

ServiceNow Overview

Course Outline

1 Course Introduction

2 ServiceNow Overview

3 Working With Lists & Forms

4 Customizations

5 Tables & Fields

6 User Administration

7 Core Applications

8 System Administration

9 Building A Custom App

What is ServiceNow

- Software-as-a-Service
- Started as ITSM suite
- Expanding rapidly
- Custom application development



ServiceNow Ecosystem



IT Service
Management

IT Operations
Management

IT Business
Management

IT Asset
Management

DevOps

Security Operations

HR Service Delivery

Customer Service
Management

Governance, Risk, and
Compliance

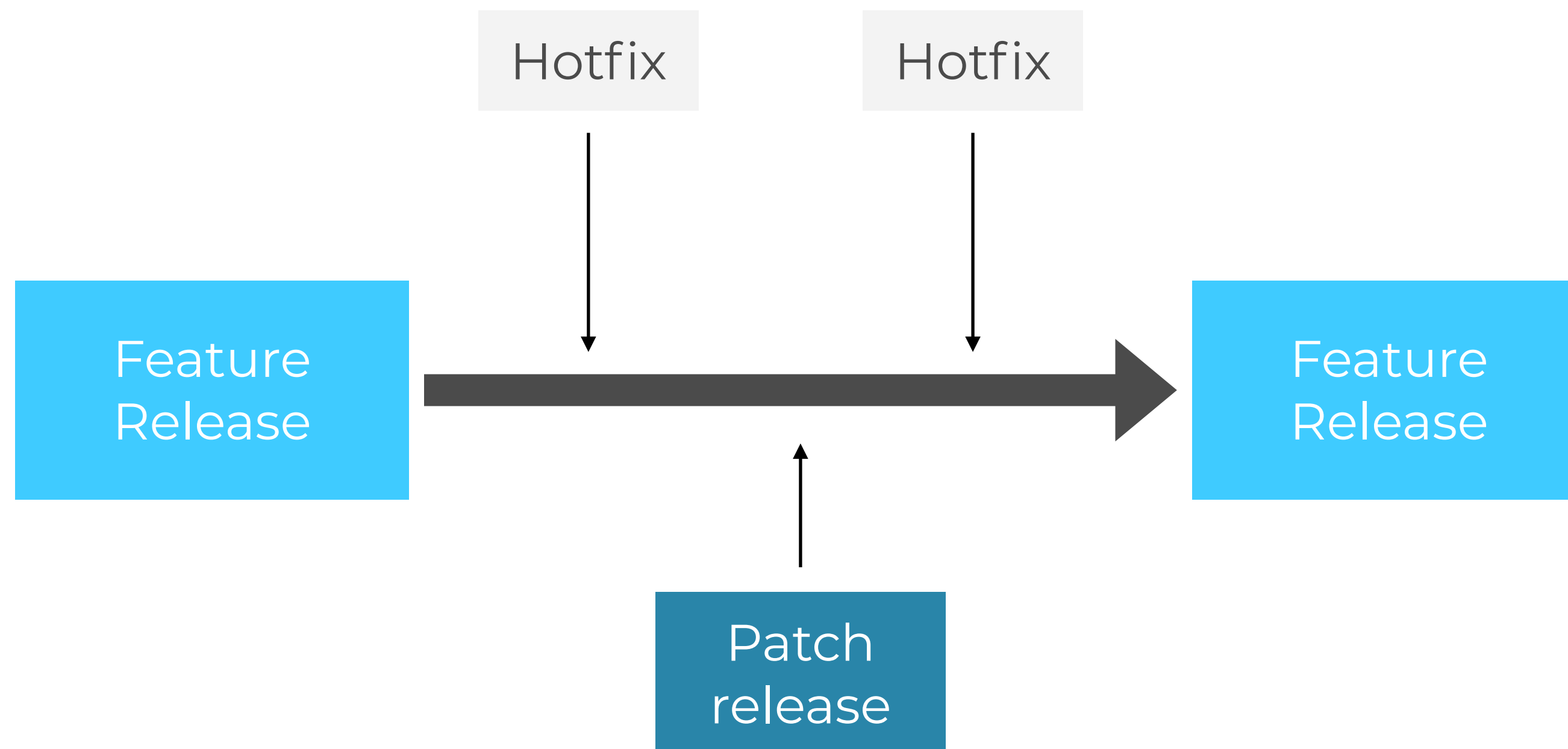
Environments

- Push changes from 1 instance to another
- Clone down
- Test should be as close to Production as possible



Releases

- Feature release, patch release, hot-fix
- Roughly a 6-8 month release cycle
- New UI, new apps, new features



Feature Release	Year
Kingston	2018
London	2018
Madrid	2019
New York	2019
Orlando	2020
Paris	2020
Q release	2021
R release	2021