



service**now**

Development & Administration

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Introduction to Service Now

❑ What is Service Now

- Service Now is a software platform that supports IT service management (ITSM) and automates common business process.
- This software as a service (SaaS) platform contains a number of modular applications that can vary by instance and user
- ITSM Suit
- Ticketing Tool
- SAAS (Software as a service)
- Cloud Based Service
- Used in Service Desk
- Demo Environment for Practice
- Customization is in Java script



Service Now Application Ecosystem

Incident	Problem	Change	CMDB	Discovery
Service Catalog	Knowledge	Asset	Product Catalog	SDLC
Facilities	Time Cards	Content Management	HR	Analytics
Governance	Vendor	Project	Contract	Orchestration
Cost	Demand	Resource	Inventory	Release

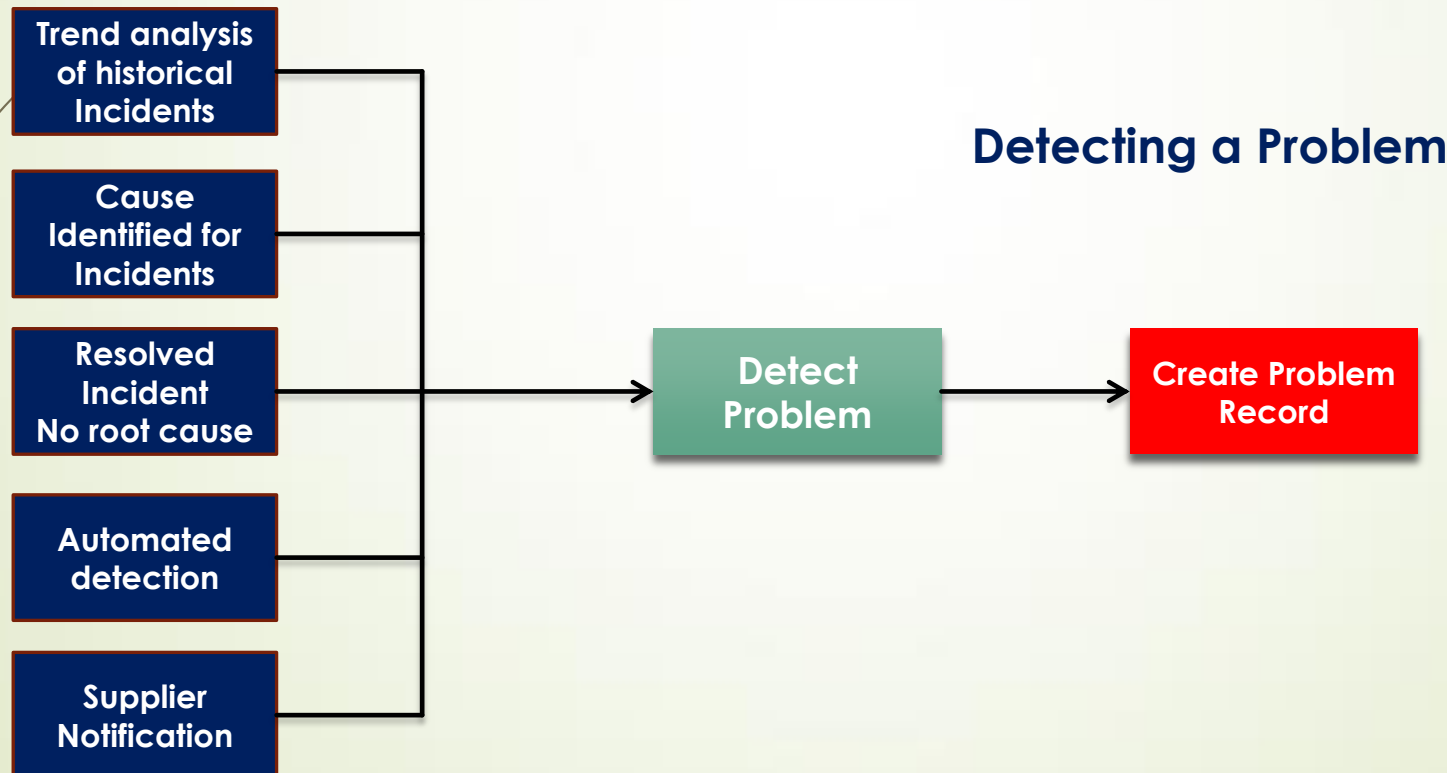
Incident Management

- Incident management is typically closely aligned with the service desk, which is the single point of contact for all users communicating with IT.
- Incidents interrupt normal service, such as when a user's computer breaks,
- when the VPN won't connect, or when the printer jams. These are unplanned events that require help from the service provider to restore normal function.



Problem Management

- A problem is defined by ITIL as the cause of one or more incidents.
- Some incidents, such as a malfunctioning mouse at a user's workstation, are not indicative of a problem. Other incidents, such as repeated network outages, create a problem investigation due to their frequency.



Change Management

- Change management (sometimes abbreviated as CM) is a collective term for all approaches to prepare and support **individuals, teams, and organizations** in making organizational change.
- It includes methods that redirect or redefine the use of **resources, business process budget allocations**, or other modes of operation that significantly change a company or organization.



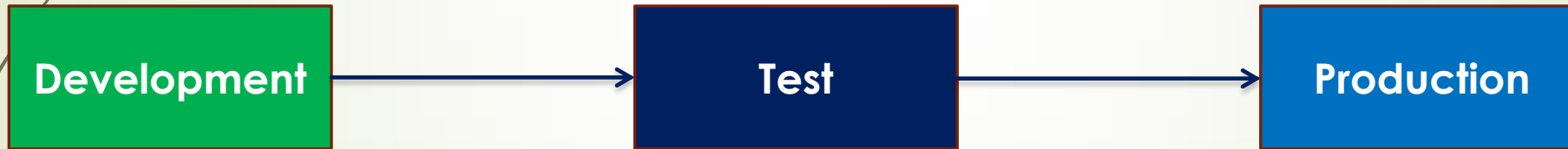
Release Management

- Release management is the process of managing, planning, scheduling and controlling a software build through different stages and environments;
- including testing and deploying software releases.



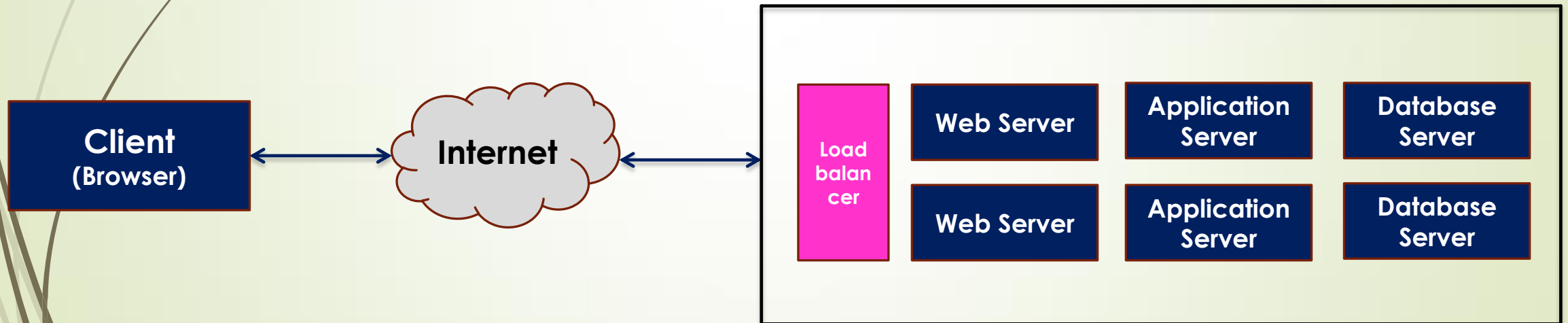
Environments

- Clone environments
- Push changes from 1 instance to another
- Test should be as close to Production as possible



The Service Now Stack

- Apache Tomcat web server
- J2EE application server
- MySQL database
- Mozilla Rhino JavaScript engine



Service Now & Improving IT Service management

- **Service-Now is dedicated to improving the industry's opinion of the value software delivers.**
- **Service-Now develops, implements and supports a suite of on-demand IT service management application offered via the internet as software as a service (SaaS).**
- **These applications are licensed on a simple and economical subscription basis**
- **Service-Now is redefining the IT management market, providing a new opportunity for organizations to fix their age-old problems**
- **Effective IT service management is all about implementing process with as much automation as possible,**
- **Remaining flexible to your business requirements and responding to reporting and workflow needs**



How Service-Now is markedly different from its competitors

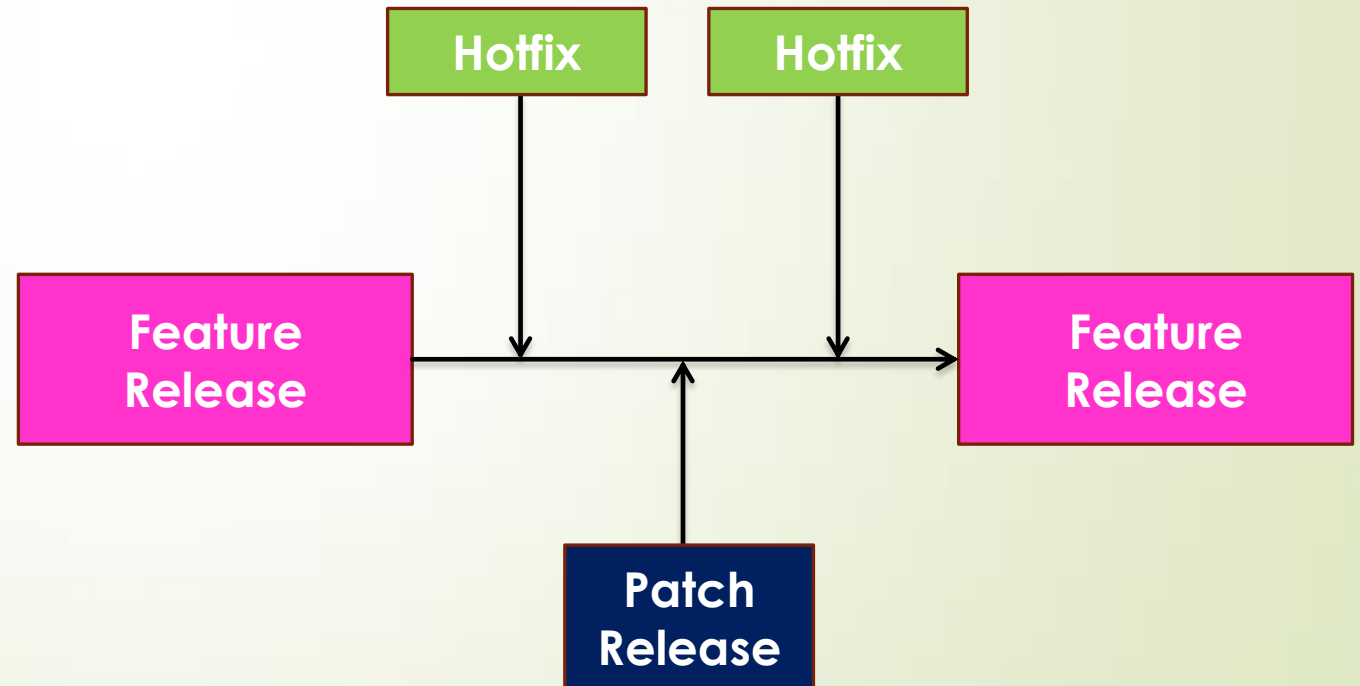
- Automatic upgrades
- Pure internet Platform
- Redundant and resilient data centers in Australia with application data encryption
- Native mobile interface
- Simplified, flexible subscription to all applications
- Google-like global search of IT
- Custom self-service portal modeled after your corporate Website
- Easily configurable applications offered as SaaS
- Drag-and-Drop graphical workflow
- Delegated administration
- Un presented growth, financial stability, customer satisfaction

Releases of Service Now

- ~10-12 month release cycle
- Feature release, patch release, hotfix
- New UI, new apps, new features
- Always evolving

- Releases

- Aspen 2011
- Berlin 2012
- Calgary 2013
- Dublin 2013
- Eureka 2014
- Fuji 2015
- Geneva 2015
- Helsinki 2016



Major Customers Of Service Now





Service Now User Interface

- Different roles in Service Now will experience different UI components. Roles like:
 - ❑ End User
 - ❑ ITIL User (Fulfiller)
 - ❑ System Administrator

Benefits of Service Now

- Hosted in the Cloud
- Easy upgrade
- Based on ITIL
- Customization Possibilities
- Data Confidentiality
- More Integration
- Improved Operational Tracking
- On demand of IT service Management
- Powerful Reporting Features





Why is Service Now

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



How to use for Business Prospective

- **Asset and Configuration:** identify and monitor IT service assets and their relationships.
- **Planned and Policy :** define IT strategies' and manage projects.
- **IT Services :** deliver IT services and support to business users.
- **IT Operations Management :** track and manage IT resources and systems.
- **Non-IT Services :** automate business process outside of IT



Who use Service Now

- **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 an organization business needs
- **Developers**
 - To create new functionality with scripts or custom applications to extend standard configuration

Who can learn Service Now

- There are no prerequisites to learn service now
- Although awareness of programming knowledge would be little helpful during the course
- Every API feature used, will be based on the service now platform



History of Service Now

- Service Now, Inc. is a cloud computing company headquartered in Santa Clara, California.
- It was founded in 2004 by Fred Luddy
- The previous CTO of software companies Peregrine Systems and Remedy Corporation.
- Service Now is listed on the New York Stock Exchange and is a constituent of the Russell 1000 index
- This tool is based on the ITIL Standards



CEO of Service Now
Frank Sloatman



Features of Service Now

- Asset management.
- Change and release management.
- Configuration management.
- Incident management.
- IT cost management.
- Problem management.
- Service catalog.
- Demand management.
- Simple and Consistent
- Flexible
- Secure
- Easy to Integrate
- Speed time to Production

Features of Service Now (Contd.)

- **All is in Table format**
- **Different type of Modules**
- **Different Types of Users**
- **Update Set**
- **Functionality in Service now**
- **Manage the Data (group, users)**
- **Load the Data**
- **Import the data**
- **Export the data**

Features Of Service Now (Contd.)

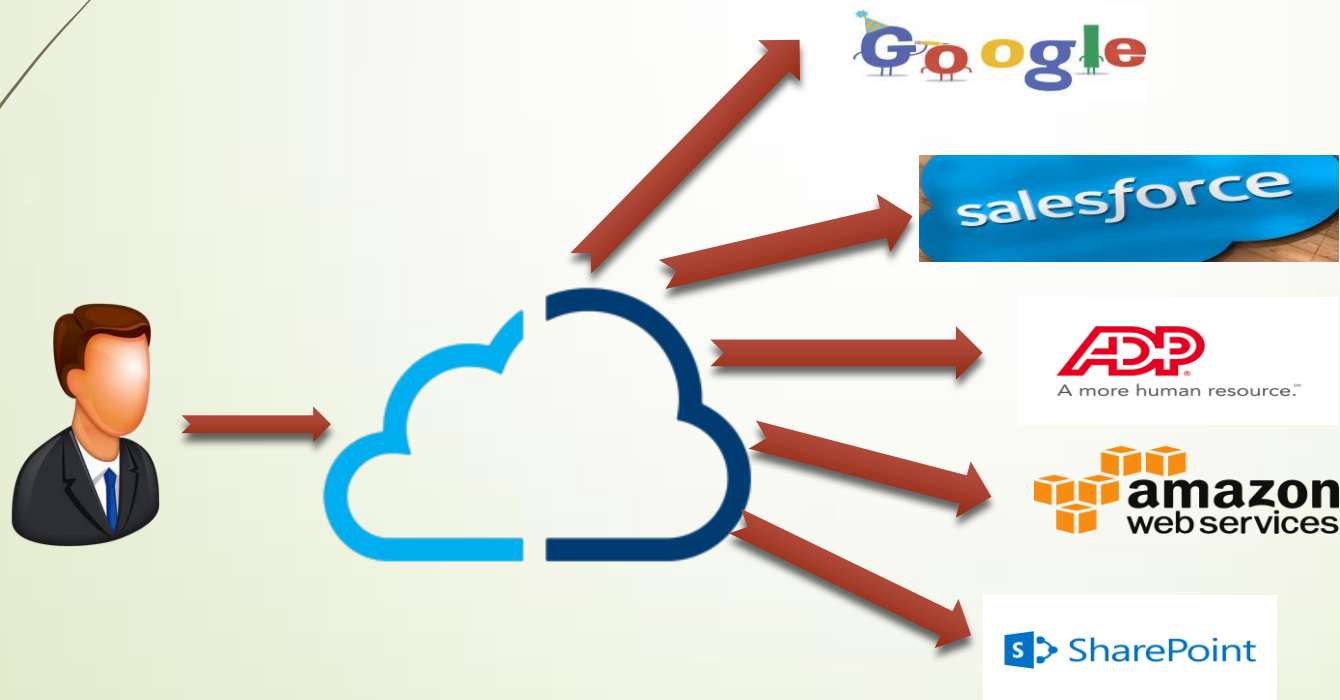
- Connection with Database server
- Mid Server
- LDAP Configuration
- Creating web services
- SSO
- Creating Sites
- CMDB
- SLA
- Schedule Jobs
- Discovery

Features of Service Now (Contd.)

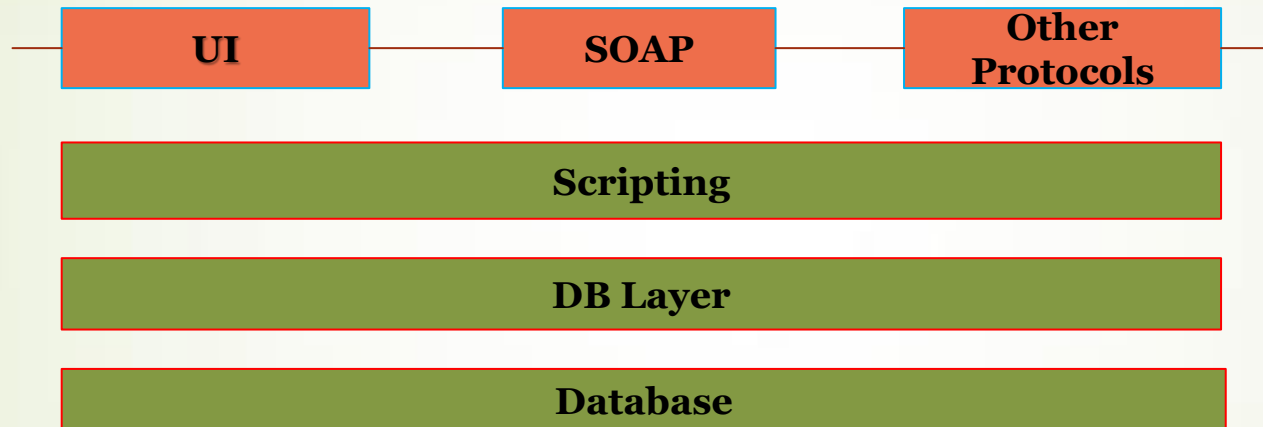
- **Email Notification and SMS**
- **Workflow**
- **Reporting**
- **Mobile, Desktop, Tablets view**
- **Live feed (Chat Portal)**
- **Catalog**
- **Knowledge Module**
- **Service Portal**
- **Content Management System (CMS)**

What is SaaS ?

- Software as a Service. Sometimes referred to as “**on-demand software**”, is a software delivery module where software and any data associated with it are hosted off site. Typically over the internet
- Service Now hosts all software and data centrally at the Service Now server farms and are accessed via the internet on a web browser. VPN is not needed to access Service Now

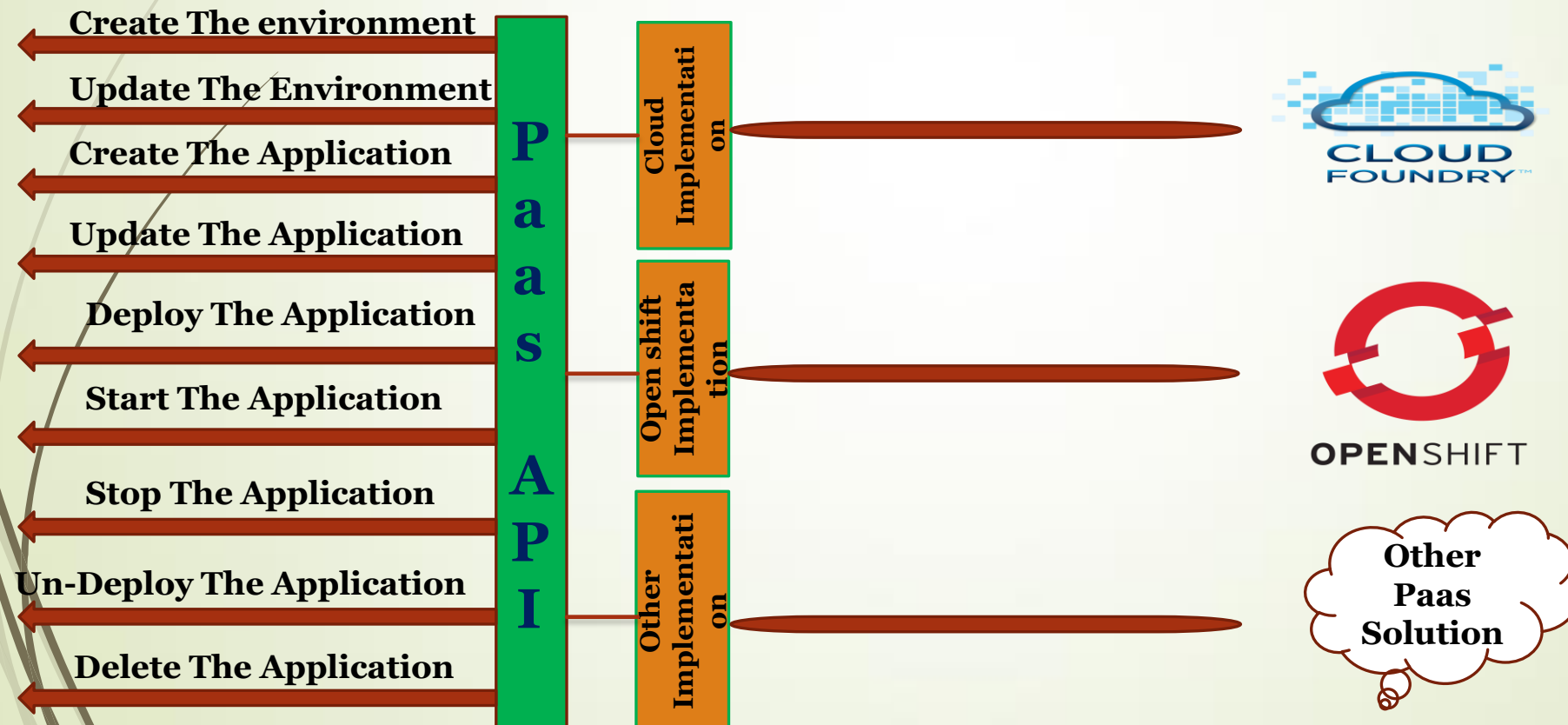


Service Now Architecture



What is Paas ?

- Platform as a Service is the delivery of a computing platform and solution Stack as a service.
- This means that users need only to buy the service, but do not have to worry about maintaining the underlying hardware and software.



Iaas Vs. Paas

