

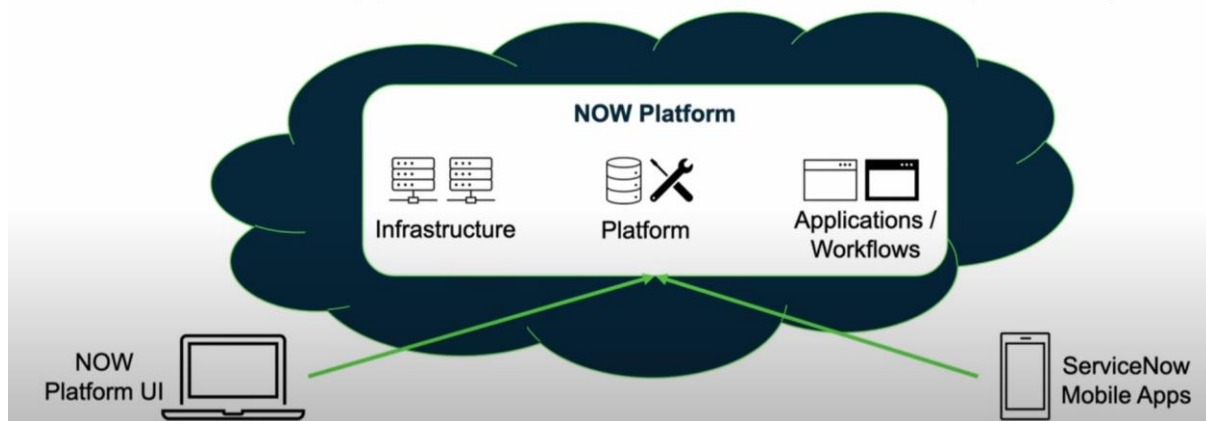
**Name: SAYYED SAMEER BASIR**

## **Week-1 Deep Skilling ServiceNow Document**

### **What represents SN Platform:**

ServiceNow, established by Fred Luddy in 2003, is a software company that specializes in providing a cloud-based Application Platform as a Service (APaaS). The purpose of this platform is to deliver a powerful, user-centric environment complete with the infrastructure, tools, software, and services required to tackle the common obstacles faced by organizations using conventional IT service delivery approaches. Serving as a mediator between business users and IT-related challenges, ServiceNow enables business professionals to solve issues on their own, eliminating the need for direct intervention from IT staff.

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



The ServiceNow system is built around three key components:

- 1. Infrastructure:** The infrastructure of ServiceNow encompasses a variety of sub-functions, such as Computing Resources (which include servers, ports, and data centers), Security (provided through multiple security technologies), Service Level Agreements (SLAs) that ensure reliability and failover mechanisms, as well as a Backup system that conducts four daily backups per week in addition to six differential backups each day.
- 2. Platform:** Every application within the ServiceNow ecosystem is backed by a unified, robust database that comes with an extensive collection of tables. This platform offers a high degree of customization and can integrate effortlessly with other systems, providing users with adaptability and flexibility.
- 3. Applications and Workflows:** ServiceNow delivers a range of pre-configured, out-of-the-box applications, organized according to the workflows they support. These include IT Workflows, Employee Workflows, Customer Workflows, and Creator

Workflows, each designed with specific sub-features to meet the unique requirements of different business processes.

## **Overview of the ServiceNow Platform:**

### **Integrated Service Model:**

ServiceNow employs a unique service delivery model known as Application Platform as a Service (APaaS). This model merges the features of Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS). By combining these three approaches, ServiceNow offers a complete package that includes infrastructure, platforms, software solutions, operating systems, and more, to streamline service delivery and operational efficiency.

### **System Architecture:**

ServiceNow's system is designed around a domain-based architecture that organizes tasks, data, and operations according to specific criteria. Every user has access to the global domain, but access to other domains and their records is restricted to those with the necessary permissions. Built on a multi-instance framework, ServiceNow ensures that each client or organization operates within its own distinct instance and database environment. The platform uses a role-based access control (RBAC) system, where users are grouped and assigned roles that dictate their permissions and access levels. Groups can have multiple roles, each consisting of various permissions, while users with no assigned roles are referred to as self-service users.

### **Access and Security Controls:**

Upon logging into the ServiceNow platform, users must go through an authentication process that verifies their identity and assigns access based on predefined roles. ServiceNow accommodates a range of authentication methods, including internal database authentication, Single Sign-On (SSO) from external providers, and LDAP authentication, among others, to ensure secure and versatile user access management.

By using this revised structure, the points have been reworded and rearranged to provide a fresh perspective on the ServiceNow platform, focusing on integration, system design, and access management.

## **Overview of the ServiceNow User Interface:**

The ServiceNow user interface is structured around three primary components:

1. The top Banner area
2. The Application Navigator on the left side
3. The Content area (occupying the rest of the screen)

### Top Banner Area:

The top banner serves as a pivotal part of the ServiceNow interface, hosting several essential features. It includes the platform's logo, which acts as a quick link to the homepage. In the System Administrator section, users can manage their personal profiles, assume the role of another user, temporarily elevate security permissions, and log out. The Tools area offers a powerful search function to locate any item within the system, a chat feature for real-time interaction with other users, and links to help and support resources. Through the Settings menu, users can modify general settings, select themes, toggle the display of forms, lists, and notifications, adjust accessibility features, and change developer options. Additionally, users have quick access to their favorites, view a list of recently accessed records or pages, navigate to different workspaces, and perform various administrative tasks directly from the top banner.

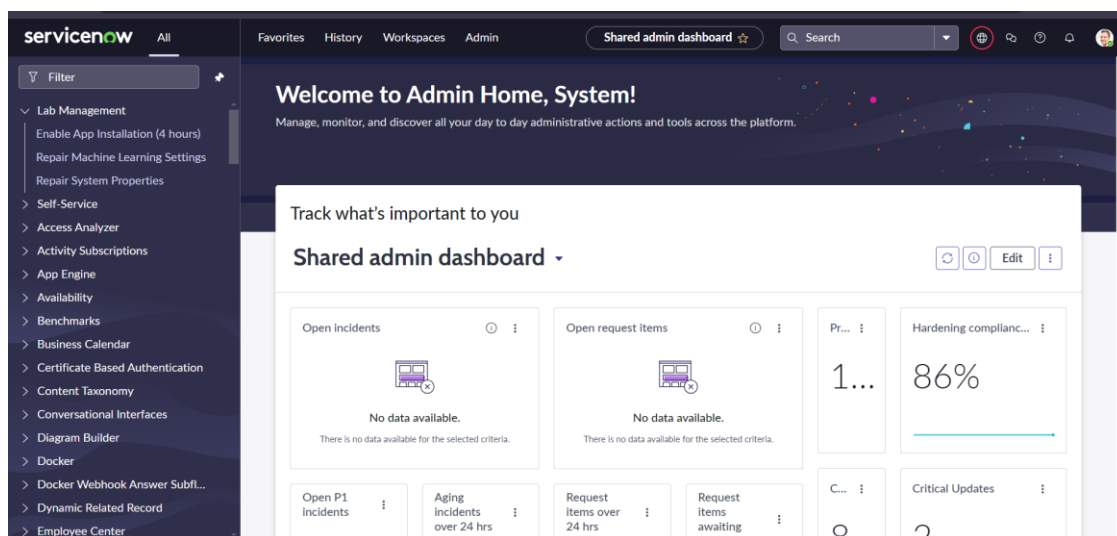
### Application Navigator on the Left:

Located on the left-hand side, the Application Navigator is a tool for accessing all applications and modules available within ServiceNow. It includes a search feature to help users quickly find the applications and modules they need, making it easier to navigate through the platform and improving overall efficiency.

### Content Area:

The Content area is where the main activities and information are displayed, adapting to show details relevant to the selected application or module. This section changes dynamically based on user interactions with the top banner and Application Navigator, providing a responsive experience tailored to user needs.

This version maintains the core elements of the ServiceNow UI while presenting them in a new and distinct format.



## Overview of ServiceNow Branding:

Branding is essential for enhancing user adoption, building trust, and creating a seamless user experience. It reflects the organization's identity and can be tailored to meet the specific requirements of different companies.


## Guided Setup:

## ITSM Guided Setup

0%

Status: Not Started

Get Started



### Company

Skip

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.

0 / 2 Tasks completed

System Configuration

Welcome Page

The Guided Setup feature is designed to help users and administrators configure applications in a structured, step-by-step manner. This setup process is divided into two main areas: IT Service Management (ITSM) and IT Operations Management (ITOM). ITSM focuses on setting up the Configuration Management Database (CMDB), managing incidents and major incidents, and handling go-live processes. In contrast, ITOM includes configurations for the MID Server, Discovery, and Event Management, among others. Additionally, tools such as the Service Portal and UI Builder can be used to further customize and streamline the setup process.

<

≡

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

Update

Delete

≡

🔍

💬

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

ServiceNow Lists and Filters:

List View Interface:

Incidents

Number

Search

Actions on selected rows...

New

All > Active = true

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
	INC0010001	2024-08-24 12:27:59	This is my test Hardware incident	System Administrator	5 - Planning	In Progress	Hardware	Hardware	Abraham Lincoln	2024-12-24 12:27:59
	INC0009009	2018-08-30 08:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-07-30 07:30:00
	INC0009005	2018-09-01 04:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-07-10 07:10:00
	INC0009001	2018-09-12 03:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-07-30 07:30:00
	INC0008112	2019-07-29 18:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-18 18:48:43
	INC0008111	2019-07-22 21:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-21 21:04:57
	INC0008001	2021-01-15 21:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-23 23:30:00
	INC0007002	2018-10-17 05:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-07-20 07:20:00
	INC0007001	2018-10-17 05:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2024-02-03 20:30:00
	INC0001090	2020-06-07	Unable to access the personal details	Problem	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 07:00:00

Priority

State

Category

Assignment group

5 - Planning

Hardware

4 - Low

(empty)

1 - Critical

(empty)

3 - Moderate

(empty)

5 - Planning

(empty)

5 - Planning

(empty)

5 - Planning

(empty)

4 - Low

(empty)

1 - Critical

New

Hardware

Openspace

Sort (a to z)

Sort (z to a)

Show Visual Task Board

Ungroup

Group By Priority

Bar Chart

Pie Chart

Launch Interactive Analysis

Configure

Import

Export

Update Selected

Update All

Data Management

Create Application Files

Import XML

Show XML

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

The List View interface is a specialized user interface in ServiceNow, designed to present records from database tables in an organized layout. Each list is associated with a specific table and is equipped with tools that allow users to sort, search, filter, and analyze data efficiently. Detailed information on individual list items can also be accessed. Users can open a list by entering the list name into the Application Navigator or using commands like `tablename.list` or `sys\_tablename.list`. For those who are not familiar with these shortcuts, typing `sys_db_object.list` in the Application Navigator will reveal all table names stored in the database. In a list, each row displays a record, and each column shows a specific attribute or field.

The header of the list includes a menu with several controls, such as View, Filter, Group By, Show, Refresh List, and options to mark items as Favorites. Other features include a search bar for finding specific data (with support for wildcards like % and \*), an activity stream that logs all actions taken, and tools such as a connection builder, breadcrumb navigation, and tagging capabilities.

This version reframes the explanation of ServiceNow's List View and filtering options to provide a new and distinctive description.

User ID

abraham.lincoln

First name

Abraham

Last name

Lincoln

Title

Department

Finance

Password

Password needs reset

☐

Locked out

☐

Active

☒

Web service access only

☐

Internal Integration User

☐

Email

abraham.lincoln@example.cor

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...

## **Understanding Forms in ServiceNow:**

### **Form Interface:**

A form in ServiceNow represents an individual record that users can interact with and edit. Forms are accessed by selecting a record from a list view or by searching for the record's ID using the global search function. If you need to view a reference record, such as a department associated with a particular field, you can click the 'Open Record' button within the preview. This opens up two more features: the list field, which enables the creation of one-to-many relationships between the main record and reference tables, and the journal field, where users can enter notes that are visible to certain users only.

Users have the option to copy a record and make further modifications, or they can update it to create a permanent copy. The 'Insert' function saves a copy of the record and then redirects users back to the list view. On the other hand, the 'Insert and Stay' function allows users to save a copy of the record and continue working on the same form without leaving the current page.

Forms are divided into sections that group related fields and information for better organization. There is also a special feature called the Form Related List, which displays records from different tables that are related to the main record. Additionally, a form formatter provides a way to display data that is not associated with any specific field; it contains information but does not include fields that can be edited. Only users with specific administrative permissions have the ability to create and modify form layouts and views.

### **Using Templates:**

Templates are a powerful tool in ServiceNow that simplify the creation of new records by pre-filling certain form fields automatically. When creating a template, if you give it the same name as the record type, it can be accessed from the list view by clicking on the menu icon in the top-right corner and selecting "Toggle Template Bar." Users can also toggle the template bar on and off or create a new template directly from there.

Templates allow users to set default values for fields, regardless of whether those fields are currently visible on the form. Templates can also include variables for even more customization. If a template is saved with the same name as the table, it becomes the default template and will automatically populate fields whenever a new record of that type is created.

This version provides a fresh take on the information about ServiceNow forms and templates, offering a unique perspective while retaining the essence of the original content.

User Abraham Lincoln

UpdateSet PasswordDelete

User ID

abraham.lincoln

First name

Abraham

Last name

Lincoln

Title

Department

Finance

Password

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Email

abraham.lincoln@example.cor

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...

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

## Practical Demonstration of ServiceNow Tools:

### Knowledge Management System:

Knowledge bases act as comprehensive repositories of key articles and documents that are created and maintained to offer valuable information to users. These knowledge resources enable users, regardless of their role or level of expertise, to find solutions to problems and gain insights into the application. By providing step-by-step guides, best practices, and troubleshooting tips, knowledge bases support users in efficiently resolving issues and understanding how to use different features of the platform.



User Administrator

User IDadmin

Emailadmin@example.com

First nameSystem

Language-- None --

Last nameAdministrator

Calendar integrationOutlook

TitleSystem Administrator

Time zoneSystem (Etc/UTC)

DepartmentFinance

Date formatSystem (yyyy-MM-dd)

Password

Business phone

Mobile phone

PhotoClick to add...

Password needs reset

Locked out

Active

Web service access only

Internal Integration User

Update

Set Password

Home > Knowledge Search

Search (minimum 3 characters)

Filters

Refine results

Knowledge Bases

IT

Category

Filter

Apple

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

apple

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

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

1

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 Data Importing in ServiceNow:

### Key Data Stages:

1. **Source Table**
2. **Import Set Table (Staging)**
3. **Destination Table**

**Source:**

The source is the original location or entity containing the data intended for transfer into ServiceNow. This could be a file, database, or external application where the data currently resides.

### Import Set (Staging):

ServiceNow automatically generates a temporary table known as an import set or staging table. This table serves as a holding area for data before it is finalized and moved into the destination table. By utilizing this staging process, ServiceNow ensures that the data import is handled smoothly, improving system performance and allowing for data validation and transformation.

**Destination:**

The destination refers to the final table within ServiceNow where the imported data will reside. After being processed in the staging table, the data is transferred to this destination table, becoming part of the active records in ServiceNow.

## Setting Up a Data Source in ServiceNow:

A data source is a configuration that holds all the necessary details for importing data into ServiceNow. To access data source settings, you can type `sys_data_source.list` into the Application Navigator, or search for "System Import Set" within the navigator. When

configured, ServiceNow will generate fields corresponding to each data attribute automatically, streamlining the import process.

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]

NameTest Import

Import set table labelTest Import

Import set table nameu\_test\_import

TypeFile

FormatExcel (.xlsx/xls)

Zipped☐

Sheet number1

Header row0

Use Batch Import☐

ApplicationGlobal

File retrieval methodAttachment

Related Links

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

All

☐

Name ▲

Type

Format

Updated

Auth0 Example

OIDC

2018-02-02 22:17:32

Azure AD Example

OIDC

2018-02-02 22:20:14

Example CSV FTP SSL test

File

CSV

2024-04-09 20:02:33

Example CSV FTP test

File

CSV

2008-01-04 18:06:08

Example CSV TAB Test Users on Path

File

CSV (tab)

2024-04-09 19:05:21

Example CSV Test Users on Path

File

CSV

2024-04-09 19:05:21

☐

Example CSV Test Users zipped on Path

File

CSV (tab)

2024-04-09 19:05:21

Example HTTP CSV Zip users

File

CSV (tab)

2008-01-04 18:05:32

Example JDBC MySQL Glide.sys\_user

JDBC

MySQL

2024-04-09 19:05:21

Example JDBC Oracle Location

JDBC

Oracle

2024-04-09 19:05:21

Example LDAP Groups

LDAP

2008-05-22 00:20:13

Example LDAP Users

LDAP

2008-05-22 00:20:27

Example XLS Test Users on Path

File

Excel (.xlsx/xls)

2024-04-09 19:05:21

Example XLS Test Users via SCP

File

CSV (tab)

2008-01-04 18:07:46

Google Example

OIDC

2018-02-06 21:44:33

Okta Example

OIDC

2018-02-02 22:22:38

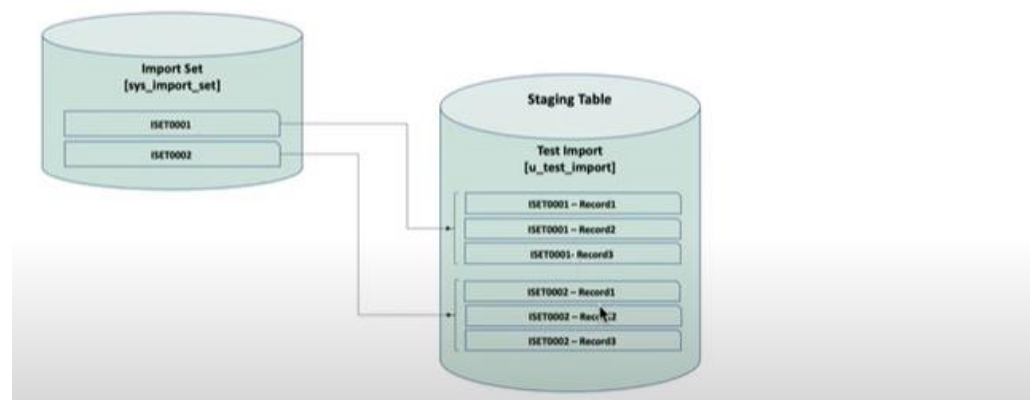
Test Import

File

Excel (.xlsx/xls)

2024-08-23 07:19:15

## Import Sets in ServiceNow:



When you perform an initial data import in ServiceNow, the platform first determines whether a staging table exists for the designated table. If it does not, ServiceNow will automatically generate a new staging table according to the configuration details specified in the data source. This newly created staging table then temporarily holds the incoming data, organizing and preparing it for final transfer to the intended target table. Additionally, ServiceNow includes a pre-configured table, known as import sets, to facilitate the management and oversight of this interim data as it moves through the staging process.

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

All

Row	Set	State	Target table	Target record	Error
<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>	<div>Search</div>
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




Dictionary Entries

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

## Transform Maps & Field Maps in ServiceNow:

To facilitate the transfer of data from a staging table to its final destination, ServiceNow relies on two key components:

1. **Field Map:** This component outlines the specifics of how individual fields from the staging table correspond to those in the target table. It ensures accurate data alignment by mapping each field appropriately. To view and manage these mappings, you can use the `sys_transform_entry.list` within the Application Navigator.
2. **Transform Map:** Serving as a container for field maps, the transform map orchestrates the entire data conversion process. It consolidates all field mappings into a unified structure, streamlining the transformation workflow. Access and manage transform maps through the `sys_transform_map.list` in the Application Navigator.

 	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 Task Management and Incident Administration Overview

In ServiceNow, tasks are fundamental units of work tracked through the platform. Each task is recorded within the core task table, but there are several specialized tables that extend this functionality:

1. **Change Requests**
2. **Incidents**
3. **Problems**

These specialized tables inherit general task attributes from the core task table and add unique fields tailored to their specific functions. Tasks can be assigned to individual users or groups, and collaborative work is supported, allowing multiple users to simultaneously interact with and update records. Task updates can be monitored in real-time through two main methods: the active viewer and the pulse feature.

### Task Management Essentials

Efficient task management in ServiceNow involves structuring and tracking work processes to ensure tasks are completed efficiently. Service Level Agreements (SLAs) are used to monitor the duration a task remains open, ensuring timely completion. Automated task assignment is managed through:

1. **Assignment Rules:** These are configurations in the ServiceNow database that automatically set the "Assigned To" and "Assignment Group" fields based on criteria you define. You can review and modify these rules by navigating to `sys_rule_assignment.list` in the Application Navigator.
2. **Assignment Lookup Rules:** Specific to incident-related tasks, these rules offer more constrained functionality compared to general assignment rules and are accessed via `dl_u_assignment.list` in the Application Navigator.

### Visual Task Boards

Visual Task Boards in ServiceNow provide a dynamic, visual interface for task management, enabling users to drag and drop tasks for better organization. They help in visualizing work and spotting process bottlenecks. The boards are categorized into three types:

1. **Structured Boards:** These boards come with predefined lanes that automatically update task values as tasks move between lanes, ensuring consistent data management.
2. **Customizable Boards:** Offering flexibility, these boards allow users to design and adjust lanes as needed without changing task values when tasks are moved.
3. **Personal Boards:** Designed for individual use, these boards allow for a personalized approach to task management, not tied to a specific list or predefined structure, making them ideal for organizing personal tasks.

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

	Table	Name	Execution Order	User	Updated
	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>	<input type="text" value="Search"/>
<a href="#">incident</a>		Hardware Incidents	10	<a href="#">Abraham Lincoln</a>	2024-08-24 12:27:36
<a href="#">incident</a>		High Priority for Network	80	(empty)	2014-01-01 00:00:00

Incident

INC0010001

View: Self Service

Discuss

Follow

Update

Resolve

Delete

Number

INC0010001

\* Caller

System Administrator

Watch list

Opened

2024-08-24 12:27:59

Closed

Urgency

3 - Low

State

In Progress

\* Short description

This is my test Hardware incident

Related Search Results



Incidents										
Number Search										
All > Active = true										
<input type="checkbox"/>	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 BH Beth Anglin BR Bud Richman David Loo Don Goodliffe FL Fred Luddy HJ Howard Johnson ITIL User System Administrator										
New 13 In Progress 21 On Hold 7 Resolved 0										
Employee payroll application server is ... This is my test Hardware incident Network file shares access issue										
Unassigned INC0007001 5mo ago AL INC0010001 3d ago HJ INC0000002 5mo ago										
Trouble getting to Oregon mail server Network storage unavailable JavaScript error on hiring page of corp...										
Unassigned INC0000039 5mo ago INC0000049 5mo ago INC0000040 5mo ago										
Can't access SFA software Please remove the latest hotfix from m... Unable to access the personal details s...										
Unassigned INC0000046 5mo ago INC0000027 5mo ago INC0001990 4y ago										
ATF:TEST2 My desk phone does not work SAP Materials Management is slow or t...										
Unassigned INC0008001 4y ago INC0000041 5mo ago INC0000054 9y ago										

## ServiceNow Reporting Overview

ServiceNow's reporting system is a comprehensive tool designed to create, schedule, share, and display reports. It consists of several key components:

1. Reports
2. Data Sources
3. Scheduled Reports
4. User and Group Access
5. Dashboards

### Reports

The foundation of ServiceNow reporting is the **Reports** module, which is a core system table for generating and managing reports. You can access this functionality by searching for `sys_report.list` in the Application Navigator, using ServiceNow Studio, or from an existing list view. This module includes essential details such as the System ID, Report Title, Source Type, Target Table, and any applied Filters.

### Data Sources

**Data Sources** serve as the backbone for reports, storing and reusing predefined queries to pull data from various tables. These sources are critical for ensuring that reports are generated from consistent and accurate datasets. To manage these sources, navigate to `sysauto_report` in the Application Navigator. Key fields here include Sys ID and Scheduling Details.

## Scheduled Reports

To automate the delivery of reports, **Scheduled Reports** are used. This feature allows reports to be sent out on a regular basis. When a report is scheduled, an entry is created in the scheduling records, ensuring timely distribution. You can track and manage these scheduled tasks from the Scheduled Email of Report table.

## User and Group Access

For sharing reports, the **User and Group Access** functionality allows you to specify which individuals or groups can view or modify reports. This access is managed through the Report Users & Groups table, accessible via `sys_report_users_groups.list` in the Application Navigator. Key fields in this table include Sys ID, Report ID, Group ID, and User ID.

## Dashboards

**Dashboards** provide a consolidated view where multiple reports can be displayed together, offering a comprehensive overview of data. Dashboards can be created and customized through the `ps_dashboards` interface in the Application Navigator. This tool allows users to create new dashboards and add reports to them, facilitating a unified data presentation.

This structured approach to reporting in ServiceNow helps in effectively managing and sharing data insights across the platform.

<

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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

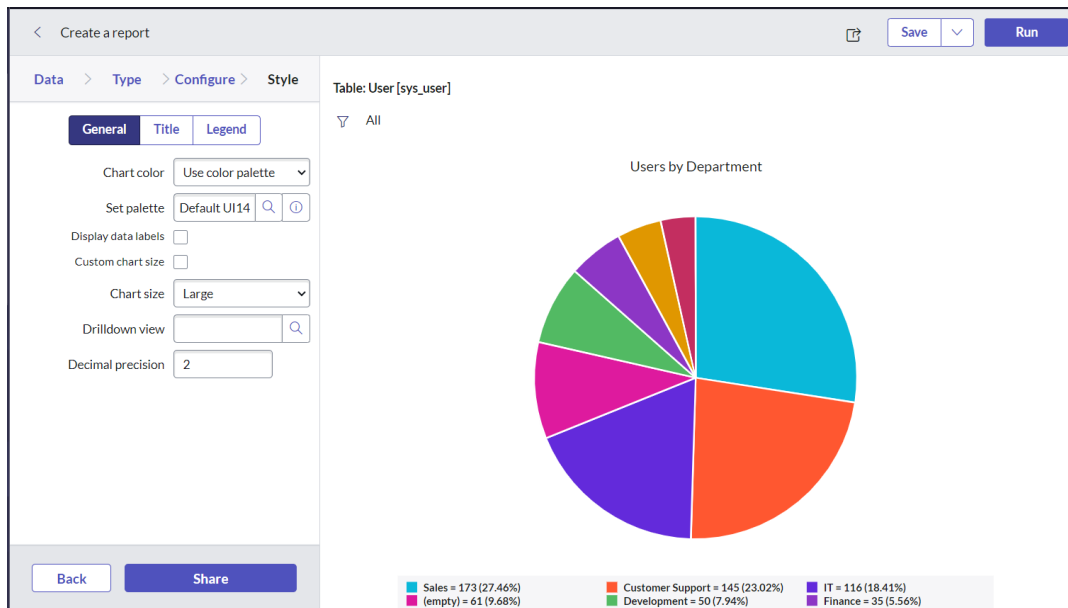
▶

▶▶

—

Dictionary Entries

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



STUDIO File Source Control Window Search

Create Application File

Application Explorer Lab Management | 5.1.9

Data Model

- Tables
  - CI Sponsor
  - Paired Instances
  - Rate limit
  - Student Instances
- Forms & UI
  - Forms
    - CI Sponsor [Default view]
    - Paired Instances [Default view]
    - Rate limit [Default view]
    - Student Instances [Default view]
  - List Layouts
    - CI Sponsor [Default view]
    - x\_snc\_lab\_man\_lab\_properties [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

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

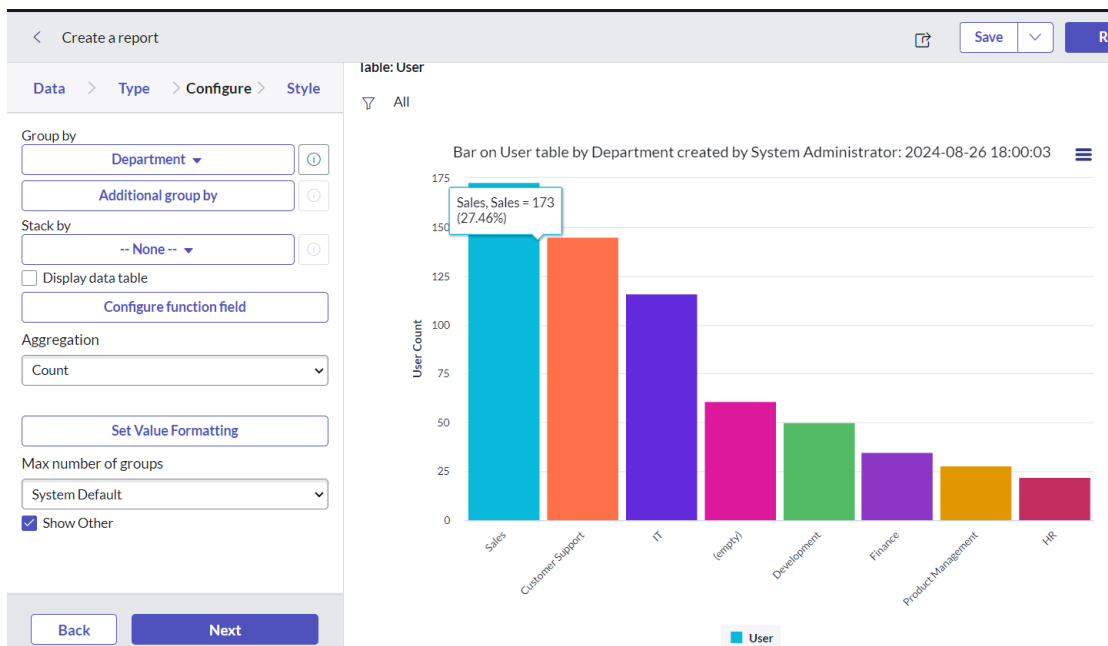
- Report
- Metric Definition
- Scheduled Email of Report
- Chart Colors
- Color Definition
- Range

Report

sys\_report

Controls to create, display, and publish reports

Create



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.

## Understanding Low-Code/No-Code Development

Low-code/no-code development refers to a streamlined approach for creating applications and services with minimal hand-coding, leveraging visual tools and pre-built components. This method empowers users with varying levels of technical expertise to build and customize applications efficiently.

### Key Tools in Low-Code/No-Code Development:

1. **App Engine Studio:** This tool allows users to design and manage applications by creating tables, importing data from spreadsheets, and designing user interfaces through a user-friendly interface.

2. **Studio:** For more advanced users, Studio offers a comprehensive integrated development environment (IDE) where developers can delve deeper into application components, creating custom solutions with more control.
3. **Now UI Builder:** This tool simplifies the creation of workspaces and portals by enabling users to design interfaces through a drag-and-drop method, facilitating quick and intuitive layout design.
4. **Flow Designer:** Utilizing natural language processing (NLP), Flow Designer helps automate workflows by enabling users to create complex processes through a visual interface.
5. **CMDB (Configuration Management Database):** Provides a centralized view of the IT infrastructure, helping users understand and manage various IT entities and their relationships within the organization.

### **Benefits and Drawbacks:**

#### **Advantages:**

- **Enhanced Agility:** Accelerates the creation and deployment of IT services, allowing for rapid adjustments and iterations.
- **Increased Automation:** Facilitates the development of applications that automate routine tasks, improving efficiency.
- **Cost Efficiency:** Reduces the need for extensive custom coding, leading to lower development costs.

#### **Challenges:**

- **Limited Customization:** The use of pre-built components and templates can restrict the ability to create highly tailored solutions.
- **Generalization:** The need to accommodate a broad range of users may lead to less flexibility in addressing specific technical requirements.