

# Introduction to ServiceNow

## 1. Accessibility and Cloud Hosting

- **Cloud-Based Access:** ServiceNow is accessible from any device with internet connectivity, like Gmail.
- **Data and Application Access:** Users can access data and applications from anywhere.

## 2. ServiceNow as a Platform-as-a-Service (PaaS)

- **PaaS Model:** Allows organizations to develop, deploy, and manage applications without maintaining infrastructure.
- **Minimal Coding Required:** Supports application development with minimal or no coding.

## 3. Core Modules and Services

- **ITSM (Information Technology Service Management):** Foundational module supporting incident, problem, and change management.
- **Additional Modules:** Includes HR management, GRC (Governance, Risk, and Compliance), Financial Operations Management.
- **Integration Capabilities:** Essential for connecting with third-party systems, e.g., in banking.

## 4. Career Growth in ServiceNow

- **Target Audience:** Guides IT and non-IT professionals.
- **Learning Resources:** Free ServiceNow instances for learning and development.
- **No-Code/Low-Code Environment:** Facilitates wider adoption and career opportunities.
- **Inactive Instances:** Released after 10 days of inactivity; requires login to reclaim or restore.
- **Hibernation:** Instances inactive for 24 hours enter hibernation; requires waking up.
- Maintaining a ServiceNow Instance
- Reclaiming and Restoring Instances

## 5. Organizational Instances

- **Continuous Activity:** For organizations, instances stay active continuously with paid service.

## Becoming a ServiceNow Developer

### 1. Educational Requirements

- **Degree:** Bachelor's degree in IT or computer science preferred but not mandatory.
- **JavaScript Knowledge:** Helpful but not essential due to Glide scripting similarities.

### 2. Certification

- **Certified System Administrator (CSA):** Foundational certification demonstrating proficiency in ServiceNow.
- **Certification Vouchers:** Available through free or instructor-led courses.

### 3. Navigating the ServiceNow Platform

➤ Getting the Certification Voucher

- **Training Portal:** Log in to [learning.servicenow.com](https://learning.servicenow.com) and complete the "ServiceNow Fundamentals" course.
- **Voucher Options:** Obtain through free courses or instructor-led training.

### 4. ServiceNow User Interface Overview

- **UI Versions:** Transition from UI15 to UI16.
- **Interface Layout:**

**Banner Frame:** Top section with logo and instance name.

**Content Frame:** Displays application content.

**Application Navigator:** Left side for navigating and searching applications.

### 5. Version Releases

- **Release Cycle:** New version every six months, named after cities (e.g., "San Diego," "Tokyo").

- **Quarterly Patches:** Regular updates to enhance performance.

## **6. Customization**

- **Instance Customization:** Includes adding custom logos and favoriting applications.

## **Understanding ServiceNow Modules**

### **1. Customizing UI**

- **Elements:** Customization of calendars and buttons.

### **2. Core Modules**

- **ITSM:** Includes Incident Management, Problem Management, Change Management.
- **Additional Modules:** Release Management, Request Management, Asset Management, Cost Management.

### **3. ServiceNow Development Instance**

- **Filter Navigator:** Search through over 100 applications.
- **Customization:** Adjust instance logo and name.

## **Managing Incidents, Problems, and Changes**

### **1. Incident Management**

- **Ticketing:** Raise, assign, and resolve incidents.
- **Problem Escalation:** Recurrent issues become problems.

### **2. Problem Management**

- **Root Cause Analysis:** Identify and fix underlying issues.
- **Resolution:** Apply permanent fixes to prevent recurrence.

### **3. Change Management**

- **Change Requests:** Initiate and assess changes involving CAB meetings.
- **Error Handling:** Revert or amend changes if necessary.

## **Automation & Notifications**

- **Email Notifications:** Update users on ticket status.
- **Auto-Closure:** Incidents can auto-close after a set period.

## **List View and Form View Functionalities**

### **List View**

- **Display:** Tabular format for reviewing multiple records.
- **Filtering:** Apply filters to display specific records.
- **Controls:** Grouping, adjusting rows, refreshing, creating favorites.

### **Form View**

- **Detailed View:** Opens specific record for viewing or editing.
- **Layouts:** Header and body layout options.

## **Interaction Features**

- **Sorting and Searching:** Sort records and use search functionality.
- **In-line Editing:** Edit records directly from the list view.

# Introduction to ServiceNow Training Course

## 1. Course Structure

- **Admin Training:**
  - **Duration:** Initial 12 days.
  - **Focus:** Core ServiceNow administration tasks and concepts.
- **Development Training:**
  - **Duration:** Following 14 days.
  - **Focus:** Advanced ServiceNow development skills.
- **Total Duration:**
  - Around 27 to 30 days, including extra sessions for doubts and Q&A.

## 2. Learning Approach

- **Hands-On Training:**
  - Utilization of a ServiceNow instance for practical learning.
  - Interactive and experiential approach with no reliance on PowerPoint presentations.
- **Assignments:**
  - Given from day two onward to reinforce learning.
- **No Prior Coding Knowledge Required:**
  - Admin part of the course does not require previous coding experience.

## 3. Certifications and Projects

- **Certification Exams:**

- Eligibility for ServiceNow certification exams upon course completion.
- Free certification vouchers available until October 30th.
- **Live Projects:**
  - Two live projects integrated into the training.
  - Designed to provide practical, real-world experience.

## 4. Additional Features

- **ServiceNow Overview:**
  - Cloud-based platform like email services.
  - Used for developing various applications with minimal coding.
- **Custom Applications and Portals:**
  - Ability to create custom applications and service portals without extensive coding.

## 5. Interactive Elements

- **Real-Time Demonstrations:**
  - Application development and demonstrations conducted in real-time.
- **Support and Q&A:**
  - Opportunities to ask questions and receive support for job interviews and course content.

# Detailed Presentation on ServiceNow

## 1. ServiceNow Overview

- **Industry Usage:**
  - Widely used across various sectors including security, banking, and customer support.
  - Notable users: Netflix, American Express, Airbus.
- **Platform Growth:**
  - Significant growth since 2004, with stock price rising from \$0.36 to around \$500.

## 2. Market Presence

- **Major Organizations:**
  - Utilized by companies such as Citibank, Johnson & Johnson, and Accenture.

- Key modules: IT Service Management (ITSM), HRSD (Human Resource Service Delivery).

### **3. ServiceNow Architecture**

- **Cloud-Based Environment:**
  - Operates in a cloud-based environment, no need for additional software installations.
  - Core modules include ITSM, HRSD, customer support, and security services.

### **4. Learning and Career Opportunities**

- **Career Paths:**
  - Roles available: Testers, developers, business analysts, project managers.
  - Foundational knowledge in ITSM is essential for further modules.
- **Training and Certification:**
  - Coverage of fundamental aspects like catalog creation and incident management.
  - Free voucher for the CSA (Certified System Administrator) exam available until October 30th.

### **5. Practical Use**

- **Real-World Scenarios:**
  - Task automation and service management is similar to Amazon's catalog handling.

## **Exam Support and Course Details**

### **1. Exam Support and Question Bank**

- **Preparation:**
  - Access to a question bank with practice questions like the real exam.
  - Study guides available with answers for reference.
- **Exam Details:**
  - Duration: 90 minutes.
  - Number of Questions: 60.
  - Voucher Validity: One year from issuance, with an example of a voucher valid until September 2024 if obtained by September 2023.

## **2. Voucher and Course Access**

- **Voucher Validity:**
  - Valid for one year; obtainable until October 30th.
  - Multiple vouchers can be used if needed.
- **Voucher Purchase and Usage:**
  - The option to create additional accounts for multiple vouchers.
  - Reimbursement available if employed with certain organizations.

## **3. Instance Management**

- **Hibernation:**
  - Instances may go into hibernation if inactive for 12 hours or more.
  - Reactivation: Log in to [developer.servicenow.com](https://developer.servicenow.com) and click "wake up."
- **Inactive Instance Consequences:**
  - Data may be lost if inactive for over 13 days.
  - Steps to reclaim or request a new instance if necessary.

## **4. Troubleshooting and Support**

- **Instance Access Issues:**
  - Follow steps to recover or wake up a hibernated instance.
  - Contact support if issues persist despite following the procedure.