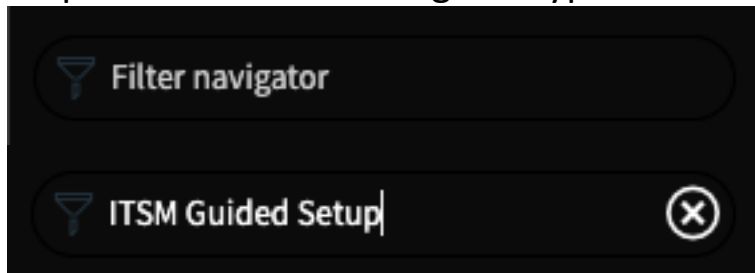
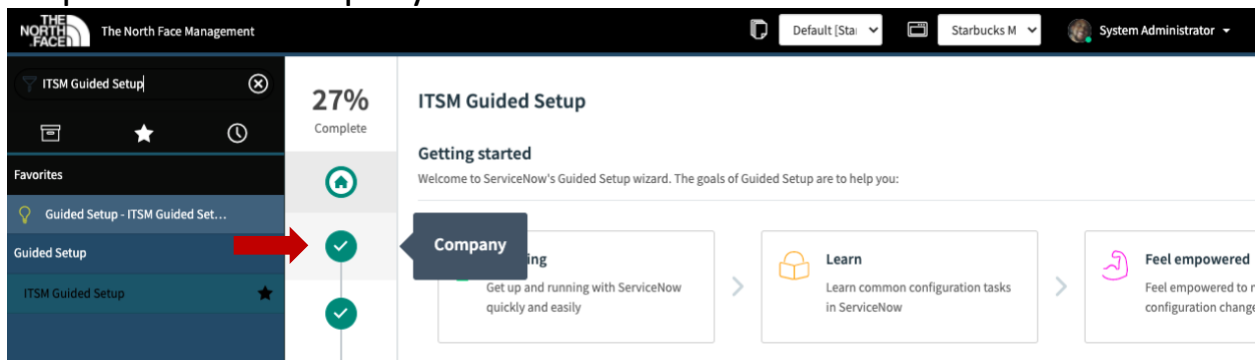


## How to Guide: Configure Company Info and Welcome Page

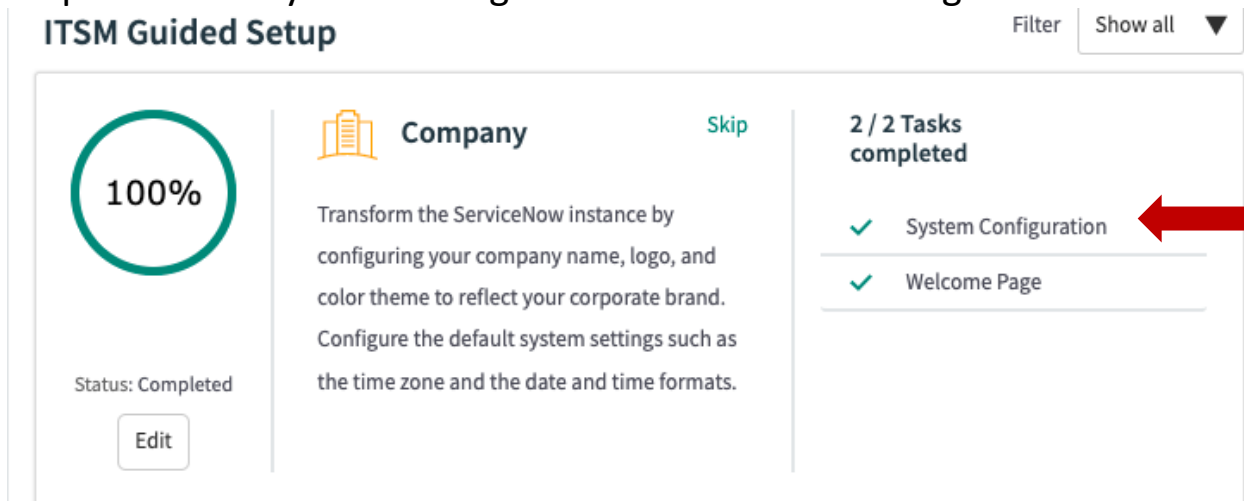
Step 1 – In the filter navigator type “ITSM Guided Setup”



Step 2 – Click “Company”



Step 3 – Click “System Configuration” next click “Configure”




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 4d 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.

## Step 4 – Fill out System Configuration Page, click “Save”

System Configuration Save

Tailor the look of the page top banner - text / logo / color

Set the timezone, date, and time formats

Page header caption


Browser tab title

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

System (America/Los\_Angeles) ▼

[Configure available time zones](#)

Banner image for UI16

 +

Date format

## Step 5 – Mark as complete

## Step 6 – Click “Welcome Page” next click “Configure”

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

Mark as Incomplete

Configure

Completed 4d ago by System Administrator

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.

2 / 2 Tasks completed

✓ System Configuration

✓ Welcome Page

Welcome Page

Skip

Add Notes

Mark as Incomplete

Configure

Completed 4d ago by System Administrator

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.

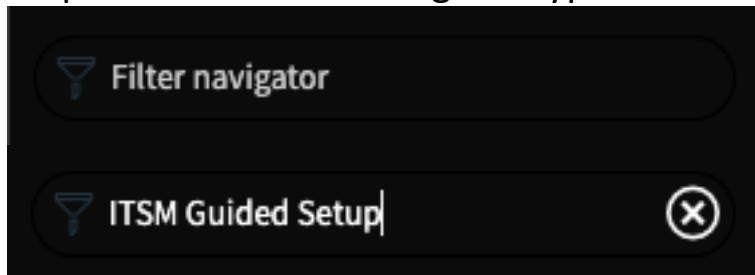
If you plan to configure single sign-on (SSO), skip this activity.

## Step 7 – Click and Edit “Welcome page sections” Save work and Mark as complete

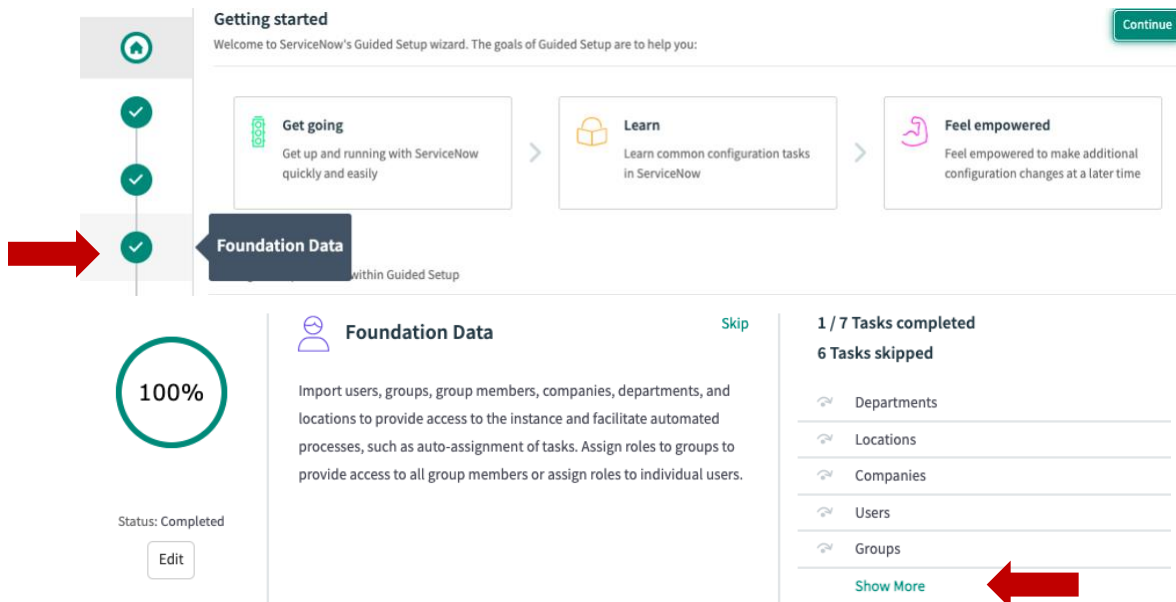
	Short description	Condition	Active	Display order	Published	Updated
<input checked="" type="checkbox"/>	Using \$(gs.getProperty('glide.product.na...	gs.getSession().isLoggedIn() == true	true	20	2005-06-28	2009-07-07 16:07:33
<input checked="" type="checkbox"/>	More Information	gs.getSession().isLoggedIn() == true	true	30	2005-06-28	2021-08-26 21:14:33
<input checked="" type="checkbox"/>	Welcome to The North Face		true	100	2022-03-09	2022-03-09 16:10:02

## How to Guide: Assign Roles to Groups/Provide access to Group Members

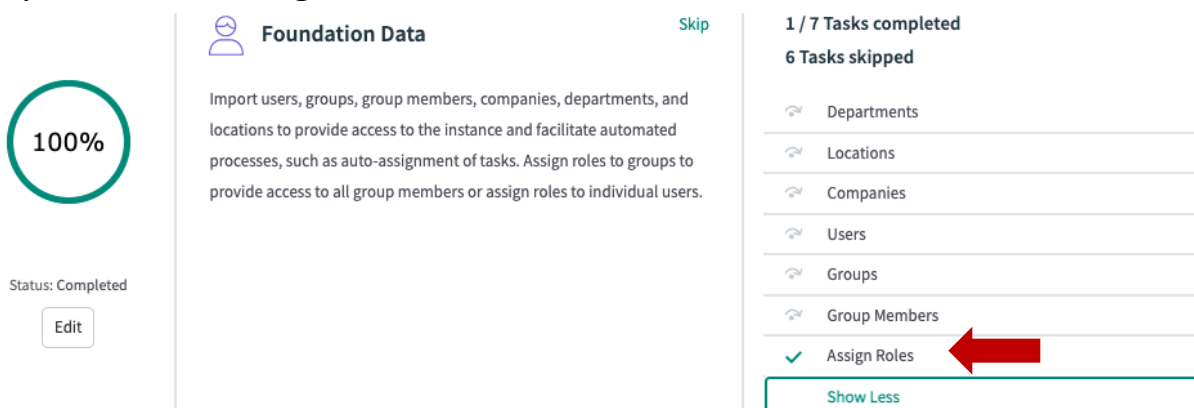
Step 1 – In the filter navigator type “ITSM Guided Setup”



Step 2 – Click “Foundation Data”, Click “Show more”



Step 3 – Click “Assign roles”



## Step 4 – Click “Configure”

1 / 7 Tasks completed

6 Tasks skipped

Departments

Locations

Companies

Users

Groups

Group Members

Assign Roles

Assign Roles

Skip

Add Notes

Completed 3d ago by System Administrator

Mark as Incomplete

Configure

Roles control access to features and capabilities in applications and modules. Grant your IT team members roles that give them access to the functionality they require to perform their jobs. Many roles are provided in the base system to help you get started.

Roles can be applied to individual users or groups. Apply roles to groups and members of those groups can then inherit them.

Step 5 – Click “New”, next select the group then select the role you would like to assign to that specific group. Click Submit

Group Roles **New** Search Group ▼ Search

⋮ ⚙️ 🔍 All Group Role Granted by

▼ Role: admin (3)

		Role	Granted by
<input type="checkbox"/>	<a href="#">Help Desk</a>	admin	(empty)
<input type="checkbox"/>	<a href="#">Hardware Assets</a>	admin	(empty)
<input type="checkbox"/>	<a href="#">Incident Management</a>	admin	(empty)

▼ Role: analytics\_admin (3)

		Role	Granted by
<input type="checkbox"/>	<a href="#">Incident Management</a>	analytics_admin	(empty)
<input type="checkbox"/>	<a href="#">Help Desk</a>	analytics_admin	(empty)
<input type="checkbox"/>	<a href="#">Hardware Assets</a>	analytics_admin	(empty)

< ≡ Group Role  
New record

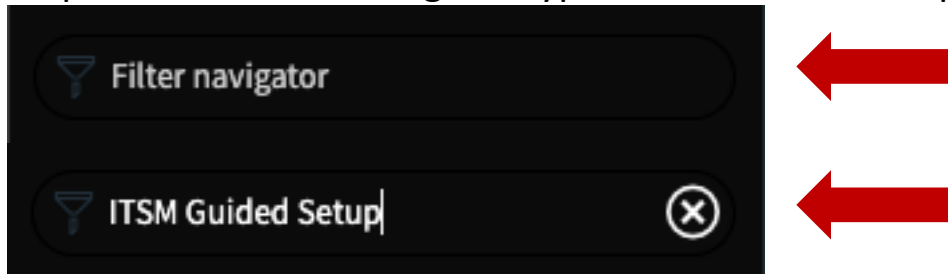
\* Group

\* Role

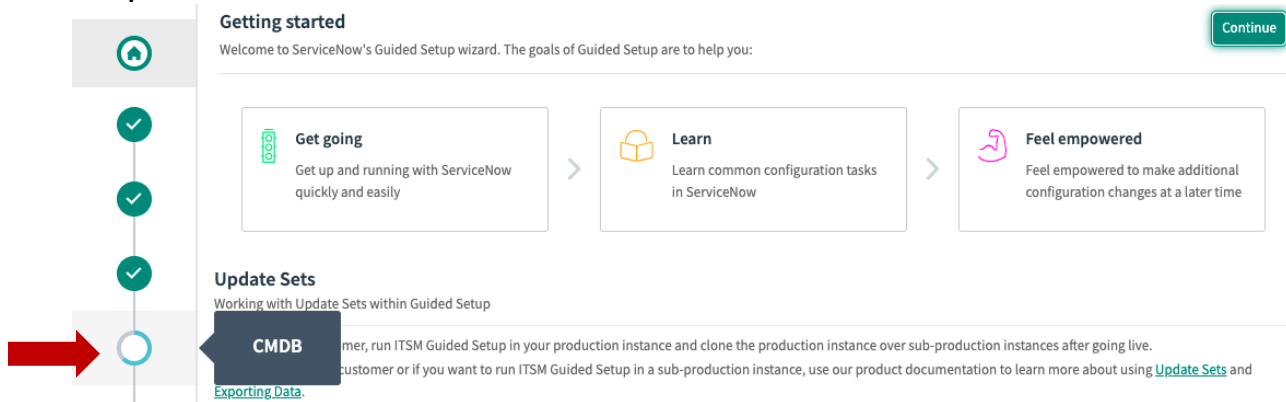
## Step 6 – Mark as complete

## How to Guide: Populate information on CIs in your CMDB:

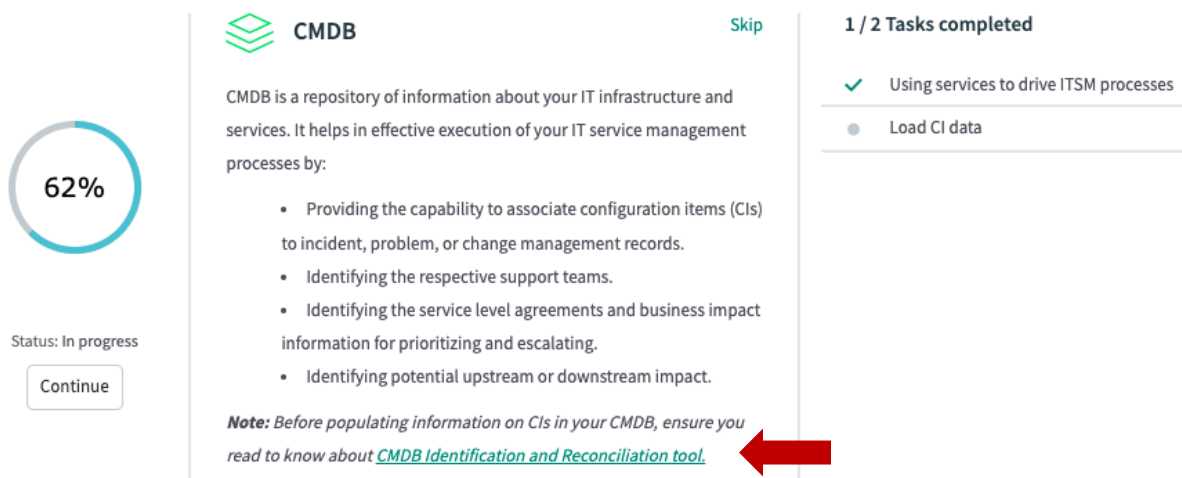
Step 1 - In the filter navigator type “ITSM Guided Setup”



Step 2 – Click “CMDB”



Step 3 – Click link “CMDB Identification and Reconciliation tool”



## Step 4 – Scroll down until you see “Using the Scripted IRE”

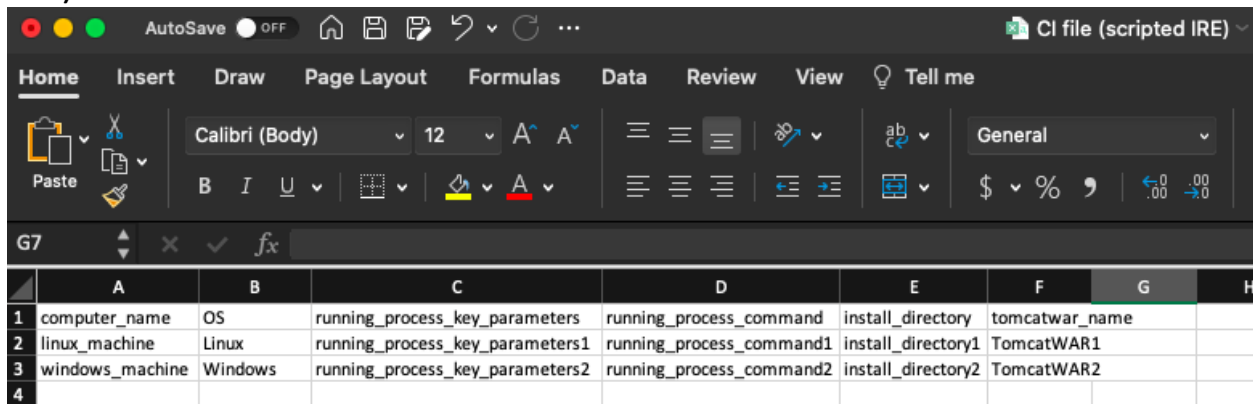
### Using the Scripted IRE

Scripted IRE is intended for cases to insert more complex data set which may include relationships. I will walk you through an example below of a source that contains a Server but requires leveraging CI references as well as creating multiple classes and adding a relationship.

Create a .csv file with the Original Data mentioned below:

A	B	C	D	E	F
computer_name	OS	running_process_key_parameters	running_process_command	install_directory	tomcatwar_name
linux_machine	Linux	running_process_key_parameters1	running_process_command1	install_directory1	TomcatWAR1
windows_machine	Windows	running_process_key_parameters2	running_process_command2	install_directory2	TomcatWAR2

## Step 5 – Create a .csv file in excel of the Original data set listed under the “Using the Scripted IRE” section (NOTE: Save your excel file as a .csv file)



## Step 6 – Return back to the CMDB section of the ITSM guided setup page

## Step 7 – Select “Load CI data”, Select configure on step 1

62%

Status: In progress

Continue

### CMDB

CMDB is a repository of information about your IT infrastructure and services. It helps in effective execution of your IT service management processes by:

- Providing the capability to associate configuration items (CIs) to incident, problem, or change management records.
- Identifying the respective support teams.
- Identifying the service level agreements and business impact information for prioritizing and escalating.
- Identifying potential upstream or downstream impact.

**Note:** Before populating information on CIs in your CMDB, ensure you read to know about [CMDB Identification and Reconciliation tool](#).

Skip

1 / 2 Tasks completed

✓ Using services to drive ITSM processes

● Load CI data

## 1 / 2 Tasks completed

✓ Using services to drive ITSM processes

● Load CI data

### Load CI data [Skip](#) [Add Notes](#)

Last visited 2h ago by System Administrator

When a CMDB is created from the beginning, it is common for customers to have lists of their more easily identified CIs, such as computers, servers, printers, applications, and so on. These can be quickly imported into the ServiceNow CMDB to form the starting point.

The following fields are mandatory to facilitate certain automation features within the ITSM processes

CI Fields	Description
Name	Must exist for the CI record to be easily referenced by other processes.
Approval group	Required to drive automated approvals in the change management process.
Support group	Required to drive automated assignment in the incident management process.

Complete the four steps in this activity to perform a bulk import from an external data source and populate data in the target CMDB [cmdb\_ci] table of the instance through an import set (a temporary table in the instance).

✓ Step 1 ● Step 2 🔒 Step 3 🔒 Step 4

Completed a day ago by System Administrator

[Mark as Incomplete](#)

[Configure](#)

Upload data from an external data source into an import set. You can use a CSV, XLS, or XML file as the external data source.

## Step 8 – Select option “existing table”, next select “file”

### Load Data

Import set table

☐ Create table

☒ Existing table

Import set table

User [imp\_user]

Source of the import

☒ File

☐ Data source

File

[Choose File](#) CI fil...).csv

Sheet number

1

Header row

1

[Submit](#)




Step 9 – Click “Choose file” and upload the .csv file that was created in excel. Click Submit

Load Data

Import set table ☐ Create table  
☒ Existing table


Import set table

Source of the import ☒ File  
☐ Data source

 File  CI fil...).csv

Sheet number

Header row




Step 10 – The .csv file will show in “Import Sets”

Progress

Name	ImportProcessor
State	Complete
Completion code	Success
Message	Processed: 2, inserts 2, updates 0, errors 0, empty and ignored 0, ignored errors 0 (0:00:00.108)

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: imp\_user

[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

## Step 11 – Click the CSV file that was imported

Import Sets Search Created ▾ Search 1 to 3 of 3

All > Data source Import set table name = imp\_user

Number	Short description	State	Import set table	Data source	Created
 ISET0010003	Type: File Format: CSV	● Loaded	User [imp_user]	<a href="#">ci file (scripted ire).csv (Uploaded)</a>	2022-03-12 14:57:46
 ISET0010002	Type: File Format: CSV	● Loaded	User [imp_user]	<a href="#">ci file (scripted ire).csv (Uploaded)</a>	2022-03-11 09:57:48

Import Set ISET0010003    Update Delete

Number	ISET0010003	Created	2022-03-12 14:57:46
Mode	Asynchronous	Load completed	2022-03-12 14:57:46
State	Loaded	Load run time	0 Seconds
Data source	ci file (scripted ire).csv (Uploaded)		
Import set table	User [imp_user]		
Short description	Type: File Format: CSV		