What is ITIL ?

- ITIL , Formerly known as the Information Technology Infrastructure Library, is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business.

- ITIL is the most widely accepted approach to IT service management in the World.

- ITIL can help individuals and organizations use IT to realize business change, transformation and growth

- **Handling Incidents and investigating problems**

- **Scenarios**

Benefits of ITIL

- Increased user and customer satisfaction with IT services
- Improved service availability, directly leading to increased business profits and revenue
- Financial savings from reduced rework, lost time, improved resource management and usage
- Improved time to market for new products and services
- Improved decision making and optimized risk

ITSM Tools

- Over all100 Tools are in market
- Well known tools supporting ITIL
  - HPSM
  - BMC Remedy
  - CA Unicenter Service Desk
  - Peregrine Service Center
  - Safire
  - Jira
  - Service Now

Service Now Wiki & Community Sites

- Community: https://community.servicenow.com

- Manage your own instance Developer Instance URL:

https://developer.service-now.com

Service Now User Interface

- The user interface is the main way to interact with the applications and information in a Service Now instance

Divided into 4 parts:

- Banner Frame,
- Application Navigator,
- Content Frame
- Edge
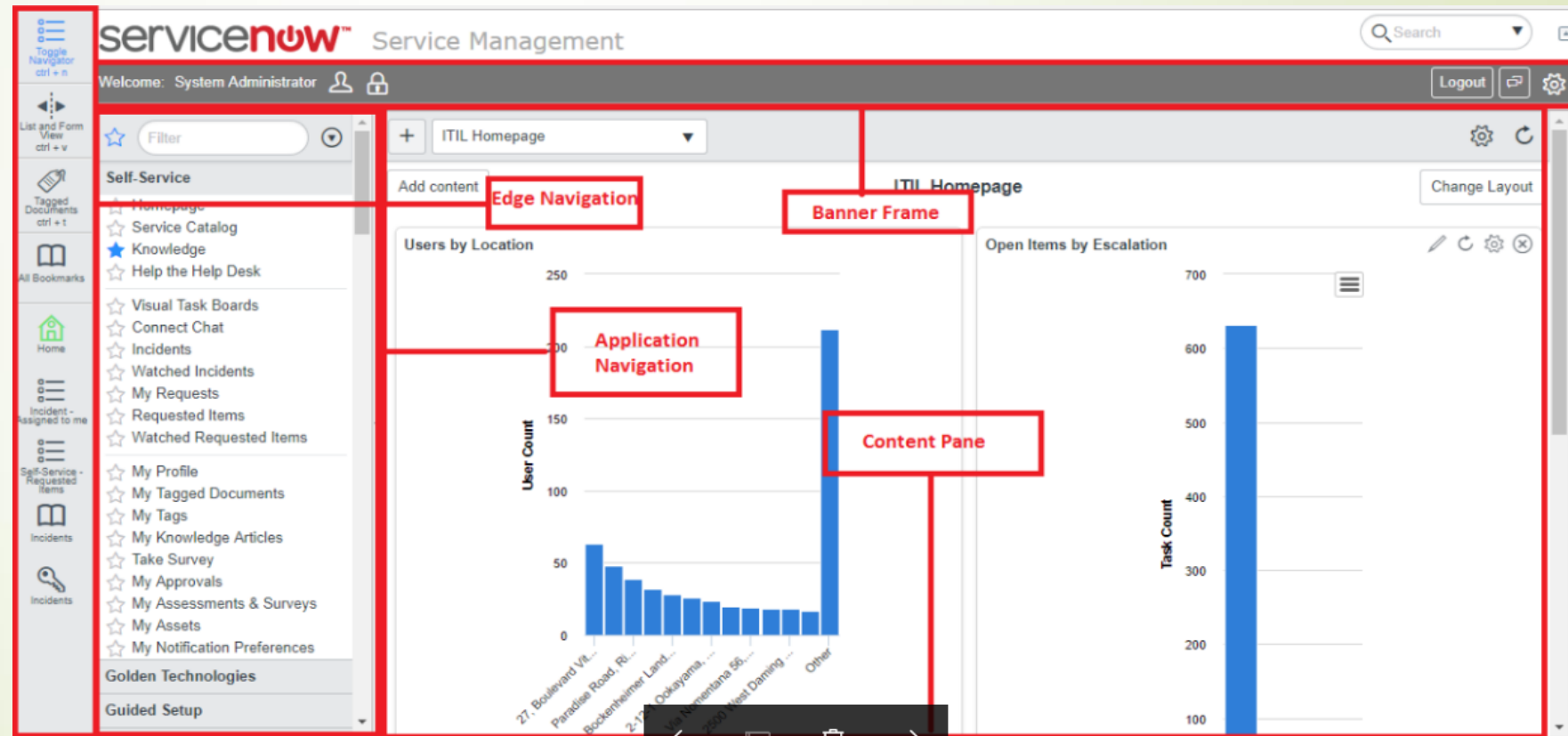
Service Now User Interface

**Banner Frame:**

The Banner Frame of UI16 contains the following controls:

- **User Menu:** This control allows the user to access and modify his profile. It has the following options:

- **Global Search:** This control helps to search for records from tables

- **Connect sidebar icon:** Clicking this control opens a tab on the right side to connect with the co-workers and also find existing conversations. This icon is available if Connect (plugin for live feed) is enabled.

- **Help icon:** Clicking this icon opens a tab on the right side with 3 links that would help the user with documents on service now

- **Settings icon:** This control opens a popup window with various options for system settings. This window also has a button to switch the UI from UI16 to UI15 or vice versa.

servicenow Service Management   System Administrator ▾

Service Now User Interface

Application Navigator:

- **Also called left-navigation bar**
- **Provides links to all applications and**
  modules to quickly find information and services.
- **Each application appears as a section**
  in the application navigator denoted
  by an application label.
- **Modules are listed by name**
  Under each application label.
- **UI16 has 3 tabs in the application navigator:**
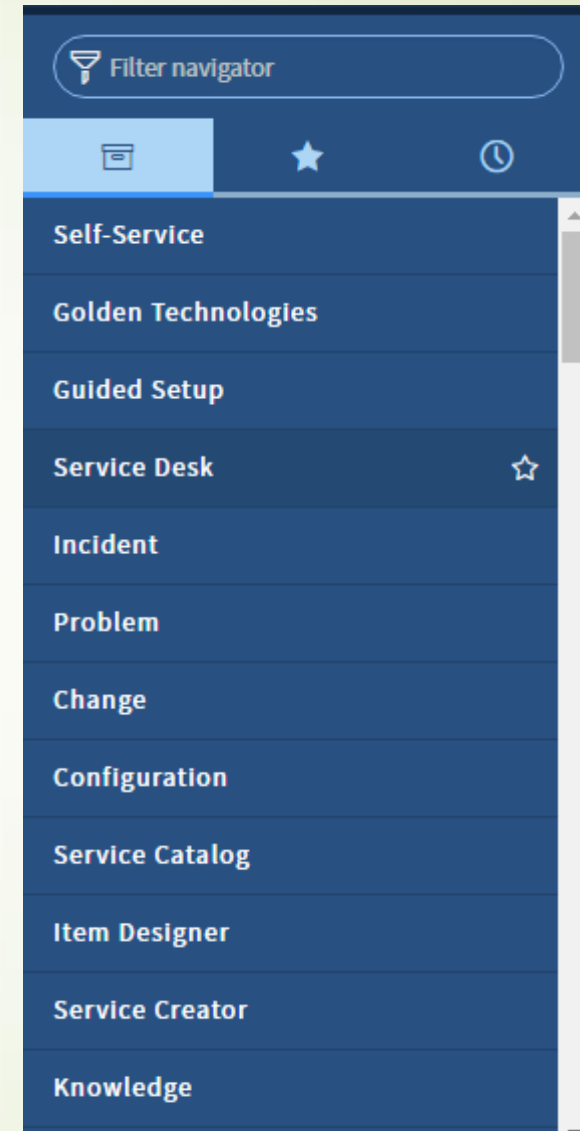
Service Now User Interface (Contd.)

<u>Application Navigator:</u>

- **All Applications:** This tab displays all the applications and modules available for the user

- **Favorites:** This tab displays the applications and menus marked as favorite by the user. All bookmarks are automatically converted as Favorites.

- **History:** This tab displays all the applications and modules accessed by the user in the recent past.

Service Now User Interface

Content Frame:

- The content frame is the main area of the user interface and displays different types of pages
    - **Welcome Page:** displayed when the user is not logged in
    - **Homepages:** provides easy access to commonly used functions and information. Users and administrators can customize the homepage
    - **Service Catalog:** Portal for users to order goods & services
    - **Knowledge Base:** stores and publishes information
    - **Lists:** display information in a table
    - **Form:** displays a record of a table
    - **Surveys:** create / take surveys
    - **External URLs:** display content from outside the Service Now platform.
    - **Custom URLs:** display Service Now content. Administrators can define a module using a custom URL.
    - **Content pages:** display content built with content management system.

Service Now User Interface

The Edge:

- The Edge is a gray toolbar on the left side of the screen.

- Available in UI15, UI14 and UI11 only.

- Provides quick access to features such as:

  - Bookmarks

  - Toggle Navigator : shows /hides the application navigator

  - Home: Opens the last visited homepage

  - List and Form View: opens the split pane layout. To switch between the vertical and horizontal split layout, click the gear icon and edit the Split Layout option

  - Tagged Documents: Opens the Tagged Documents page

Service Now User Interface

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