

## ServiceNow Tutorial for Beginners by HKR Trainings

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### Introduction to ServiceNow

#### Overview:

- **Target Audience:** Individuals new to ServiceNow, regardless of their background.
- **ServiceNow Definition:** A cloud-based Platform-as-a-Service (PaaS) that allows users to create applications and workflows without writing code.
- **Accessibility:** Data is stored in the cloud, making it accessible from anywhere, similar to Gmail.
- **Core Services:** IT Service Management (ITSM) encompassing incident, problem, and change management.

#### Key Points:

- ServiceNow is designed to be user-friendly for beginners.
- ITSM is the foundational service upon which other modules are built.
- Emphasis on no-code application development using ServiceNow's platform.

#### Important Questions & Answers:

1. **What is ServiceNow?**

- *Answer:* ServiceNow is a cloud-based Platform-as-a-Service (PaaS) that enables users to create applications and workflows without the need for coding, ensuring data accessibility from anywhere.

2. **What is the fundamental service provided by ServiceNow?**

- *Answer:* IT Service Management (ITSM), which includes incident, problem, and change management.

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### ServiceNow Modules Overview

#### Modules Introduced:

- **IT Service Management (ITSM):** The base module used by most organizations for managing IT services.
- **HR Management:** Handles onboarding and offboarding of resources.
- **Governance, Risk, and Compliance (GRC):** Primarily used by banking sectors for security and compliance.
- **Integrations:** Connects ServiceNow with other systems.
- **Asset Management:** Manages organizational assets.

#### Getting a Free ServiceNow Instance:

- **Registration Steps:**
  1. Fill out the required details.
  2. Activate the account via the email link.
  3. Log in to access the instance.

#### **Important Questions & Answers:**

1. **Which module serves as the foundation for other ServiceNow modules?**
    - *Answer:* IT Service Management (ITSM).
  2. **How can users obtain a free ServiceNow instance?**
    - *Answer:* By registering on, completing the required details, activating the account via email, and logging in.
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#### **Maintaining Your ServiceNow Instance**

##### **Key Points:**

- **Regular Login:** Essential to keep the ServiceNow instance active.
- **Inactivity Consequence:** Instances become dormant after 10 days of inactivity and need to be reclaimed.
- **ServiceNow Developer Requirements:**
  - **Educational Requirement:** Graduation degree.
  - **Technical Skills:** JavaScript knowledge is recommended but not mandatory; ServiceNow's Glide scripting will be taught.
- **Certification:** Completing the course and securing a ServiceNow post qualifies for the System Certified Administrator certification.

#### **Important Questions & Answers:**

1. **What happens if a ServiceNow instance remains inactive for 10 days?**
    - *Answer:* It goes into a dormant state and needs to be reclaimed and restored.
  2. **Is JavaScript knowledge required to become a ServiceNow developer?**
    - *Answer:* While recommended, it is not essential as ServiceNow uses its own Glide scripting, which is covered in the course.
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#### **Career Opportunities in ServiceNow**

##### **Growth and Market Presence:**

- **Established:** Since 2004.
- **Market Growth:** Significant, especially in ITIL and ITSM sectors.

- **Stock Performance:** Notable increase in ServiceNow's stock price over the years.

#### Usage and Customization:

- **Out-of-the-Box Functions:** Most users utilize the standard features with minimal modifications.
- **Sector Growth:** Government, insurance, and healthcare sectors are expanding ServiceNow implementations.

#### Certifications and Training:

- **HKR Trainings:** Offers courses covering ServiceNow fundamentals, admin, and developer skills leading to certification.

#### Important Questions & Answers:

1. **Since when has ServiceNow been in the market, and how has it grown?**
    - *Answer:* ServiceNow has been in the market since 2004 and has experienced exponential growth, particularly in ITIL and ITSM backgrounds.
  2. **Which sectors are expected to offer promising careers with ServiceNow?**
    - *Answer:* Government, insurance, and healthcare sectors.
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#### ServiceNow Certification Process

##### Steps to Certification:

1. **Course Completion:** Finish the ServiceNow Fundamentals
2. **Exam Registration:**
  - Register for exams on the ServiceNow Portal
  - Options:
    - Purchase a voucher code post-course completion.
    - Enroll in an instructor-led course that includes the voucher cost.
3. **Choosing Certification Type:** Example includes System Administrator.
4. **Voucher Code:** Receive and use it to register for the exam.

##### Additional Information:

- **UI Updates:** ServiceNow releases new user interface versions every six months, named after cities.

#### Important Questions & Answers:

1. **Where can users register for ServiceNow certification exams?**
  - *Answer:* On the ServiceNow Portal

2. **How often does ServiceNow release new user interface versions, and how are they named?**
    - *Answer:* Every six months, named after cities.
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## **ServiceNow Interface Components (00:25:00)**

### **Interface Layout:**

- **Banner Frame:**
  - Contains the logo and navigation.
- **Content Frame:**
  - Displays content of the selected application.
- **Navigation Frame:**
  - Part of the banner, allows filtering and navigating to different applications.
- **Application Navigator (Left Side):**
  - Lists available applications.
  - Allows users to mark favorites.
- **History Path:**
  - Tracks recently accessed pages.
- **User Customization:**
  - Options for themes, accessibility, and notifications.
- **Developer Section:**
  - Tools like application picker and update sector.

### **Important Questions & Answers:**

1. **What are the main components of the ServiceNow interface?**
    - *Answer:* Banner frame, content frame, navigation frame, application navigator, history path, user customization options, and the developer section.
  2. **How can users track their recently accessed pages in ServiceNow?**
    - *Answer:* Through the history path feature.
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## **Applications and Customization in ServiceNow**

### **Concepts Explained:**

- **Applications:**
  - Comparable to a camera; globally available to all customers.

- **Application Frame:**
  - **Left Side:**
    - Instance logo and name.
    - Application filter (Navigator).
    - Favorite bar.
    - Application picker and update set picker.
  - **Right Side:**
    - System administrator tools.
    - Search button and global search.
    - Connect chat option.

#### Modules Introduced:

- **IT Service Management (ITSM):** Core module.
- **IT Service Foundation (ITSF):** Supports ITSM.
- **Request Management:** Analogous to ordering items on Amazon.

#### Important Questions & Answers:

1. **How are applications in ServiceNow made available to customers?**
  - *Answer:* They are globally available to all customers, similar to how a camera is universally accessible.
2. **What is the role of the Application Navigator in ServiceNow?**
  - *Answer:* It lists available applications and allows users to mark favorites for easy access.

#### Request and Incident Management in ServiceNow

##### Request Management:

- **Example:** Ordering a hard drive.
  - User provides name, location, and places an order.
  - Receives an order number for tracking.
- **Asset and Cost Management:** Focus on managing assets and associated costs.
- **Applications:** Includes agent workspace and mobile applications for creating and fulfilling requests.
- **Developer Role:** ITSM developers handle request fulfillment.

##### Incident Management:

- **Definition:** Represents interruptions to a service.
- **Process:**
  1. User reports an issue (e.g., Wi-Fi not working).
  2. A ticket is raised and assigned to a group.
  3. Group member investigates and resolves the issue.
  4. Ticket is updated with resolution details and closed.
- **Incident Record Details:** Includes category, subcategory, item, description, and priority.
- **Problem Management:** If an incident persists, it becomes a problem requiring root cause analysis.

#### Important Questions & Answers:

1. **What information is typically included in an incident record in ServiceNow?**
  - *Answer:* Category, subcategory, item, description, and priority.
2. **What triggers the transition from incident management to problem management?**
  - *Answer:* When an incident persists and its root cause needs to be addressed.

#### Problem and Change Management in ServiceNow

##### Problem Management:

- **Identification:** Network group identifies the problem.
- **Assessment:** Problem manager determines the root cause.
- **Resolution:** Problem administrator applies and completes the fix.

##### Change Management:

- **Process:**
  1. Developer makes changes to an application.
  2. If necessary, creates a change request for approval.
  3. Change team reviews and approves the change.
  4. Approved changes are moved to production.

##### Incident Management Integration:

- **Viewing and Managing:** Open incidents can be viewed and managed within the system.

#### Important Questions & Answers:

1. **Who is responsible for determining the root cause in problem management?**
  - *Answer:* The problem manager.

## 2. What are the steps involved in the change management process in ServiceNow?

- *Answer:* Developer makes changes, creates a change request if needed, change team reviews and approves, and approved changes are moved to production.
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## Understanding Views in ServiceNow

### Types of Views:

- **List View:**
  - Displays a collection of records in a tabular format.
  - Features:
    - Filtering by columns.
    - Grouping records.
    - Adjusting the number of records per page.
    - Activity stream showing recent user activity.
    - Personal list with buckets for managing selected packages.
- **Form View:**
  - Used to input and view data.
  - Composed of sections and layouts.

### Tables in ServiceNow:

- **Structure:** Consist of columns (fields) and rows (records).

### Important Questions & Answers:

1. **What is the purpose of the list view in ServiceNow?**
    - *Answer:* To display a collection of records in a tabular format, allowing users to sort, filter, and manage data efficiently.
  2. **What features does the activity stream provide in the list view?**
    - *Answer:* It shows recent user activity related to the records.
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## Lists and Forms in ServiceNow

### Lists:

- **Functionality:**
  - Display data in a tabular format.
  - Can be sorted, filtered, and searched.
  - Allow direct changes to records from the list view.

- **Records and Columns:**
  - Records are individual data items.
  - Columns represent fields associated with each record.

#### **Forms:**

- **Usage:** Input and view data.
- **Structure:** Composed of sections and layouts for organized data entry.

#### **Filter Function:**

- **Purpose:** To narrow down data displayed in a list based on specific criteria.

#### **Important Questions & Answers:**

1. **How can users modify records directly from the list view in ServiceNow?**
  - *Answer:* By searching for the desired records and making changes directly within the list without navigating to individual forms.
2. **What is the purpose of forms in ServiceNow?**
  - *Answer:* To input and view detailed data, organized into sections and layouts for clarity and ease of use.

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#### **Additional Important Questions & Answers**

1. **What scripting language does ServiceNow primarily use for customization?**
  - *Answer:* Glide scripting.
2. **How often are new user interface versions released in ServiceNow, and what is unique about their naming?**
  - *Answer:* Every six months, and they are named after cities.
3. **What certification can one obtain after completing the ServiceNow Fundamentals course and securing a post?**
  - *Answer:* System Certified Administrator certification.
4. **Which module in ServiceNow is primarily used by organizations in the banking sector?**
  - *Answer:* Governance, Risk, and Compliance (GRC).
5. **What tool within the ServiceNow interface allows developers to pick applications and manage update sets?**
  - *Answer:* The application picker and update set picker in the developer section.



