



# Introduction to Common Tools

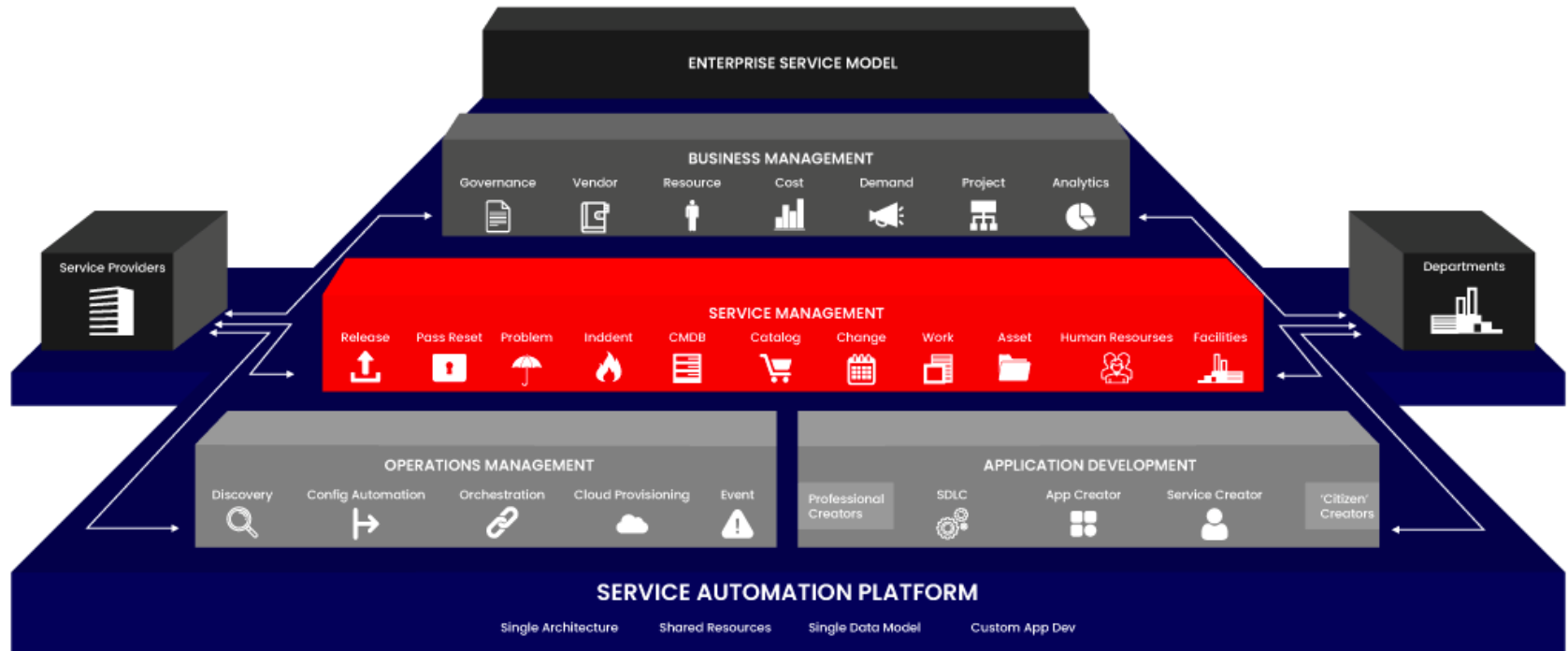


## What is ServiceNow?

- It is a cloud-based software platform for IT Service Management (ITSM).
- Automates IT Business Management and follows ITIL guidelines.
- Utilizes machine language for data authorization and workflow automation.
- Provides dependability, power, and flexibility for incident and problem management.
- Offers a support interface, eliminating the need for emails and spreadsheets.

**servicenow**®

# ServiceNow Architecture



## Benefit of ServiceNow

- Hosted in the cloud
- Based on ITIL
- Customizable
- Data confidentiality and integrity
- Improved operational tracking
- Continuity of service
- On demand IT Service Management
- Customer self service
- Powerful reporting





## Why ServiceNow?

- Reduction of ITSM costs by 60% to 80%.
- Uses technology as a tool.
- Process improvements with agility and low risk.
- Uses technology as a tool not a barrier.
- Don't have to choose between upgrading and configuring



## Who uses ServiceNow?

- **Employees:** To request IT business services.
- **IT support staff:** To manage service requests, incidents and problems.
- **Administrators:** To manage applications available to selected users, granting them roles and other access controls.
- **Implementers:** To deploy process applications and platform features that address organizational business needs.
- **Developers:** To create new functionality with scripts or custom applications to extend standard configurations.



## Products of ServiceNow

- **IT Service automation Application:** Helps IT spend more time delivering innovative business solutions.
- **Project portfolio Management Applications:** Includes demand, project portfolio, resource management and SDLC.
- **Custom application development:** Developers can rapidly turn ideas into working applications.
- **Work management:** Helps organizations manage works/tasks of any kind that need to be performed on that location.
- **Performance analytics:** An easy to use, cloud-based IT and business intelligence application designed for reporting and analyzing performance in ServiceNow.



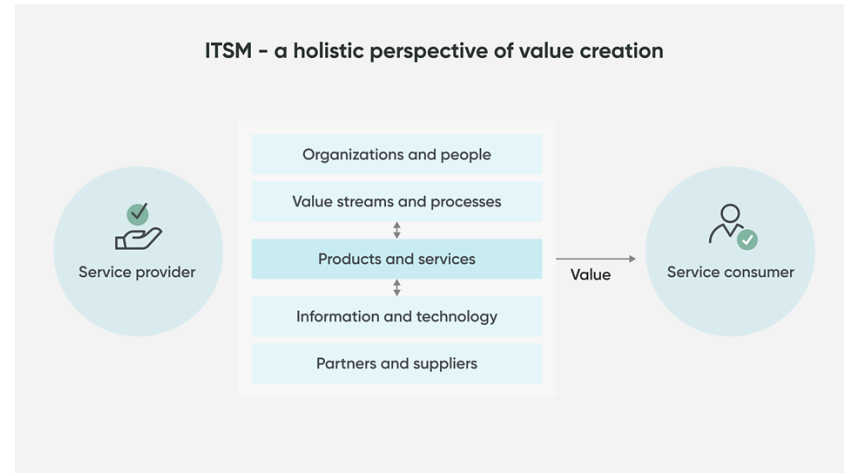
# ITSM Introduction

- IT Service Management (ITSM) prioritizes customer needs and IT services for customers, emphasizing continual improvement.
- The main focus of ITSM is delivering IT as a service, going beyond traditional IT support and encompassing all information technologies in an organization.
- ITSM involves processes and tools used by IT teams to manage IT services from end to end.
- The goal of ITSM is to align IT teams' objectives with the broader business objectives and ensure their actions support the overall mission.



# Why is ITSM Important?

- Information technologies have expanded to cover tasks and responsibilities across the entire organization.
- Managing these services is an ongoing challenge, with high customer expectations for businesses to meet.
- IT Service Management (ITSM) is a collection of policies and processes that handle IT services throughout their lifecycle.
- ITSM plays a crucial role in enhancing enterprise efficiency and boosting employee productivity.



# What is JIRA?

JIRA is

- A virtual work planning and delivery tool
- Customizable for your company and project needs
- Provides transparency and real-time reporting



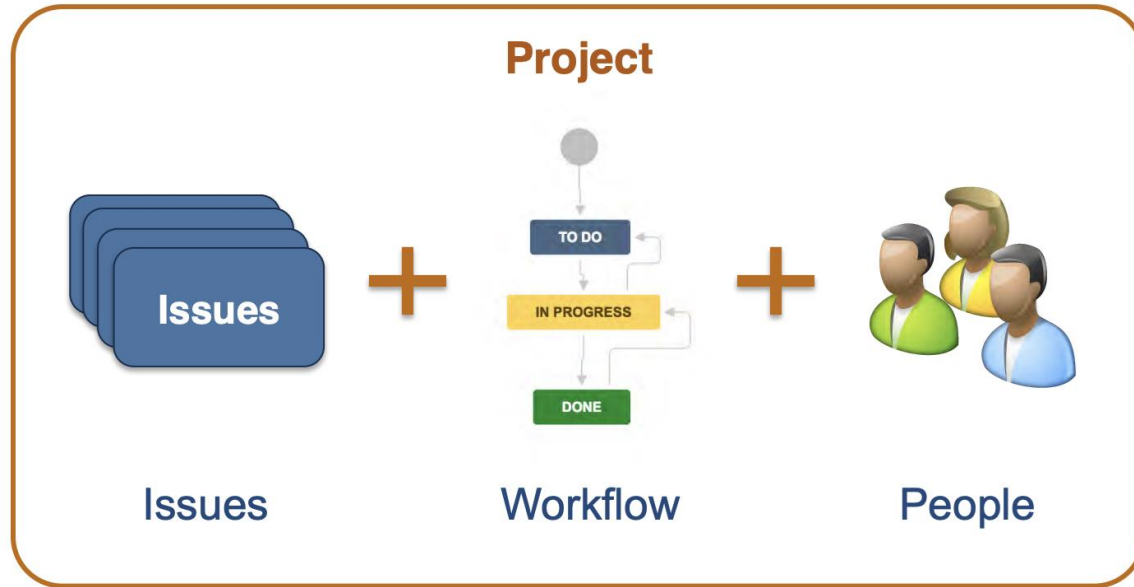


# What can JIRA do for you?

JIRA can

- Help you manage your projects
- Coordinate efforts to deliver a product
- Manage and hold all your projects in one location
- Track and organize enterprise-wide initiatives
- Follow team activity with real-time reporting
- Monitor single or multiple projects
- Provide visibility and transparency

# JIRA Projects



# What is an Issue ?

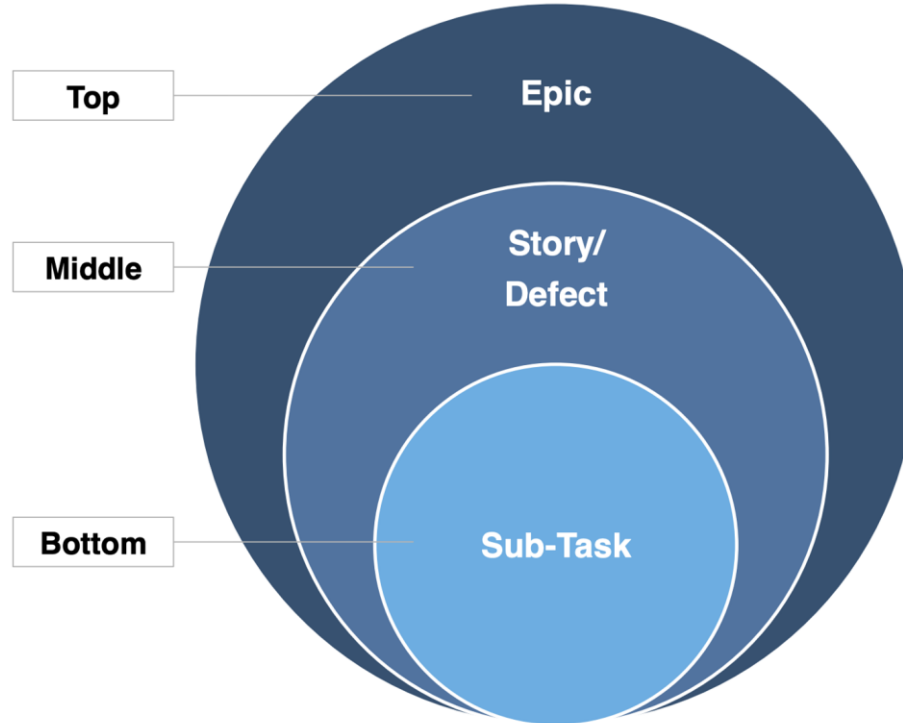
Issues are the JIRA term for a requirement

- **Story**
- **Defect**
- **Improvement**
- **Request**
- **Epic**
- **Task**
- **Almost anything we want!**

These are the basic elements of JIRA and they follow a predefined hierarchy. Each Issue has specific fields that hold it's details and attributes



# JIRA Standard Issue Type Hierarchy



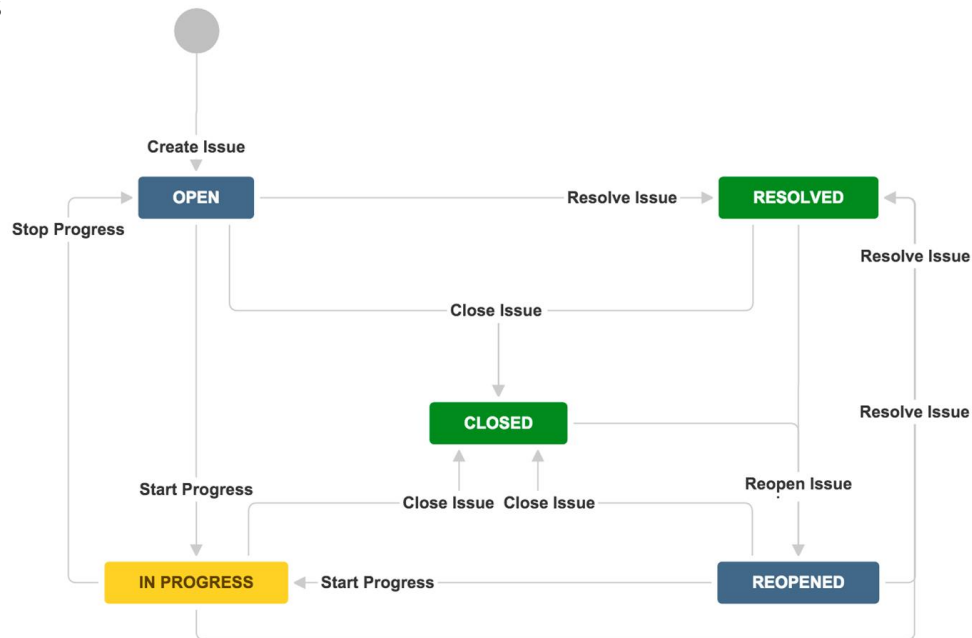
## Common JIRA Agile Issue Types

Hierarchy	Issue Type	Description
Top	Epic	A large body of work that can be broken down into many Stories
Middle	Story	A requirement written in a few sentences, the most used Issue Type
Middle	Defect	An unplanned Issue related to improperly working software or systems written in a few sentences
Bottom	Sub-Task	A unit of work contained in a Story, called a Task in Scrum

# JIRA Workflows

JIRA uses a workflow to manage Issue delivery

- Issues must follow the workflow states
- Customizable for each issue type
- Applied to projects and issue types by project admin



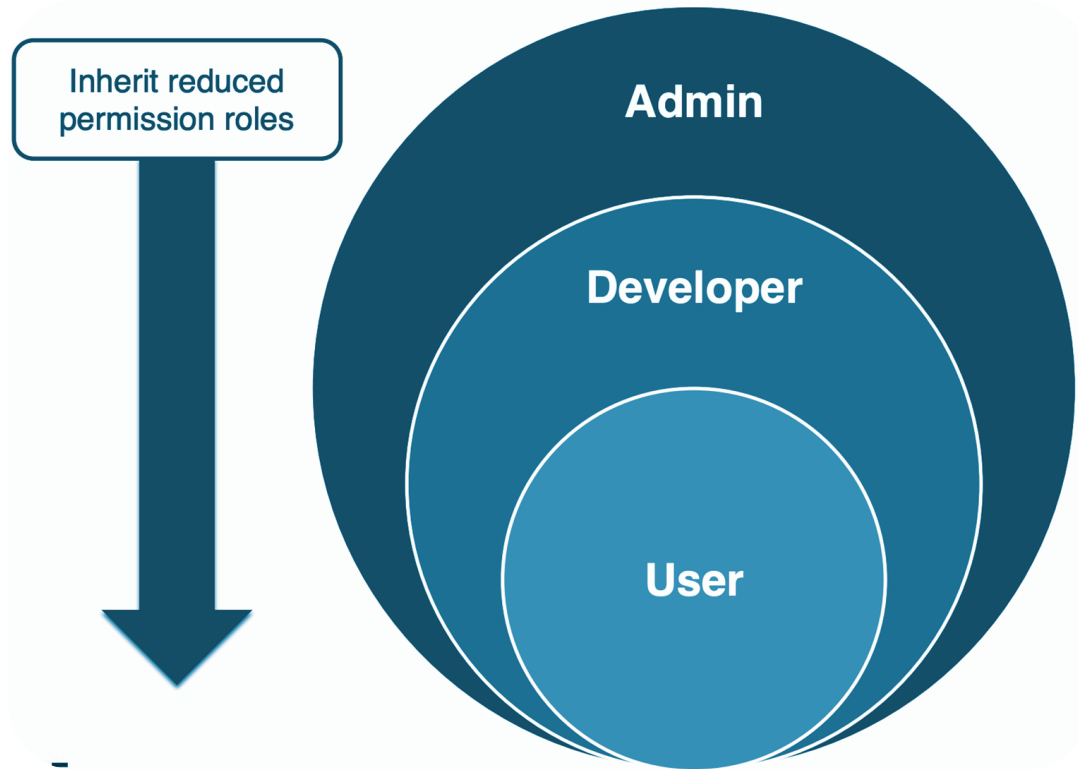


# Project Roles

- Project roles are a flexible way to associate users and groups with a particular project
- Used in conjunction with Permission Schemes to define access and activity permissions to your project



# Project Roles





## Other common tools used in the software development lifecycle

- **Asana:** A web service for teamwork, offering goal-setting, real-time sync, and over 100 integrations.
- **Trello:** Popular online project management with Kanban board methodology and easy integration.
- **Git:** Open-source distributed version control system for managing software customizations and multiple branches.
- **Stash:** Simplifies administration, management, and security of Git repositories.
- **SourceTree:** Free visual client for Git and Mercurial, simplifying repository interaction.
- **Confluence:** Team workspace for distributed teams, promoting collaboration and knowledge sharing.

**Thank You**