

# Week 3: ServiceNow Development Modules

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## Open source learning video1: Introduction to Servicenow Instance:

**Note: most learning about the instance is done pre-requisitely in the previous week's hands-on; only important and new concepts listed**

- **Services provided by Servicenow:** ITSM, ITOM, HR management, Integrations, Asset management, Finance mgmt, IT business mgmt and IT security management
- System setting features:
  - a) Themes
  - b) Notifications
  - c) lists/forms
  - d) Developer settings
  - e) General
  - f) accessibility
- Incident, request, change and problem management are core servicenow functionalities. These are task records that can be submitted by users to report any issues/ requests to the IT team.
- To submit the above task record, user must fill a form asking for necessary details, fabricated upon the SN instance
- After an incident is closed the fields of the incident become read only due to an out of the box UI policy
- Incident records are used to report an incident that need to be looked upon, to ensure smooth flow of business, if the incident is unattended, it develops into a persistent problem
- To create problem records from incident record, go to the form context menu and select **create problem** option
- A problem form has a field called **first reported by** which provides the number of the initial incident record of the case
- The person to whom the problem record is assigned to can assess the issue, find the root cause of the problem and fix the same using the **FIX** UI button
- The FIX button prompts the assigned SN member to provide **cause notes(explaining the cause of the problem)** and **fix notes(explaining the fix suggested/ done to address the problem)**

- Change module is used to report issues with a Servicenow component(like an application bug), and receive approval for making changes to resolve the issue, the developer may be contacted to fix the issue
- Change records can either be
  - a) Emergency: high priority records, needs immediate actions
  - b) Normal: low priority issues
- The change team takes into account planning, scheduling, conflicts, notes and closure information to implement and assesses the impact that the change will bring

## **Open source learning video2: What is ServiceNow | ServiceNow Administration & Developer Overview**

- Admin SN portal allows administrators to make needed changes, and configurations to servicenow instances as required by the client needs
- An admin can perform changes to lists and forms, instance appearance to represent company branding, create users, groups and assign roles to them, take of data security by ACL formation, creating reports and dashboards
- Catalog is a module under the Service desk application allowing employees to order required resources like hardware, software, devices or assets or also report cases through user friendly record producers