Week 2: Cognizant Digital Nurture 3.0

NAME: SAMPANN KANUNGO

SUPERSET ID: 5004733

COLLEGE NAME: Institute of Technical Education and Research, Siksha O Anusandhan (Deemed to be University)

1. Platform Overview & Architecture Functions

- Application Navigator:

  - Definition: The sidebar menu that allows users to browse applications and modules.

  - Work: It helps users navigate to different applications like Incident, Change, or any other custom applications.

- **Forms**:

  - Definition: A user interface used to create and update records.

  - Work: Forms allow users to input data that will be saved in the ServiceNow database.

- **Lists**:

  - Definition: A tabular view of multiple records from a table.

  - Work: Lists display records, and users can perform operations like sorting, filtering, and exporting records.

2. User Interface Customization Functions

- **UI Policies**:
  - Definition: Rules that dynamically change fields on a form (e.g., making fields mandatory, read-only, or visible based on conditions).
  - Work: UI Policies manage the behavior of form fields based on user interactions.

- **UI Actions**:
  - Definition: Custom buttons, links, or context menu items that trigger scripts or actions.
  - Work: Allows users to execute custom scripts or redirect them to a different page when clicked.

- **Form Designer**:
  - Definition: A drag-and-drop interface used to customize form layouts.
  - Work: Enables admins to add, remove, or rearrange fields and sections on forms.

- **List Layout**:
  - Definition: The configuration of columns displayed in a list view.
  - Work: Customizes which fields are displayed in a list and in what order, improving data presentation.

- **Branding Editor**:
  - Definition: A module that allows customization of the UI theme (logos, color schemes).
  - Work: Customizes the look and feel of the ServiceNow platform for different organizations or user groups.

3. Task Management Functions

- Assignment Rules:

  - Definition: Rules that automatically assign tasks to users or groups based on defined criteria.

  - Work: Streamlines task assignment to ensure that tasks are routed to the correct person or group.

- **Workflows:**

  - Definition: Automated processes that handle tasks such as approvals, notifications, and updates.

  - Work: A workflow can manage complex business processes by moving tasks between users and systems.

- **SLA (Service Level Agreements):**

  - Definition: A defined period within which a task must be completed.

  - Work: Tracks the time taken to complete tasks and triggers notifications or escalations if SLAs are breached.

- **Incident Management**:

  - Definition: A process to manage and resolve incidents (unplanned interruptions or reductions in IT service).

  - Work: Ensures that incidents are tracked, investigated, and resolved in a timely manner.

4. Notifications & Knowledge Management Functions

- **Notifications**:

  - Definition: Messages sent via email or SMS based on system events or triggers.

  - Work: Keeps users informed about task updates, SLA breaches, or any important events in the system.

- **Event Queue**:

  - Definition: A queue where system events are processed and managed.

  - Work: Ensures that system events (such as record changes) trigger corresponding notifications or workflows.

- **Knowledge Articles**:

  - Definition: Documents stored in the knowledge base to help users solve problems or answer questions.

  - Work: Provides self-service help to users by making articles searchable and accessible.

- **Inbound Email Actions**:

  - Definition: Scripts that process incoming emails to create or update records in ServiceNow.

  - Work: Allows users to interact with the platform via email, automatically creating incidents or updates.

5. Service Catalog Management Functions

- Record Producers:

  - Definition: A type of form that allows users to create records in a table via the service catalog.

  - Work: Simplifies the process of creating records, like incidents or requests, from the catalog.

- **Order Guides**:

  - Definition: Forms that bundle multiple catalog items into a single request.

  - Work: Allows users to order related items in one go, streamlining complex requests (e.g., onboarding packages).

- **Catalog Workflows**:

  - Definition: Workflows specifically linked to service catalog items to automate approval and fulfillment.

  - Work: Automatically routes requests for approval and assigns tasks based on the catalog item ordered.

- **Variables**:

  - Definition: Fields on catalog items used to capture user input.

  - Work: Customizes the data entry forms for catalog items, allowing users to specify details like size, location, etc.

6. Tables, Fields, and ACLs (Access Control Lists)

- Create Table:

  - Definition: A custom table in the database to store records.

  - Work: Stores structured data in the form of records and fields, similar to a database table.

- Field Types:

  - Definition: Various types of fields (e.g., string, integer, reference) that define how data is entered.

  - Work: Customizes how data is entered into records and displayed in forms and lists.

- **Access Control Lists (ACLs):**

  - Definition: Rules that govern access to records and fields based on conditions and roles.

  - Work: Ensures data security by restricting read, write, or delete permissions based on user roles and conditions.

- Security Debugger:

  - Definition: A tool that helps troubleshoot access issues by showing which ACLs are being evaluated.

  - Work: Diagnoses access problems by revealing which ACL rules are blocking or granting access to data.

7. Data Import & CMDB (Configuration Management Database) Functions

- **Import Set**:

  - Definition: A staging area for importing data from external sources into ServiceNow.

  - Work: Imports large datasets into ServiceNow tables, allowing data transformation and cleanup.

- **Transform Map**:

  - Definition: A set of rules that map fields from an import set to a target table.

  - Work: Defines how external data is imported into ServiceNow, ensuring correct data placement.

- **CMDB (Configuration Management Database):**

  - Definition: A repository that stores information about IT assets and configuration items (CIs).

  - Work: Tracks IT resources, their relationships, and their dependencies for better service management.

- **CI Relationships:**

  - Definition: Defines how Configuration Items (CIs) are related to each other (e.g., parent-child relationships).

  - Work: Helps visualize dependencies between CIs for troubleshooting and impact analysis.

8. Integration with Other Systems Functions

- **REST API**:

  - Definition: A communication protocol that allows external systems to interact with ServiceNow via web services.

  - Work: Enables data retrieval, updates, or deletion through HTTP methods like GET, POST, PUT, DELETE.

- **SOAP API**:

  - Definition: Another protocol for integrating external systems with ServiceNow, based on XML.

  - Work: Allows external applications to send and receive data via ServiceNow's SOAP interface.

- **MID Server**:

  - Definition: A server that facilitates communication between ServiceNow and external systems or databases.

  - Work: Acts as a bridge for securely connecting ServiceNow to internal systems for data integration or orchestration.

9. Update Sets, Events, & Platform Statistics Functions

- **Update Set**:

  - Definition: A container that captures changes made to configurations and customizations in ServiceNow.

  - Work: Tracks changes and allows admins to move them between different environments (e.g., from development to production).

- **Event Creation**:

  - Definition: A way to generate events in ServiceNow based on triggers like record changes or script conditions.

  - Work: Allows for real-time system responses, such as triggering notifications or workflows.

- **System Logs**:

  - Definition: Logs that capture errors, warnings, and informational messages from the system.

  - Work: Helps with troubleshooting and monitoring the health of the ServiceNow platform.

- **Platform Statistics:**

  - Definition: Data related to system performance, such as response times and transaction throughput.

  - Work: Helps admins monitor and optimize platform performance.