

Tab 1

What is servicenow ?

ServiceNow is a cloud-based platform that provides software as a service (SaaS) for digital workflows. It helps organizations automate and manage business processes.

What is ITSM and types (managements)

ITSM: It is created for service delivery to the customers to improve efficiency

Incident Management:

Incident means an issue and fixing the problem is incident management

Restore service quickly after an interruption.

Problem Management:

Find and fix root causes of incidents.

Occurance of the issue repeatedly is problem and preventing the occurrence of the problem is problem management.

Change Management:

When after used bot incident and problem management problem still rased again

Making changes when an issue occurs is Change Management.

Manage changes in a controlled way to reduce risk.

Service Catalog Management:

It maintains the list of services for user requirement..

Knowledge Management:

A set of knowledge articles for user help.

It is simialr like FAQS,guidlines.

Service level Management:

for providing core level changing request services for users like password resets,chage user id etc .

MODULES IN SERVICENOW?

Theer are many more
example

ITSM (IT Serivce Managament)

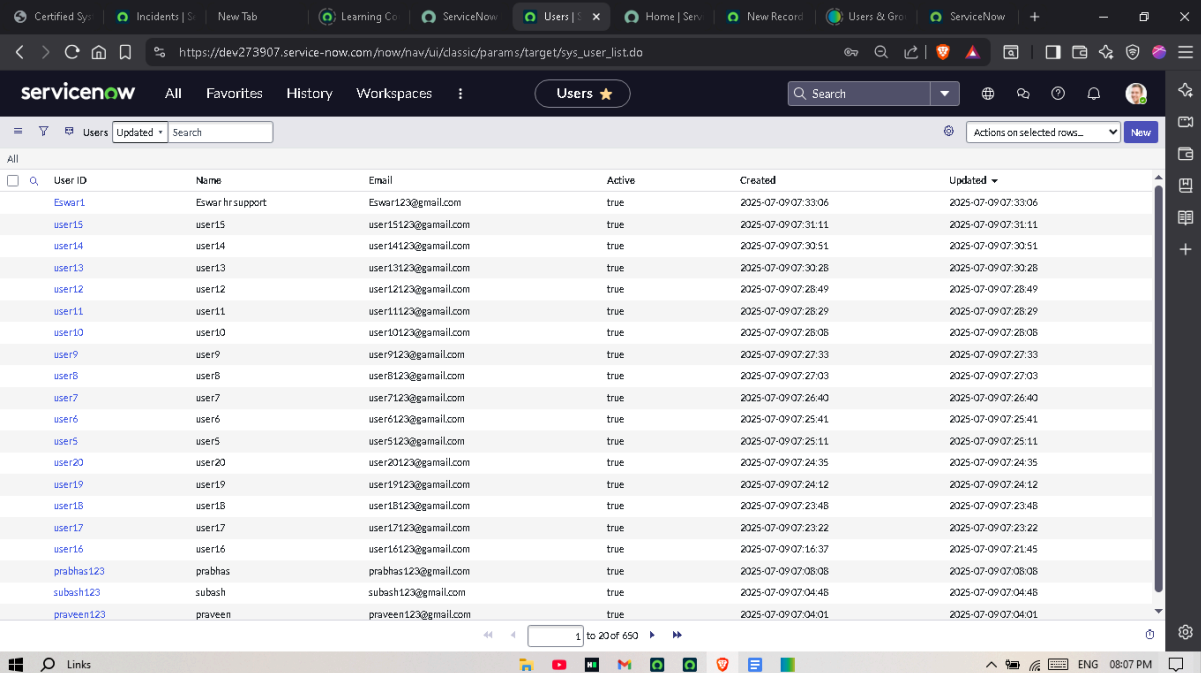
ITOM (IT Operations Management)

ITAM (IT Assest Management)

Workflow Automation

And more ..

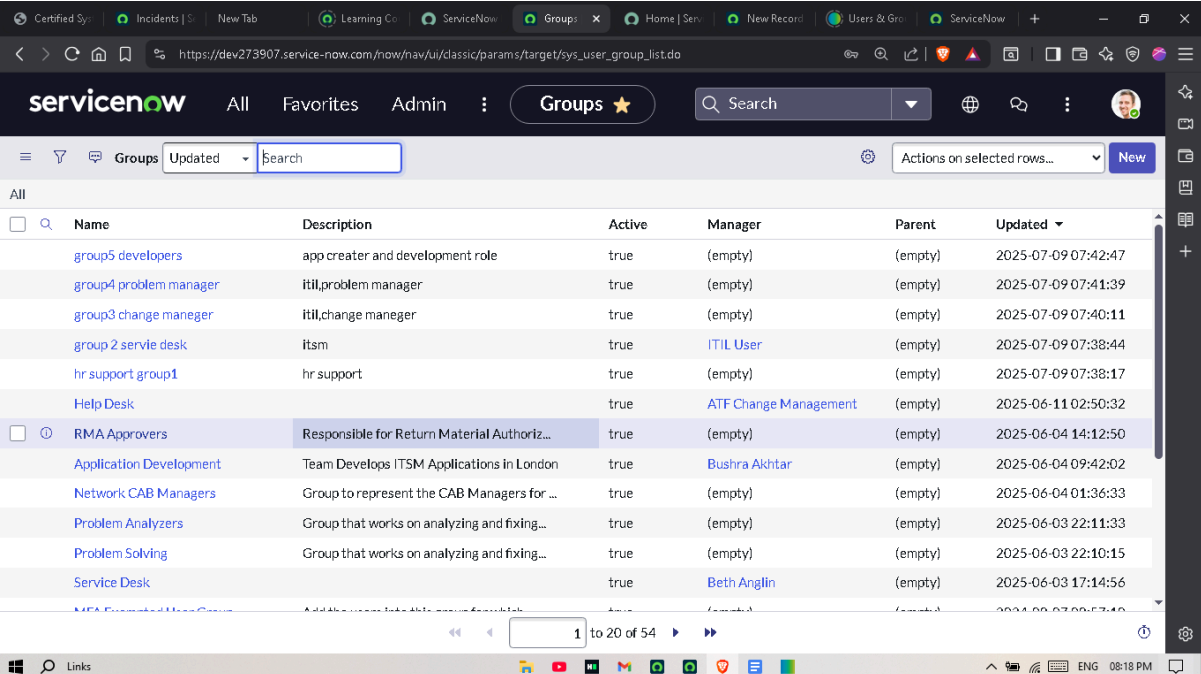
Ussers:



The screenshot shows the ServiceNow 'Users' list page. The browser address bar displays the URL: https://dev273907.service-now.com/now/nav/ui/classic/params/target/sys_user_list.do. The page header includes the ServiceNow logo and navigation tabs: All, Favorites, History, Workspaces, and a 'Users' tab with a star icon. A search bar is located to the right of the tabs. Below the header, there is a filter bar with a dropdown menu set to 'Updated' and a search input field. The main content area displays a table of users. The table has columns for 'User ID', 'Name', 'Email', 'Active', 'Created', and 'Updated'. The 'Updated' column has a dropdown arrow. The table lists 23 users, including 'Eswar1', 'user15', 'user14', 'user13', 'user12', 'user11', 'user10', 'user9', 'user8', 'user7', 'user6', 'user5', 'user20', 'user19', 'user18', 'user17', 'user16', 'prabhas123', 'subash123', and 'praveen123'. The 'Active' column for all users shows 'true'. The 'Created' and 'Updated' columns show timestamps from 2025-07-09 07:33:06 to 2025-07-09 07:04:01. At the bottom of the table, there is a pagination bar showing '1 to 20 of 690'.

User ID	Name	Email	Active	Created	Updated
Eswar1	Eswar hr support	Eswar123@gmail.com	true	2025-07-09 07:33:06	2025-07-09 07:33:06
user15	user15	user15123@gmail.com	true	2025-07-09 07:31:11	2025-07-09 07:31:11
user14	user14	user14123@gmail.com	true	2025-07-09 07:30:51	2025-07-09 07:30:51
user13	user13	user13123@gmail.com	true	2025-07-09 07:30:28	2025-07-09 07:30:28
user12	user12	user12123@gmail.com	true	2025-07-09 07:28:49	2025-07-09 07:28:49
user11	user11	user11123@gmail.com	true	2025-07-09 07:28:29	2025-07-09 07:28:29
user10	user10	user10123@gmail.com	true	2025-07-09 07:28:08	2025-07-09 07:28:08
user9	user9	user9123@gmail.com	true	2025-07-09 07:27:33	2025-07-09 07:27:33
user8	user8	user8123@gmail.com	true	2025-07-09 07:27:03	2025-07-09 07:27:03
user7	user7	user7123@gmail.com	true	2025-07-09 07:26:40	2025-07-09 07:26:40
user6	user6	user6123@gmail.com	true	2025-07-09 07:25:41	2025-07-09 07:25:41
user5	user5	user5123@gmail.com	true	2025-07-09 07:25:11	2025-07-09 07:25:11
user20	user20	user20123@gmail.com	true	2025-07-09 07:24:35	2025-07-09 07:24:35
user19	user19	user19123@gmail.com	true	2025-07-09 07:24:12	2025-07-09 07:24:12
user18	user18	user18123@gmail.com	true	2025-07-09 07:23:48	2025-07-09 07:23:48
user17	user17	user17123@gmail.com	true	2025-07-09 07:23:22	2025-07-09 07:23:22
user16	user16	user16123@gmail.com	true	2025-07-09 07:16:37	2025-07-09 07:21:45
prabhas123	prabhas	prabhas123@gmail.com	true	2025-07-09 07:08:08	2025-07-09 07:08:08
subash123	subash	subash123@gmail.com	true	2025-07-09 07:04:48	2025-07-09 07:04:48
praveen123	praveen	praveen123@gmail.com	true	2025-07-09 07:04:01	2025-07-09 07:04:01

Groups:



The screenshot shows the ServiceNow 'Groups' list page. The browser address bar displays the URL: https://dev273907.service-now.com/now/nav/ui/classic/params/target/sys_user_group_list.do. The page header includes the ServiceNow logo and navigation tabs: All, Favorites, Admin, and a 'Groups' tab with a star icon. A search bar is located to the right of the tabs. Below the header, there is a filter bar with a dropdown menu set to 'Updated' and a search input field. The main content area displays a table of groups. The table has columns for 'Name', 'Description', 'Active', 'Manager', 'Parent', and 'Updated'. The 'Updated' column has a dropdown arrow. The table lists 11 groups, including 'group5 developers', 'group4 problem manager', 'group3 change manager', 'group 2 service desk', 'hr support group1', 'Help Desk', 'RMA Approvers', 'Application Development', 'Network CAB Managers', 'Problem Analyzers', and 'Service Desk'. The 'Active' column for all groups shows 'true'. The 'Manager' column shows various users like 'ITIL User', 'ATF Change Management', 'Bushra Akhtar', and 'Beth Anglin'. The 'Updated' column shows timestamps from 2025-07-09 07:42:47 to 2025-06-03 17:14:56. At the bottom of the table, there is a pagination bar showing '1 to 20 of 54'.

Name	Description	Active	Manager	Parent	Updated
group5 developers	app creator and development role	true	(empty)	(empty)	2025-07-09 07:42:47
group4 problem manager	itil.problem manager	true	(empty)	(empty)	2025-07-09 07:41:39
group3 change manager	itil.change manager	true	(empty)	(empty)	2025-07-09 07:40:11
group 2 service desk	itsm	true	ITIL User	(empty)	2025-07-09 07:38:44
hr support group1	hr support	true	(empty)	(empty)	2025-07-09 07:38:17
Help Desk		true	ATF Change Management	(empty)	2025-06-11 02:50:32
RMA Approvers	Responsible for Return Material Authoriz...	true	(empty)	(empty)	2025-06-04 14:12:50
Application Development	Team Develops ITSM Applications in London	true	Bushra Akhtar	(empty)	2025-06-04 09:42:02
Network CAB Managers	Group to represent the CAB Managers for ...	true	(empty)	(empty)	2025-06-04 01:36:33
Problem Analyzers	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-06-03 22:11:33
Problem Solving	Group that works on analyzing and fixing...	true	(empty)	(empty)	2025-06-03 22:10:15
Service Desk		true	Beth Anglin	(empty)	2025-06-03 17:14:56