**MODULE - 3**

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

**Overview of the ServiceNow Course**

The ServiceNow course provides an in-depth understanding of the platform’s capabilities and its wide-ranging services. ServiceNow is a cloud-based platform, accessible from anywhere, offering a "Platform as a Service" (PaaS) to build and deploy applications without requiring extensive coding knowledge. The platform allows users to create and customize workflows to meet organizational needs in a dynamic, cloud-based environment.

**Core Services Provided by ServiceNow**

**IT Service Management (ITSM)**  
At the heart of ServiceNow’s offerings is IT Service Management (ITSM), which encompasses Incident Management, Problem Management, and Change Management. These tools help businesses manage and resolve IT issues efficiently, minimizing downtime and improving service delivery.

**Human Resource Management (HR)**  
ServiceNow’s HR service is designed to streamline HR processes, including employee onboarding, offboarding, and other HR-related tasks, ensuring a smooth workflow across departments.

**Governance, Risk, and Compliance (GRC)**  
GRC services help organizations assess and manage risks, ensuring they remain compliant with regulatory standards. This is particularly valuable in sectors such as banking and finance, where compliance is critical.

**Integration Capabilities**  
ServiceNow offers robust integration tools, allowing businesses to connect ServiceNow with other enterprise systems. This facilitates seamless data exchange and improves operational efficiency across various platforms.

**Asset Management**  
The platform provides tools to track and manage organizational assets such as laptops, software licenses, and data cards. This helps businesses optimize the use of their resources and avoid asset loss or duplication.

**Business Management**  
ServiceNow’s business management tools focus on improving overall business operations by offering insights into project performance, financials, and resource allocation, making it easier for businesses to plan and execute strategies effectively.

**Getting Free ServiceNow Instances**

**Registration and Access**  
To access a free ServiceNow instance, users can register on developer.servicenow.com, where they can sign up and receive a free development instance for hands-on learning and experimentation.

**Instance Management**  
Development instances enter a dormant state after 10 days of inactivity, requiring reactivation if unused for an extended period. For organizational or enterprise instances, ServiceNow ensures continuous availability, preventing downtime for mission-critical services.

**Becoming a ServiceNow Developer**

**Educational Background**  
While a Bachelor’s degree is typically preferred for ServiceNow developers, a technical background in IT can provide an added advantage. Basic knowledge of JavaScript or other scripting languages is beneficial, but not mandatory for beginners.

**Training and Certification**  
Aspiring developers are encouraged to start with the ServiceNow Fundamentals course, which covers essential concepts. Upon course completion, individuals can pursue certifications such as Certified System Administrator (CSA). Free certification vouchers may be provided, giving developers a cost-effective way to validate their skills.

**Career Growth in ServiceNow**

**Market Evolution**  
ServiceNow has experienced rapid growth since its inception in 2004, thanks to its user-friendly, no-code environment. The platform’s high demand and stock value have created strong career prospects for professionals in the field.

**Roles and Sectors**  
ServiceNow skills are sought after in various sectors, including government, IT, healthcare, insurance, and finance. Career roles range from ServiceNow Developer and Business Analyst to Technical Architect, offering professionals diverse opportunities to grow.

**Certification and Advanced Training**

**Courses Offered**  
ServiceNow provides a range of courses, starting from fundamentals in administration and development to more advanced integration and workflow automation courses. These courses help developers and administrators deepen their expertise and prepare for higher certifications.

**Certification Process**  
Certification typically involves completing a relevant course and taking a certification exam. Learners may also have the option of using a free voucher for the certification exam, or they can opt for paid training or self-study, depending on their learning preferences.

**ServiceNow User Interface Overview**

**UI 16 Design**  
ServiceNow’s user interface is streamlined and user-friendly, with the latest UI 16 offering easy navigation. The interface consists of an application pane on the left, which houses various tools and modules, and a user profile section on the right. Users can customize the interface with personalized banners and logos to fit organizational branding or individual preferences.

**What is ServiceNow | ServiceNow Administration & Developer Overview | ServiceNow Tutorial – HKR**

**Platform Overview**

ServiceNow is a cloud-based platform accessible through any URL, eliminating the need for local installation. It provides a no-code environment, allowing users to accomplish basic tasks without writing any code, while advanced features require minimal coding, which is often guided within the platform.

**Core Components**

**Service Portal**  
ServiceNow offers a Service Portal where users can design custom websites similar to e-commerce platforms like Amazon or Flipkart. These portals enable users to request products or services through an easy-to-use interface.

**Application Creation**  
ServiceNow provides tools for developing custom applications and plugins, enabling users to build applications tailored to specific business needs with ease.

**Historical Context**

**Origin and Evolution**  
ServiceNow was founded in 2004 by Fred Luddy, replacing older IT management tools such as BMC Remedy. Since its introduction, ServiceNow has experienced tremendous growth, with its stock price rising from $0.36 to approximately $500, reflecting its expanding market presence and popularity.

**Course Content**

**Development Training**  
The ServiceNow development training course spans approximately 14 days, following the completion of admin training. This training covers advanced development topics, including the creation of custom applications and plugins, equipping learners with essential development skills.

**Additional Features**  
The course includes real-time projects to simulate actual work scenarios, providing practical experience. In addition, interview preparation and resume support are provided, along with guidance for certification exams, such as the Certified System Administrator (CSA) exam. Learners may also receive a free voucher for the certification exam.

**ServiceNow Features**

**Key Modules**

* **Incident Management**: Manages the process of identifying and resolving issues efficiently.
* **Problem Management**: Focuses on identifying the root causes of recurring incidents and preventing future occurrences.
* **Change Management**: Ensures smooth and controlled changes in the IT environment.
* **Asset Management**: Tracks and manages IT assets throughout their lifecycle.
* **Service Catalog**: Allows organizations to create and manage service requests, making it easier to offer products or services to internal or external users.

**Advanced Modules**

* **HRSD (Human Resources Service Delivery)**: Automates HR processes such as onboarding, leave management, and employee lifecycle activities.
* **ITSM (IT Service Management)**: The core module used by most organizations to manage IT services.
* **Security Operations**: Manages security incidents and responses, improving organizational security posture.
* **Business Management**: Focuses on managing overall business performance and operational activities.

**User Interaction**

**Access**  
Users can log in via URL using admin credentials provided during the training. Free ServiceNow instances can be used for training and learning purposes, allowing users to explore the platform’s functionalities firsthand.

**Application Examples**

* **Catalogs**: Users can create and manage service catalogs, similar to managing products in an online store, allowing for streamlined service delivery.
* **User Management**: ServiceNow includes user management features, enabling the creation and management of user accounts through the platform’s user module.

**Logging into ServiceNow Instances**

**Personal Instance Access**  
For personal ServiceNow instances (e.g., dev86573.servicenow.com), users can log in with credentials specific to their instance. This instance may include custom configurations, allowing personalized training experiences. If the instance becomes inactive, users can "wake it up" through developer.servicenow.com. If inactive for more than 13 days, users may need to reclaim or request a new instance.

**Accessing Learning Resources and Vouchers**

**ServiceNow Learning**  
To access learning materials, users can visit learning.servicenow.com, where they can find and enroll in various courses. These resources offer comprehensive learning paths for both beginners and advanced users.

**Vouchers**  
ServiceNow offers free certification vouchers until October 30th. To obtain these vouchers, users must complete specific tasks or requirements during their course. Once acquired, vouchers can be used to register for certification exams, which can be taken remotely or at designated testing centers.