### **What is ServiceNow?**

* **Cloud-Based Platform**
  + Similar to Gmail: accessible from anywhere
  + Hosted on the cloud, allowing global access
  + Offers Platform as a Service (PaaS)
* **Platform Features**
  + Allows creation of applications and workflows without coding
  + Customizable and scalable

### **Core Services of ServiceNow**

* **IT Service Management (ITSM)**
  + Foundation of ServiceNow
  + Includes modules like Incident, Problem, and Change Management
* **Additional Modules**
  + **HR Management**: Handles onboarding and offboarding
  + **Governance, Risk, and Compliance (GRC)**: For sectors needing high security and compliance
  + **Financial Operations Management**: Specific to banking and finance
  + **Integrations**: Connects ServiceNow with other systems
  + **Asset Management**: Manages organizational assets
  + **Business Management**: Overviews business operations

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### **Obtaining Free ServiceNow Instances**

* **Registration Process**
  + Visit developer.servicenow.com
  + Click "Sign Up" to create an account
  + Verify your email and log in
* **Instance Management**
  + Instances are free but will go into "dormant" state after 10 days of inactivity
  + Wake up the instance if it goes into "hibernation" after 24 hours of non-use
  + Active instances for paid customers are always online

### **Career Growth in ServiceNow**

* **Market Demand**
  + Rapid growth and high demand for ServiceNow professionals
  + ServiceNow stock price has increased significantly since its inception
* **Career Opportunities**
  + High growth sectors: IT, Insurance, Healthcare, and Government
  + Roles include Business Analyst, Technical Architect, and more

#### **Certification Process**

1. **Access Now Learning**:
2. **Get Certified**:
3. **Training Options**:
4. **Complete Course**:
5. **Paid Training**:
6. **Register for Exam**:

**ServiceNow Platform Overview**

1. **User Interface (UI)**:
   * **UI 16**: This is the current user interface, featuring a left navigation bar (application navigator), a content frame (main working area), and a banner frame (top area with logos and settings).
   * **UI 15**: An older version of the UI, available for switching but outdated.
2. **Instance and Versions**:
   * **ServiceNow Releases**: New versions are released every six months, starting with a letter followed by a city name (e.g., Istanbul, San Diego). The upcoming version is T-2Q.
   * **Instance Layout**:
     + **Banner Frame**: Contains logos and instance name.
     + **Content Frame**: Displays the main content of selected applications.
     + **Application Navigator**: Used for searching and accessing different modules and applications.
3. **Customization**:
   * **Themes**: Change the look of your instance (e.g., dark mode, black and white).
   * **Accessibility**: Adjust settings for accessibility, such as tooltips and date/time formats.
   * **Notifications**: Customize which notifications you receive.
   * **Application Picker**: Selects the application you're working with.
   * **Update Set Picker**: Manages and tracks changes made to the instance.
4. **Core Components**:
   * **Filter Navigator**: Search and navigate through applications and modules.
   * **Favorites**: Mark frequently used applications or modules for quick access.
   * **History**: View recently accessed pages or records.

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#### **Key Modules in ServiceNow**

1. **IT Service Management (ITSM)**:
   * **Incident Management**: Handles interruptions to services, e.g., Wi-Fi issues.
   * **Problem Management**: Focuses on identifying and resolving root causes of incidents.
   * **Change Management**: Manages changes to IT services and infrastructure.
2. **Request Management**:
   * **Order Products/Services**: For example, requesting a hard drive or other items from a catalog.
3. **Asset and Cost Management**:
   * **Track and Manage Assets**: Monitor and manage organizational assets.
4. **Agent Workspace and Mobile Applications**:
   * **Create and Manage Requests**: Through a user-friendly interface or mobile app.

### **Incident Management**

1. **Creating an Incident**:
   * Define incident details such as incident number, caller, network category, state, urgency, priority, assignment group, and description.
   * Save and submit the ticket.
2. **Resolution and Closure**:
   * The technician works on the issue, documents resolution, and closes the ticket.
   * Notifications are sent to the relevant parties regarding the ticket status.
3. **Incident Lifecycle**:
   * Incidents can be automatically closed after a period (e.g., seven days).
   * Once closed, the ticket becomes read-only.

### **Problem Management**

1. **Creating a Problem**:
   * If an incident occurs repeatedly, it may be escalated to a problem.
   * Create a problem record related to the recurring incident.
2. **Problem Resolution**:
   * Assess and identify the root cause.
   * Implement a fix and resolve the problem.
   * Document the root cause and fix details.

### **Change Management**

1. **Types of Changes**:
   * **Emergency Change**: Requires immediate action, impacting production.
   * **Normal Change**: Requires one level of approval.
   * **Standard Change**: Pre-authorized with a predefined process.
2. **Change Request**:
   * Create and manage change requests, including risk assessment, scheduling, and review.
   * Changes are moved to production after approval and implementation.

### **User Interface in ServiceNow**

1. **List View**:
   * Displays records in a tabular format.
   * Allows filtering, grouping, and sorting of records.
   * Includes features like creating favorites, refreshing the list, and configuring list layouts.
2. **Form View**:
   * Provides a detailed view of individual records.
   * Allows editing specific fields and sections.
   * Can be customized for better user experience.

### **Additional Features**

1. **Filters**:
   * Use the filter icon to narrow down records based on specific criteria.
   * Filters can be saved and applied as needed.
2. **Bread Crumbs**:
   * Navigate back through previous pages or lists.
3. **Activity Stream**:
   * View recent activities related to incidents and changes.
4. **Search and Sorting**:
   * Search and sort records using various criteria.

### **Summary**

* **Incident Management** focuses on handling individual issues and their resolution.
* **Problem Management** aims at identifying and fixing the root causes of recurring incidents.
* **Change Management** involves managing changes to the system with appropriate approvals and planning.
* **List View** and **Form View** are the primary interfaces for interacting with records in ServiceNow, offering different functionalities for managing data.