**MODULE - 3**

**ServiceNow Tutorial | ServiceNow Tutorial for Beginners | Introduction to ServiceNow - HKR Trainings**

**Overview of ServiceNow Course**

* **Target Audience**
  + Designed for all individuals, including those without IT backgrounds.
  + Useful for both beginners and those currently in ServiceNow.
* **Agenda**
  + Introduction to ServiceNow and its features.
  + How to obtain free ServiceNow instances.
  + Career growth opportunities in ServiceNow.
  + Understanding ServiceNow components and modules.
  + Overview of ServiceNow development and scripting.
* **What is ServiceNow?**
  + Cloud-based platform accessible from anywhere.
  + Provides a "Platform as a Service" (PaaS) for creating applications without extensive coding.
  + Allows for workflow creation and customization on the cloud.
* **Core Services Provided by ServiceNow**
  + **IT Service Management (ITSM)**
    - Foundation of ServiceNow services.
    - Includes Incident Management, Problem Management, and Change Management.
  + **Human Resource Management (HR)**
    - Manages onboarding, offboarding, and HR-related activities.
  + **Governance, Risk, and Compliance (GRC)**
    - Analyzes risks and ensures compliance, primarily used in banking and finance sectors.
  + **Integration**
    - Connects ServiceNow with other systems for data exchange.
  + **Asset Management**
    - Manages organizational assets such as laptops and data cards.
  + **Business Management**
    - Focuses on business operations and management.
* **Getting Free ServiceNow Instances**
  + **Registration**
    - Visit developer.servicenow.com.
    - Sign up or sign in to get a free development instance.
  + **Instance Management**
    - Instances go into "dormant" state after 10 days of inactivity.
    - Requires reactivation if inactive; hibernate after a day off.
    - For organizational instances, continuous availability is ensured.
* **Becoming a ServiceNow Developer**
  + **Educational Requirements**
    - Bachelor’s degree preferred; IT background helpful but not required.
    - Basic knowledge of JavaScript or scripting is beneficial but not mandatory.
  + **Training and Certification**
    - Enroll in ServiceNow fundamentals course.
    - Obtain certification such as Certified System Administrator (CSA).
    - Free certification vouchers available after completing the course.
* **Career Growth in ServiceNow**
  + **Market Evolution**
    - ServiceNow has seen exponential growth since its introduction in 2004.
    - High stock value and career prospects due to the no-code environment.
  + **Sectors and Roles**
    - Government, IT, insurance, healthcare, and other sectors.
    - Roles include ServiceNow Developer, Business Analyst, Technical Architect.
* **Certification and Training**
  + **Courses Offered**
    - Fundamental courses in ServiceNow administration and development.
    - Integration courses for advanced users.
  + **Certification Process**
    - Register and complete the course.
    - Obtain a free voucher for certification.
    - Options for paid training or self-study with voucher code.
* **ServiceNow User Interface Overview**
  + **UI 16**
    - The user interface is divided into the application pane (left) and user profile (right).
    - Customizable elements like banners and logos.