

WEEK-3 HANDS-ON REPORT

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SERVICENOW:

- It is a cloud-based platform, which is mainly developed for workflow and process automation as per the ITIL (Information Technology Infrastructure Library) principles.
- It is highly customizable and also can be used for other purposes.

SERVICES OF SERVICENOW:



INSTANCES:

- It is a copy of ServiceNow environment specific to a customer
- There are three types of instance in ServiceNow, Production Instance, Development Instance, Testing Instances .

COMPONENTS:

- ServiceNow Platform
- User Interface
- Tables
- Forms
- Lists
- Business Rules
- Workflows

- Service Catalog
- Incident Management
- Change Management
- Knowledge Management
- Reports and Dashboards
- Integration Hub
- Notifications
- Roles and Permissions

FORMS:

ServiceNow forms are a core feature of the platform, providing a structured way to collect, display, and manage data. They consist of various field types, can be customized in layout and functionality, and support features like UI policies and client scripts. Forms are used for data entry, displaying information, and enabling users to update records. They can be integrated with workflows, embedded in service portals, and accessed on mobile devices. ServiceNow forms play a crucial role in streamlining business processes, improving data accuracy, and enhancing user experience across the platform.

The screenshot displays a ServiceNow Incident form for record INC0000041. The form is divided into two main sections by a horizontal line. The top section, labeled '2-column layout', contains two columns of fields. The left column includes 'Number' (INC0000041), 'Caller' (Bow Ruggeri), 'Category' (Hardware), 'Subcategory' (-- None --), 'Service', 'Service offering', and 'Configuration item'. The right column includes 'Channel' (Phone), 'State' (In Progress), 'Impact' (1 - High), 'Urgency' (3 - Low), 'Priority' (3 - Moderate), 'Assignment group', and 'Assigned to' (ITIL User). The bottom section, labeled '1-column layout', contains a 'Short description' field with the text 'My desk phone does not work' and a larger 'Description' field with the text 'Unable to dial out or receive calls. Phone is plugged in but there's no dial tone.' The form includes standard ServiceNow UI elements like search icons, a 'Priority' link, and action buttons (Update, Resolve, Delete) at the top right.

WORKFLOW AND PROCESS AUTOMATION:

ITIL guides efficient service management, ensuring workflows and processes are standardized and repeatable. Automation here reduces human error, speeds up tasks, and ensures compliance. Workflows are structured with roles, responsibilities and approvals automated across IT, Security, HR and other

departments. It enhances service delivery by integrating tools and processes, Improving efficiency and consistency in meeting business goals.

- **IT Service Delivery:**
 - Provides IT services to meet business needs.
 - Involves managing infrastructure, applications, and support systems.
 - Improves response times and user satisfaction.
 - Enhances productivity.
- **Security Service Delivery:**
 - Manages IT security protocols, policies and services.
 - Automates workflows for security incidents, compliance checks and threat response.
 - Ensures faster detection, mitigation and resolution of security standards.
- **HR Service Delivery:**
 - Automates HR processes like onboarding, offboarding, payroll and employee requests.
 - Simplifies administrative tasks for HR teams.
 - Frees HR to focus on strategic activities.
 - Provides employee service portals for resource access and service tracking.

MAJOR CUSTOMERS USING SERVICENOW:

- Used by large organizations across industries like finance, healthcare, government and tech
- Companies like Deloitte, Siemens and Accenture are major customers.
- Automates ITSM and business applications for improved efficiency.
- Streamlines workflows across various departments.

Major Customers



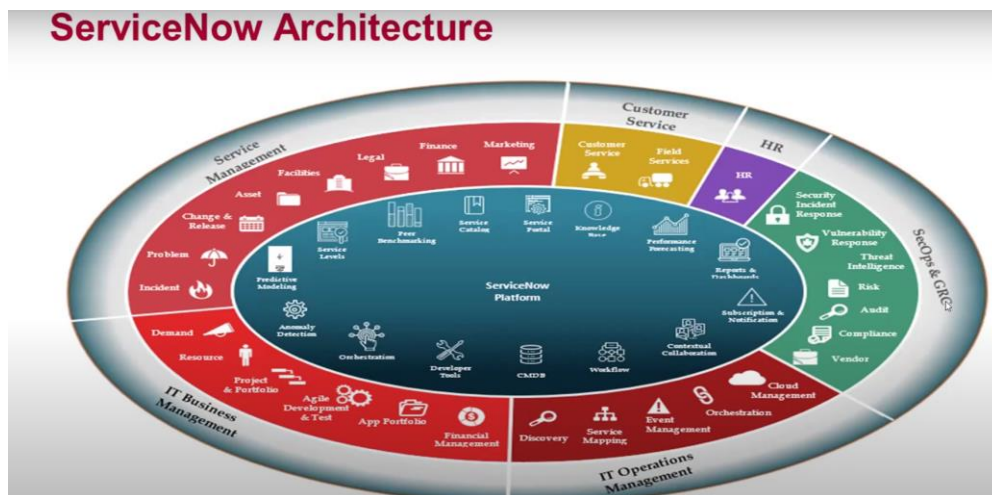
SERVICENOW GROWTH:

- Rapid growth due to a robust platform for workflow automation.
- Initially focused on ITSM, then expanded to HR, Customer service and business operations.
- Growth driven by innovation, cloud capabilities and scalability.
- Preferred choice for enterprise automation across industries.
- Continually evolving with new features and capabilities



SERVICENOW ARCHITECTURE:

- Cloud-based platform designed for scalability, flexibility and integration
- Uses multi-instances architecture to ensure data isolation and security.
- Architectures includes an application layer, datamodel and service management processes.
- Allows for easy customization and external system integration.
- Supports robust performance while maintaining security.

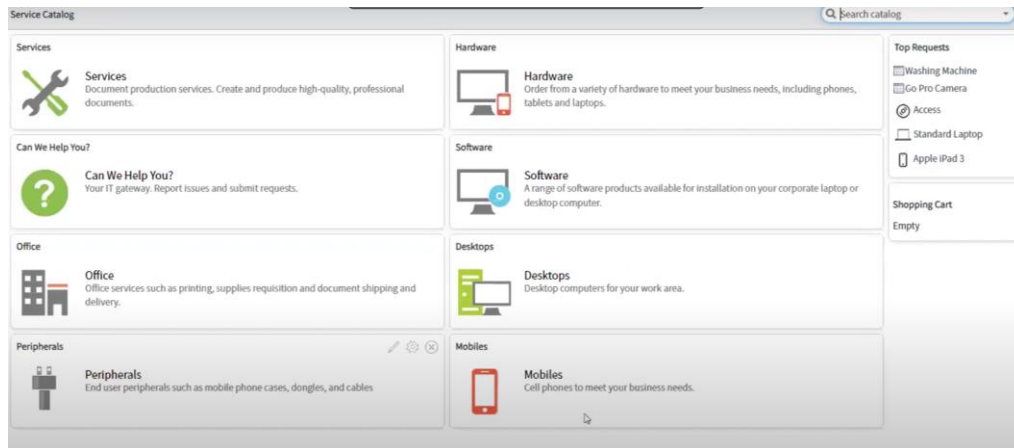


USERS OF SERVICENOW:

- IT teams, HR, Security, Customer service and business managers.
- Popular among organizations of all sizes requiring workflow automation.
- Frequently used by large enterprises with complex service management needs.
- Utilized in industries like technology, healthcare, finance and government

SERVICENOW CATALOG:

- Centralized list of service that users can request.
- Used for submitting requests for IT, HR and other business services.
- Each catalog item has a predefined workflow for automated fulfillment.
- Enhances catalog item has a predefined workflow for automated fulfillment.
- Streamlines request management across various departments.



SERVICENOW DASHBOARD:

- Visual interface for tracking key metrics and performance indicators.
- Allows real-time monitoring for service delivery, security incidents and tasks.
- Dashboards can be customized based on business needs.
- Provides insights for better decision-making and operational efficiency.
- Facilitates quick visualization of workflow efficiency.

