Create a group share template

Fluorine+

The Perspectium update set for ServiceNow comes with several built-in default templates for you to use for your group shares. These templates consist of the most commonly managed service processes and include the following:

Template name	Tables included in template	Description
Incident Management PSP Template	Incident, User, Business Service, Configuration Item, Group, Problem, Change Request, Workflow Activity, Task, Location, Execution Plan Task, Execution Plan, Company	Includes data related to interruptions in IT services or reductions in IT service quality
Service Catalog Sync PSP Template	Catalog Item, Variable, Variable Set, Catalog Client Scripts, Catalog UI Policy, Catalog Item Category, Available for Groups, Not Available for Groups, Available for Companies, Not Available for Companies, Available for Departments, Not Available for Departments, Available at Locations, Not Available at Locations, Available for Users, Not Available for Users, Approving Groups, Approving Users, Rule	Includes data related to customer-facing or internal IT services that comprise a typical IT service portfolio
CMDB Analytics PSP Template	Unknown macro: 'tooltip'	Includes data typically found in a configuration management database (CMDB) to be used for the analysis of IT configuration items

In addition to these built-in templates, you can also create a template for your group shares with custom specifications by following the steps in the procedure below

Procedure

To create a group share template, follow these steps:

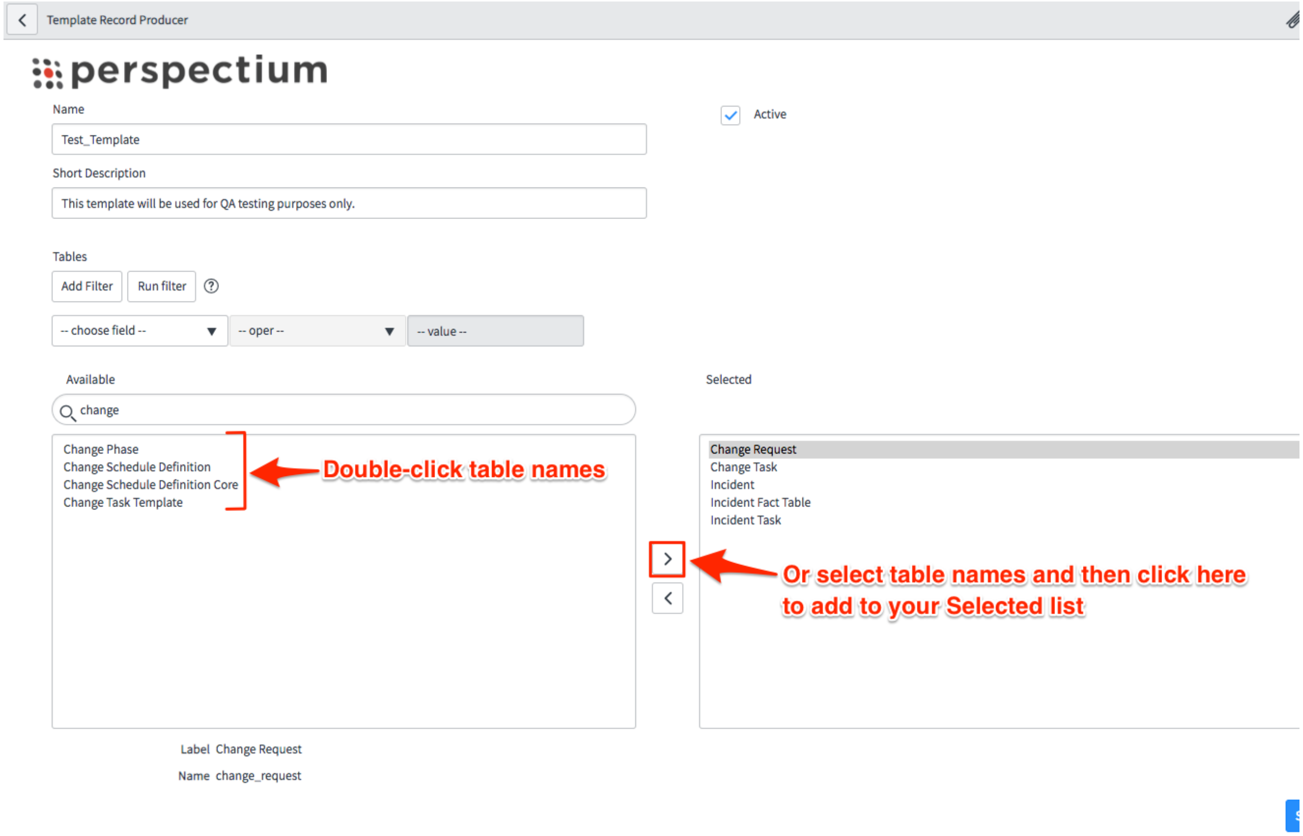
1. Log into your ServiceNow instance and navigate to **Perspectium** > **Group Share** > **Create New Template** or simply type **Group Share** and then click **Create New Template** under the Group Share module.

2. In the **Name** field, type any name for for your template. Then, type a **Short description** for your template that briefly describes your template's intended purpose or use(s).

3. At the right-hand side of the form, check the **Active** box to make your template selectable when creating group shares.

4. At the bottom of the search form under **Available**, type the names of the tables you want to add to your template in the search window.

Then, either double-click the table names or select your desired tables and then click the > button to add them to the **Selected** list.



5. After adding all of the tables you want for your template, click the **Submit** button at the bottom right-hand corner of the form to save your custom-created group share template.

NOTE: Be sure to run the Perspectium finish install script if committing your update set containing custom-created group share templates to other instances.

Next steps

Create a new group share

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