

# Week-1 Understanding Document

## What is ServiceNow:

ServiceNow, founded by Fred Luddy in 2003, is a cloud-based Application Platform as a Service (APaaS) software company. The platform is designed to offer a robust, user-friendly environment, along with the necessary infrastructure, tools, software, and services, to address the challenges commonly faced by businesses with traditional IT delivery methods. It is the bridge between business users and IT issues, ServiceNow empowers business professionals to resolve problems independently, without the need for direct IT intervention.

The ServiceNow platform consists of 3 main components:

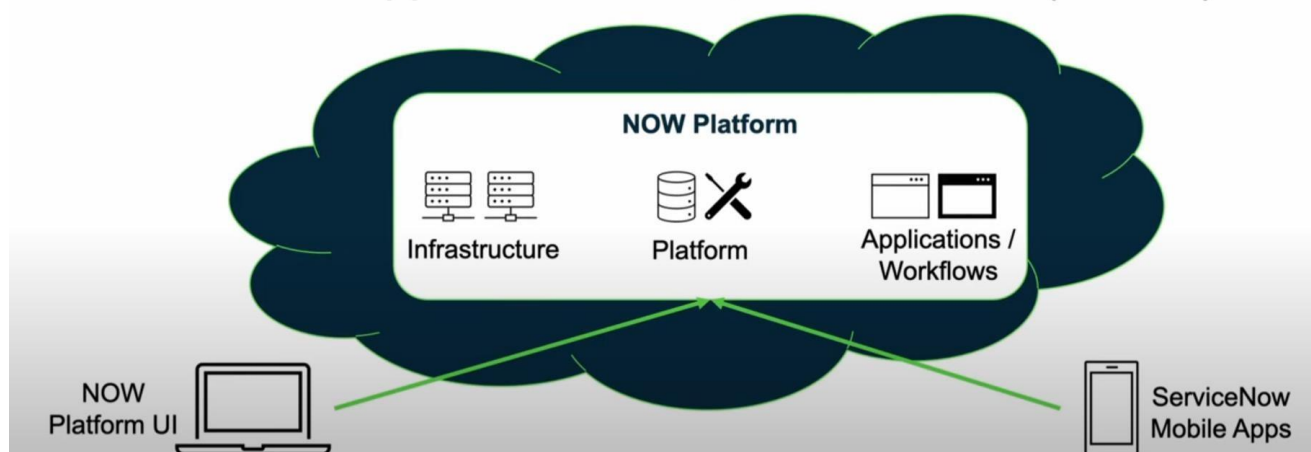
1. Infrastructure
2. Platform
3. Application/Workflows

**Infrastructure:** ServiceNow's infrastructure is composed of various sub-functionalities, including Computing Resources(servers, ports, data centers), Security(security via multiple technologies), Service Level Agreements (SLAs)( redundancy, and failover capabilities), and Backups(four daily backups per week and six daily differential backups).

**Platform:** All applications within ServiceNow are supported by a single, common database, which is both robust and equipped with a comprehensive set of tables. The platform is highly customizable and can seamlessly integrate with other systems, ensuring flexibility and adaptability.

**Applications/Workflow:** ServiceNow provides prebuilt, ready-to-use applications categorized based on the workflow they support. These categories include IT Workflow, Employee Workflow, Customer Workflow, and Creator Workflow, each with its own set of sub-functionalities tailored to specific business needs.

## Cloud-based Application Platform as a Service (APaaS)



## **ServiceNow Platform Overview:**

**Service Delivery Model:** ServiceNow operates on an Application Platform as a Service (APaaS) delivery model, which uniquely combines the three traditional service delivery models: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). This model encompasses all necessary infrastructure, platforms, services, operating systems, and more.

**Software Architecture:** ServiceNow's architecture is organized into domains that are based on different tasks, data sets, and other criteria. While all users have access to the global domain, only select users have access to specific domains and their associated records. The platform is built on a multi-instance architecture, meaning each user or organization has their own separate instance and database. Access within ServiceNow is role-based, with roles categorized into users, groups, and permissions. Users are typically assigned to one or more groups, and each group can be granted multiple roles, which are essentially collections of permissions. A person without any role assigned is referred to as a self-service user.

**User Authentication:** When a user attempts to log into ServiceNow, the platform validates their credentials and grants access according to their assigned roles. ServiceNow supports multiple authentication methods, including local database authentication, External Single Sign-On (SSO), and LDAP, among others.

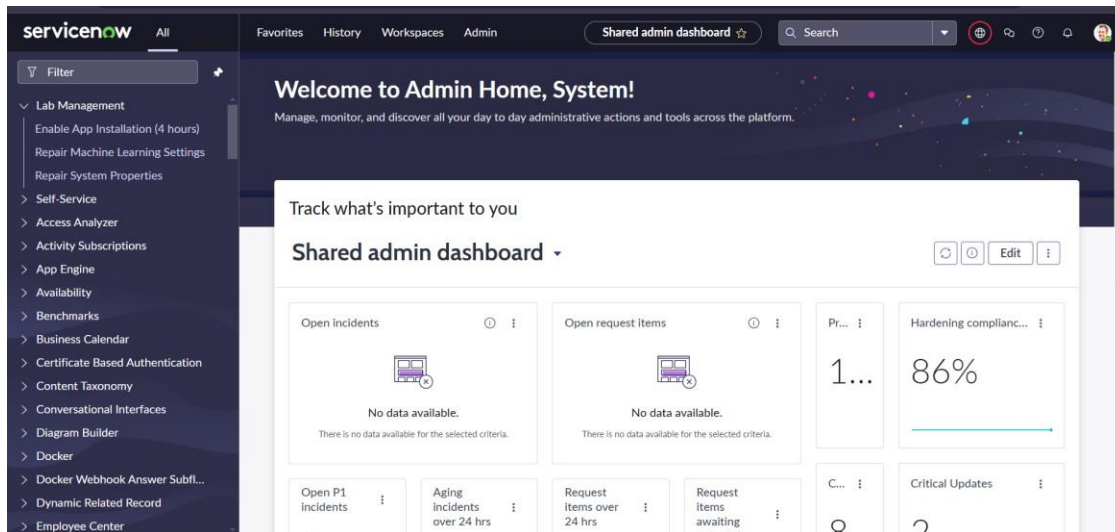
## **ServiceNow User Interface Overview:**

ServiceNow UI has 3 main elements:

- 1) Banner frame on top
- 2) Application navigator on left
- 3) Content frame(remaining items on screen)

**Banner Frame:** The banner frame in ServiceNow is a central component of the interface, encompassing several important features. It includes the logo, which provides a shortcut to return to the main page. The System Administrator section allows users to manage their profile, impersonate another user, elevate roles for security purposes, and log out. The Tools section offers global search capabilities to find anything within the platform, connected chat for real-time communication with other users, and access to help resources. The Settings menu enables users to adjust general preferences, change themes, enable or disable forms, lists, and notifications, customize accessibility options, and modify developer settings. Additionally, users can access their favorites, review their history of recently accessed records or pages, navigate to various workspaces, and manage administrative functions directly from the banner frame.

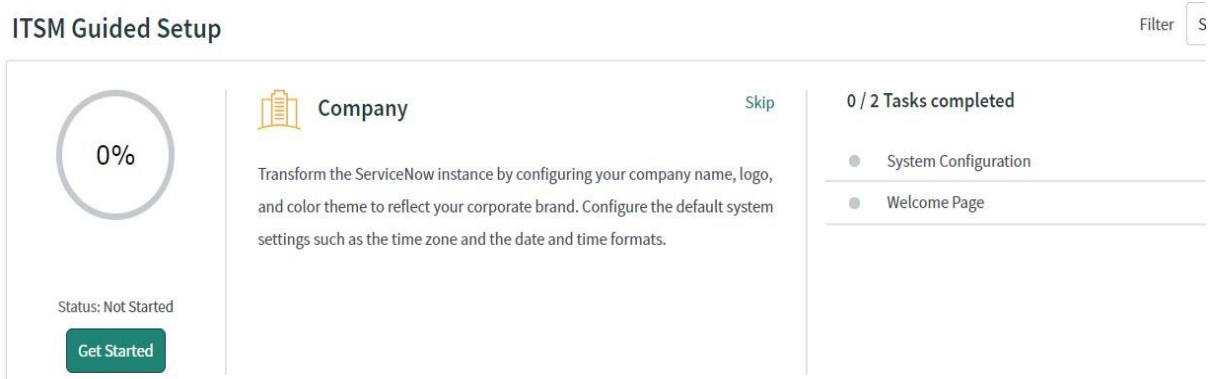
**Application Navigator on Left:** The Application Navigator on the left side of the interface is used to locate all the applications and modules within ServiceNow. It provides a filtering option to help users quickly find specific applications and modules according to their needs, streamlining navigation within the platform.



## ServiceNow Branding Overview:

Branding plays a crucial role in accelerating user adoption, instilling confidence, and creating a comfortable user experience. It represents the identity of the company and can also be personalized to reflect specific organizational needs.

**Guided Setup:** Guided Setup assists users or system administrators in configuring various applications step by step. The setup process is divided into two main categories: IT Service Management (ITSM) and IT Operations Management (ITOM). ITSM covers the setup of the Configuration Management Database (CMDB), incident and problem/major incident management, and go-live procedures. ITOM, on the other hand, includes configurations for the MID Server, Discovery, Event Management, and more. Additional tools that can be utilized in the guided setup include the Service Portal and UI Builder.



Tailor the look of the page top banner - text / logo / color  
Set the timezone, date, and time formats

Page header caption

My personal developer instance

Browser tab title

My personal developer instance

System timezone for all users unless overridden in the user's record

System (Etc/UTC)

## Configure available time zones

Banner image for UI16

<

≡

Welcome Page Section  
Welcome to your Lab Instance

🔗 ⚙️ ⋮ Update Delete ⬆

Short description

Welcome to your Lab Instance

Active

☒

Display order

100

Application

Lab Management

ⓘ

Language

English

▼

Condition

Published

2022-08-04

📅

Text

— +

**B** *I* U ↶ ↷

Verdana ▼ 8pt ▼

🔍 🖨️ 🗑️ 🔄 📄 ▶ ⏪

☰ ☷ ☹

☰ ▼ ☰ ▼ ☰ ☰

🔔

Welcome to my personal developer instance

P

Welcome Page Sections

Display order

Search

Actions on selected rows...

New

All > Active = true

<input type="checkbox"/>	Short description	Condition	Active	Display order	Published	Updated
<input type="checkbox"/>	Welcome to your Lab Instance		true	100	2022-08-04	2024-08-26 15:15:07

7% Complete

ITSM Guided Setup > Company

Assign

100%

2 / 2 Tasks completed

- ✓ System Configuration
- ✓ Welcome Page

**Company**

Transform the ServiceNow instance by configuring your company name, logo, and color theme to reflect your corporate brand. Configure the default system settings such as the time zone and the date and time formats.

**System Configuration** Skip Add Notes  
Completed 1m ago by System Administrator

Mark as Incomplete Configure

Configure default settings for the time zone and the date and time formats of the system. Upload your logo to appear in the banner, and customize the banner and browser tab text.

Optionally, personalize the background, text, and separator colors of the instance. To do this, obtain the approved brand color names, RGB, or hex values from your marketing group.

**Welcome Page** Skip Add Notes  
Completed 1m ago by System Administrator

Mark as Incomplete Configure

Customize the login page of the ServiceNow instance to welcome users to the site. Provide users with instructions, embed images or videos, and provide links to other online company resources.

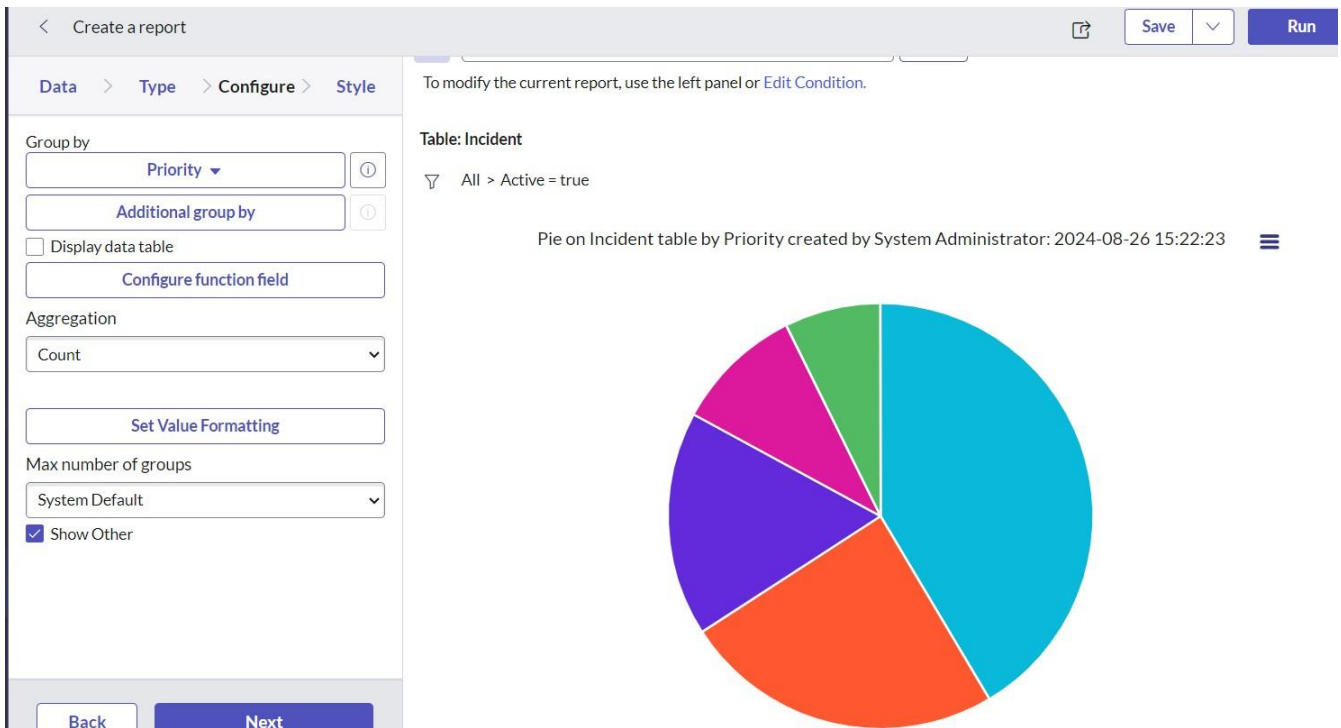
## ServiceNow Lists and Filters:

**List Interface (List View):** The List Interface, or List View, is a user interface specifically designed to display records from database tables in a structured format. Each list resides within a table and includes various tools to sort, search, filter, and analyze data quickly and efficiently. Individual items in the list can also be viewed in detail. Users can access a list by typing the list name in the Application Navigator or by entering commands such as `tablename.list` or `sys_tablename.list`. If unfamiliar with these methods, typing `sys_db_object.list` in the Application Navigator will display all table names present in the database. In a list, each row represents a record, while each column corresponds to an attribute or field.

The list header includes a List Control menu with various properties, such as View, Filter, Group By, Show, Refresh List, and Create Favorite. Additional tools include a search bar for querying data (which supports wildcards like % and \*), an activity stream for tracking all activities, and other features like a connection builder, breadcrumbs, and the ability to assign tags.



Favorites	History	Workspaces	Admin	Incidents ☆	Search					
Incidents	Number	Search								
Run	Save...	AND	OR	Add Sort						
State	is	New	AND	OR	×					
All										
Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Up	
INC0010045	2019-08-14 17:36:17	email not working	Andrew Jackson	5 - Planning	Closed	Inquiry / Help	(empty)	(empty)	20:19:	



## Forms in ServiceNow:

**Form Interface:** A form represents a single record that users can view and interact with. Forms can be accessed by opening a record from a list or by entering the record's ID in the global search. To view the form for a reference record, such as a department field, click on the 'Open Record' button in the preview. This action will reveal two additional fields: the list field, which provides tools to create one-to-many relationships between the record and the reference table, and the journal field, which allows users to enter notes into a record that can be viewed by specific users only.

Users can copy a record and continue making changes, or, to permanently copy a record, they should update it. The 'Insert' option allows saving a copy and then returns the user to the list. The 'Insert and Stay' option enables users to copy the record while remaining on the same page, without being redirected to the list view.

Forms are organized into sections that arrange fields and other data. A special form element, known as a Form Related List, displays records from another table that are related to the user. Additionally, a



form formatter is a specialized form element that displays information not tied to a specific field in a record; it contains information only, without editable fields. Only users with certain admin-type roles can create and edit form views.

**Template:** Templates are used to streamline the process of creating new records by automatically populating certain form fields. When you create a template for a record with the same name as that record, it can be accessed through the list view by clicking on the three dots in the top-right corner and selecting "Toggle Template Bar." Alternatively, users can toggle the template bar on or off and create a template directly.

Templates offer features such as setting field values regardless of their visibility, and they can also include variables. Saving a template with the same name as the table will make it the default template, which will automatically be applied to every new record created by the user.

User  
Abraham Lincoln

User ID: abraham.lincoln

Email: abraham.lincoln@example.cor

First name: Abraham

Last name: Lincoln

Title:

Department: Finance

Password:

Language: -- None --

Calendar integration: Outlook

Time zone: System (Etc/UTC)

Date format: System (yyyy-MM-dd)

Business phone:

Mobile phone: (555) 555-0004

Photo: Click to add...

Active: ☒

Web service access only: ☐

Internal Integration User: ☐

Update Set Password Delete

Create New Template

Name: Hardware Template

Table: Incident [incident]

Active: ☒

Application: Lab Management

User: System Administrator

Groups:

Global: ☐

Short description:

Template: Assigned to Abraham Lincoln

-- choose field -- -- value --

Clear Cancel Submit



## A Hands-on ServiceNow Tool Demo:

**Knowledge Management:** Knowledge bases serve as libraries of important articles and documentation that can be created or published to provide users with access to valuable information. These resources help users of all types better understand how to solve problems within the application, offering guidance and support for navigating various issues.

The screenshot shows the 'User System Administrator' form in ServiceNow. The form is divided into two main sections: user identification and profile details. The left section includes fields for User ID (admin), First name (System), Last name (Administrator), Title (System Administrator), Department (Finance), and Password. Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section includes fields for Email (admin@example.com), Language (None), Calendar integration (Outlook), Time zone (System (Etc/UTC)), Date format (System (yyyy-MM-dd)), Business phone, Mobile phone, and a Photo link. At the bottom, there are 'Update' and 'Set Password' buttons.

User ID	admin	Email	admin@example.com
First name	System	Language	-- None --
Last name	Administrator	Calendar integration	Outlook
Title	System Administrator	Time zone	System (Etc/UTC)
Department	Finance	Date format	System (yyyy-MM-dd)
Password		Business phone	
		Mobile phone	
		Photo	Click to add...

The screenshot shows the 'Knowledge Search' interface in ServiceNow. The top navigation bar includes 'Home' and 'Knowledge Search'. Below the navigation bar is a search bar with the placeholder text 'Search (minimum 3 characters)' and a search icon. To the left of the search results is a 'Filters' sidebar. The sidebar has a 'Refine results' section with 'Knowledge Bases' (IT) and 'Category' (Apple, How To). The main search results area shows '1 results for "apple"'. The results are sorted by 'Relevance'. The first result is 'How to configure VPN for Apple Devices' by Wayne Webb, published 10y ago. The result includes a brief description and a link to the full article. At the bottom of the results area, it says 'No More Results'.

Home > Knowledge Search

Search (minimum 3 characters) [Search Icon]

Filters

Refine results

Knowledge Bases: IT

Category: Apple (checked), How To

1 results for "apple"

Sort by: Relevance, Views, Newest, Alphabetical

Applied Filters: Apple

How to configure VPN for Apple Devices

IT | Devices > Apple

How to configure VPN for Apple Devices For an iPhone or iPad running iOS? Select Settings General VPN. = Click Add VPN Configuration and enter the following information: Select L2TP. Enter OS X Mavericks (10.9),...

Wayne Webb • 2 Views • 10y ago • ☆☆☆☆☆

No More Results

Filters

7 results for "apple" Sort by | Relevance Views Newest Alphabetical

Showing All Results

### How to configure VPN for Apple Devices

IT | Devices > Apple

How to configure VPN for **Apple** Devices For an iPhone or iPad running iOS? Select Settings General VPN.= Click Add VPN Configuration and enter the following information: Select L2TP. Enter OS X Mavericks (10.9), Mountain Lion (10.8) or Lion (10.7) Open **Apple** System Preferences. Select

Wayne Webb • 2 Views • 10y ago • ☆☆☆☆

### Where can I obtain updates and new releases?

IT | Operating Systems > Mac OS X > How To

), open the Mac App Store, available in Mac OS X 10.6.6 and later. You may access it from the **Apple** menu. You can also buy other software products from **Apple** and third-party developers in the App Store. To order **Apple** merchandise, visit the **Apple** Store or call 800-MY-APPLE. For information about

Sam Sorokin • 47 Views • 2y ago • ☆☆☆☆

### How do I create and delete users?

IT | Operating Systems > Mac OS X > How To

# How to configure VPN for Apple Devices

Authored by Wayne Webb • 10y ago • 3 Views • ☆☆☆☆☆

## How to configure VPN for Apple Devices

For an iPhone or iPad running iOS?

1. *Select* **Settings** > **General** > **VPN**.=
2. *Click* **Add VPN Configuration** and *enter* the **following information**:
3.
  1. Select **L2TP**.
  2. Enter **ServiceNow VPN** in the **Description** field.
  3. Enter **vpn-nu.vpn.servicenow.edu** in the **Server** field.
  4. Enter your **NetID** in the **Account** field.
  5. Enter your **NetID password** in the **Password** field.
  6. Enter **servicenow** (case sensitive) in the **Secret** field.

Table  
My Table

This record is in the [Global](#) application, but [Lab Management](#) is the current application. To edit this record click [here](#).

Manage Attachments (1): [Book1.xlsx \[rename\]\[download\]](#)

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Label: My Table Application: Global ⓘ

Name: u\_my\_table

Columns Controls Application Access

Table Columns for text Search 1 to 6 of 6

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false

No templates are available. [Create A New One?](#)

## Introduction to Importing Data in ServiceNow:

**Data Entities:** There are 3 stages mainly

- 1) Source table
- 2) Staging/Import set table
- 3) Target table

**Source:** The source refers to the entity containing data that is to be imported into ServiceNow.

**Staging/Import Set:** A staging or import set is a table automatically created by ServiceNow as part of the import process. It is used to temporarily store data before it is processed and imported into the target table. This staging table enhances performance by managing the data import efficiently.


**Target:** The target is the ServiceNow table to which the data will be imported after being processed from the staging table.

## Creating a Data Source in ServiceNow:

The data source is a record in a table that stores the parameters the platform needs. We can access it by writing `sys_data_source.list` in application navigator or else type `system import set` in the application navigator. when we run it ServiceNow will internally create a field for each attribute.

 This record is in the **Global** application, but **Lab Management** is the current application. To edit this record click [here](#).




Manage Attachments (1):  Book1.xlsx [rename][download]

Name	Test Import	Application	Global 
Import set table label	Test Import	File retrieval method	Attachment
Import set table name	u_test_import		
Type	File		
Format	Excel (.xlsx/.xls)		
Zipped	<input type="checkbox"/>		
Sheet number	1		
Header row	0		
Use Batch Import	<input type="checkbox"/>		

#### Related Links

[Test Load 20 Records](#)  
[Load All Records](#)  
[Run Point Case](#)

All

<input type="checkbox"/>		Name 	Type	Format	Updated
		<a href="#">Auth0 Example</a>	OIDC		2018-02-02 22:17:32
		<a href="#">Azure AD Example</a>	OIDC		2018-02-02 22:20:14
		<a href="#">Example CSV FTP SSL test</a>	File	CSV	2024-04-09 20:02:33
		<a href="#">Example CSV FTP test</a>	File	CSV	2008-01-04 18:06:08
		<a href="#">Example CSV TAB Test Users on Path</a>	File	CSV (tab)	2024-04-09 19:05:21
		<a href="#">Example CSV Test Users on Path</a>	File	CSV	2024-04-09 19:05:21
<input type="checkbox"/>		<a href="#">Example CSV Test Users zipped on Path</a>	File	CSV (tab)	2024-04-09 19:05:21
		<a href="#">Example HTTP CSV Zip users</a>	File	CSV (tab)	2008-01-04 18:05:32
		<a href="#">Example JDBC MySQL Glide.sys_user</a>	JDBC	MySQL	2024-04-09 19:05:21
		<a href="#">Example JDBC Oracle Location</a>	JDBC	Oracle	2024-04-09 19:05:21
		<a href="#">Example LDAP Groups</a>	LDAP		2008-05-22 00:20:13
		<a href="#">Example LDAP Users</a>	LDAP		2008-05-22 00:20:27
		<a href="#">Example XLS Test Users on Path</a>	File	Excel (.xlsx/.xls)	2024-04-09 19:05:21
		<a href="#">Example XLS Test Users via SCP</a>	File	CSV (tab)	2008-01-04 18:07:46
		<a href="#">Google Example</a>	OIDC		2018-02-06 21:44:33
		<a href="#">Okta Example</a>	OIDC		2018-02-02 22:22:38
		<a href="#">Test Import</a>	File	Excel (.xlsx/.xls)	2024-08-23 07:19:15

## Understanding Import Sets in ServiceNow:

When we run import for the first time ServiceNow will check if a staging table is already created for that table if it's not created then the staging table will make a new one based on the parameters we have given in the data source then it will pull data from loaded data and prepares itself to get loaded into target data. ServiceNow provides an out of box table that allows us to manage the data that is being loaded in our staging table i.e. import sets.

Progress

Name	ImportProcessor
State	Complete
Completion code	Success
Message	Processed: 4, inserts 4, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:00.113)

Next steps...

- [Import sets](#) Go to the import sets for this data load
- [Loaded data](#) Go to the newly imported data inside the staging table: u\_test\_import
- [Create transform map](#) Create a transform map for the newly staged data
- [Run Transform](#) Transform a loaded import set using an existing transform map
- [Import log](#) View the import log

Test Imports

for text

Search

Actions on selected rows...

New

Row	Set	State	Target table	Target record	Error
0	ISSET0010003	Pending		(empty)	(empty)
2	ISSET0010003	Pending		(empty)	(empty)
1	ISSET0010002	Pending		(empty)	(empty)
3	ISSET0010002	Pending		(empty)	(empty)
1	ISSET0010001	Pending		(empty)	(empty)
3	ISSET0010001	Pending		(empty)	(empty)

Table Test Import

This record is in the Global application, but Lab Management is the current application. To edit this record click here.

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Label

Test Import

Application

Global

Name

u\_test\_import

Extends table

Import Set Row

Columns

Controls

Application Access

Table Columns

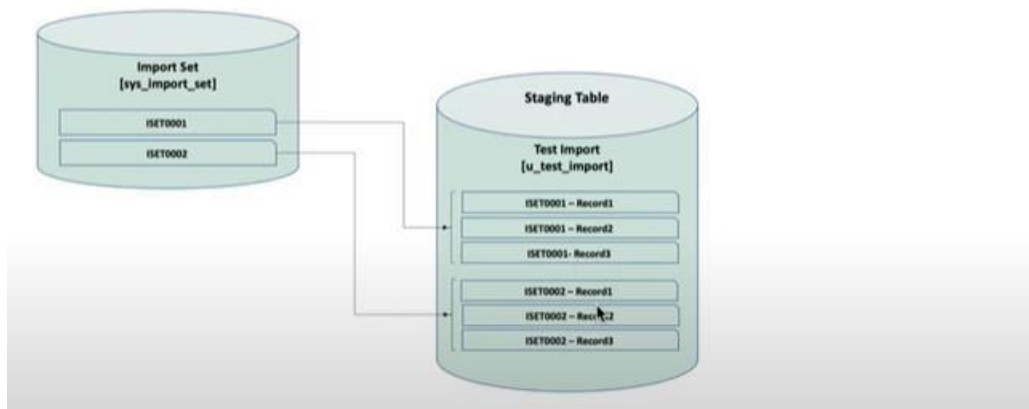
for text

Search

1 to 20 of 22

Column label	Type	Reference	Max length	Default value	Display
Import set run	Reference	Transform History	32		false
Type	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Row	Integer	(empty)	40		true

Import Sets								
Number	Short description	State	Import set table	Data source	Created	Load completed	Load run time	
Search	Search	Search	Search	Search	Search	Search	Search	
ISSET0010001	Type: File Format: Excel	Loaded	Test Import [u_test_import]	Test Import	2024-08-23 11:11:47	2024-08-23 11:11:47	0 Seconds	
ISSET0010002	Type: File Format: Excel	Loaded	Test Import [u_test_import]	Test Import	2024-08-23 11:15:18	2024-08-23 11:15:18	0 Seconds	
ISSET0010003	Type: File Format: Excel	Loaded	Test Import [u_test_import]	Test Import	2024-08-26 15:49:06	2024-08-26 15:49:06	0 Seconds	



## ServiceNow Transform Maps & Field Maps:

To convert data from staging table to target we need 2 additional fields.

- 1) Field map
- 2) Transform map

**Field Map:** A field map defines how data flows from the staging table to the target table. It specifies the mapping of fields between these tables. Field maps can be accessed by entering the `sys_transform_entry.list` in the Application Navigator.

**Transform Map:** A transform map acts as a grouping mechanism for field maps. It wraps the field-to-field mappings into a single unit, allowing for organized data transformation processes. Transform maps can be accessed by entering the `sys_transform_map.list` in the Application Navigator.





Table Transform Maps ☆							
Search							
Actions on selected rows... New							
All							
<input type="checkbox"/>	Name	Source table	Target table	Run business rules	Order	Active	Updated
	ADFS Example	label [oidc_adfs_import]	User [sys_user]	true	100	true	2018-02-02 18:58:24
	Google Example	label [oidc_google_import]	User [sys_user]	true	100	true	2018-02-06 21:42:44
	Employee Job Profile Transform Map	Employee Job Profile Staging [sn_employee_position_stg]	Employee Job Profile [sn_employee_position]	true	100	true	2023-02-22 05:00:47
	Target Import	Target Import Set [imp_sn_gf_goal_target]	Target [sn_gf_goal_target]	true	100	true	2022-06-29 15:41:47
	Okta Example	label [oidc_okta_import]	User [sys_user]	true	100	true	2018-02-02 22:21:44
	Goal Import	Goal Import Set [imp_sn_gf_goal]	Goal [sn_gf_goal]	true	100	true	2022-06-29 13:06:40
	Test Transform map	Test Import [u_test_import]	Custom Adapter Default Configuration [sys_cs_custom_adapter_default_config]	true	100	true	2024-08-23 18:49:30

## ServiceNow Incident Management Tutorial and Task Administration:

A task is a piece of work that needs to be done. In ServiceNow each task is represented by a record in a database named task. The task has 3 main tables under it many of which are:

- 1) Change request
- 2) Incident
- 3) Problem

The main task table is created through these 3. First we created these which in turn creates the task table. The task table contains general attributes, and these 3 tables contain task-related specific attributes according to what task it is assigned to 1 out of 3. Task assignment can be done to an individual user or a group of users (or both). The task can also be done collaboratively with other users. User presence allows multiple users to view and update records simultaneously. Changes can be viewed in 2 ways one is the active viewer and another is real-time editing (pulse).

**Task Management:** Defining and managing tasks in ServiceNow allows one to take common work that needs to be done and build in a repeatable process to efficiently get it done. Service level agreements track the amount of time a task has been open to ensure they are completed within the allotted time. Assignment rules auto-assign tasks to users./groups.

**Assignment Rules:** An assignment rule is a record in the ServiceNow database that instructs the platform on how to automatically populate the "Assigned To" and "Assignment Group" fields when tasks are created. These rules allow tasks to be automatically assigned to a specific user or group based on predefined criteria. Assignment rules can be accessed by entering sys\_rule\_assignment.list in the Application Navigator.

**Assignment Lookup Rules:** Assignment lookup rules are specifically created for incident tasks and cannot be applied to other task tables. They are less powerful than general assignment rules, offering more limited functionality. Assignment lookup rules can be accessed by entering dl\_u\_assignment.list in the Application Navigator.

**Visual Task Board:** Visual Task Boards offer a graphical, drag-and-drop interface for viewing and managing tasks. They are particularly useful for identifying bottlenecks and visually organizing work. Tasks are represented by lanes and cards, where each lane categorizes tasks, and each card provides a brief description of a task. There are three main types of Visual Task Boards:

- 1) Guided
- 2) Flexible
- 3) Freedom

**Guided:** Guided boards come with a predefined set of values as lanes. When tasks (represented as cards) are moved between lanes, the task values automatically change according to the new lane.

**Flexible:** Flexible boards do not have a predefined set of lanes, allowing users to create and arrange lanes as needed. Task values do not change when cards are moved between lanes, offering greater flexibility in task management.

**Freeform:** Freeform boards are not created from a list and are mainly used for personalized work management. They are ideal for managing private tasks and organizing work according to the user's preferences without predefined constraints.

Assignment Rule

Hardware Incidents

This record is in the [Global](#) application, but [Lab Management](#) is the current application. To edit this record click [here](#).

Use Assignment Rules to automatically assign tasks to users and groups.[More Info](#)

Name

Hardware Incidents

Application

Global

Active

☒

Applies To

Assign To

Script

Select a **Table** and specify the **Conditions** that must be met before the task is assigned to the user or group. The rule is applied only if the task is not already assigned to another user or group.

Table

Incident [incident]

Conditions

category=hardware^EQ

Applies To

Assign To

Script

User

Abraham Lincoln

Group

Hardware

Assignment Rules

Execution Order

Search

Actions on selected rows...

New

All

Table	Name	Execution Order	User	Updated
Search	Search	Search	Search	Search
incident	Hardware Incidents	10	Abraham Lincoln	2024-08-24 12:27:36
incident	High Priority for Network	80	(empty)	2014-01-01 00:00:00

Incident

INC0010001

View: Self Service

Discuss

Follow

Update

Resolve

Delete

Number

INC0010001

Opened

2024-08-24 12:27:59

\* Caller

System Administrator

Closed

Watch list

Urgency

3 - Low

\* Short description

This is my test Hardware incident

State

In Progress

Related Search Results >

Incidents

Number

Search

Actions on selected rows...

New

All > Active = true

<div><div></div><div></div></div>	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Up
	Search	Search	Search	Search	Search	Search	Search	Search	Search	Search
	INC0010001	2024-08-24 12:27:59	This is my test Hardware incident	System Administrator	5 - Planning	In Progress	Hardware	Hardware	Abraham Lincoln	2012
	INC0009009	2018-08-30 08:06:16	Unable to access the shared folder	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2007

▼

Incidents by State

Guided Board

Filter by title or number

Due By

AL Abraham Lincoln

Beth Anglin

BR Bud Richman

David Loo

Don Goodliffe

FL Fred Luddy

HJ Howard Johnson

ITIL User

System Administrator

New13

Employee payroll application server is ...

Unassigned

INC0007001

5mo ago

In Progress21

This is my test Hardware incident

AL

INC0010001

3d ago

On Hold7

Network file shares access issue

HJ

INC0000002

5mo ago

Resolved0

+ Add Card

Trouble getting to Oregon mail server

Unassigned

INC0000039

5mo ago

Can't access SFA software

Unassigned

INC0000046

5mo ago

ATF:TEST2

Unassigned

INC0008001

4y ago

Network storage unavailable

INC0000049

5mo ago

Please remove the latest hotfix from ...

INC0000027

5mo ago

My desk phone does not work

INC0000041

5mo ago

JavaScript error on hiring page of corp...

INC0000040

5mo ago

Unable to access the personal details s...

Unassigned

INC0001990

4y ago

SAP Materials Management is slow or t...

Unassigned

INC0000054

9y ago

## ServiceNow Reporting Tutorial:

ServiceNow reporting consists of 4 main parts for creating, scheduling, sharing, and displaying:

- 1) Report

- 2) Report Source
- 3) Scheduled email of report
- 4) Report users and groups
- 5) Dashboard

**Report:** The Report table in ServiceNow is a system table used to create and manage reports within the ServiceNow database. Reports can be accessed via the Application Navigator by entering sys\_report.list, through ServiceNow Studio, or directly from an existing list view. Key fields in the Report table include System ID, Title, Source Type, Table, and Filter.

**Report Source:** The Report Source allows for storing and reusing saved queries to retrieve data from a source table and populate a report. When a report is scheduled, a record is inserted into the Scheduled Email of Report table. Report sources can be accessed by entering sysauto\_report in the Application Navigator. Key fields in this table include Sys ID, Run Time, and others related to scheduling.

**Report Users and Groups:** Reports can be shared directly with users and groups through the Report Users & Groups table. This table can be accessed by entering the sys\_report\_users\_groups.list in the Application Navigator. Important fields in this table include Sys ID, Report ID, Group ID, and User ID.

**Dashboard:** A dashboard is used to view a report along with other reports in a consolidated view. It can be accessed by entering ps dashboards in the Application Navigator. Users can start a new dashboard and add reports to it directly from there.

Table Report

This record is in the [Global](#) application, but [Lab Management](#) is the current application. To edit this record click [here](#).

A table is a collection of records in the database. Each record corresponds to a row in a table, and each field on a record corresponds to a column on that table. Applications use tables and records to manage data and processes. [More Info](#)

Label Report

Application Global

Name sys\_report

Extends table Application File

Columns

Controls

Application Access

Table Columns

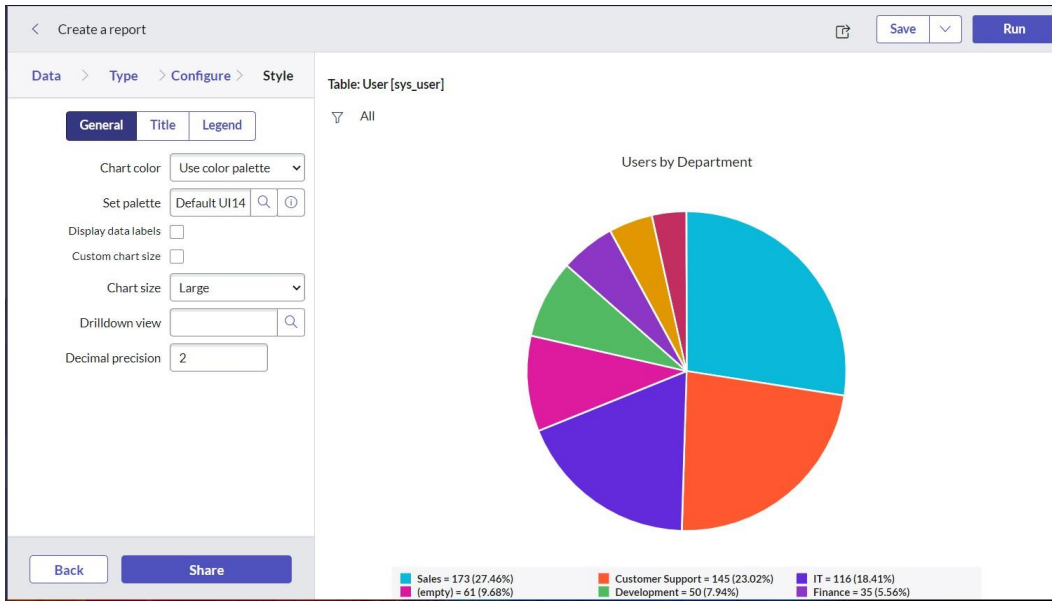
for text

Search

1 to 20 of 158

Dictionary Entries

Column label	Type	Reference	Max length	Default value	Display
Class	System Class Name	(empty)	80	javascript:current.getTableName();	false
Created by	String	(empty)	40		false
Created	Date/Time	(empty)	40		false
Sys ID	Sys ID (GUID)	(empty)	32		false
Updates	Integer	(empty)	40		false



STUDIO File Source Control Window Search

Create Application File

Application Explorer

Data Model

- Tables
  - CL Sponsor
  - Paired Instances
  - Rate limit
  - Student Instances
- Forms & UI
  - Forms
    - CL Sponsor [Default view]
    - Paired Instances [Default view]
    - Rate limit [Default view]
    - Student Instances [Default view]
  - List Layouts
    - CL Sponsor [Default view]
    - x\_snc\_lab\_man\_lab\_properties [Default view]
    - Paired Instances [Default view]
    - Paired Instances [Default view]
    - Rate limit [Default view]
    - Student Instances [Sys\_ref\_list]
    - Student Instances [Default view]
  - Related Lists
    - Student Instances - Default view [Default view]
  - Styles
    - x\_snc\_lab\_man\_paired\_instances
    - x\_snc\_lab\_man\_paired\_instances
    - x\_snc\_lab\_man\_paired\_instances
    - x\_snc\_lab\_man\_paired\_instances

Lab Management | 5.1.9

Create Application File

Filter...

Notifications (3)

Service Portal (7)

Content Management (9)

Service Catalog (10)

Reporting (6)

Inbound Integrations (6)

Outbound Integrations (6)

Natural Language Understanding (1)

Flow Designer (3)

Workflow (2)

Schedules (5)

MID Server (7)

Reporting

Report

Metric Definition

Scheduled Email of Report

Chart Colors

Color Definition

Range

Report

sys\_report

Controls to create, display, and publish reports

Create

Users

Name

Search

All

User ID	Department	Name	Email
Search	Search		
abel.tuter	Product Management		ter@example.com
abraham.lincoln	(empty)		m.lincoln@example.com
adela.cervantsz	Customer Support		ervantsz@example.com
aileen.mottern	Customer Support		mottern@example.com
alejandra.prenatt	Product Management		ra.prenatt@example.com
alejandro.mascall	Product Management		ro.mascall@example.com
alene.rabeck	Sales		abeck@example.com
alfonso.griglen	IT	Alfonso Griglen	alfonso.griglen@example.com

Sort (a to z)

Sort (z to a)

Ungroup

Group By Department

Bar Chart

Pie Chart

Launch Interactive Analysis

Configure

Import

Export

Update Selected

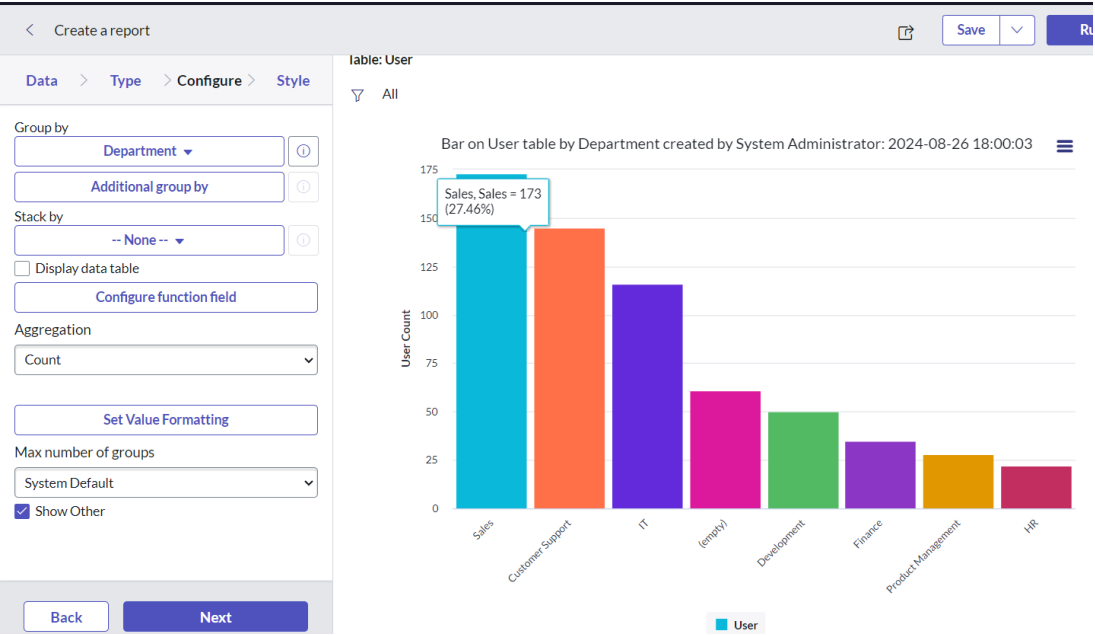
Update All

Data Management

Create Application Files

Import XML

Show XML



< Edit report

ⓘ ⓘ ⌵ Run

⚠ This record is in the Global application, but Lab Management is the current application. To edit this record click here.

Data > Type > Configure > Style

Report Title : Users by Department

Type a question about your data

What do you want to see? Ask How

To modify the current report, use the left panel or Edit Condition.

Table: User [sys\_user]

▼ All

Users by Department

Group by

Department

Additional group by

☐ Display data table

Configure function field

Aggregation

Count

Set Value Formatting

Max number of groups

System Default

☒ Show Other

Sharing

Schedule

Add to Dashboard

Export to PDF

Schedule an email containing this report

Name: Scheduled execution of Users by Depart

Report: Users by Department

Users: Abraham Lincoln, Fred Luddy

Groups: CAB Approval

Email addresses: njanu2128@gmail.com

Application: Lab Management

Active: ☒

Run: Monthly

Day: 1

Time: Hours 00 00 00

Conditional: ☐

Omit if no records: ☐

Subject: Monthly copy of users by department report.

Introductory message

Please find the attached document of users by department.

## What is Low Code No Code Development?:

Tools which are used in this are App Engine Studio (build tables, import spreadsheets, UI), Studio(deep digger into IDE, components), Now UI builder(create workspace & portal via drag and drop), Flow Designer (use NLP), CMDB(understand the entity of IT infrastructure).

Low code no code has its pros like improving agility via tools for creating IT services quickly, increased automation apps, lower costs, etc., and similarly, the cons are that it limits technical improvement and requires generalization which limits flexibility.



