

The ServiceNow training course covers essential aspects of the platform, including administration and configuration skills necessary for effective service management. Completing this course equips learners for the ServiceNow admin certification and enhances their career opportunities.

The course includes a comprehensive introduction to ServiceNow architecture, emphasizing its multi-instance model that ensures data isolation and enhances application management. Understanding this architecture is crucial for effective platform utilization.

In addition to administration training, the course covers user interface options such as the native UI and mobile applications, enabling users to interact with the ServiceNow platform efficiently. These interfaces facilitate seamless access to platform features.

The training also addresses security protocols, including role-based access and various authentication methods, ensuring that users can safely access sensitive information on the platform. This knowledge is vital for maintaining data integrity.

ServiceNow provides out-of-the-box features for user management, including groups and roles, which streamline access control. This system is designed to enhance organizational efficiency by simplifying user permissions.

Groups in ServiceNow allow for easy management of user access by assigning roles collectively rather than individually. This approach significantly reduces administrative overhead.

Roles in ServiceNow define specific permissions and access levels for users within the system. Assigning roles to groups instead of individual users is recommended for better maintenance.

Self-service users in ServiceNow can access certain features without any roles assigned, providing a basic level of functionality. This ensures that users can still perform essential tasks without extensive permissions.

Users can effectively navigate within the ServiceNow platform to access applications and modules based on their permissions. The application navigator facilitates easy access to features and functionalities tailored to user roles.

User access levels determine the visibility of data and features in ServiceNow. Admin users have broader access compared to end users, ensuring data security and role-specific functionalities.

The application navigator includes features such as search filters and favorites, allowing users to quickly find and access the applications they frequently use. This enhances overall efficiency in navigating the system.

The history feature in ServiceNow automatically tracks user activities, enabling them to revisit previously accessed applications or records. This functionality supports better workflow management and task continuity.

The video discusses how to effectively manage list views and filters in a software application. Users can customize their views, save filters for ease of access, and group data based on specific criteria. Users can create different views tailored to their needs, allowing for customized data display based on various use cases. This enhances data accessibility and relevance for specific tasks.

Saved filters enable users to quickly access frequently used data without reapplying criteria daily, streamlining workflow and improving efficiency in data management.

Grouping options allow users to categorize data visually and effectively, making it easier to analyze records based on selected fields like status or priority.

Forms in ServiceNow can be configured to restrict user access, such as making certain fields read-only. This customization enhances data integrity and user experience by tailoring forms to specific needs.

Forms can include various field types like choice fields, allowing users to select options from dropdowns, enhancing data entry efficiency.

Reference fields can display data from different tables, allowing users to select information related to other records, improving data connectivity and relevance.

Form design allows for advanced customization including layout adjustments and adding new fields, enabling administrators to create user-friendly forms tailored to specific requirements.

This session focuses on utilizing service templates and task management in ServiceNow. It also includes a knowledge check to reinforce learning about various functionalities and task assignments.

Knowledge checks are integrated into training to help users assess their understanding of ServiceNow concepts. Each check consists of multiple questions with a timed response.

Task management in ServiceNow allows users to track and assign tasks effectively. Users can create tasks that are routed to relevant teams for resolution.

Service Level Agreements (SLAs) are essential for managing task timelines in ServiceNow. SLAs track the agreed resolution times and ensure compliance with service expectations.

ServiceNow provides configurable service level agreements (SLAs) that can be tailored to meet specific organizational and customer requirements. This functionality assists in tracking and managing approvals effectively within various processes.

Users can manually add approvals within ServiceNow, allowing for customized workflows tailored to specific tasks and requirements. This flexibility enhances the overall approval process.

ServiceNow's workflow feature enables automated approval processes, ensuring that necessary approvals are obtained for tasks like change management. This streamlines operations and reduces manual intervention.

Predictive intelligence in ServiceNow uses machine learning to automate task assignments and improve efficiency. This feature enhances decision-making by analyzing historical data for better accuracy. Custom emails can be sent to users with specific attachments related to assigned tasks. This functionality enhances communication and ensures users receive relevant information regarding their incidents.

The difference between work notes and additional comments is crucial for managing incidents effectively. Work notes are internal, while additional comments are visible to users.

Users can manage their notifications to ensure they receive timely updates about incident assignments and changes. This feature allows for better tracking of task progress.

ServiceNow provides a structured approach to notifications, allowing admins to create, manage, and customize notifications based on user needs and incident types. This ensures relevant information reaches the right individuals.

The video explains how to create and manage notifications within ServiceNow, focusing on methods to customize content, select recipients, and manage notification types. It also covers the importance of watermarks and email templates for effective communication.

Different content types can be selected for notifications, including HTML and plain text formats, allowing for tailored messaging. This flexibility enhances clarity and engagement with recipients.

Watermarks are randomly generated codes added to emails, which help track responses and maintain organization. This feature ensures that replies can be accurately linked back to specific notifications.

Users can customize notification importance levels, which can be set to high or low. This feature allows senders to convey urgency effectively and prioritize communications accordingly.

The video discusses the functionality of inbound email actions that allow ServiceNow to create or update records based on received emails. This integration streamlines workflows and enhances user responsiveness.

Knowledge management is essential for organizations as it provides structured access to information through centralized knowledge articles. This practice simplifies the process for users seeking assistance and improves operational efficiency.

Knowledge articles can include various document types like policies, troubleshooting tips, and resolution steps, serving as a comprehensive resource for users. This variety enhances user engagement and support.

ServiceNow's knowledge management application allows users to create, manage, and access articles based on defined roles, ensuring that only authorized personnel can edit or publish content. This control enhances security and accountability.

Feedback mechanisms are integrated into the knowledge management system, enabling users to rate articles and provide comments. This continuous feedback loop helps improve the quality and relevance of knowledge content.

Creating and managing knowledge articles is a structured process that involves various stages, from drafting to final publication. This workflow ensures quality control and proper visibility of articles in the knowledge management system.

The article creation process includes defining fields such as short description, article type, and attachments, which ensure that all necessary information is captured. This information is vital for users accessing the articles.

Knowledge management roles determine who can create, edit, and approve articles, ensuring that only authorized personnel can manage content. This hierarchy is crucial for maintaining article integrity and oversight.

The workflow for article approval involves multiple stages, including drafting, publishing, and potential retirement of articles. This structured approach helps maintain the quality and relevance of the knowledge base.

Service catalog is a request ordering system that allows users to request services and products from various departments within an organization. Users can easily find and request these services through a categorized interface, enhancing efficiency.

The service catalog functions similarly to an online shopping platform, allowing users to browse various service categories and request items from different departments. This centralized approach streamlines the service request process.

Users can access the service catalog through a self-service application, making it available to all users regardless of their roles. This promotes user autonomy in requesting needed services.

Service catalog roles are essential for managing and configuring the catalog, including roles such as admin, catalog manager, and catalog editor, each with specific permissions. This structure ensures organized service management.

Creating a service catalog in ServiceNow involves utilizing repeatable fields and variable sets to streamline data collection across different forms. This process enhances efficiency and ensures consistency in user requests.

The ordering process in ServiceNow can be managed through workflows or flows, allowing for automated handling of user requests and approvals. Workflows require scripting, while flows offer a no-code alternative.

Catalog items can be configured with multiple variables, including user criteria for visibility and related articles for enhanced user experience. This customization allows for tailored service delivery.

Order guides enable users to request multiple catalog items simultaneously, simplifying the submission process. This feature is particularly useful for bulk requests and managing dependencies between items.

This video explains how to create and manage service catalog items within ServiceNow. It demonstrates the process of submitting requests and understanding the workflow involved in approvals.

The video outlines the steps to submit a catalog request, including selecting items and optional software before sending the order. This illustrates the user-friendly interface of ServiceNow.

Approval workflows are discussed, highlighting the necessary steps before a request is fulfilled, including manager and department head approvals. This ensures a structured request management process.

Different stages of a request are described, showcasing how requests can be tracked through various approval processes until final delivery. This emphasizes the customization available for different catalog items.

Understanding the structure and configuration of tables in ServiceNow is crucial for effective database management. This includes knowing how to define fields, relationships, and types of tables.

Field labels, names, and values are essential components in ServiceNow tables, which help in organizing and accessing data efficiently. Each field serves a specific purpose based on user needs. The relationships between tables, such as one-to-many and many-to-many, define how data is interconnected within ServiceNow. These relationships are vital for data integrity and functionality.

ServiceNow categorizes tables into base, extended, core, and custom tables, each serving different functions in the system. Understanding these categories is essential for administrators and developers. Creating and managing tables in ServiceNow allows administrators to customize fields and enhance data handling. This process includes adding, modifying, or deleting fields to meet specific requirements.

ServiceNow administrators can add new fields to existing tables, enhancing data capture and management. This is done through the form layout interface, making it user-friendly.

The schema map provides a visual representation of table relationships within ServiceNow. It helps users understand how different tables are interconnected and can assist in data organization.

Access Control Lists (ACLs) are essential for managing security and permissions in ServiceNow. They regulate user interactions with tables and fields, ensuring data security and integrity.

Access Control Lists (ACLs) in ServiceNow govern user permissions and access to data. Properly configured ACLs ensure that users can only see and manipulate data they are authorized to access.

Before data is displayed to users, the system checks for matching rules and ACLs for the requested object. If no matching rule is found, access is granted automatically.

If a matching ACL is found, the system evaluates the user's role against the ACL conditions. Access is only granted if the user meets the specified criteria.

Users must authenticate to ServiceNow before accessing data, reinforcing security protocols. This initial login step is crucial for maintaining a secure environment.

Understanding data import into ServiceNow is essential for efficient system management. This includes different methods for importing data, such as XML, Excel files, and import sets.

The need for data import arises from user requests to bulk upload information, avoiding manual data entry processes in ServiceNow. Organizations often import data from systems like Active Directory or HR systems.

Different methods of importing data into ServiceNow include using XML files, Excel files, and import sets. Each method serves specific use cases depending on the data source and format.

Import sets in ServiceNow facilitate the mapping of data from various sources into the appropriate tables. This involves components like data sources, transform maps, and the import set table. Understanding the process of importing data into ServiceNow requires knowledge of import set tables and transform maps. This ensures that data is correctly imported and managed within the system.

Import set tables allow users to manage incoming data efficiently, showing all import sets within the specific module. This feature simplifies the tracking and organization of imported data. Transform maps are essential for mapping source data to target tables, ensuring data integrity during the import process. Users can create and modify these maps to suit their data structure needs. Coalescing fields play a crucial role in determining whether to update existing records or create new ones during import. This functionality is vital for maintaining accurate and up-to-date information.

Implementing data policies is crucial for maintaining data integrity during imports in ServiceNow. Mandatory fields prevent the insertion of incomplete data, ensuring only valid records are

processed. Creating a data policy involves specifying mandatory fields that cannot be left blank during data import. This ensures that essential data is always captured for each record.

The data policy can be applied to various interfaces including UI policies and import sets. This flexibility allows organizations to enforce data integrity across different data entry methods.

Errors during data import highlight the importance of mandatory fields. If required data is missing, the import will be skipped, preventing incomplete or junk data from entering the system. Selecting the appropriate Configuration Item (CI) in ServiceNow is crucial for effective incident management and reporting. It ensures that incidents are accurately assigned and tracked, enhancing overall service delivery.

Properly identifying affected CIs allows for better data analysis and reporting on incident trends. This leads to more informed decision-making and resource allocation within organizations.

ServiceNow provides features that automatically route incidents based on selected CIs, streamlining incident management processes. This automation helps in reducing response times and improving service efficiency.

Using the dependency view in ServiceNow can help identify related CIs and their statuses, providing insights into potential issues. This feature allows teams to quickly assess impacts of incidents across the infrastructure.

The video discusses the concept of update sets in ServiceNow, which are essential for managing configuration changes across different instances. Update sets allow developers to group changes and move them seamlessly between instances for testing and deployment.

Integration with third-party applications and the use of Integration Hub in ServiceNow are key features that enhance data sharing and operational efficiency. This functionality supports various integration methods.

Update sets facilitate the movement of changes from development to production instances, ensuring that all configurations are consistent and tested before deployment. This reduces the risk of errors in the production environment. The importance of planning in the update set process is highlighted, including maintaining the same version across instances to avoid compatibility issues. Proper planning prevents disruption during the deployment process.

Proper planning and management of update sets in production is crucial to avoid user confusion and ensure smooth transitions. Clear naming conventions and thorough reviews help maintain organization and minimize errors.

Establishing a clear naming convention for update sets enhances communication among developers. This ensures that everyone can easily understand the purpose of each update set.

Previewing update sets before moving them to different instances helps identify potential errors. This practice is vital to ensure that all customizations are correctly captured and functional.

Understanding the movement of update sets through different stages, from development to production, is essential for effective deployment. This includes capturing all necessary customizations at each stage.