ServiceNow

Week 1 —

1. Define what ServiceNow is and explain its purpose in IT service management.

-> ServiceNow is a software company based in Santa Clara, California, Founded by Fred Luddy in 2003 to solve large problem faced by IT Delivery by providing simple robust and simple to use cloud based environment in which business people can solve the business problem themselves.

Its purpose in IT service Management occur in in different form-

Infrastructure - Service now infrastructure include Security both physical and virtual. Secure via multiple technology and have been certified by third party organization. Paired data centers provide redundancy and fail over. It also provide 4 day full backup per week and 6 days of daily different backup.

Platform— Platform underpin by single enterprise data model and database. It comes out of box with robust data useful for it support . It also creates a custom application and work flow.

Application/Workflows -

1 —> IT Workflow — 79 applications that supports IT functions some of them are Service Management (24) , Business Management (10), Operation Management (13)

2-> Employee Workflow — 43 applications targeted at the need of employee some of them are HR Service Delivery(16), Workspace Service Delivery(10)

3 —>> Customer Workflow — 93 applications that supports functions related to customers some of them are Customer Service Management (29), Connected Operation(4)

4 — Creator Workflow - 29 applications designed to enable ServiceNow platform developed and operations support some of them are App Engine(15), Integration Hub (8)

2. Identify the core components and architecture of the ServiceNow platform.

-> The core components of service Now is Role based access to ensure a user can get the information they need its primary components are user, group, role.

Enterprise Cloud — Service is built on a multi-instance architecture. You have your own instance of the platform and database.

Availability & redundancy — All datacenters are paired with another datacenters to provide redundancy and failover. Redundancy is built into every layer including devices, power and network resources.

Backups & Security — It provide 4 weekly full data backups and 6 daily differentials backup. The platform is secured by multiple technologies certified by third party organizations.

Domain Separation — ServiceNow provide ability to separate data, processes and admisitrative tasks on an instance into logical groupings called groups.

3. Describe the infrastructure for deploying and utilizing ServiceNow services.

-> Application navigator , content frame, system settings

4. Navigating the ServiceNow Platform and Mastering ServiceNow User Interfaces

-> Navigation filter — Filter the list of applications and modules as you type.

All Application – All application and modules available to the logged-in user.

History – Provide quick access to items we have visited recently.

Favorites – Access application and modules you have marked as favorites,

5. Data Imports and Integrations, Report Creation and Management

6. Understand the platform data model that supports reporting capabilities in ServiceNow.

7. Demonstrate how to create, manage, and share different types of reports within

ServiceNow to present data effectively.

8. Discuss the importance of data visualization in decision making.

9. ServiceNow Branding and Customization:

-> Applying your distinct cooperate identity across the Now Platform UI to create a shared identity , build trust , and speed adoption.

10. Explain the process of customizing the ServiceNow user interface through branding tools.

-> Service Portal and UI Builder are two additional tools can be used to brand the interface.

Service Portal is a widget based tool that allows creation of intuitive , user – friendly interfaces to the now Platform.

UI Platform allows you to build out a functional page by choosing from a library of components.

11. Demonstrate how to apply a corporate identity to the ServiceNow portal, using Company

Guided Set up and UI Builder.

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ITSM Guided Set up complete the task inside it move to system configuration and enter the detail as per your detail then save it. Then Enter the welcome page if you want to enter some Message it can be done by adding the message in the list view.

12. Define Low Code No Code development and its relevance in the context of digital

transformation.

-> is all about breaking down technical barrier that keep business people to solve the business themselves eliminate the skill gap hide the complexity

13. Discuss the benefits and limitations of following a Low Code No Code approach in software development.

-> Its benefits include :

 Empowering business people to solve business problem themselves.

Improving agility via tools for creating it services quickly.

Low cost via more apps in less time with less dependence on IT.

Increased automation opportunities

Its Limitations are :

Require generalization which limit flexibility.

Limit technical improvements.

14. Identify the career opportunities available in the Low Code No Code development space.

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