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Domain Separation

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Agenda

Domain separation overview

Prerequisites

Lab exercises

Additional resources

Q & A

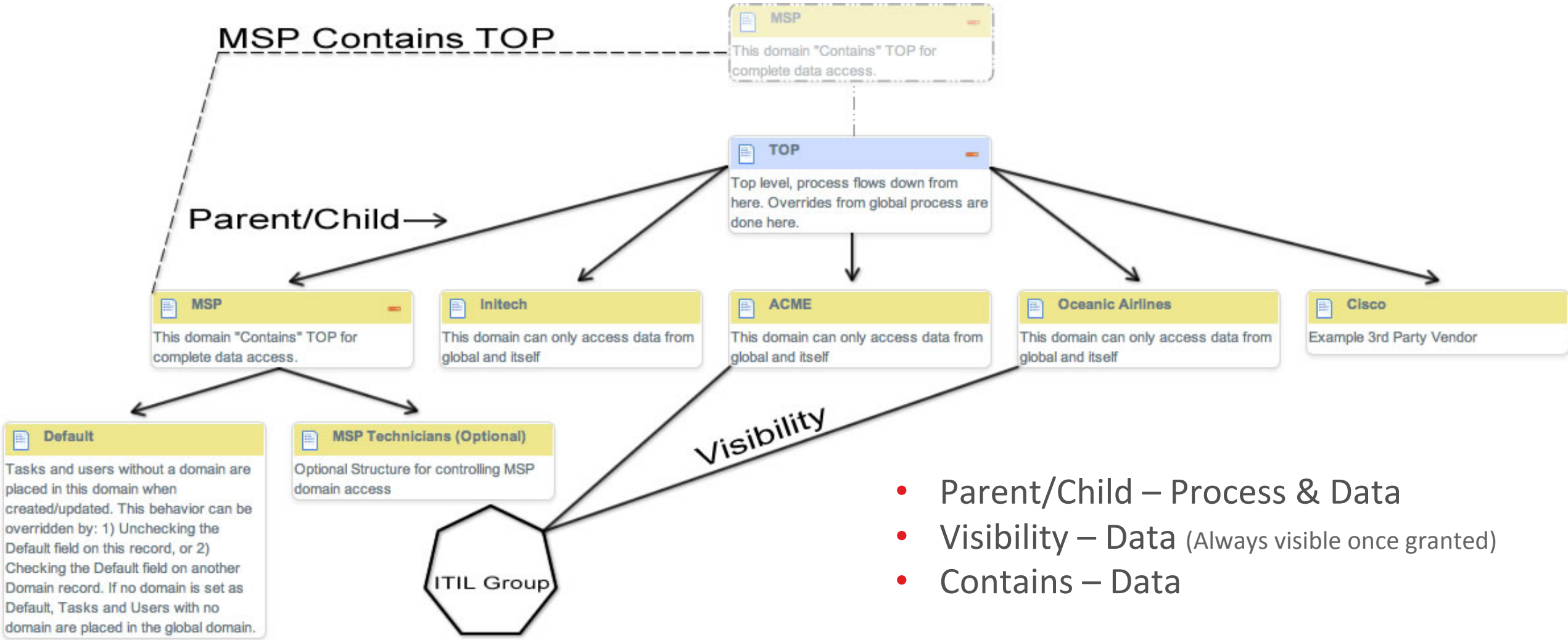
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Domain Separation Overview

- This workshop provides you with a working knowledge of the key domain administration concepts and features, and the knowledge required to properly architect a domain hierarchy for your instance.
- Prerequisites – Experience as a ServiceNow administrator

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Domain Separation Overview

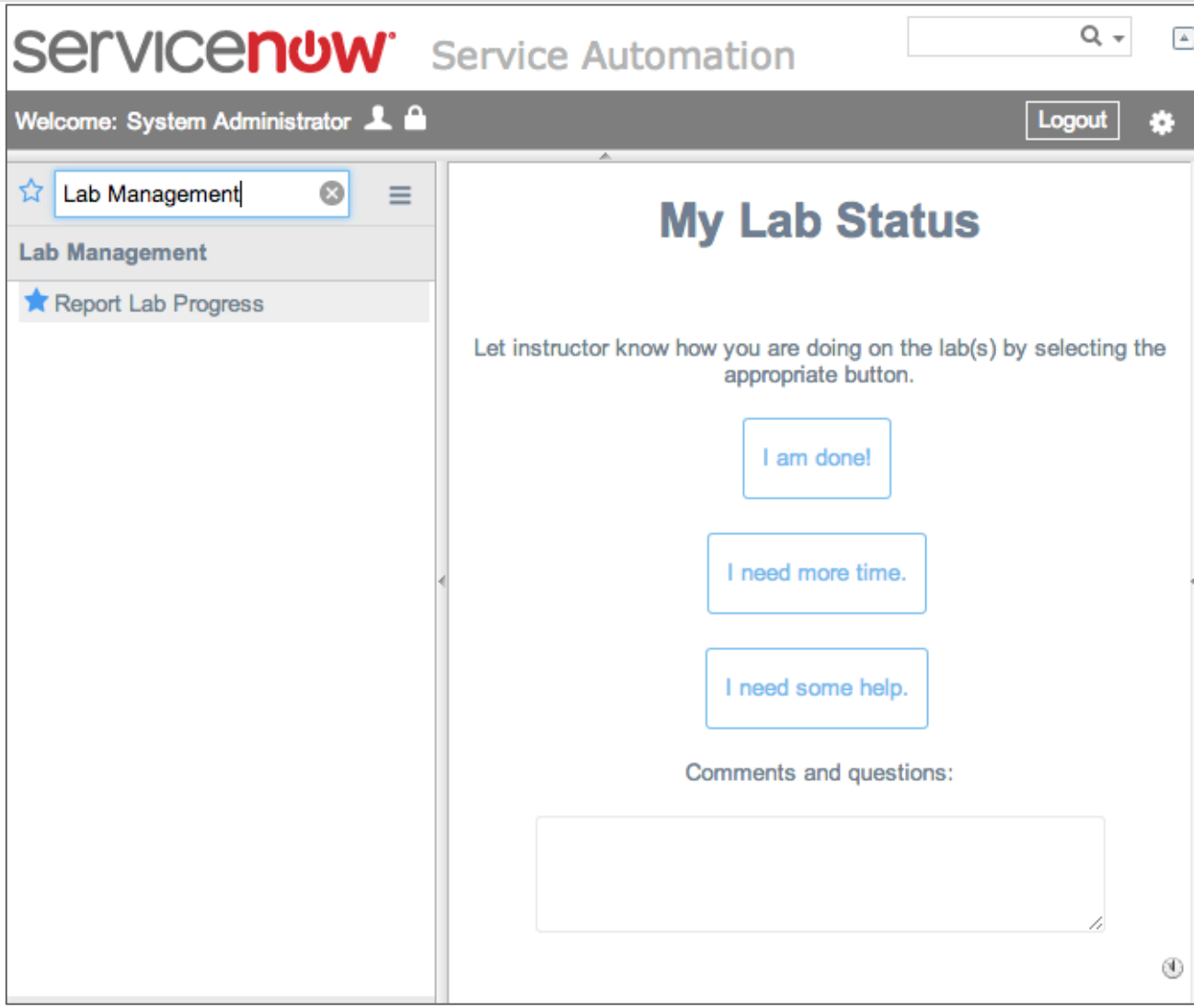


- Parent/Child – Process & Data
- Visibility – Data (Always visible once granted)
- Contains – Data

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Lab 1 – Domain hierarchy

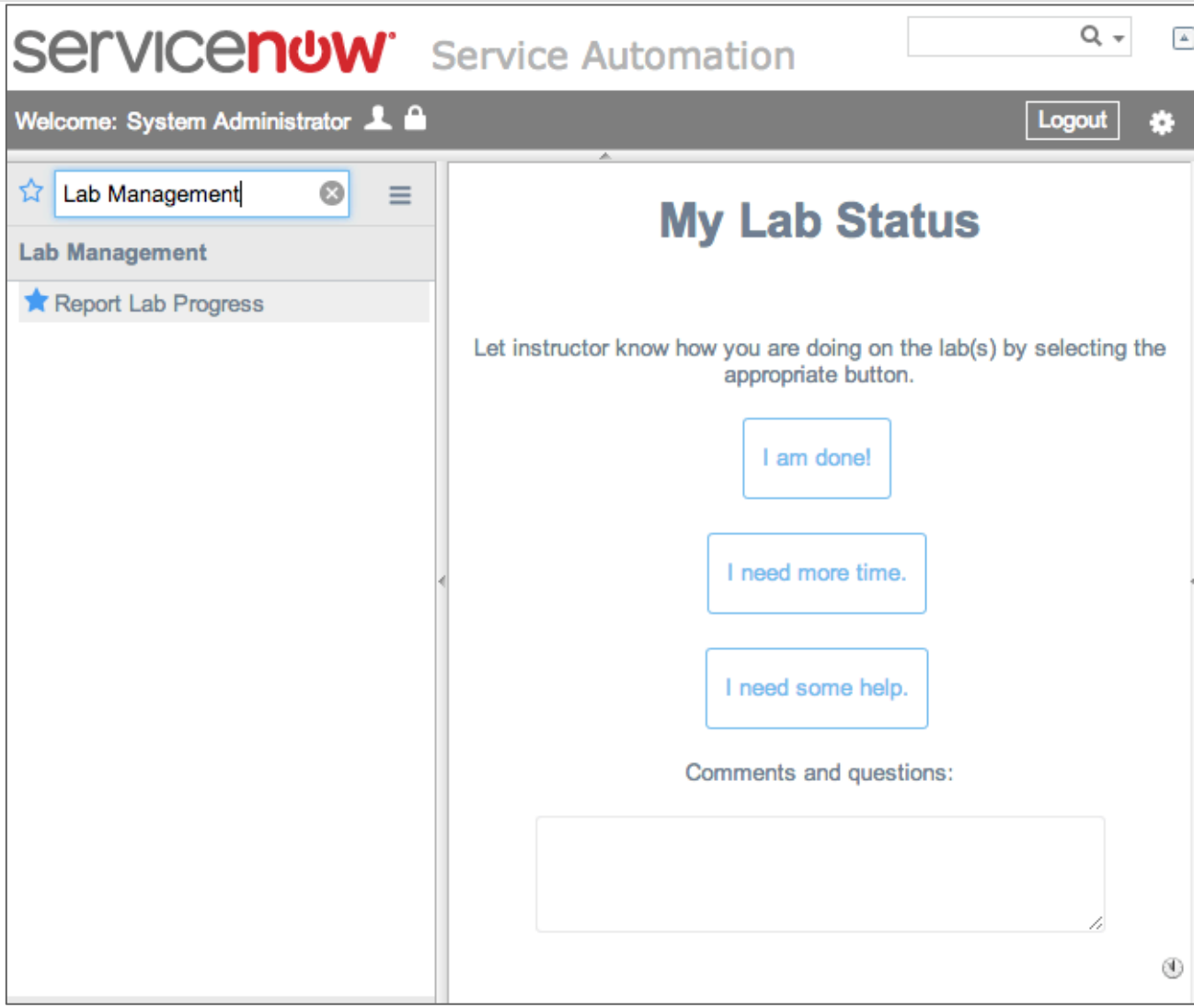
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Lab 2 – Choice Lists

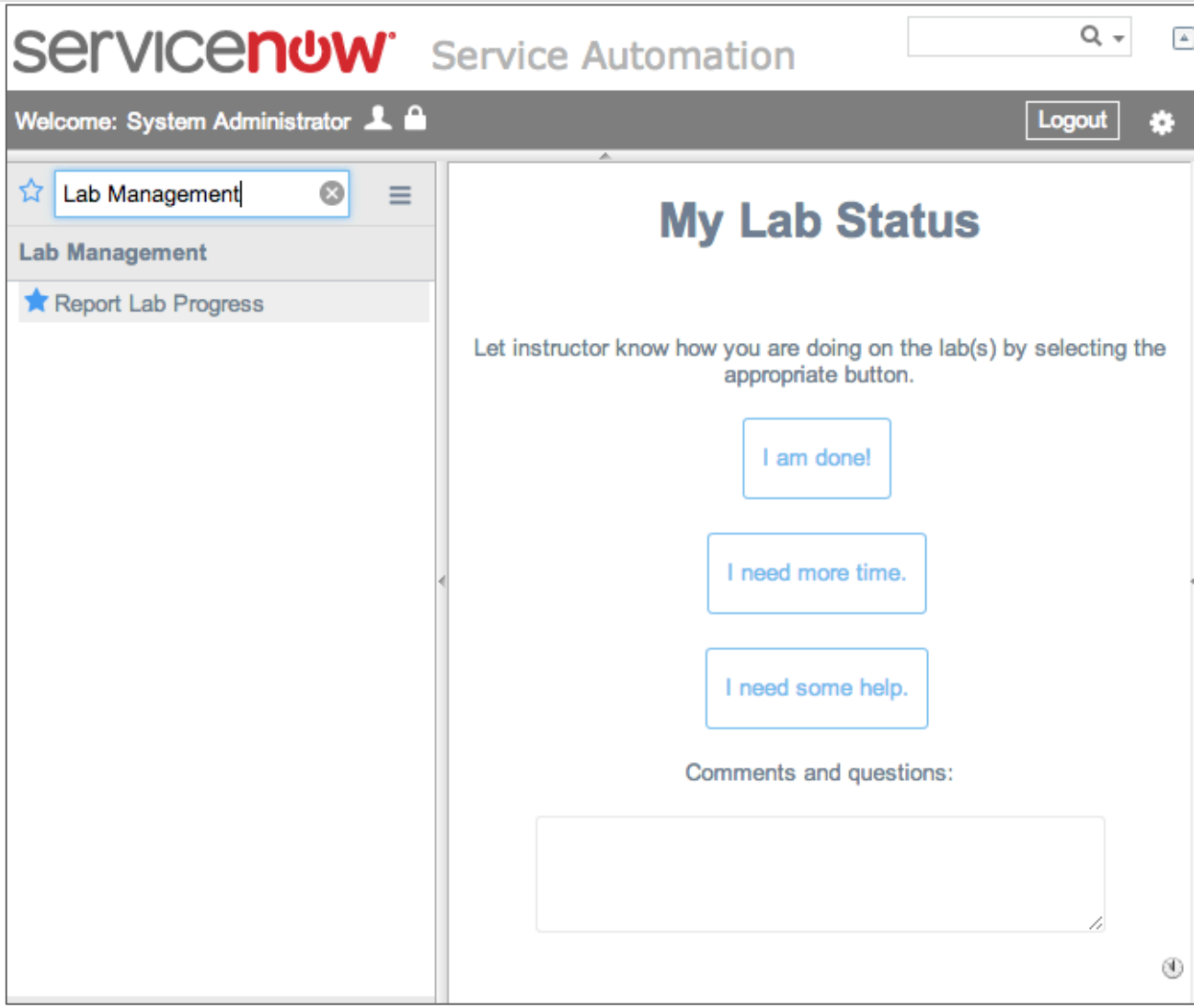
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Lab 3 – The sys_domain Field

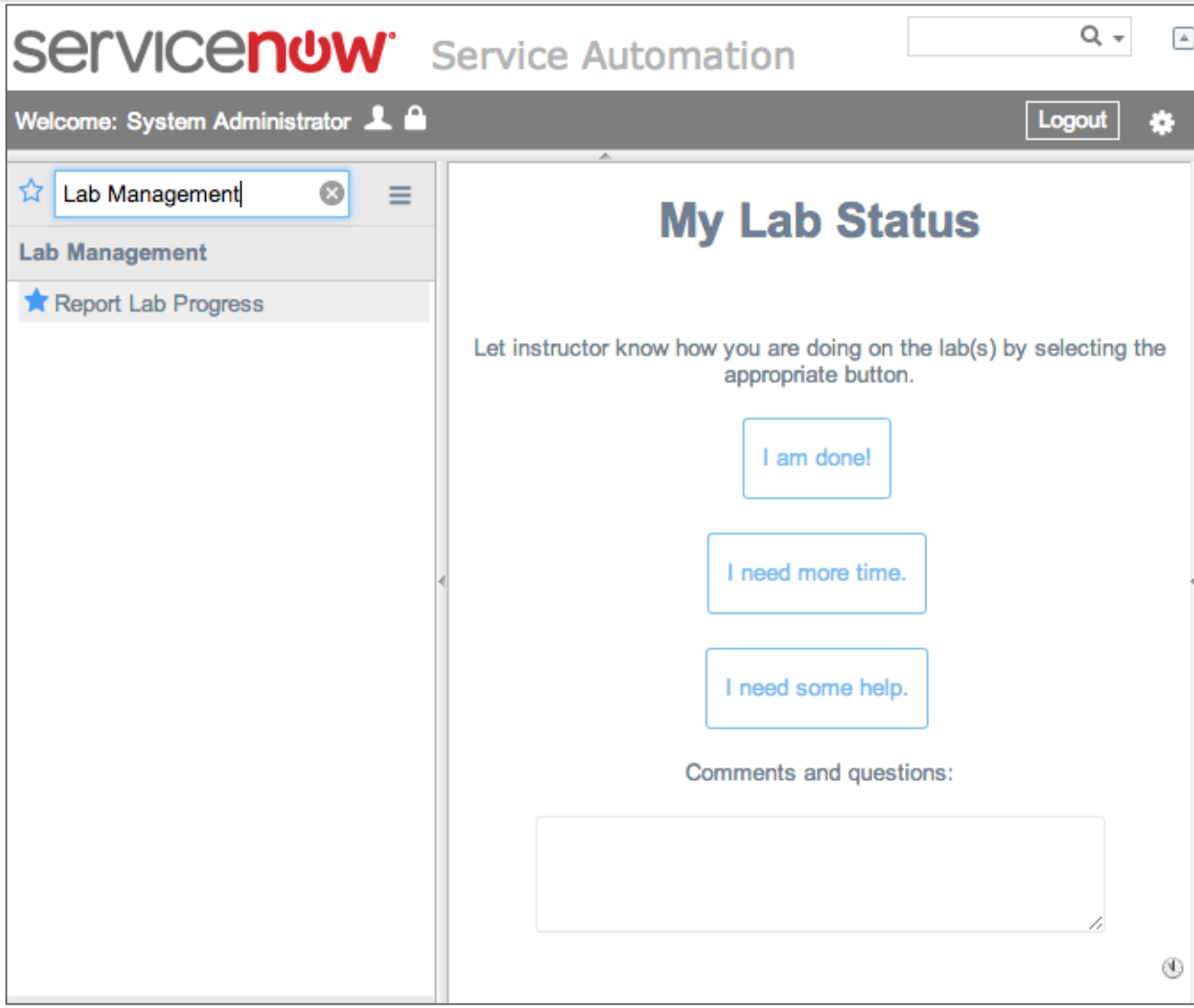
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Lab 4 – The sys_overrides Field

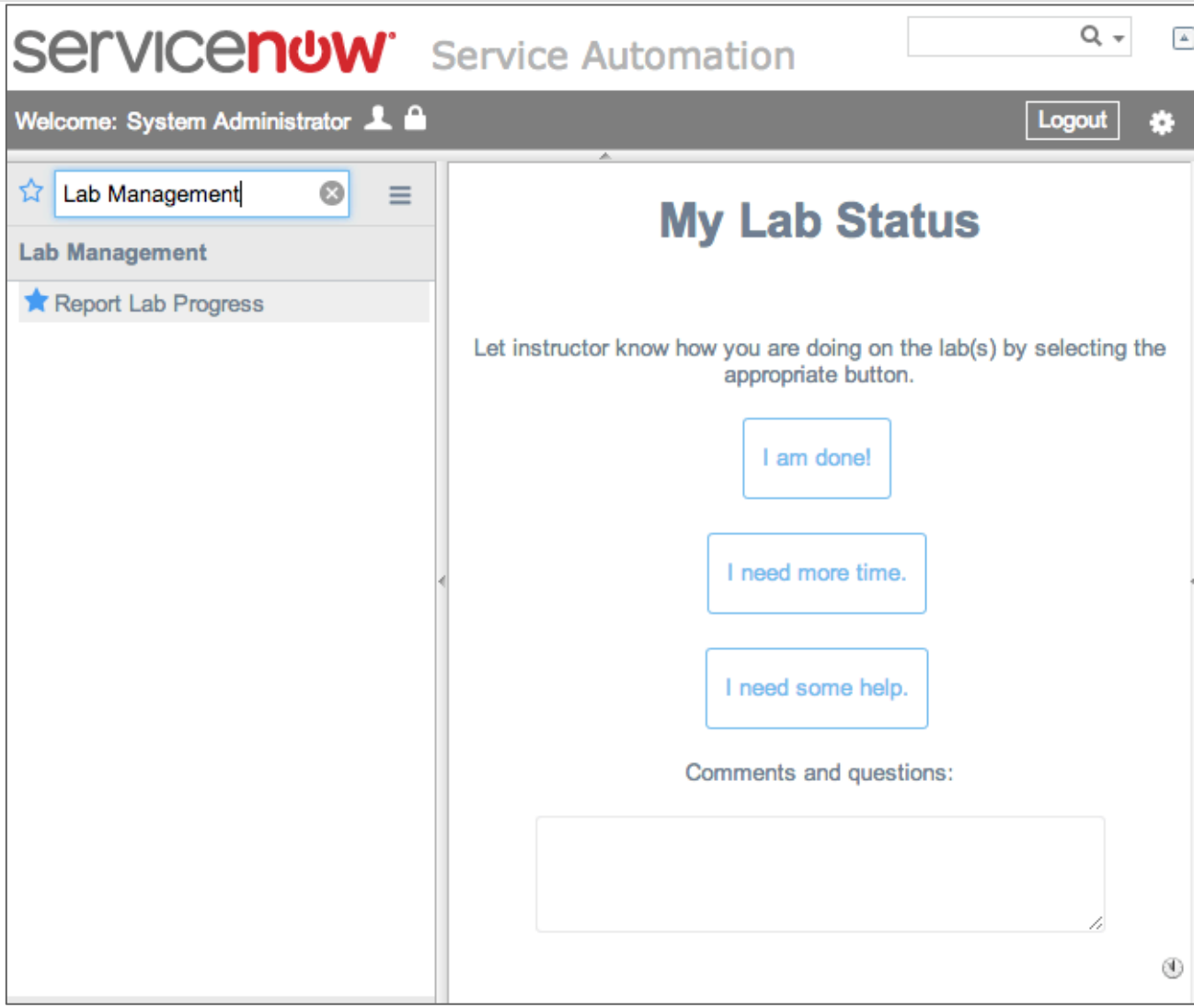
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Lab 5 – Applications & Modules

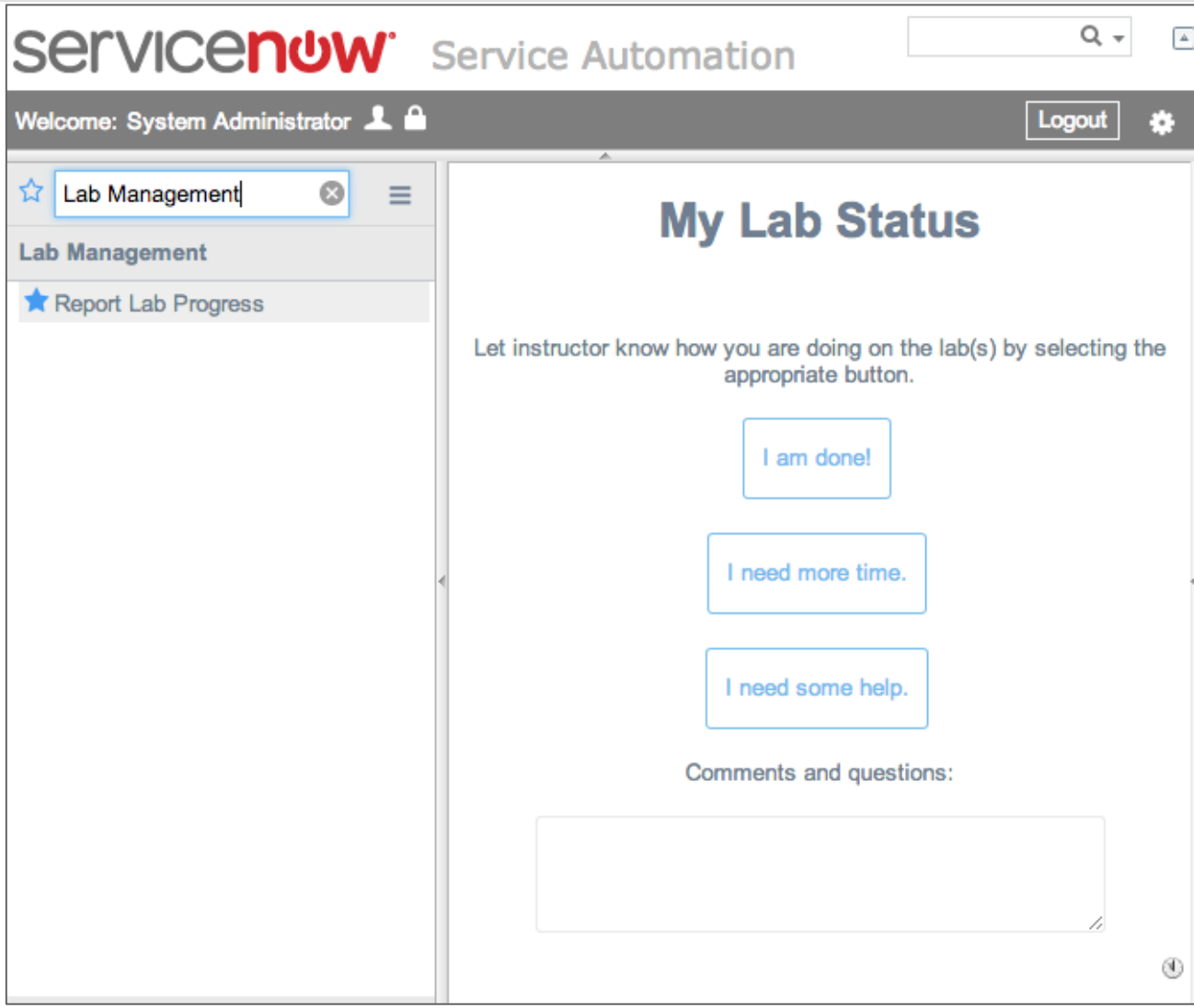
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Lab 6 – Emails and Events

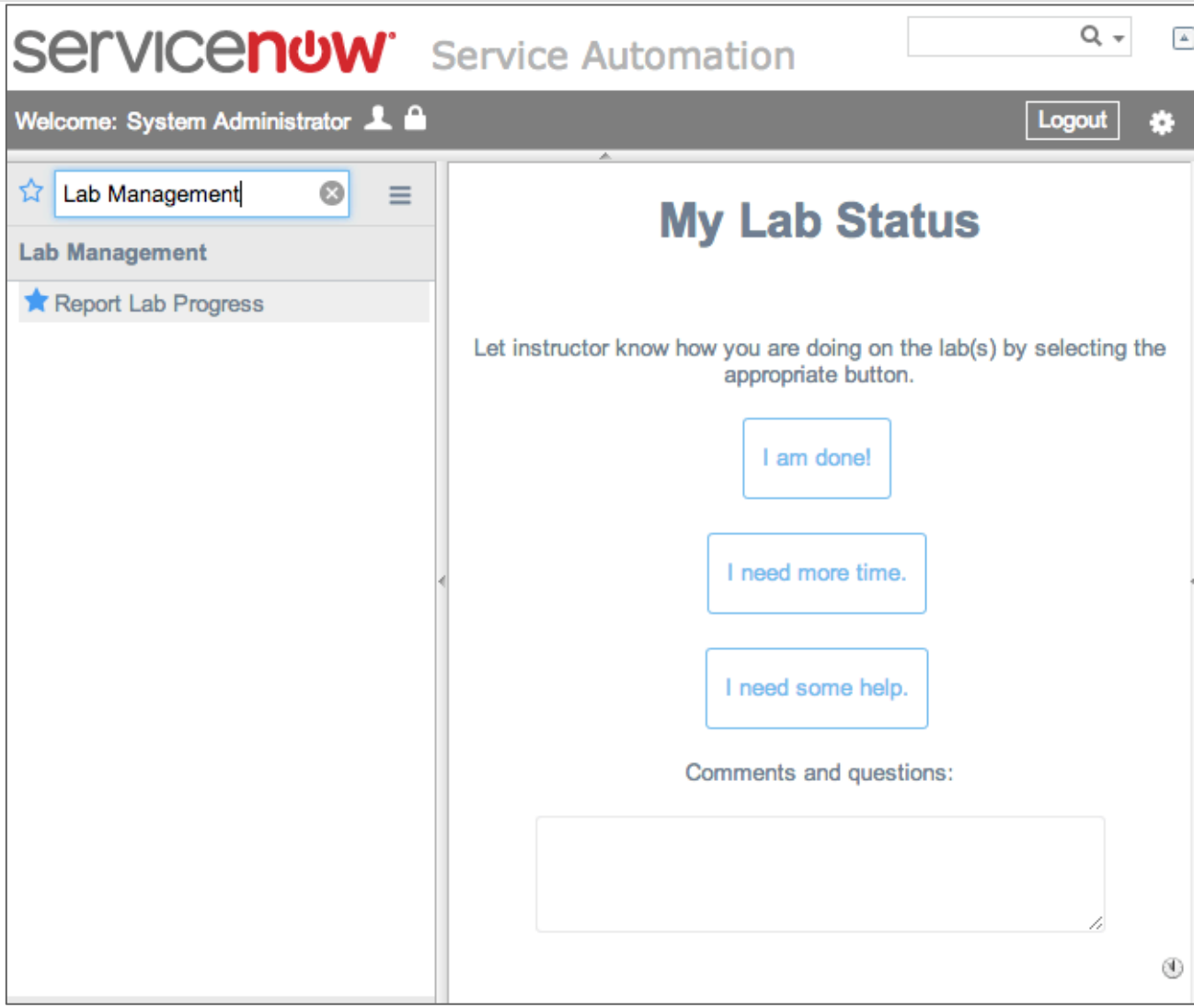
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Lab 7 – Service Catalog

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Top Takeaways

1. Domains separate data into logical containers that are isolated from each other.

2. Domains provide a processing hierarchy that aids management of disparate processes

3. Domain separation adds a level of administration that should be considered with your ServiceNow professional before enabling in your instance

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Additional Resources

- Double Click the image to open a domain reference document
- ServiceNow community
- ServiceNow Wiki

- **DOMAIN OVERVIEW (.ppt unless otherwise documented)**
  - Choice lists – When using Personalize choices from global new choices are pushed to domains that have domain specific lists. If the new choice is selected it is added as active and if the new choice is available it is added as inactive.
  - Domain Hierarchy –
    - Parent/child – Process & Data affected
    - Visibility – Always visible once granted, only data is affected
    - Contains domain – Only data is affected
    - *If an MSP ITIL user needs to change domains to run domain specific process they can be granted visibility to the MSP domain so they always have data visibility to the users, etc. they need access to.*
  - All normal process creation, modification, and maintenance in a domain-separated instance has to be handled by the MSP's administrators. Some data driven pieces of processes can be maintained by individual domain managers like user administration, support group memberships, and locations, etc..
  - There are global process/parameters that are common to all users of a domain separated instance. Those processes include:
    - System properties
    - Dictionary overrides
    - sys_documentation (Field Labels)
    - The data model (Classes, CI types, etc)
    - Tables and fields [sys_dictionary] (Access can be restricted)
    - Indexing (Text indexes as well as database)
    - ACLs
    - Installation exits
    - Inbound actions
    - Public pages
    - Interceptors
  - Sys_overrides
    - Causes data to flow in the opposite direction on a table for processes
  - Sys_domain – Created automatically by creating a string field with the name "sys_domain" on a table.
  - Domain picker – Allows admins and ITIL users to change domains to do things like create a new task under the processes of a specific domain.
  - Company themes – on the company record allow each company to have specific theming and logos
  - With the MSP plugin installed the "Company" field sets the domain on the Task, User, Location, Group, Department, and CMDB CI tables, so there is no reason for anyone other than admins to see the domain field.

- **EMAILS**
  - Email notifications are domain separated and override capable.
  - When domain-separating notifications the overrides work based on the domain of the attached record not the users domain. (ITIL User in MSP domain, Task in ACME, The notification sent is the ACME override)

- **SERVICE CATALOG**
  - Not domain separated
  - Entitlements, entitlement scripts, and roles are used for visibility and access.
  - Entitlements are processed as ORs when multiples are used.
  - Categories and Items should be administered by the MSP.

- **USERS AND GROUPS (.ppt)**
  - Only admin accounts should exist in the global domain
  - All application testing should be done from an actual domain and not in global. Global is a development space.
  - Admins should be given user accounts in production if they are to use the application.

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Thank you

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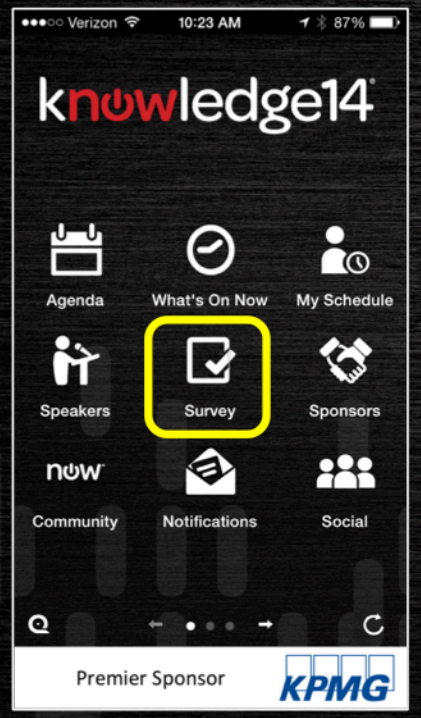
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