool to add, remove, or reorder columns, which will only affect their own settings.

Q. What are breadcrumbs in the List View?

A. Breadcrumbs indicate any filters that have been applied to the list, allowing users to easily navigate and understand the current view.

Q. What are context menus, and how are they used in the List View?

A. Context menus provide additional options related to lists, columns, and fields, allowing users to perform actions such as filtering, sorting, and copying URLs.

Forms in ServiceNow:

Introduction to Forms in ServiceNow:

The presenter, Jeff from ServiceNow Simple, explains that any time you are viewing, editing, or creating a single record in ServiceNow, you are working with a form.

The lesson focuses on the commonalities that exist between all ServiceNow forms, including field types, standard components, saving changes, copying records, sections, related lists, formatters, views, templates, attachments, and personalization.

What is a Form?

A form is the interface you interact with when working with a single record in ServiceNow.

You can access a form by opening a record from a list or entering the record ID in the global search.

Standard Layout of Forms:

Every form has a header bar across the top with standard tools.

The main section displays the record's attributes and their labels, with required fields marked with an asterisk and read-only fields marked with a gray background.

Additional sections can be displayed to group common fields and show related lists and formatters.

Form Field Types:

Different field types are used to display and collect data, such as string fields, Boolean fields, choice fields, and reference fields.

Reference fields allow you to view and populate values from other tables in the database.

Saving Changes and Copying Records:

Changes made to a form are not automatically saved; you must proactively save them using the submit, update, or save options.

The "Insert" and "Insert & Stay" options allow you to create a copy of an existing record to quickly create a new record with similar values.

Form Sections, Related Lists, and Formatters:

Forms are designed using sections to group and organize fields and other data.

Related lists display records from other tables that are related to the current record.

Formatters are special form elements that display information related to the record but are not fields or related lists.

Form Views and Personalization:

Different views of a form can be created and saved to serve the purposes of different types of users.

Users with the correct permissions can create and modify form views.

The form personalization tool allows users to tweak the fields displayed in the selected view for their own liking.

Attachments and Templates:

The "Manage Attachments" button allows users to attach documents to a record.

Templates are used to automatically populate certain fields when creating a new record, saving time for users who frequently create records with similar values.

Creating and Editing Form Views:

The "Form Design" tool provides a drag-and-drop interface for creating and modifying form views.

The "Form Layout" tool is a simpler, more traditional method for adding and removing fields between available and selected buckets.

Questions and Answers

Q. What is the purpose of forms in ServiceNow?

A. Forms are used to view, edit, and create single records in ServiceNow.

Q. How can you access a form in ServiceNow?

A. You can access a form by opening a record from a list or entering the record ID in the global search.

Q. What are the standard components of a form?

A. A form includes a header bar, a main section for displaying record attributes, and additional sections for grouping fields and showing related lists and formatters.

Q. What are the different types of fields used in forms?

A. Forms use various field types, such as string fields, Boolean fields, choice fields, and reference fields, to display and collect data.

Q. How do you save changes made to a form?

A. Changes are saved using the submit, update, or save options. The system does not automatically save changes.

Q. What is the purpose of templates in forms?

A. Templates allow you to automatically populate certain fields when creating a new record, saving time for users who frequently create records with similar values.

Q. What tools are available for creating and modifying form views?

A. The "Form Design" tool provides a drag-and-drop interface for creating and modifying form views, while the "Form Layout" tool is a simpler, more traditional method for adding and removing fields.

A Hands-on ServiceNow Tool Demo:

Navigation Bar Overview

The navigation bar includes features such as:

User Menu: Displays the logged-in user and allows for user-specific settings.

Notifications: Users can see notifications related to tasks and events.

Contextual Help: Provides access to knowledge base articles based on the current context.

Global Search: A powerful search tool that allows users to search across the platform for records, incidents, and more.

Contextual App Pill: Shows the current application context.

Favorites: Users can mark frequently accessed items as favorites for quick access.

All Menu: Contains all applications available in ServiceNow, both out-of-the-box and custom-built.

ServiceNow Applications Overview:

The presenter describes the various workflows in ServiceNow, including:

IT Workflows: 79 applications for internal IT functions.

Employee Workflows: 43 applications tailored for employee needs.

Customer Workflows: 93 applications focused on customer interactions.

Creator Workflows: 23 applications designed for developers to create and enhance applications.

Working with Lists and Forms

The video transitions to working with lists and forms, explaining that:

A list displays multiple records from a database table.

A form displays a single record for viewing or editing.

The presenter navigates to the Incident application to demonstrate how to create and manage incidents.

List Views and Form Views

The presenter shows how to access different views of lists, apply filters, and customize the display of records.

He explains how to create new incidents and modify existing ones through forms.

Knowledge Management and the ServiceNow Database

The video briefly touches on Knowledge Management in ServiceNow and the underlying database structure, emphasizing the importance of data organization and accessibility.

Conclusion

The presenter concludes by encouraging viewers to explore ServiceNow further, highlighting the availability of training and certification options for those looking to deepen their understanding of the platform.

Questions and Answers:

Q. What is ServiceNow?

A. ServiceNow is a cloud-based platform that provides IT services and applications, functioning as a comprehensive IT department in the cloud.

Q. How do you log into ServiceNow?

A. Users log into ServiceNow by entering the URL of their instance in a web browser and using their credentials.

Q What is the Next Experience UI?

A. The Next Experience UI is the primary user interface for interacting with ServiceNow applications, designed for ease of use and navigation.

Q. What features are included in the navigation bar?

A. The navigation bar includes the user menu, notifications, contextual help, global search, contextual app pill, favorites, and the All menu.

Q. What are the four primary workflows in ServiceNow?

A. The four primary workflows are IT Workflows, Employee Workflows, Customer Workflows, and Creator Workflows.

Q. What is the difference between lists and forms in ServiceNow?

A. A list displays multiple records from a database table, while a form displays a single record for viewing or editing.

Q. How can users filter and customize list views?

A. Users can apply filters using the Condition Builder, create favorites, and switch between different views to customize how records are displayed.

Q. What resources are available for learning more about ServiceNow?

A. ServiceNow offers training and certification options for users and developers looking to enhance their skills and knowledge of the platform.

Introduction to Importing Data in ServiceNow:

Key Concepts

Data Entities:

Source Data Entity: This is the origin of the data that needs to be imported.

Staging Table (Import Set Table): An intermediary table created by ServiceNow to temporarily hold data during the import process.

Target Entity: The final destination where the data will be loaded within ServiceNow.

Import Process:

The video outlines the steps involved in setting up a data import, which will be detailed in subsequent videos. Key components include:

Creation of a data source

Import sets

Transform maps

Field maps

Data import scheduling

Questions and Answers

Q1: What is the purpose of the staging table in ServiceNow?

A1: The staging table, also known as the import set table, acts as an intermediary storage area for data being imported into ServiceNow. It is automatically created by ServiceNow during the import process, simplifying the data transfer from the source to the target entity.

Q2: What are the three main data entities involved in the import process?

A2: The three main data entities are:

Source Data Entity: Where the data originates.

Staging Table (Import Set Table): The temporary table created by ServiceNow to hold the incoming data.

Target Entity: The final location within ServiceNow where the data will be stored.

Q3: What will be covered in the subsequent videos of the series?

A3: Subsequent videos will cover detailed steps for creating a data source, managing import sets, utilizing transform maps and field maps, and scheduling data imports.

Q4: Why is understanding the terminology important for users?

A4: Understanding the terminology is crucial for users as it lays the foundation for grasping the entire import process in ServiceNow. Familiarity with terms like staging table and data source will help users navigate the platform more effectively.

Creating a Data Source in ServiceNow

Key Concepts

Data Source Record:

A record in the sys_data_source table in ServiceNow that stores the parameters needed to connect to and retrieve data from an external source.

Allows specifying the staging table name and label for the imported data.

Data Source Types:

ServiceNow supports various data source types, including JDBC-compatible databases, LDAP, OIDC, REST, and custom scripts.

The video focuses on demonstrating the creation of a data source using a file, specifically an Excel spreadsheet.

Staging Table:

Also known as an import set table, it is an intermediary table automatically created by ServiceNow to hold the imported data before processing it into the target entity.

The staging table's name and label are specified during the data source creation process.

Questions and Answers

Q1: What is the purpose of a data source record in ServiceNow?

A1: A data source record in ServiceNow stores the necessary parameters for the platform to understand the type of source data entity, where the data is located, how to connect to it, and what data should be imported. It is the first step in setting up a data import.

Q2: What are the different types of data sources supported by ServiceNow?

A2: ServiceNow supports various data source types, including:

JDBC-compatible databases (e.g., Oracle, SQL Server, MySQL)

LDAP

OIDC

REST

Custom scripts

Q3: How is the staging table (import set table) created during the data source setup?

A3: When creating a data source record, you specify the desired staging table name and label. ServiceNow then automatically creates the staging table with the specified name and label to hold the imported data before processing it into the target entity.

Q4: What is the purpose of the header row in an Excel spreadsheet used as a data source?

A4: The header row in an Excel spreadsheet used as a data source is used by ServiceNow to create the fields within the staging table. When the import is executed, ServiceNow looks at the attributes in the header row and creates a field for each one in the staging table.

Understanding Import Sets in ServiceNow:

Key Concepts

Import Sets:

Import sets are staging tables created by ServiceNow to temporarily hold imported data. They allow for data transformation and mapping to target tables before the final loading process.

Data Source Record:

A data source record specifies the parameters for connecting to the external data source and determines how the staging table will be created. This record is essential for initiating the import process.

Staging Table:

The staging table is automatically created by ServiceNow during the import process if it does not already exist. It serves as the initial repository for the imported data.

Import Set Table:

This is a separate table that tracks the import runs. Each import run generates a record in the import set table, which links back to the records in the staging table. This allows for effective management of data imports and tracking of which records belong to which import run.

Questions and Answers

Q1: What is the primary function of import sets in ServiceNow?

A1: Import sets act as staging areas for data that has been imported into ServiceNow but not yet transformed and loaded into the destination tables. They allow for data manipulation and mapping before final loading.

Q2: How is a staging table created in ServiceNow?

A2: A staging table is created automatically by ServiceNow during the import process. If the specified staging table does not exist when an import is run, ServiceNow will create it based on the parameters defined in the data source record.

Q3: What is the relationship between the import set table and the staging table?

A3: The import set table tracks the import runs, with each run generating a record that links back to the records in the staging table. This enables users to manage and identify which records were imported during specific runs.

Q4: What steps are involved in testing a data source before an import?

A4: To test a data source, users must:

Open the created data source record in ServiceNow.

Use the related links to test the data source connection.

Load data into the staging table to verify that the connection works and that data is being correctly imported.

Q5: Why is it important to manage records in the staging table?

A5: Managing records in the staging table is essential to ensure that data integrity is maintained, and to track which records belong to which import runs. This helps prevent duplicate entries and allows for easier data management during the import process.

Key Concepts

Field Maps:

Field maps are records that define the mapping of individual fields from the staging table to the target table. Each mapping is stored as a record in the CIS_transform_entry table.

The mapping process is conducted on a field-by-field basis, enabling precise control over how data is transferred.

Transform Maps:

Transform maps are used to group field maps together, representing the overall data import process. They are stored in the CIS_transform_map table.

A transform map specifies the source table (staging table) and the target table, allowing for organized data handling.

Coalesce Field:

The coalesce field is used to identify unique records during the import process, preventing duplicate entries. It allows ServiceNow to determine whether a record already exists in the target table.

The presenter demonstrates how to set the coalesce field, emphasizing the importance of using a unique identifier for effective data management.

Questions and Answers

Q1: What are field maps, and what is their purpose in ServiceNow?

A1: Field maps are records that specify how individual fields from the staging table correspond to fields in the target table. They enable precise mapping of data during the import process, ensuring that each field is correctly transferred to its designated location.

Q2: How do transform maps differ from field maps?

A2: Transform maps serve as groupings for field maps, organizing the overall data import process. While field maps handle individual field mappings, transform maps define the relationship between the staging table and the target table as a whole.

Q3: What is the significance of the coalesce field during the import process?

A3: The coalesce field is used to identify unique records in the target table, helping to prevent duplicate entries during the import. It allows ServiceNow to match incoming records with existing ones, ensuring data integrity.

Q4: How can users create field maps within a transform map?

A4: Users can create field maps directly within a transform map by using the mapping assistant tool provided by ServiceNow. This tool facilitates the mapping process by displaying fields from both the source and target tables, allowing users to establish relationships easily.

Q5: What are the next steps after creating transform maps and field maps?

A5: After creating transform maps and field maps, the next steps involve testing the import process to ensure that data moves correctly from the source through the staging table to the target table. Users can also explore options for scheduling recurring imports if needed.

ServiceNow Incident Management Tutorial and Task Administration:

Types of Tasks

Common Task Types:

Incident: Represents unplanned interruptions or reductions in quality of IT services.

Problem: Focuses on identifying the root cause of one or more incidents.

Change Request: Used for requests to change IT infrastructure.

Task Management Features

Task Assignment: Tasks can be assigned to users or groups, either manually or automatically using assignment rules.

Assignment Rules: These rules define how tasks are automatically assigned based on conditions, allowing for efficient workload distribution.

Collaboration Tools

User Presence: Multiple users can view and edit the same record simultaneously, enhancing teamwork.

Real-Time Editing: Changes made by one user are instantly visible to others, improving communication.

Visual Task Boards

Graphical Interface: Visual task boards provide a drag-and-drop interface for managing tasks, making it easier to identify bottlenecks and organize work visually.

Conclusion

The video emphasizes the importance of effective task management in ServiceNow, highlighting how it can streamline processes and improve efficiency in handling IT service requests.

Important Notes

Task Table Structure: The task table serves as a parent for other task types (incident, problem, change request), inheriting common attributes while allowing for specific extensions.

Creating Assignment Rules: Assignment rules can be created to automate task assignments based on specific conditions, such as task category or priority.

Task Access: Users can access tasks assigned to them or their group through the Service Desk application, facilitating easy tracking and management.

Activity Stream: Each task record includes an activity stream that logs changes and comments, providing an audit trail for task management.

Types of Visual Task Boards: There are three types of task boards that can be created, each serving different organizational needs.

ServiceNow Reporting Tutorial:

Data Model

The reporting functionality in ServiceNow is built upon the sys_report table, which serves as the foundation for creating and managing reports.

The sys_report table contains essential fields like title, description, and report type.

Report Types

ServiceNow supports various report types, including:

- a.Bar reports
- b.Pie and donut reports
- c.Time series reports
- d.Multidimensional reports
- e.Scorecard reports
- f.Statistical reports
- g.List reports
- h.Calendar reports
- i.Map reports

Report Creation and Editing:

To create a new report, users can access the Reports module and select "Create New."

Reports can be customized by selecting the appropriate data source, report type, filters, and visual style.

Iterative design and user feedback are crucial for refining reports to provide actionable insights.

Sharing Reports

Reports can be shared with users, groups, or via dashboards to ensure the right people have access to the data.

Adding a report to a dashboard involves creating records in related tables, ultimately ending up in the pa_dashboard table.

Important Notes

The sys_report table is a system table that serves as the foundation for ServiceNow's reporting capabilities.

Selecting the right data source and report type is crucial for ensuring the report aligns with its intended purpose.

Customizing filters and conditions helps focus on the most relevant data, avoiding information overload.

Incorporating user feedback and monitoring report usage are essential for continuous improvement and prioritizing enhancements.

Reports can be exported in various formats, such as PDF or Excel, for further analysis or presentation outside the platform.

What is Low Code No Code Development? :

What is Low-Code Development?

Low-code development requires little to no coding to build applications and processes.

It uses visual interfaces with basic logic and drag-and-drop capabilities, simplifying the coding process.

Low-code platforms empower employees to create their own solutions while maintaining IT governance, reducing the need for shadow IT.

What is No-Code Development?

No-code development allows users to build applications without any coding experience.

It provides a visual-based, drag-and-drop architecture for creating basic yet functional apps.

No-code platforms are best suited for assisting teams with specialized, circumscribed needs.

Key Features of Low-Code and No-Code Development

Drag and Drop Interfaces: Both platforms offer drag and drop capabilities to simplify the development process.

Security: Low-code and no-code platforms provide a proper security system to protect applications and the whole platform.

Scalability: These platforms offer scalability to handle and increase application and business growth with a small team.

Reporting and Monitoring: Features like reporting and monitoring help track the progress and performance of applications for useful analysis.

Benefits of Low-Code and No-Code Development

Reduced Development Time: Applications can be built in a matter of hours or days, compared to months with traditional methods.

Increased Efficiency: Low-code and no-code platforms enable faster delivery of applications, improving overall efficiency.

Accessibility: These platforms make application development accessible to non-technical users, empowering them to create custom solutions.

Cost Savings: By reducing the need for skilled developers and accelerating development, low-code and no-code platforms can lead to significant cost savings.

Limitations of Low-Code and No-Code Development

Customization Options: The level of customization available in low-code and no-code platforms may be limited compared to traditional coding methods.

Security Concerns: While platforms strive to provide security, there may be potential risks that need to be addressed.

Scalability Challenges: As applications grow in complexity, scalability may become an issue, requiring more advanced coding capabilities.

Important Notes

Low-code platforms are more suitable for professional developers with some coding knowledge, while no-code platforms are designed for non-technical users.

Low-code development is more adaptable and provides better integration capabilities compared to no-code platforms.

The demand for low-code and no-code development is expected to grow significantly in the coming years, with Gartner predicting that 50% of enterprises will adopt low-code by 2023.

Low-code and no-code development will play a crucial role in digital transformation, enabling businesses to innovate faster and adapt to changing market demands.

While low-code and no-code platforms aim to simplify application development, they do not eliminate the need for skilled developers. These platforms complement traditional coding methods, allowing developers to focus on more complex tasks while empowering non-technical users to create basic applications.