Servicenow – Cloud Computing Platform(Saas)

Overview:

Servicenow is a cloud computing platform which provides a digital workflow to the enterprises.
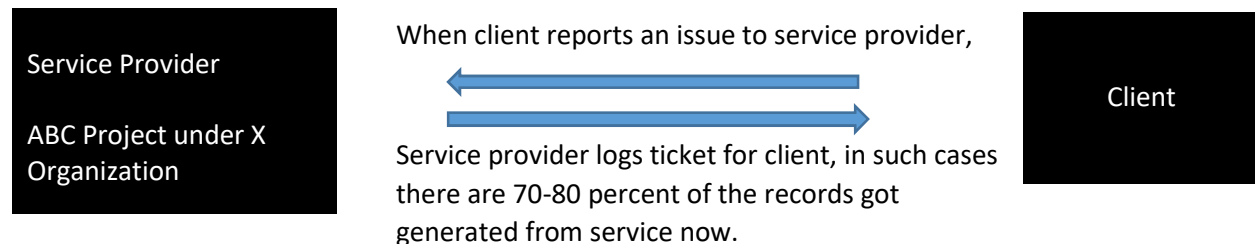
Used in different sectors:

- IT
- Hospital
- Colleges
- Financial sectors

Uses:

- Generate record
- Create record
- Filter record
- Create custom application
- Create Virtual BOT
- Incident/Change/problem management etc.

How it is useful in sectors – Real time example:

| Service Provider

ABC Project under X Organization | When client reports an issue to service provider,

Service provider logs ticket for client, in such cases there are 70-80 percent of the records got generated from service now. | Client |

INTRODUCTION:

1. **What is Servicenow?**

   - Servicenow is an American software company based in Santa Clara, California
   - Founded in 2003 by **Fred Luddy**
   - It was named as Glidesoft before
   - It is a SAAS(Software as a Service)

   SAAS is a cloud product where software is ready available for customers
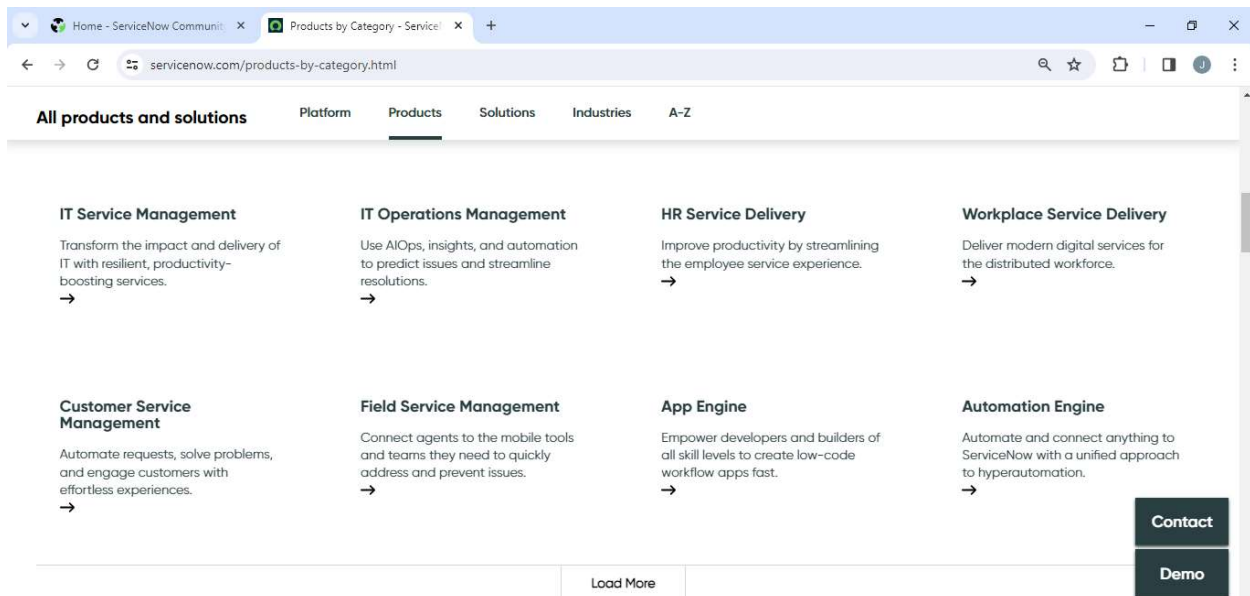
   Eg: Microsoft office, Servicenow

Servicenow is a cloud computing platform allows employees to work the way they want to, not how software dictates they have to.

2. **Uses of ServiceNow**
   - ➢ ITSM – Incident, Change, problem management etc
   - ➢ HR Management – Leave approval, Timesheet, performance management etc
   - ➢ Financial Management – Service now manage activities related to finance close and automate the financial processes etc.

3. **Services of ServiceNow**
   - ➢ ITSM
   - ➢ ITOM
   - ➢ Customer service management
   - ➢ Field operation management
   - ➢ HR service management etc

Product Services Link:

https://www.servicenow.com/products-by-category.html

Product Documentation Link:

https://docs.servicenow.com/

Community link:

https://www.servicenow.com/community/

Servicenow Releases(6-8 month release cycle)

- ➢ Feature release

- ➢ Patch release
- ➢ Hot- Fix
- ➢ New UI, new apps, new features

Servicenow Free personal development instance(PDI):

To use the services provided by Servicenow. Need to use servicenow ID

https://developer.servicenow.com/