knowledge14
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Lab Guide

Domain Separation:

Instance Partitioning

Bobby Edmonds, Robert Huckaby

Lab instance: https://**<<name>>** .lab.service-now.com

Login / Passwords:

admin / Knowledge14

itil / Knowledge14

employee / Knowledge14

Agenda

Lab 1 – Domain Hierarchy

Lab 2 – Choice Lists

Lab 3 – The sys_domain Field

Lab 4 – The sys_overrides Field

Lab 5 – Applications & Modules

Lab 6 – Emails and Events

Lab 7 – Service Catalog

Lab Goal

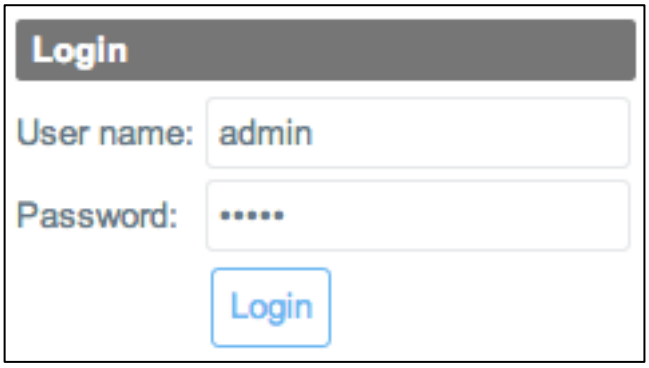
Domain separation provides a framework for separating data into logically-defined containers and controlling process flow based on a hierarchy of these containers. This lab explains how to create a new domain called Lab.

Lab 1
Domain Hierarchy

Log on to Your Training Instance

1. Your instance URL is on the cover page.

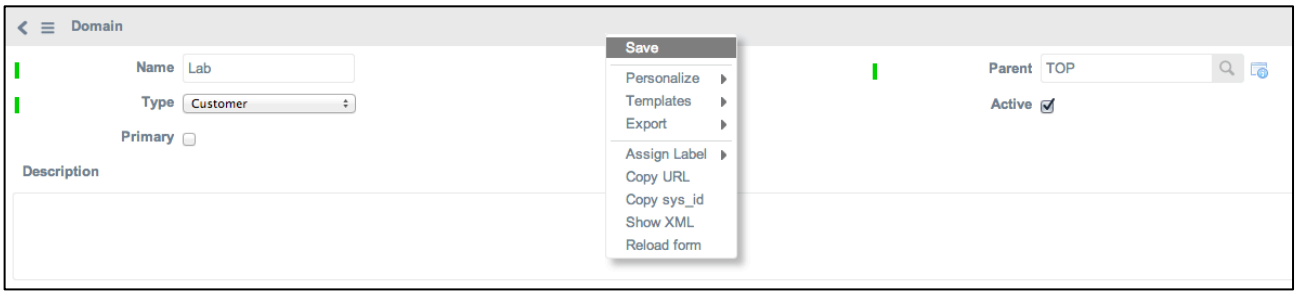
2. Login using the **admin** credentials provided on the cover.



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Create a New "Lab" Domain

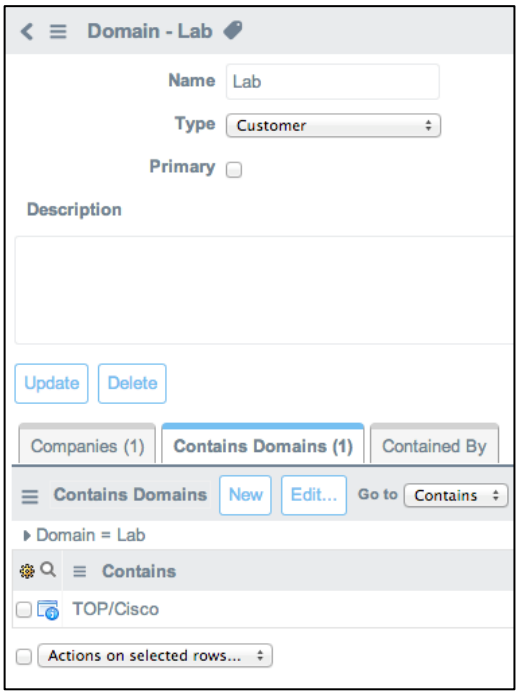
1. Navigate to **Domain Admin > Domains** and click **New**.
2. Select **Name** and enter **Lab**.
3. Select **Customer** from the **Type** field drop-down list.
4. Select **Parent** and enter **Top**.
5. Right-click the header and select **Save**.

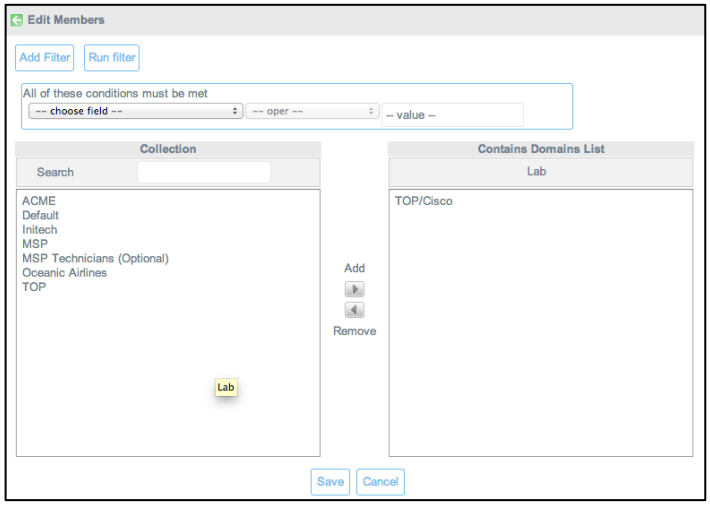


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Make the Lab Domain Contain “Cisco”

1. Select the **Contains Domains** related list.
2. Select the **Edit** button, add **Cisco** to the Contains Domain list, and select **Save**.





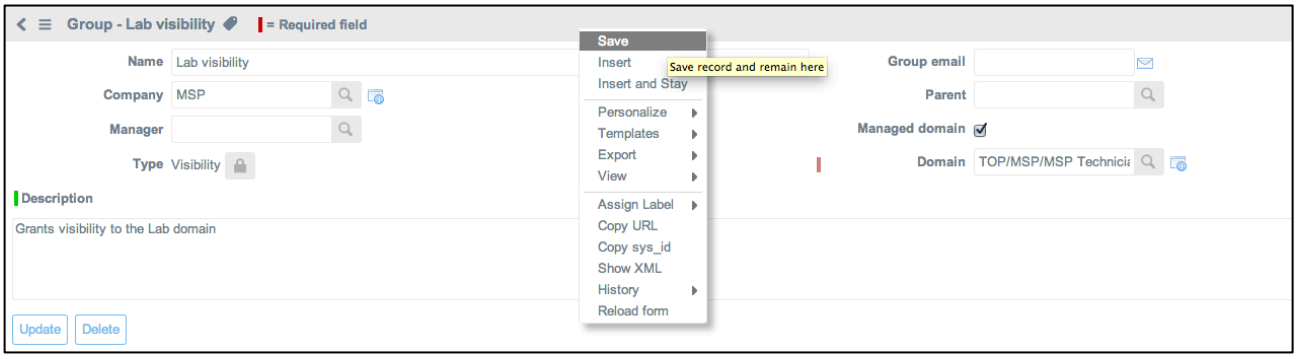
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Create a New Visibility Group

1. Navigate to **User Administration > Groups**.

2. Select the **New** button, and complete the following fields.

   Name: **Lab visibility**
   Company: **MSP**
   Type: **Visibility**
   Managed Domain: **true**
   Domain: **MSP Technicians**

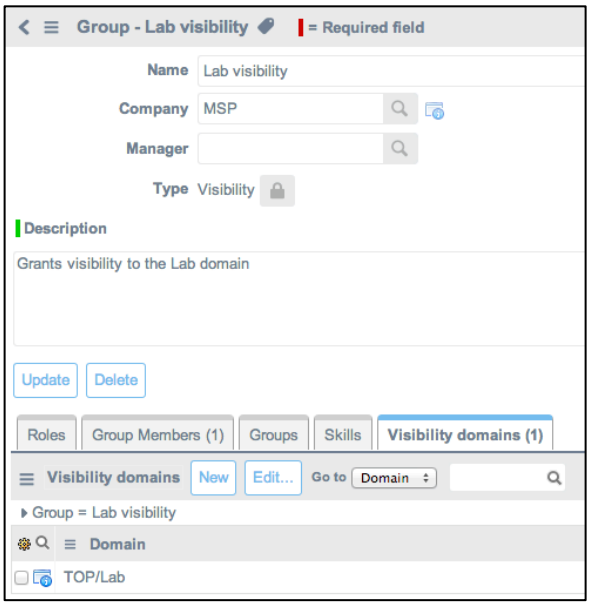


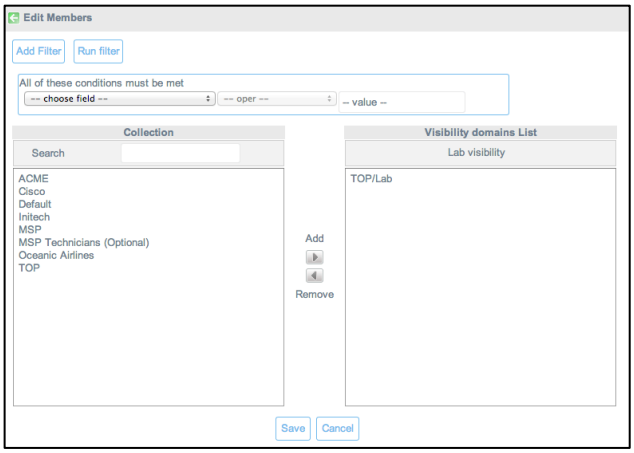
3. Right-click the header and click **Save**.

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Add the Visibility Domains list and the Lab Domain to the List

1. Right-click the header and select **Personalize > Related Lists**.
2. Select **Visibility Domains** and click **Save**.
3. Select the **Visibility Domains** related list.
4. Select the **Edit** button, add **Lab** to the **Visibility Domain** list, and click **Save**.
5. Following the same process, select the **Group Members** related list and add **ITIL User**.

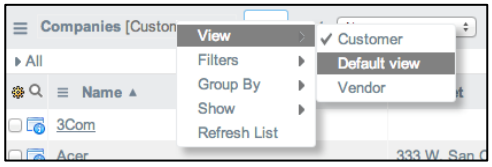




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Create a New Company Called “Lab”

1. Navigate to **User Administration > Companies**.
2. Change the view to **Default**.



3. Click the New button and complete the following fields:

   Name: **Lab**
   Customer: **True**
   Domain: **Lab**



4. Click **Submit**.

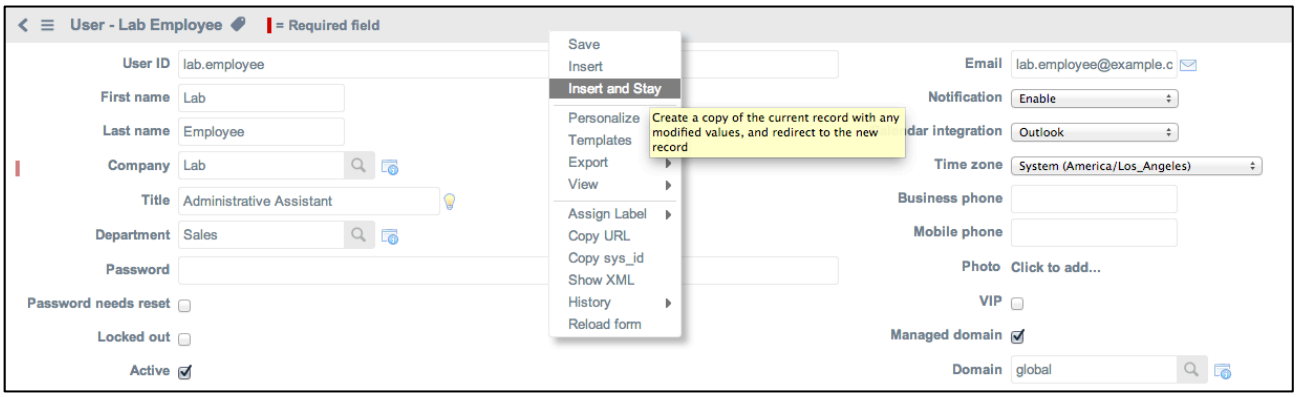
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Lab Success Verification

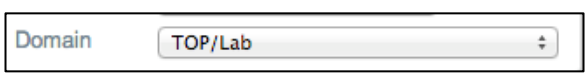
1. Navigate to **User Administration > Users** and open **Joe Employee**.
2. Modify the following fields:

   User ID: **lab.employee**
   First Name: **Lab**
   Company: **Lab**
   Email: **lab.employee@example.com**

3. Right-click the form header and select **Insert and Stay**.



4. Navigate to **System UI** > **UI Macros** and activate **domain_select**.
5. Log out of the instance and back in so the domain changes will take effect.
6. Navigate to **Incident > Open**.
7. Personalize the list and add **Domain**.
8. Change some of the global demo incidents to other domains by double clicking the domain field and selecting different domains. Make sure at least one is **Cisco**.
9. Change the domain to **Lab**.

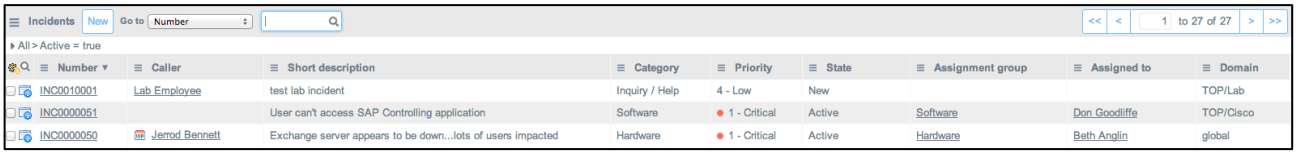


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10. Create an incident **for Lab employee**.

11. Notice you can only see incidents that exist in the **Global**, **Lab**, and **Cisco** domains. Cisco is added because the Lab domain contains Cisco.

12. Change domains to **Cisco** and notice you can only see **Global**, and **Cisco** incidents.



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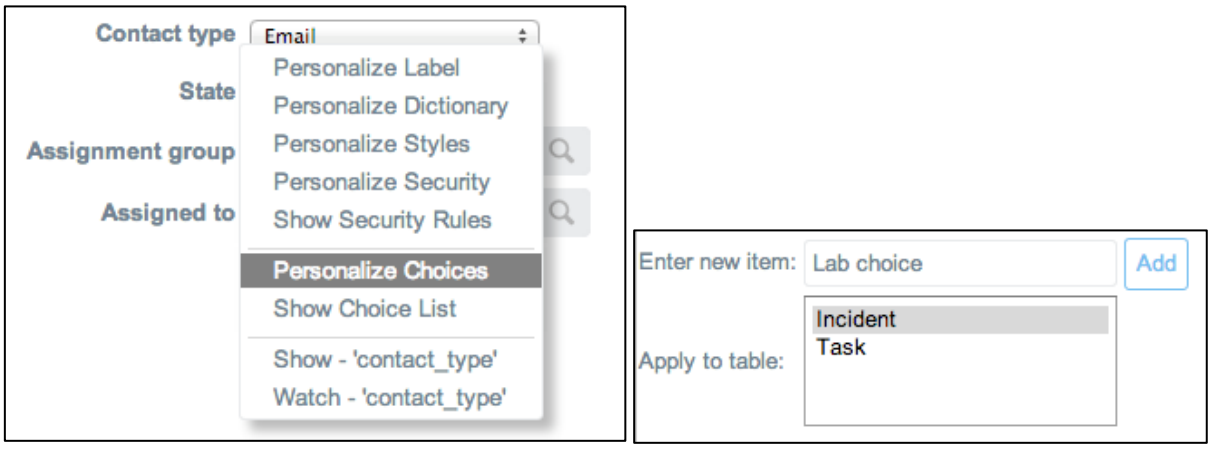
Lab Goal

Properly domain separating a choice field is essential to properly maintaining a domain-separated environment. This lab explains how to override the choices for the field **Contact Type** to provide unique choices for the **Lab** domain.

Lab 2
Choice List

Add a New Choice in the Lab Domain

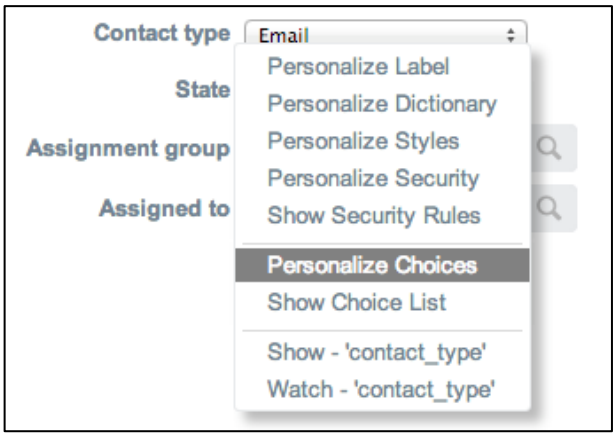
1. Navigate to **Incident > Open** and select **Lab** from the domain **Picker**.
2. Open an incident form by clicking on its number.
3. Personalize the **Contact Type** field by right-clicking the label and selecting **Personalize choices**.
4. Create a new item called "**Lab choice**" and select **Add**. Click **Save**.



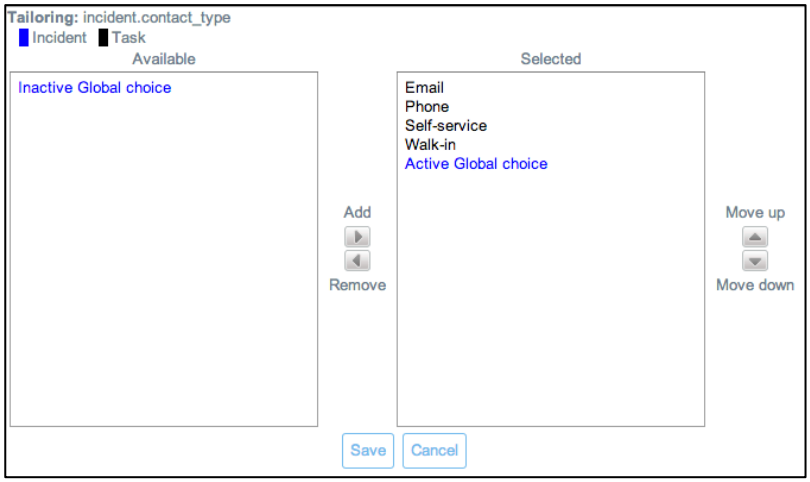
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Add New Global Choices

1. Change the domain picker to **Global**.
2. Personalize the **Contact Type** field by right-clicking the label and selecting **Personalize choices**.



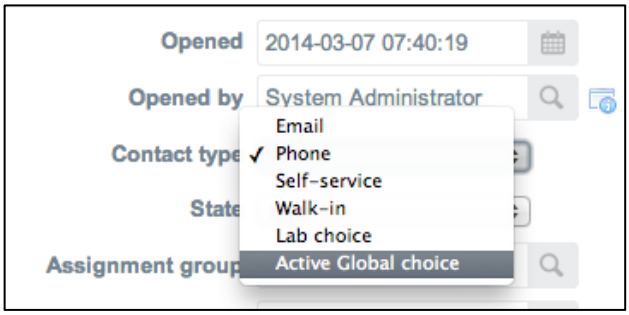
3. Create a new item called **Active Global choice;** select **Add**.
4. Create a new item called **Inactive Global choice**; select **Add**.
5. Select **Inactive Global choice** and remove it to the **Available** list.
6. Click **Save**.

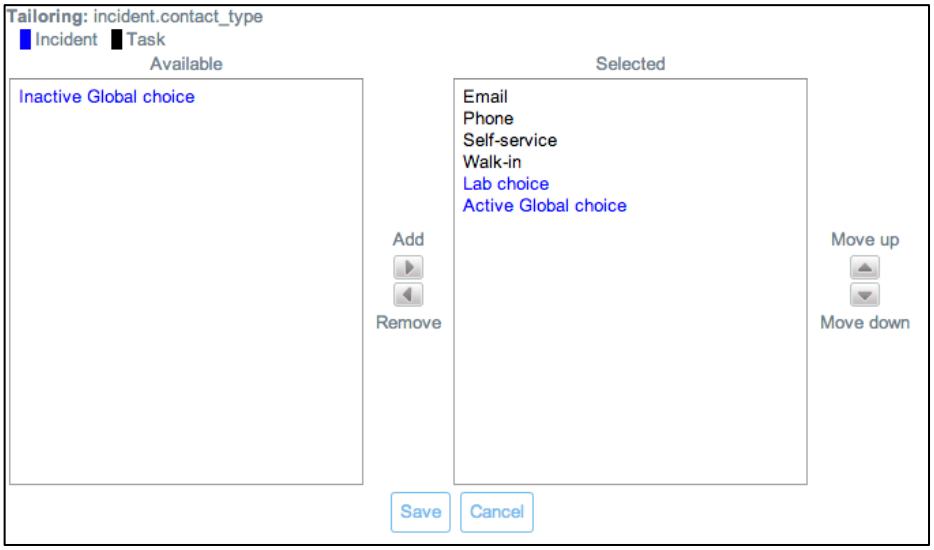


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Lab Success Verification

1. Change the Domain picker to **Lab**.
2. Open the **Contact Type** drop-down list and notice **Active Global choice** was automatically added to the list.
3. Personalize the **Contact Type** field by right-clicking the label and selecting **Personalize choices**.
4. Notice the **Inactive Global** choice is available for selection.
5. Global choices are added to the bottom of the domains choice list.





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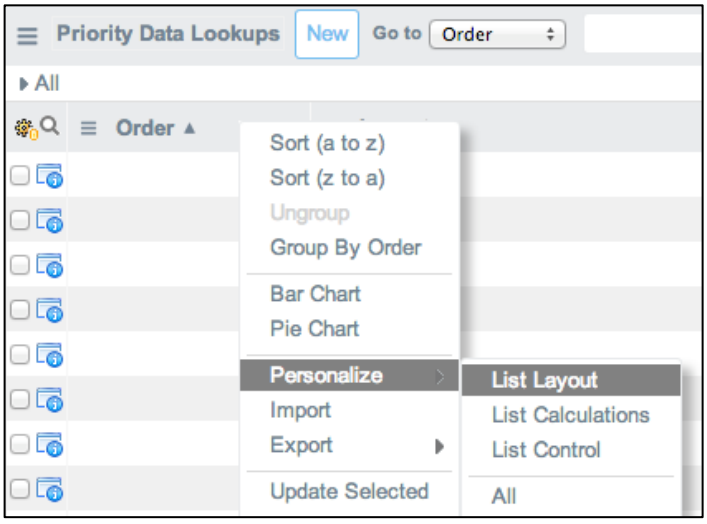
Lab Goal

Admins are able to add domain separation to new or existing tables. In this lab we will add domain separation to “Priority Lookup Rules” and test our data rights from different domains.

Lab 3
sys_domain

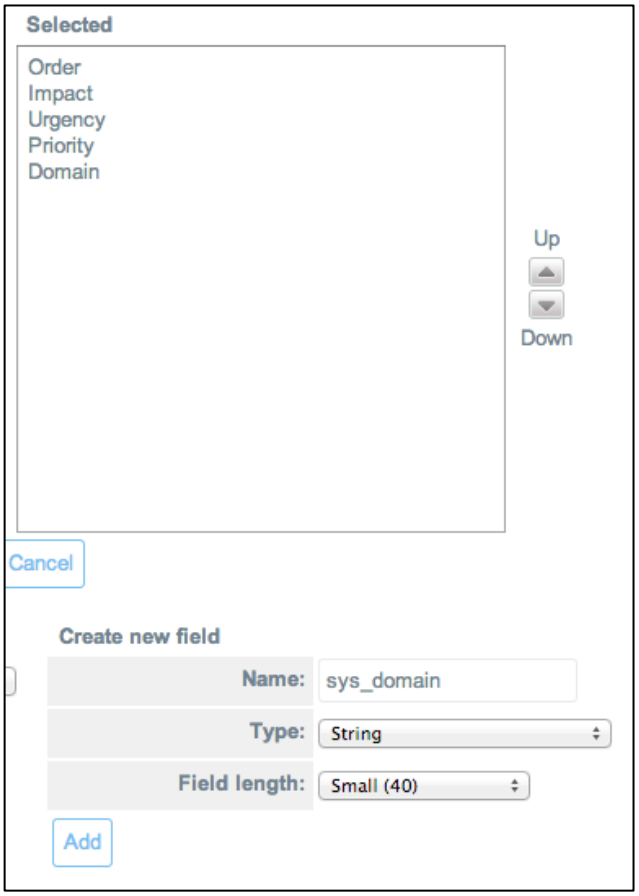
Add the Domain Field to the Priority Lookup Rules Table

1. Change domains to **Global**.
2. Navigate to **System Policy > Priority Lookup Rules**.
3. Right-click the list header and select **Personalize > List Layout**.



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4. Create a new field, **sys_domain**, do not change any other attribute. Select **Add**, and click **Save**.

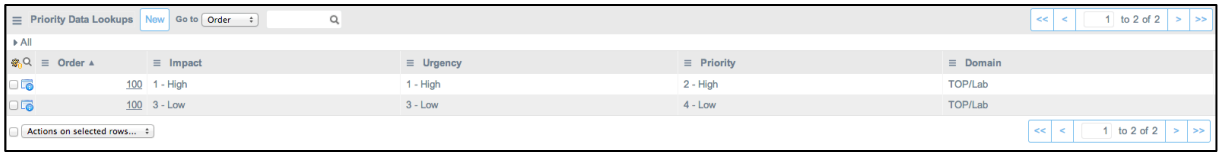


5. Notice the domain field was created correctly.

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Lab Success Verification

1. Change the domain on all of the existing records to **Top**.
2. Change domains to **Lab** and create a new record with **Low** as the selection for **Impact/ Urgency/Priority**.
3. Change domains between **Top** and **Lab**. Notice in the **Lab** domain you can only see the lab record, but in the **Top** domain you can see all of them.



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Lab Goal

Domain separation gives you the ability to add new process tables. This lab explains how to add the **sys_overrides** field to **Priority Lookup Rules**, making it a process table.

Lab 4
sys_overrides

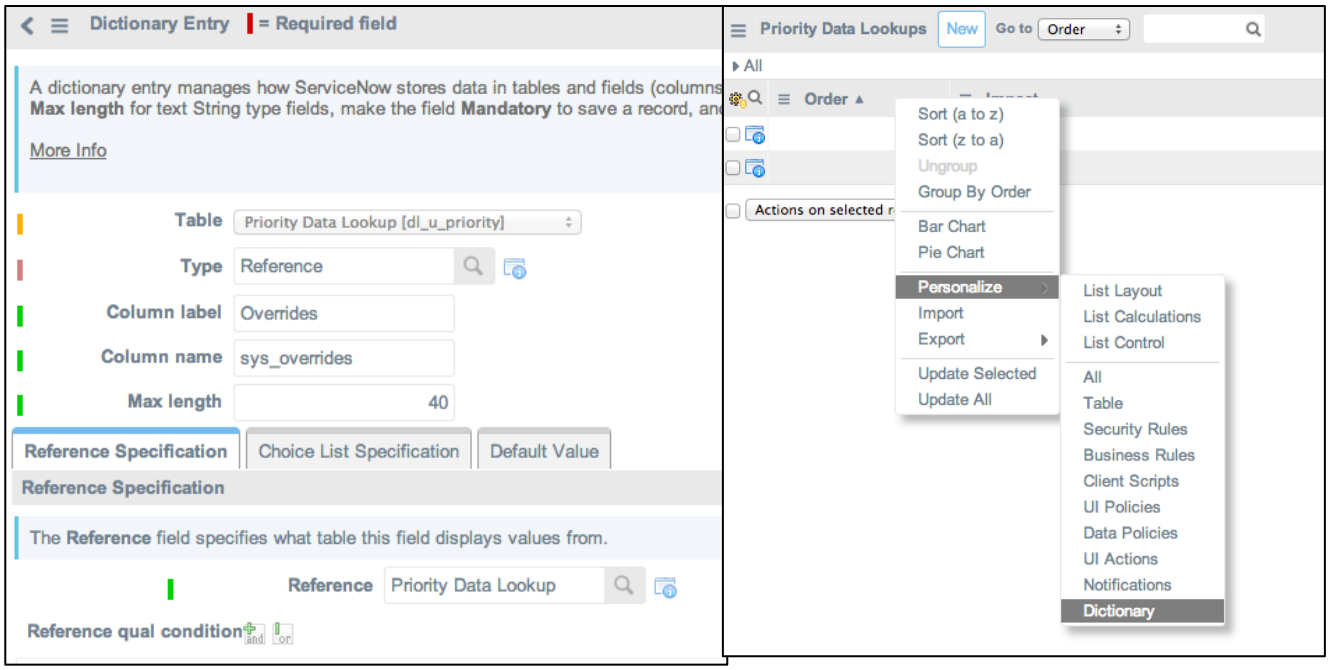
Add the sys_overrides Field to the Priority Lookup Rules Table

1. Change domain to **Global**.
2. Right-click the list header and select **Personalize > Dictionary**.

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3. Click **New** and complete the following fields.

   Type: **reference**
   Column Label: **Overrides**
   Column Name: **sys_overrides**
   Max Length: **40**
   Reference (Under Reference Specification): **dl_u_priority**

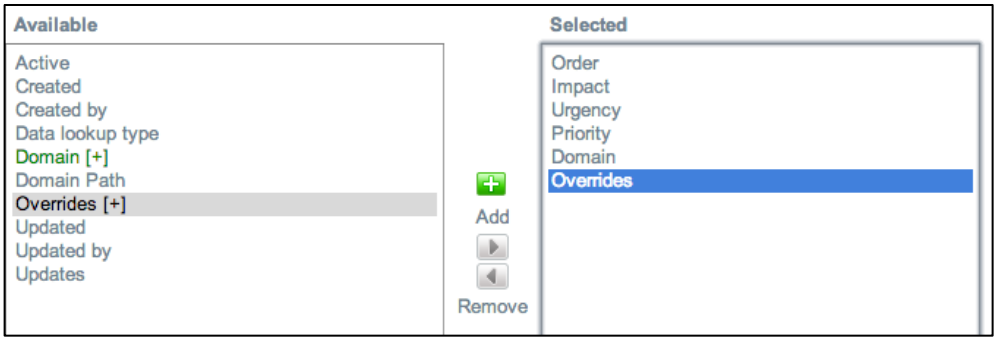


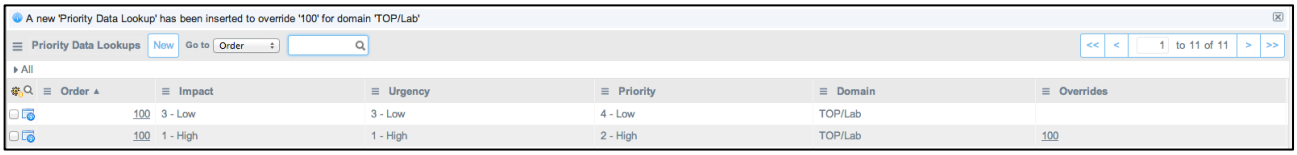
4. Click **Submit**.

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Lab Success Verification

1. Navigate back to the **Priority Lookup** rules table, personalize the list layout and add **Overrides**.
2. Change domain between **Top** and **Lab** and notice that the visibility has reversed direction. All records can be seen in **Lab**, but the **Lab** record cannot be seen in **Top**.
3. Change your domain to **Lab**, and open the **Top** record **high/high/critical**. Change the **Priority** to **High** and click **Update**.
4. Notice a new record was created that now overrides the **Top** record, and the record is no longer in the list.





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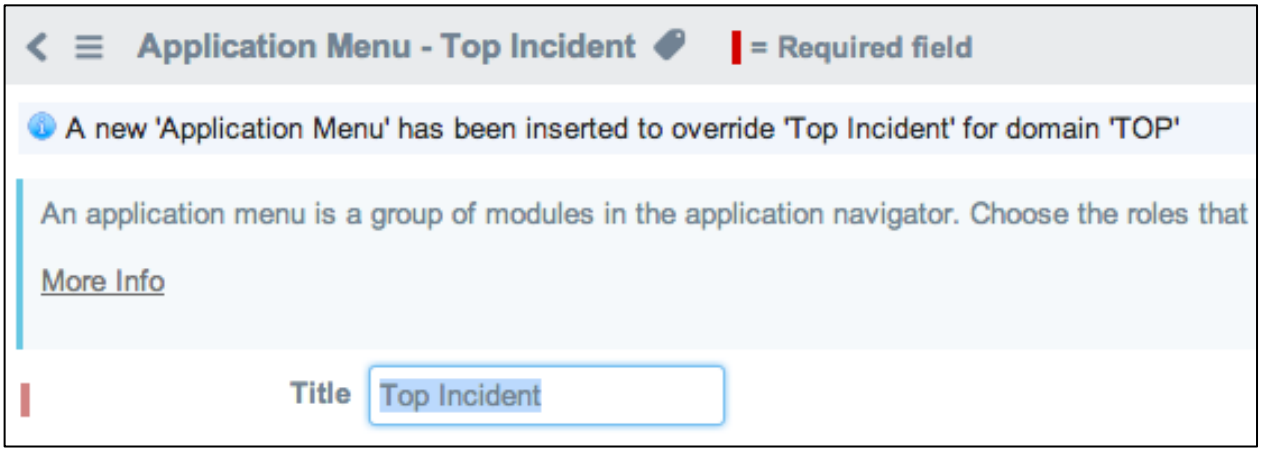
Lab Goal

Applications and modules are domain separated as process. This lab explains how to override the global incident application in the **Top** domain and override one of the modules in the **Lab** domain.

Lab 5
Applications & Modules

Override the "Incident" Application and "Open" Module

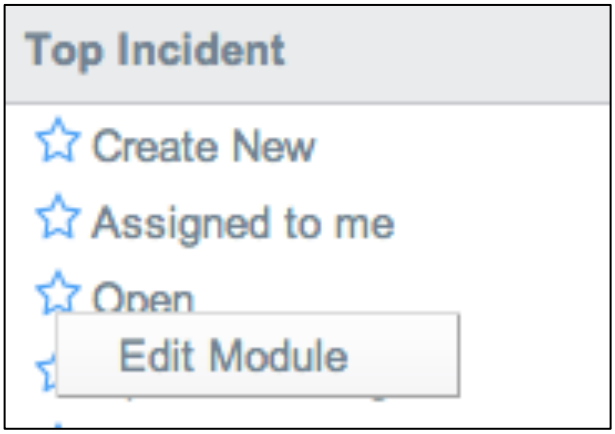
1. Change domain to **Top**.
2. Right-click the **Incident** application and select **Edit Application**.
3. Change the title to **Top Incident** and click **update**.



4. Change the domain to **Lab**.

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5. Edit the Incident **Open** module by right-clicking the icon and selecting **Edit Module**.

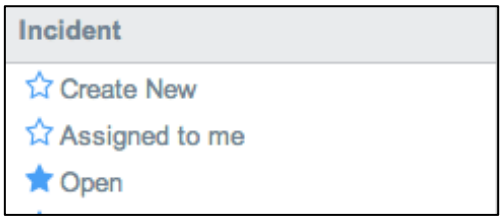


6. Change the title to **Lab Open** and click **Update**.

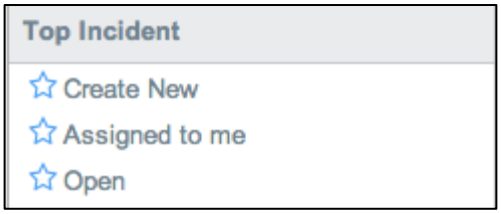
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Lab Success Verification

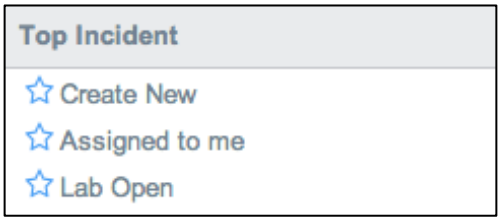
1. Change domains between **Global**, **Top**, and **Lab**.
2. Notice how the overrides affect which applications and modules are visible.
3. For **Global** (Global application and Global modules):



4. For **Top** (Top domain application and Top modules cloned from Global):



5. For **Lab** (Top domain application and modules with one overridden Lab module):



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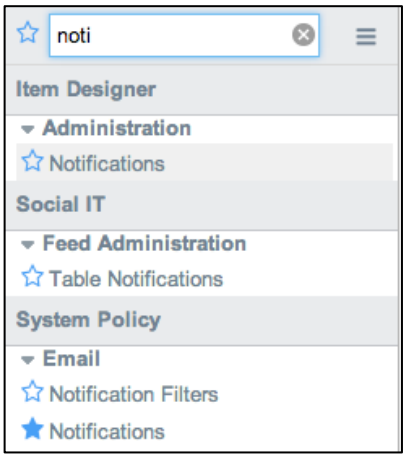
Lab Goal

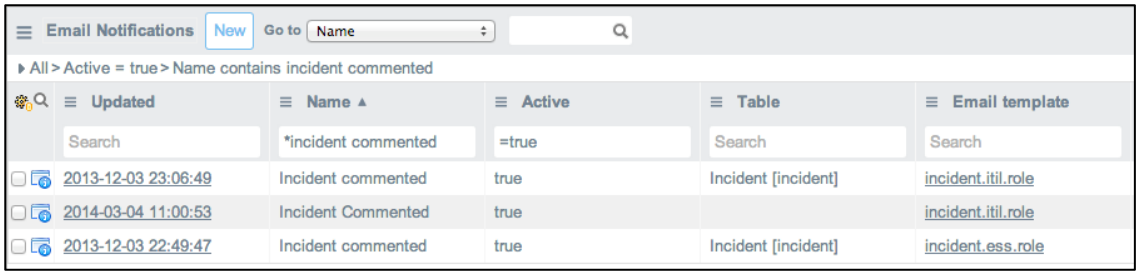
Email notifications are processed based on the domain of the record they are created for. This lab explains how to override a global notification with one tailored for the **Lab** domain.

Lab 6
Email Notifications

Override the Global Notification "Incident commented"

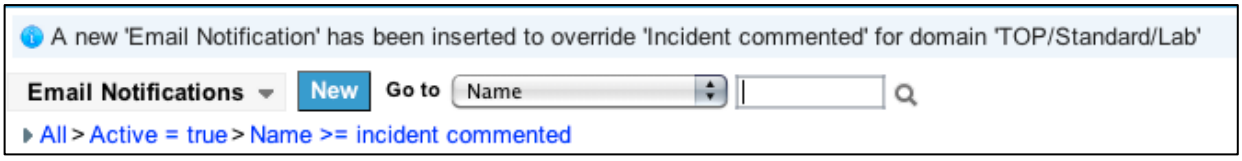
1. Change domain to **Lab**.
2. Navigate to System Policy > Notifications and open the Incident commented Notification with the incident.ess.role email template.





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3. Add “Lab” to the start of the name.
4. Select the What it will contain” form section and add “LAB” to the beginning of the subject.
5. Select Update. The OOB Notification has been overridden.



Lab Success Verification

1. Change domain to **TOP**.
2. Navigate to **Top Incident > Open**, and select our **Lab**domain incident.
3. Apply a comment, right-click the header and click **Save**.
4. Navigate to **System Logs > Emails** (you may have to wait a minute for the email to be created).
5. Once the email is in the list notice that even though you were in the **TOP** domain the **Lab** notification was sent because the domain of the task was **Lab**.



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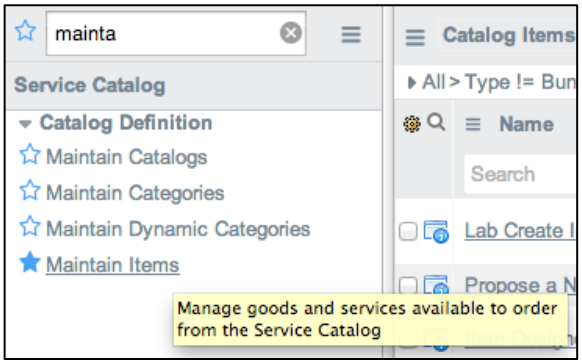
Lab Goal

The service catalog is one of the most powerful features of the ServiceNow platform. It is very agile and uses a method called entitlement to control item visibility. In this lab we will create a new catalog item for a particular domain using the entitlement model.

Lab 7
Service Catalog

Create a Clone of the Create Incident Item

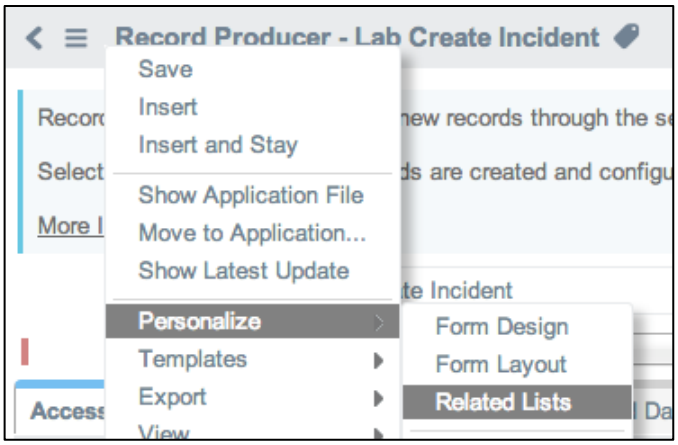
1. Change domain to **Global**.
2. Navigate to **Service Catalog > Maintain Items**.



3. Change the view to **Default**.
4. Find the **Create incident** catalog item named and open it.

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5. Personalize related list by right-clicking the header and adding the **Available for company** and **Not available for company** lists. Click **Save**.



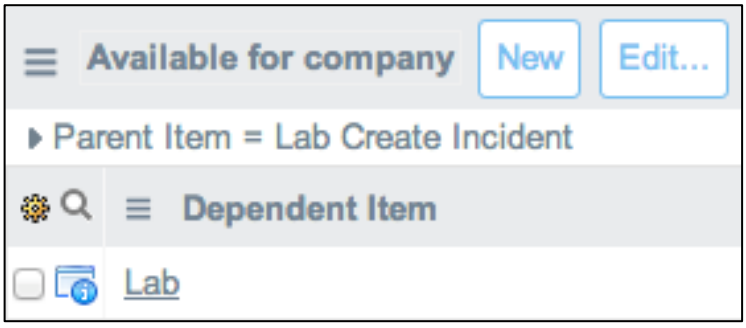
6. Click **Edit** on **Not available for company**, and add **Lab**. Click **Save**.

7. Click **Copy** and then open **Copy of Create Incident**.

Make the new item only available to the "Lab" company

1. Rename **Copy of Create Incident** to **Lab Create Incident**. Right-click the header and click **Save**.

2. Click **Edit** on the **Available for company** related list, and double click **Lab**. Click **Save**.

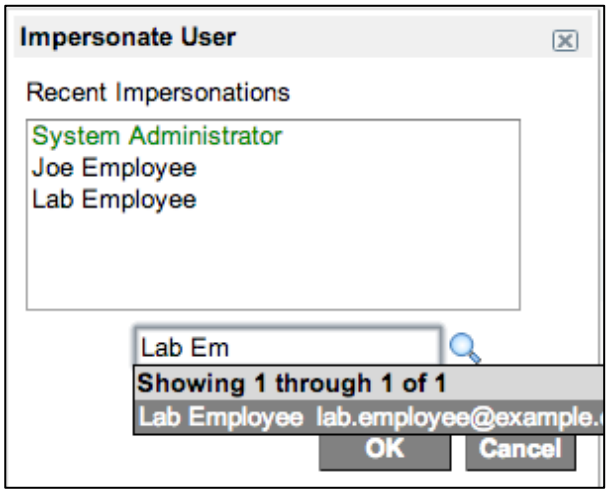


3. Click **Edit** on the **Not available for company** related list, and double click to remove **Lab**. Click **Save**.

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Lab Success Verification

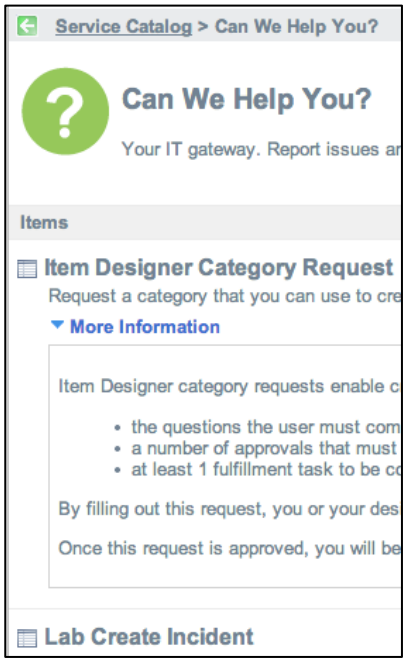
1. Impersonate **Lab Employee**.



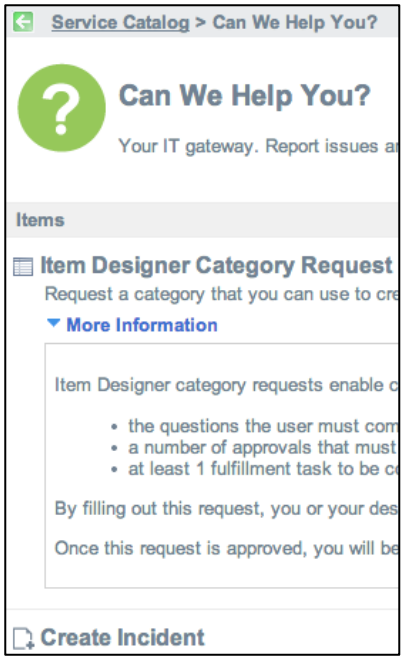
2. Navigate to **Self-Service > Service Catalog**.

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3. Notice in the **Can We Help You?** category that only the **Lab Create Incident** is visible.



4. Impersonate **Joe Employee** and notice only **Create Incident** is available.



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