

# What is ServiceNow

The video speaker, Jeff from the Youtube channel Servicenow Simple, defines ServiceNow as a software company offering a cloud-based platform for businesses to manage their IT services.

The video briefly covers some of the history of the company: it was founded in 2003 by Fred Luddy and IPO'd in 2012, and in recent years, it has acquired a number of other companies.

The video also goes ahead to detail the various products and services that are offered by the company, which include IT service management, employee workflow management, customer workflow management, among others.

Finally, it speaks about future plans, including an increase in the number of products and geographical reach.

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## ServiceNow Platform Overview

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employee workflow management, customer workflow management, among others.

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## ServiceNow User Interface Overview

The video is a third lesson in the series on ServiceNow and is therefore going to cover the user interface of ServiceNow, a web-based interface that is utilized by the user when accessing the Now Platform.

The video describes the screen layout and its related contents in detail. Then, it lists out the standard set of tools available through the user interface. They are the user menu, global search, connect chat, contextual help, system settings, application navigator, favorites, and history.

First, the speaker gives a brief outline of the notes taken on preparation for the certification examination. This is followed by practical illustration of how the user interface of the Service Now platform works by the speaker.

This video will cover two major points: first, it will give an overview of the main screen elements of the user interface, and secondly, it will take a closer look at the Application Navigator. ServiceNow has the following three main parts in its user interface: the banner frame, the application navigator, and the content frame. Located at the very top is the banner frame, which contains a number of sections and tools in it. These include the logo, the user's menu, tools section, and the system settings.

The left-hand side typically appears as the navigator, the main tool for scrolling through the ServiceNow application, while the rest of the screen

is generally termed the content frame, where the user's workspace usually is. Explain more about the application navigator. It is, in simple terms, a tree of structure that enables the end-users to navigate the different applications and modules within the ServiceNow platform. The application navigator would then organize modules into different categories with the use of separators.

Whatever appears at the very end of the video basically brings out all that can be done in the application navigator.

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## ServiceNow Branding Overview

This is the fourth in the series regarding ServiceNow, and it explains branding: configuring the interface of ServiceNow so that it looks like your company's site.

It begins with a very rapid run-through of the speaker's exam notes before sharing a screen that walks users through the branding of a ServiceNow instance.

The following video comes in three parts: an overview of branding in ServiceNow, a branding guided setup wizard demo, and then a quick glance at two other branding options: the Service Portal and UI Builder.

The first section of the video describes branding in ServiceNow as being the use of company colors, fonts, and logos within the platform, so that what the user sees has the look CUF user is used to by an experience.

The next section illustrates how to brand a ServiceNow instance using the guided setup wizard. This tool helps to configure the instance, where such parameters as the look and feel of your company are defined. You

are branding your ServiceNow instance with a professional company brand using the Guided Setup app.

The next covered point by the video is two branding practices of ServiceNow: the Service Portal and UI Builder. While the former helps in creating an interface that has been customized, the latter offers an opportunity to create widgets on a customized basis.

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## ServiceNow Lists and Filters

This video is about lists and filters in ServiceNow.

Jeff the video speaker in youtube channel Servicenow simple, says the ui pages are actually lists on servicenow that display the data stored in the database table.

The video goes through how to access lists in ServiceNow a few different ways, including through the application navigator, through the dot list command and through the `sys_db_object.list` command. The video explains that the following make up a list view in ServiceNow: Title bar List header Rows and columns of data.

Lastly, the video highlights how to filter and sort lists in ServiceNow. It makes use of the Condition Builder, Column Search Row, and Saved Filters section.

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## Forms in ServiceNow

This video will talk about forms in ServiceNow.

Jeff from the YouTube channel Servicenow Simple describes ServiceNow forms as pages of the User Interface, used for displaying and editing, and creating of ServiceNow records.

The parts of a form in ServiceNow are described as being the header bar, main section, and extra sections. The fields that can be applied to this form in ServiceNow include string fields, Boolean fields, choice fields, reference fields, list fields, and journal fields.

Finally, it goes to discuss the various uses you can put the ServiceNow forms to, like submission, update, save, copy, and personalization of a form.

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## A Hands-on ServiceNow Tool Demo

This video will cover ServiceNow.

As per the video, Jeff from the Youtube channel Servicenow Simple, the speaker says that ServiceNow is a cloud platform allowing a business to handle IT services.

This video talks about the history of the company, how Fred Luddy founded it back in 2003 and went public as a company in 2012, recently bought several other companies over the past few years. The video also describes the products and services offered by the company, which include a platform for managing IT services, another for managing employee workflows, and finally, one more for customer workflow management.

Finally, the video gives some information on the plans of the company for the future. These include offering more products and places.

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# Introduction to Importing Data in ServiceNow

The following video is the first in a series about bringing data into ServiceNow.

According to Jeff in the YouTube video "Servicenow Simple," data import is basically when data from some source data entity is brought into a target data entity in ServiceNow.

The video explains all the different parts of data that belong to the import process. That is, source data entity, staging table, and target data entity.

It will be explained below how to realize a data import, in which case the first step will be to create a data source. Finally, the video summarizes and gives a brief view of all the other topics that will be covered in other videos of this series: data sources, import sets, transform maps, field maps, how to schedule the data import, and so on.

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## Creating a Data Source in ServiceNow

This is the first video in a set of videos on importing data into ServiceNow.

The speaker in the video, Jeff, from the YouTube channel Servicenow Simple, explains that data import is when data moves from one place to another inside ServiceNow.

The video describes the various data entities involved in the data import process. There is the source data entity, the staging table, and finally, the target data entity.

The above video mentioned that the very first step involved in setting up a data import is creating a data source. What this finally does is provide a view of what the remaining videos in the series will be about: data sources, import sets, transform maps and field maps, and scheduling data import.

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## Understanding Import Sets in ServiceNow

This is the third video in a series of videos around bringing data into ServiceNow.

The video on the Youtube channel 'Servicenow Simple' states, " Jeff explains that in table sys\_import\_set, one record is an import set—representing a grouping of records that are imported into some staging table."

The video talks of the various attributes as part of the import set characteristics. These attributes include the name, description, source, target, transform map, and status.

The video details out the following ways. As such, according to the video, one can create an import set using the following: import set wizard, import set API, import set UI. The last part sums up with various ways of managing an Import Set: running an import, updating an import set, and deleting an import set.

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## ServiceNow Transform Maps & Field Maps

This video is the fourth in a series of videos about importing data into ServiceNow.

According to the speaker, Jeff, in this video from the Youtube channel Servicenow Simple, a Transform Map is a record in the `sys_transform_map` table. It represents a group of field maps.

The film describes all the various segments of a transform map that consist of the name, source, target, transform script, and status. The video will further explain how the transform map can be built using the Import Set Wizard, the Transform Map API, and the Transform Map User Interface.

It then goes further to explain the different ways a user may administer transform maps, that is, by running transforms, updating transform maps, and, lastly, deleting transform maps.

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# ServiceNow Incident Management Tutorial and Task Administration

This is lesson six in the ServiceNow video series. This video talks about tasks in ServiceNow, which are records of work that needs to be done.

The recorded material that the speaker has completed in preparation for this certification exam is going to get a quick, fast look. From there, tasks can be created and managed within ServiceNow.

The four key sections of the video include an activities outline in ServiceNow, a demonstration of how to create, view, and manage applications in ServiceNow, and a discussion of business benefits realized from the ServiceNow task management capability.

Initially, a general overview has been given on tasks in ServiceNow, after which it has been told that tasks are units of work—or simply put, items in a database—that need to be acted upon. There can be many types of them, such as change requests, incidents, and problems.

The second part of the video will entail creation of a task and managing the same within ServiceNow. For an actual implementation, to create a task, you'd have to make a record in one of the many tables related to or linked to a service table or the change request table. The second part of the video showed you how you can create and manage tasks in ServiceNow. Demonstrates some of the service management abilities in ServiceNow that write deliver business value for you: It takes the service management abilities of NowServices to make your organization work better and get more things done. Examples include the automatic assignment of a task, monitoring the progress of a task, and ensuring that a task is finished in an appropriate amount of time.

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# ServiceNow Reporting Tutorial

This is regarding reports in ServiceNow.

Jeff, in a YouTube video from Servicenow Simple, said that ServiceNow reports are user interface pages that can be used to show data from ServiceNow tables.

The video outlines the ways through which to make the reports in ServiceNow. The reports can print through the reports app, ServiceNow Studio, or from any of the current list views.

The video also goes further to explain reports available in the ServiceNow, such as list reports, bar reports, pie reports, pivot reports, trend reports, line reports, control spline reports, area reports, histogram reports, heat map reports, map reports, calendar reports, bubble reports, funnel reports, pyramid reports, donut reports, pie reports, speedometer, dial, and single score reports. Finally, you will learn how to easily distribute and publish the reports developed in ServiceNow with users or groups, even putting them in dashboards meant for the end users.

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## What is Low Code No Code Development?

The video emphasizes creating software with little or no coding.

He explains in detail in this video how Jeff from the YouTube channel Servicenow Simple shares his view on low-code and no-code software development, allowing users to develop software applications without actually having to spend too much time writing code. The video

showcases the benefits accrued by using low code, no code on software development. Some of these include better agility and fast time to market, low cost, and high automation.

The video discusses what is wrong with low-code/no-code software development. This includes less flexibility, more limits, and fewer choices.

In this video, business people and developers are shown how to get started with low code no code software development.

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