



Cognizant Digital Nurture 3.0

UNDERSTANDING DOCUMENT WEEK-2

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WHAT IS SERVICE NOW?

ServiceNow is a cloud-based platform designed to automate and streamline various business processes, with a strong focus on IT Service Management (ITSM). It provides a suite of tools that allow organizations to manage and automate their IT operations, including handling service requests, incident management, change management, and more.

The platform also empowers employees through self-service portals, enabling them to resolve common IT issues without direct IT intervention, which speeds up issue resolution and reduces the number of tickets IT teams must handle. This frees up IT professionals to focus on more strategic tasks, such as improving cybersecurity, deploying new technologies, and supporting business innovation. Ultimately, ServiceNow helps IT departments operate more efficiently, align more closely with business goals, and contribute more directly to organizational success.

ServiceNow Features :

- ServiceNow provides four weekly full backups of your data with six days of daily differential backups.
- ServiceNow supports most major browsers, including Chrome, Microsoft Edge, Firefox, and Apple Safari.
- ServiceNow offers three mobile applications: ServiceNow Agent for fulfilling requests, Now Mobile for requesting services, and ServiceNow Onboarding for managing new hires.
- ServiceNow utilizes a role-based access control system where users are assigned roles that dictate their access privileges within the platform.

User Management

- Users in ServiceNow are typically assigned to one or more groups, which are collections of users with similar responsibilities or tasks.
- ServiceNow has a user table that stores user data, accessible via the Application Navigator under System Security or System Administration.
- ServiceNow also has a group table, accessible via the Application Navigator, which stores data for different groups or teams within an organization.
- Roles, stored in an out-of-the-box table in ServiceNow, can be assigned to different users and are created for different access levels within the system.
- ServiceNow has a major feature called "impersonate" that allows users with proper rights to view ServiceNow from the perspective of another user.
- A user without any roles assigned to them in ServiceNow is called a "self-service user".

ServiceNow User Interface

- ServiceNow has two UI versions: UI 16.
- Users can switch between UI 15 and UI 16 in ServiceNow.
- ServiceNow's main screen is divided into four UI elements: banner frame, application navigator, content frame, and edge.
- The edge element is only available in UI 15.
- The global search bar at the top of the screen can be used to search for information across the entire platform.
- The application navigator on the left-hand side of the screen allows users to access different applications and modules within the ServiceNow instance.

Branding and Customization

- Branding, such as the logo, instance name, and color theme, can be configured to identify a company's ServiceNow instance.
- ServiceNow allows users to customize branding elements, including the banner image and system name, by navigating to System Properties > Basic Configuration UI 16.
- Users can modify the welcome page content, such as the short description and displayed text, through the "Welcome Page Content" module under System UI.

Lists in ServiceNow

- Lists in ServiceNow display data from tables and include elements like the main list, title bar, filters, breadcrumbs, columns, fields, and a list title menu with options for managing list views.
- Users can change the number of records displayed per page, with options including 10, 15, 20, and 100 rows per page.
- Users can filter incident records by various criteria, such as "Caller" and "Priority."
- The filter can be applied by clicking the "Run" button, which then displays the records matching the specified conditions.
- Users can save filters and name them for later use.
- Users can group lists by different fields, such as state or priority.
- Users can save lists as favorites and customize their appearance with colors and icons.
- Users can create favorites to save specific views of lists for later use.
- The list context menu offers options to sort, group, and ungroup data, as well as create charts and configure list settings.
- The list layout can be customized to show or hide specific fields, and data can be updated selectively or in bulk.

Forms in ServiceNow

- The XML view in ServiceNow displays all data fields for a particular record.
- Users can conduct searches in ServiceNow lists using the search bar at the top or by typing directly into specific fields.
- Users can personalize lists by adding or removing fields through the settings button.
- Forms in ServiceNow display information from a single record in a data table and allow users to edit or create records.
- Pressing the "Submit" button on a form saves the record and returns the user to the previous screen, while pressing the "Save" button saves the record and keeps the form open.
- Read-only fields are non-editable and cannot be edited by users on forms.
- Forms can have different types of fields, including choice fields (drop-down menus), reference fields (which display data from other tables), and sections that group related fields together.

- After a record is saved, additional buttons and options become available, such as update, delete, and the ability to copy the record.
- The "Activities" section captures changes made to the record, providing a timeline of events.
- Related lists at the bottom of the form display data from other tables that have a relationship with the current record.
- The display of fields on a form can be customized using different "views," which can be tailored to specific user roles or incident priorities.

Form Layout and Design

- Form Layout: Users can create new views and fields, adjust form layout, configure the layout by right-clicking the title bar, and configure related lists.
- Form Design: This advanced option allows users to create fields, adjust form design, select views, drag and drop elements, and create new fields by dragging and dropping field types.
- Creating New Fields: Users can create new fields in both Form Layout and Form Design modes by specifying the field name, type, and length.
- Users can make form fields mandatory and read-only from the form design interface.
- ServiceNow allows users to configure which related lists are displayed at the bottom of forms and which fields are displayed in list views.
- ServiceNow provides templates to help users populate forms with predefined values, and these templates can be scheduled to run at specific times.

Task Management

- Users without roles in ServiceNow cannot access the instance.
- The 'task' table is a core table within ServiceNow, and tables like 'incident', 'request', and 'change' are extended from it.
- Tasks can be manually assigned or automatically assigned using assignment rules within ServiceNow.
- Service Level Agreements (SLAs) are used to track the services provided by teams working on tasks and highlight if the duration of work completed meets agreed-upon timelines.
- A task can be assigned to a group or a user, but the user must be part of the group and have access to the task table and record to work on it.
- The Task table in ServiceNow is a core table from which many other tables are extended, including Incident, Problem, Change, Request, Requested Item, and Catalog Task.

- ServiceNow has tables that extend from a task table, including incident, change requests, and problem task requests.
- Service Level Agreements (SLAs) can be configured in ServiceNow to automatically attach to records based on predefined conditions
- Tasks in ServiceNow can be assigned manually, using assignment rules, predictive intelligence based on machine learning, or custom rules and scripts.
- Users with the proper access can manually assign incidents to individuals or groups.
- Assignment rules can be used to automatically assign tasks to groups or individuals based on conditions such as the table the task is in and triggering conditions.
- Predictive intelligence uses machine learning to determine field values during record creation, and can be used to populate fields such as category, priority, assignment group, and assigned to.
- Predictive Intelligence is a licensed application that must be enabled via a plugin and purchased before use.
- Service Desk is an application that allows users to access all their assigned tasks, regardless of type, as long as the record table is extended from the Task table.

Notifications and Activity Stream

- The Activity Stream displays all activities performed for a task, including field updates, work notes, comments, and emails, providing a timeline of actions.
- Users can receive custom emails, including attachments, related to specific tasks.
- The activity stream tracks actions taken on an incident, including work notes and additional comments.
- Users can receive email notifications for activities related to incidents, and these notifications can be enabled or disabled in the user's profile settings.
- ServiceNow can send outbound notifications to users when records are created, updated, or events are generated. For example, if an incident is assigned to a group, all group members will receive an email notification.
- Users can also send emails to ServiceNow, which can trigger inbound actions. For example, users can mark an email to the instance's email address, and ServiceNow can process that email to create an incident record.

- The Notification application in ServiceNow provides a module for managing notifications, including email digests, notification email scripts, notification categories, email templates, notification filters, and email access restrictions.
- The "When to send" section of the notification form allows users to define the conditions under which the notification should be sent, such as when the priority of an incident changes to critical.
- The content of the notification email can be customized in the "What it will contain" section, including the subject and body, with the option to use dynamic fields like the incident number.
- When the priority of an incident is changed to P1, a notification is sent to the caller, the assigned to person, and the assignment group.
- The notification includes an unsubscribe button and a notification preference button so users can manage their notification settings. ServiceNow uses a watermark, which is an alphanumeric code, to identify the specific record that an email reply should update.
- Inbound actions can be prioritized using execution order, with the lowest number being processed first.

Knowledge Management

- Knowledge articles in ServiceNow, referred to as KB articles, can include policies, self-help tips, troubleshooting documents, and resolution steps.
- ServiceNow's Knowledge Management application allows users with appropriate roles to create, categorize, and view knowledge articles organized into knowledge bases.
- Users can search for articles within a specific knowledge base or across all knowledge bases.
- Users with "create access" can create new articles and post questions for other users to answer.
- The "Articles" section displays a list of articles categorized by their stage: Create New, Import Articles, Unpublished, Retired, Published, and All.
- The "Submissions" module allows users without "create access" to request new articles by submitting information for review and potential creation by authorized users.

The End