ServiceNow Dashboards

What are Dashboards?

- Kind of a "landing page" in ServiceNow to see information related to your work

- Catered for different personas *(IT Supporter, Functional Manager, Service Owner...)*

- Display information in the form of lists, graphs, or dynamic content

What are Dashboards?

Advantages

- **One-stop-shop for supporters**

  - Avoid navigating the tool for day-to-day tasks

- **Simplify your daily tasks and enhance data analysis**

  - consolidating your reports in one place

- **Arrange it in a standard way**

  - Useful for people moving teams within the department

- **Show a comprehensive overview of data from different sources**

  - Monitor, measure, and analyse relevant data in key areas

Opening Dashboards
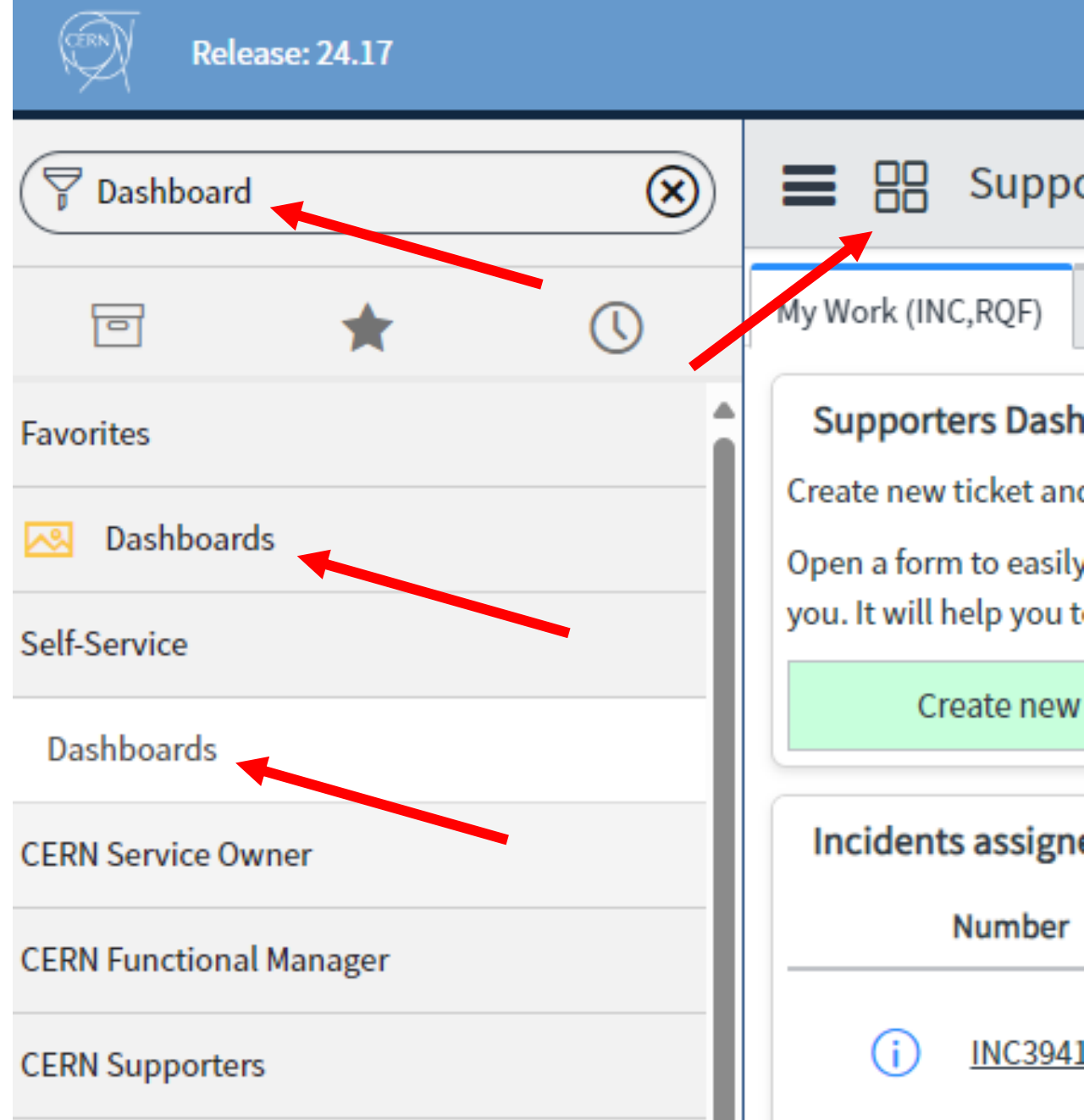
1. **Directly when accessing ServiceNow**

    - Landing page by default

2. **From the *Navigator* (left side menu)**

    - Self-service > Dashboards

3. **Creating a favourite**

4. **From another Dashboard**

Opening Dashboards

Available Dashboards

- **Ready-made set of Dashboards created by the Service Mgmt teams**

- **General-purpose, audience based**

- **Current offer**
  - CERN Supporter Dashboard
  - IT Supporter Dashboard
  - IT Supporter – Advanced
  - IT Functional Manager Dashboard
  - IT Section Overview
  - IT Group Overview
  - C5 Dashboard for My Group
  - Knowledge Base Dashboard

Permissions for Dashboards

- **Create**
  - ONLY Functional Element Managers
  - Other users -> Contact us!

Permissions for Dashboards

- **Create**
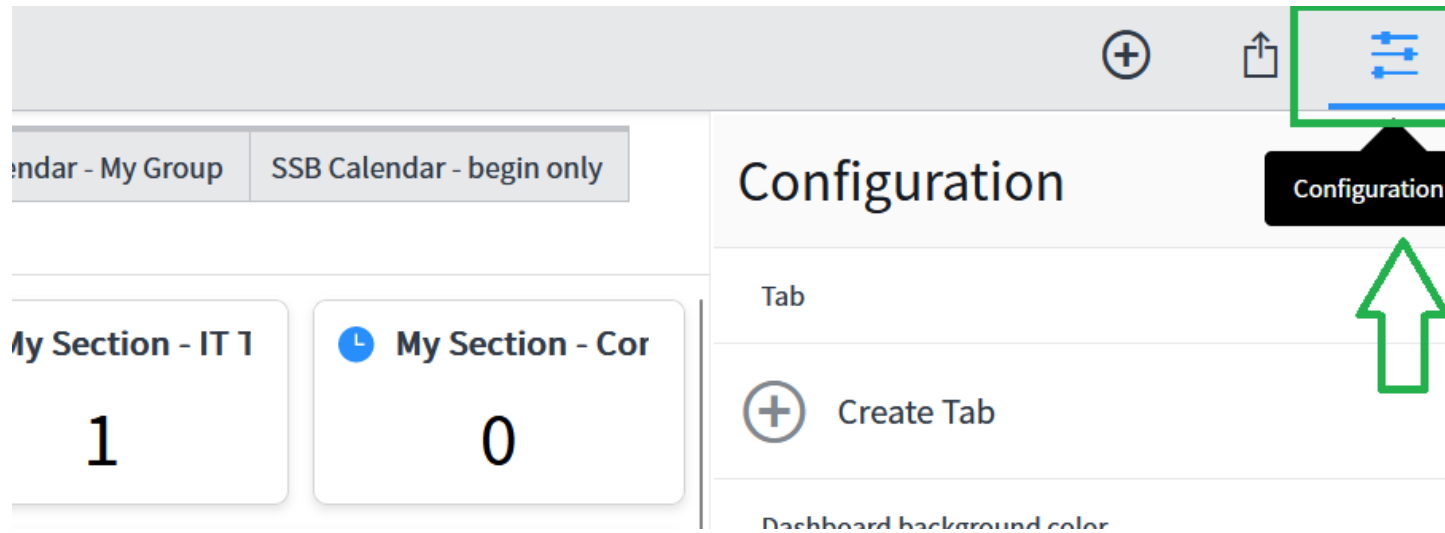
Permissions for Dashboards
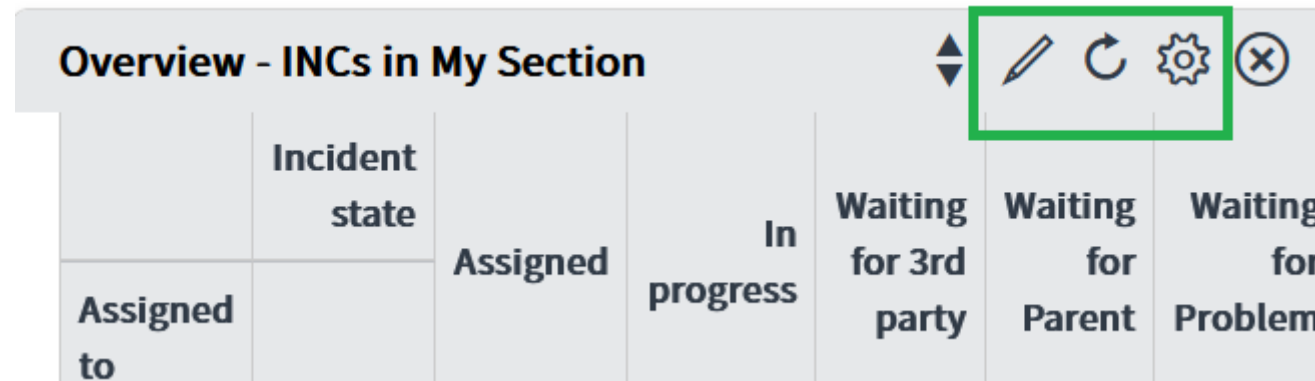
- **Edit/Configure**
  - Owner
  - Service Management Teams

Permissions for Dashboards

- **Edit/Configure**

1. **Pencil**: Owner can modify the content of the element (e.g report)

2. **Cogwheel**: Owner can configure the style of the item

Permissions for Dashboards

- **Edit/Configure**
  - Users with "Edit" Permissions
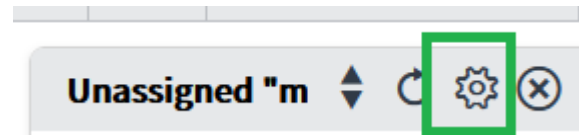
1. **Pencil**: It is **not** visible as they are missing the necessary permissions at the item level (e.g., report) to be able to modify it

2. **Cogwheel**: They can configure the style of the item

Permissions for Dashboards

- **Sharing**
  - Owner can give view/edit permissions to users
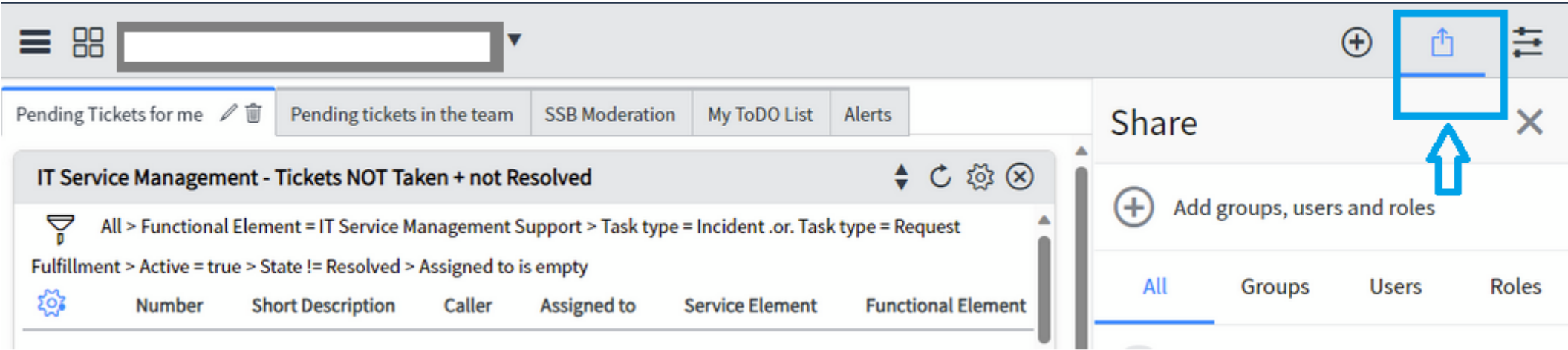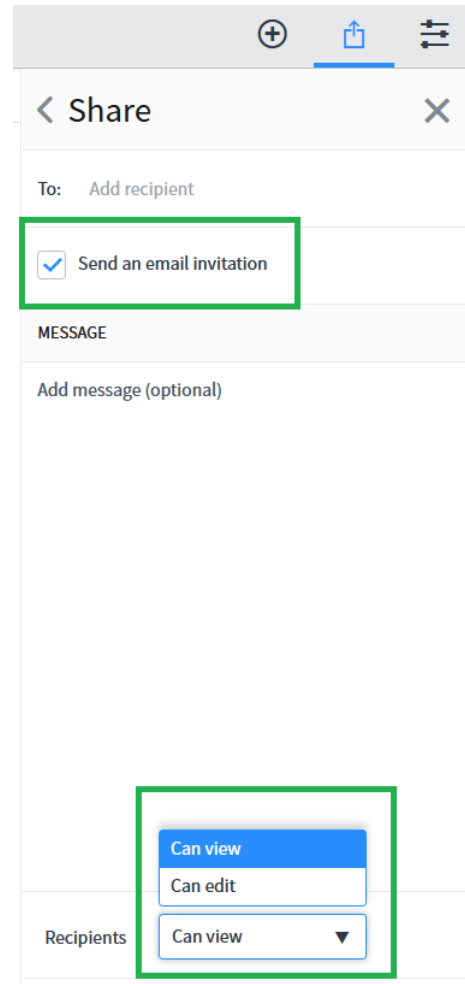
Permissions for Dashboards

- **Sharing**
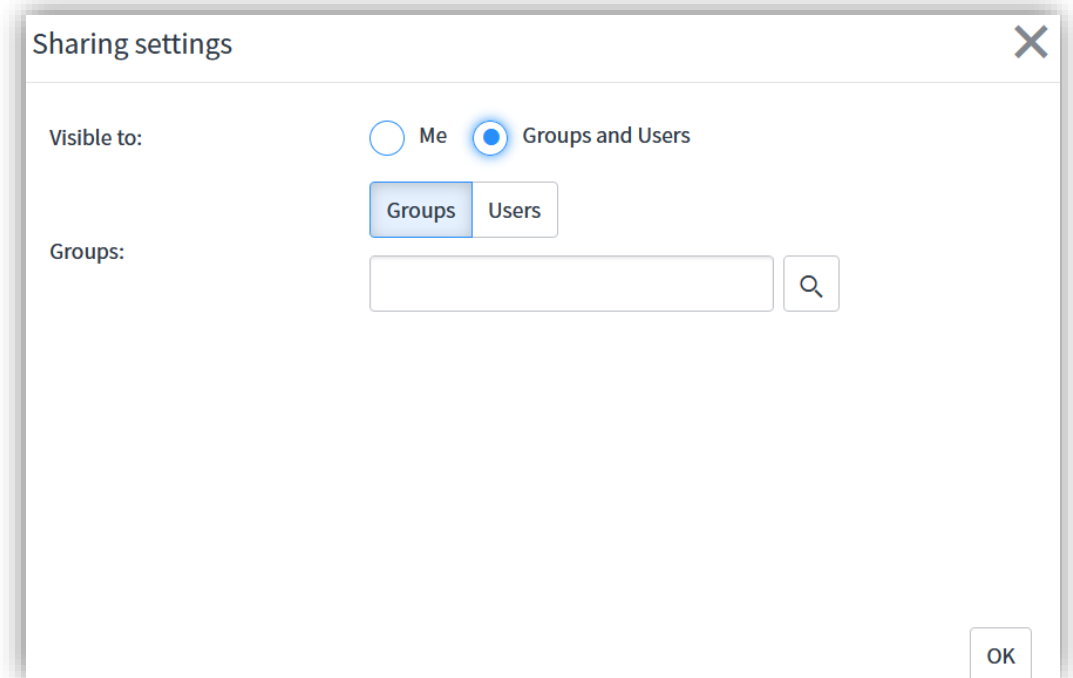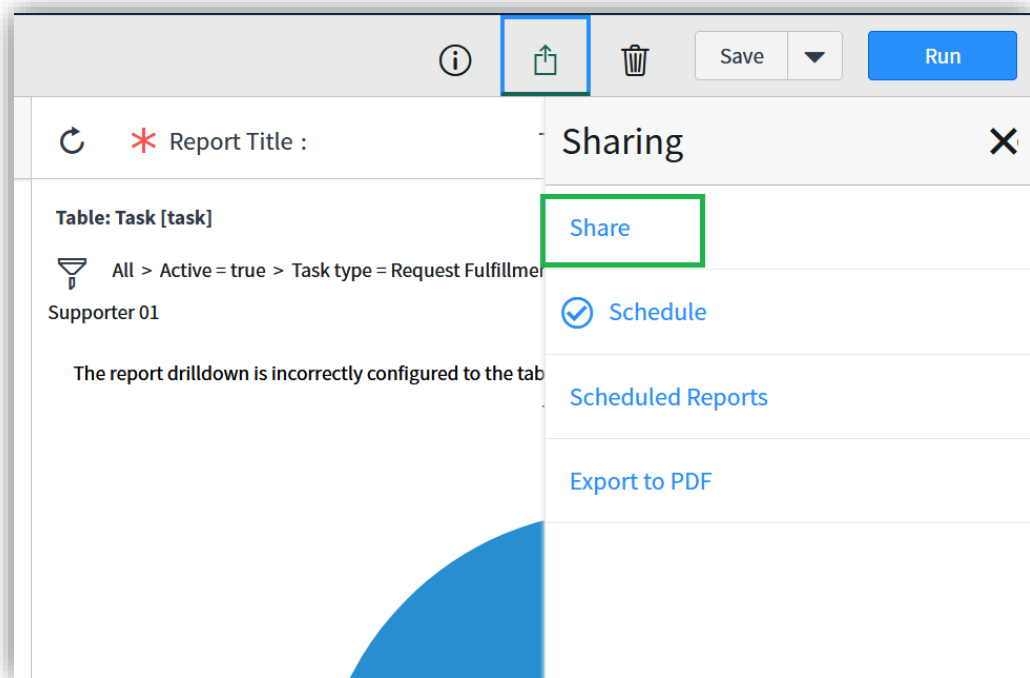
Permissions for Dashboards

- **Sharing**

Important

- Two levels of visibility:
  - Dashboard
  - Items (e.g Report)

  Users missing the required item-level permissions will see a message like the following:

  "Report visible only to a specific user or group"

Share a Report

KB0006151 : **ServiceNow tool Reports Share functionality**

DEMO

Resources

- **[KB0009156](#) - All you need to know on dashboards**

- **[KB0006151](#) : ServiceNow tool Reports Share functionality**

- **Contact us [here](#)**

Questions?

home.cern