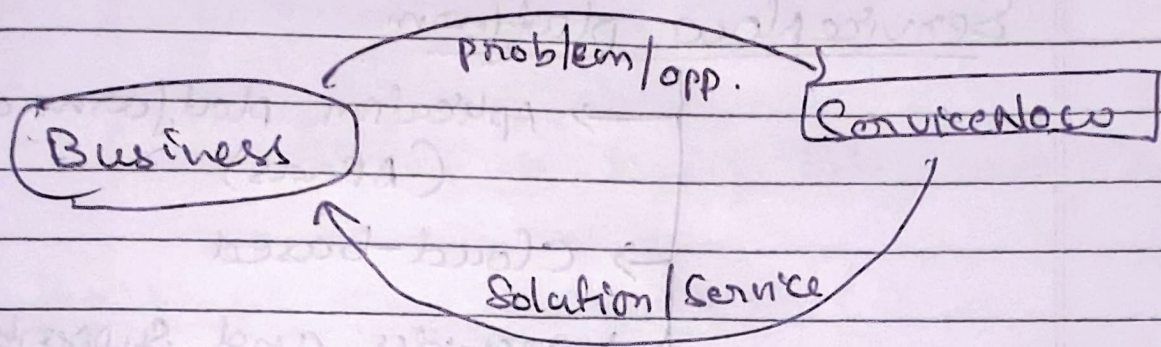


ServiceNow

* what is ServiceNow?

Exchange b/w business operation and
(problem)
with an IT solⁿ



⇒ ServiceNow is basically your company's
IT department in the cloud.

⇒ Now platform is a cloud-based
Application platform as a service (APaaS)
that provides infrastructure, platform,
application and workflow to
Support IT needs.

⇒ All application for the entire enterprise
are supported by a single, common,
data-model and database → table
(rows, column)

* ServiceNow platform Overview

→ automate the flow of work throughout a business

ServiceNow platform

- Application platform as a service (APaaS)
- Cloud-based
- provides and supports the infrastructure computer resources
- develop your own custom solⁿ
- Single, Common, data-model and database
 - ↳ table → rows
 - columns

ServiceNow workflows

- IT workflows (PaaS)
- Employee workflows (HR)
- Customer workflow (CS)
- Creates workflow (ES)

Now platform Architecture

i) Enterprise cloud

- ↳ SaaS is built on a multi-tenancy arch.
- own instance of the platform and database.

ii) Availability & Redundancy

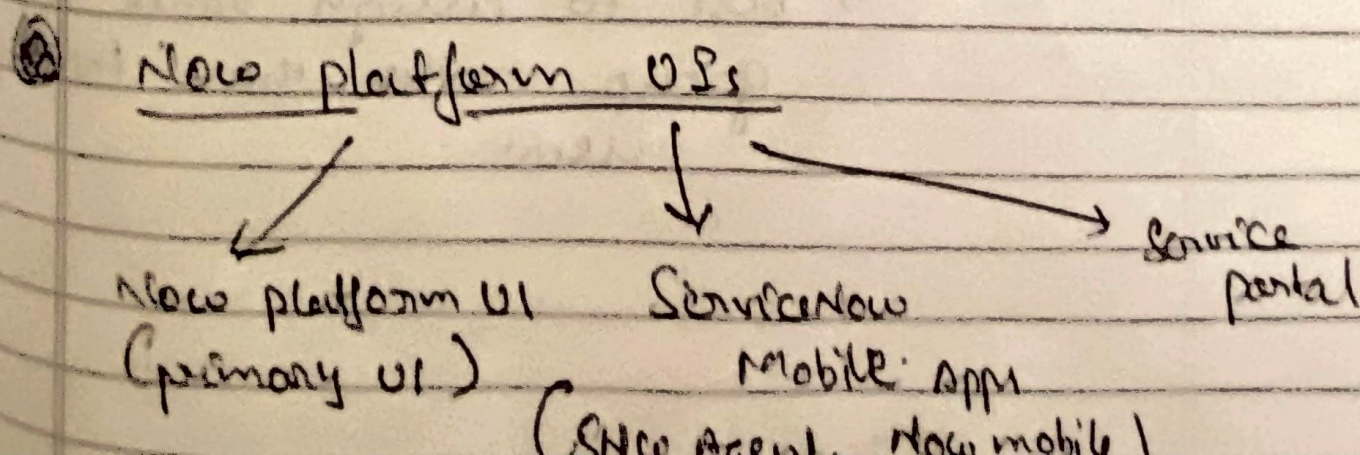
- SNO datacenters are paired with another datacenter to provide redundancy & failover
- Redundancy is built into every layer

iii) Backups and Security

- 4 weekly full data backup and 6 days of daily diff. backup
- uses 3rd party security org for security

iv) Domain Separation (Multi-tenancy)

- Separate data, processes and tasks on an instance into logical groupings called domains
- users who belong to a domain can see domain-specific records



Role-based Access

SNOW uses role-based access to ensure a user get the information they need and no more.

Primary components:

a) User: an individual that has been given access to an instance.

→ designed → 1 or more groups
↳ granted multiple roles

→ no role assigned → self-service user

b) Group: a set of users who share a common purpose and need access to similar data.

c) Role: A set / collection of permissions.

→ best to assign roles to group rather than individual users.

SNW User Interface overview

⇒ Main screen elements:

- i) Banner Frame
- ii) Application Navigator
- iii) Content frame

i) Banner frame

↳ Pop banner → Company logo, user menu, Tools Settings

⇒ User menu → Profile
 ↳ Impersonate user
 ↳ Edit Role
 ↳ Logout

⇒ Tools → global search
 ↳ Connect chat
 ↳ help

⇒ System Settings → { General settings
 Theme settings
 Accessibility settings
 List settings
 Forms settings
 Notification settings
 Developer settings

ii) Application Navigator

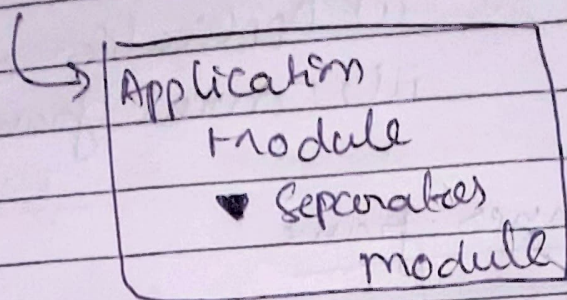
↳ Sidebar on left

→ main navigation element to get almost anything in the instance

Date

All-applications | Favorites | History

↳ all applications and modules available to the logged in user



⊗ ServiceNow branding overview

↳ Applying your distinct corporate identity across the now platform UI to create a shared identity, build trust, and speed adoption

→ basically make the Now platform UI look similar to your corp corporation.

Guided Setup (Out of box)

↳ basically How-to Setup

two steps:

- i) ITSM Guided Setup
- ii) ITOM Guided Setup

↳ Things ~~can~~ be that are guided Setup can be directly configured from the guided setup.

Service portal and UI-builder are two additional tools that can be used to brand the interface.