

COGNIZANT SERVICENOW

Week-1 Understanding Document

1.What is ServiceNow

Who is ServiceNow- It is all employees over 17000 people, Customers BillMcDermott ,Fred Luddy.

When- In 2003 fred luddy founded company as Glidesoft

In 2006- Glidesoft to Servicenow

In 2012- now becomes traded company

In 2018- it is no.1 on most innovative companies

In 2019-bill named as he is CEO of it

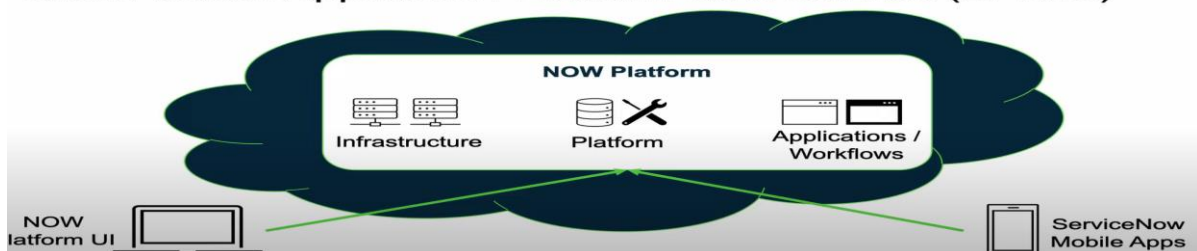
Why Servicenow - Information technology



How servicenow –

How ServiceNow?

Cloud-based Application Platform as a Service (APaaS)



Infrastructure- Compute resources, security, service level agreements
Backups.

Applications / Workflows

ServiceNow comes with a robust suite of applications
which are functionally categorized into 4 primary workflows:



- **IT Workflows:** Service Management (24), Operations Management (13), Business Management (10), Asset Management (4), DevOps (4), Security Operations (8), Governance, Risk, and Compliance (13), Telecommunications Network, Performance Management (3)
- **Employee Workflows:** HR Service Delivery (16), Workplace Service Delivery (10), Legal Service Delivery (10), Procurement Service Management (6), Safe Workplace Suite (1)
- **Customer Workflows:** Customer Service Management (29), Field Service Management (11), Connected Operations (4), Financial Service Operations (25), Telecommunications Service Management (24)
- **Creator Workflows:** App Engine (15), IntegrationHub (8)

Where is it-

- **Headquarters:** Santa Clara, California
- **Office Locations & Employees:** Across the globe including North America, Latin America, Europe, Middle-East, Africa, Asia Pacific, Japan
- **Data Centers:**
 - **Asia Pacific Japan:** Australia, Hong Kong, Japan, Singapore, India
 - **Europe, Middle East, Africa:** Germany, Ireland, Netherlands, Switzerland, UK
 - **North America:** Canada, USA
 - **South America:** Brazil

What is servicenow-

ServiceNow is a software company based in Santa Clara, California, founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve the business problems themselves.

2. Servicenow Platform Overview

Now platform is known as Apaas.

The Now Platform is an **Application Platform as a Service (APaaS)**.

- ServiceNow is a **cloud-based**.
- ServiceNow provides and supports the **infrastructure** computer resources.
- ServiceNow provides a **platform** upon which you can **develop your own custom solutions**.
- ServiceNow provides a robust set of **applications** and **workflows** to support most common business processes.
- All applications (OOB and custom) for the **entire enterprise** are supported by a **single, common, data-model and database**.

Applications and workflows-

ServiceNow comes with a robust suite of applications which are categorized (**functionally**) into 4 primary workflows:

- **IT Workflows:** 79 applications that support internal IT functions
- **Employee Workflows:** 43 applications targeted at the needs of employees
- **Customer Workflows:** 93 applications that support functions related to customers
- **Creator Workflows:** 23 applications designed to enable ServiceNow platform development and operations support

Platform Architecture-

Enterprise cloud: ServiceNow is built on multi instance architecture.

Availability and Redundancy: Redundancy is built into every layer includes devices, power and network resources.

Backups :4 weekly bakups and 6 days of daily differential backups

Domain separation : separate in to logical groups

ServiceNow platform provides user interfaces -

ServiceNow provides 3 user-interfaces for interacting with the Now platform.

The **Now Platform UI** is the primary UI. It is best used on desktop and laptop computers and is accessed via a web-browser and the instance URL.



The **ServiceNow Mobile Apps** are best used on mobile devices and can be installed from the device's app store. The **ServiceNow Agent** app targets fulfilling requests. The **Now Mobile** app is built for the needs of employees. The **ServiceNow Onboarding** app targets the needs of new-hire employees.



The **Service Portal** is a user-friendly, self-service, widget-based portal accessed via a web-browser and special URL.



- A **User** is an individual that has been given access to an instance. Users are usually assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-service user. They can login and access actions like viewing the homepage, Service Catalog, articles, and surveys.
- A **Group** is a set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.
- A **Role** is a collection of **permissions**. A role can be assigned to an individual user, a group of users, or another role. Multiple roles can be assigned to a single role. It's best to assign roles to a group rather than an individual user.

User authentication-

- Local database authentication
- External Single Sign-on (SSO)
- LDAP
- OAuth 2.0
- Digest Token
- Multi-factor Authentication

3. ServiceNow User Interface Overview

Bannerframe-

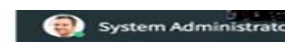


The user menu provides these tools: Profile, impersonate user, elevate roles , logout.

Banner frame provides tools- Global search, connect chat, Help.

System settings in banner frame-

System Settings allows the user to customize the UI to their preference. Settings are grouped as follows:



- General Settings
- Theme Settings
- Accessibility Settings
- List Settings
- Forms Settings
- Notifications Settings
- Developer Settings

- **General Settings**

- Enable/disable Compact UI
- Enable/disable Keyboard shortcuts
- Set Home link to Homepages or Dashboards
- Set Date/Time to Calendar, Time Ago, or Both
- Set Time zone

- **Theme Settings**

- Choose a color scheme for your UI

- **Accessibility Settings**

- Set accessibility settings

- **List Settings**

- Enable/disable wrapping of long text in list columns

- **Form Settings**

- Enable/disable tabbed forms
- Set related lists to load with form loading, after form loading, or on demand

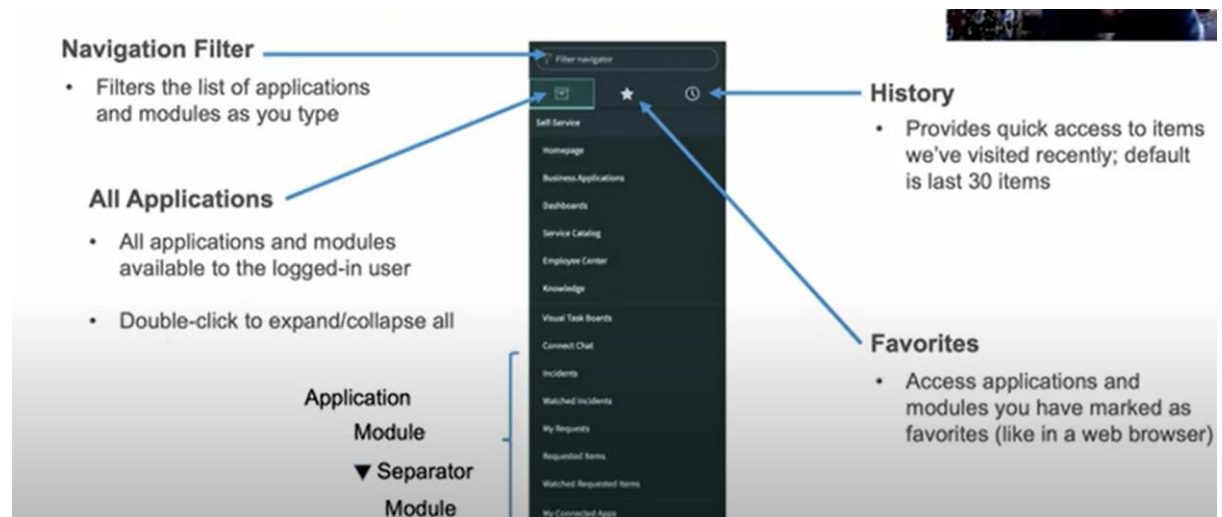
- **Notification Settings**

- Enable/disable notifications and set notification types

- **Developer Settings**

- Select Application and Update Set
- Enable/disable Application Picker and Update Set Picker
- Enable/disable JavaScript Log Viewer
- Enable/disable Automated Test Framework Page Inspector

Application Navigator-



The screenshot shows the ServiceNow Application Navigator interface. It features a list of applications and modules on the left, a search bar at the top, and a star icon for favorites. Annotations with arrows point to various parts of the interface:

- Navigation Filter**: Points to the search bar at the top of the application list.
- History**: Points to the star icon in the top right corner of the application list.
- Favorites**: Points to the star icon in the top right corner of the application list.
- All Applications**: Points to the application list.
- Application Module Separator**: Points to the separator between the application and module names in the list.

The application list includes items such as Self Service, Homepage, Business Applications, Dashboards, Service Catalog, Employee Center, Knowledge, Visual Task Boards, Connect Chat, Incidents, Watched Incidents, My Requests, Requested Items, Watched Requested Items, and My Connected Apps.

4. Servicenow Branding Overview

Branding-

What is Branding in ServiceNow?

- Applying your distinct corporate identity across the Now Platform UI to create a shared identity, build trust, and speed adoption

- Guided Setup provides a System Administrator step-by-step instructions to configure various Applications and Modules within your instance to suit the needs of the users.
- To access Guided Setup, locate the **Guided Setup** application in the Application Navigator and select the **ITSM Guided Setup** or **ITOM Guided Setup** module.
- **ITSM Guided Setup** includes the following categories: **Company**, Connectivity, Foundation Data, CMDB, Incident Management, Major Incident Management, Problem Management, Change Management, Service Catalog, Knowledge Management, Continual Improvement Management, Project Communication, Go Live
- **ITOM Guided Setup** includes the following categories: MID Server, Discovery, Event Management, Operational Intelligence, Cloud Provisioning and Governance

Service portal- widget based tool that allows creation of intuitive user friendly interfaces to now platform.

UI builder- build out functional page by choosing library of components and layouts.

5. Servicenow lists and filters

To access the list-

1.Incident in application navigator -> all -> open the list

2.Tablename.list

3.If we don't know the table name we use – sys_db_object.list

List interface header-



Personalize list

Personalize List Columns

Available

- Task type
- Time worked
- Transfer reason
- Universal Request
- Upon approval
- Upon reject
- Urgency
- User input
- Watch list
- Work notes
- Work notes list
- Updated by
- Updated
- Assigned to

Selected

- Number
- Opened
- Short description
- Caller
- Priority
- Category**
- State
- Assignment group
- Updates

☒ Wrap column text
 ☐ Compact rows
 ☐ Active row highlighting

☒ Modern cell coloring

☒ Enable list edit
 ☒ Double click to edit

Cancel
OK

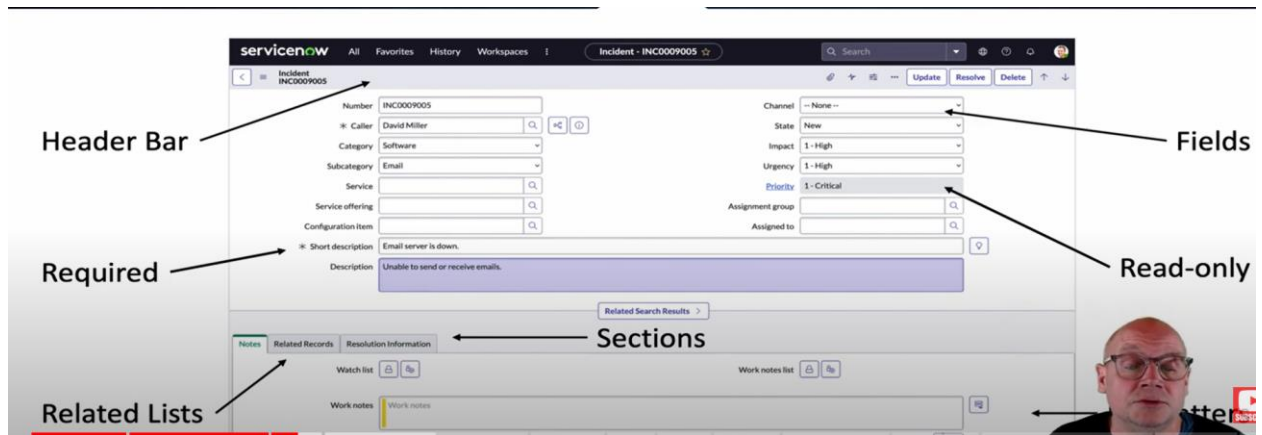
	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to
<input checked="" type="checkbox"/>	INC0000024	2021-06-29 16:52:52	Issue with a web page on wiki	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User
<input type="checkbox"/>	INC0000012	2021-06-01 16:07:00	Customer didn't receive eFax	Don Goodliffe	5 - Planning	Closed	Software	Database	David Loo
<input checked="" type="checkbox"/>	INC0000039	2021-06-18 17:41:01	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	Network	Network	(empty)
<input checked="" type="checkbox"/>	INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0000029	2021-06-16 17:00:44	I can't get my weather report	Charlie Whitherspoon	5 - Planning	In Progress	Inquiry / Help	Service Desk	Don Goodliffe
<input type="checkbox"/>	INC0000030	2021-06-24 17:01:12	Lost connection to the wireless network	Rick Berzle	5 - Planning	Closed	Hardware	Network	David Loo
<input type="checkbox"/>	INC0000035	2021-06-26 17:32:47	Reset my password	Natasha Ingram	5 - Planning	Closed	Inquiry / Help	Service Desk	Luke Wilson
<input type="checkbox"/>	INC0008111	2019-07-22 14:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>	INC0000020	2021-06-15 16:51:35	I need a replacement iPhone, please	Fred Luddy	5 - Planning	In Progress	Inquiry / Help	(empty)	ITIL User

6. Forms in service now

A form in ServiceNow is a common set of tools and user-interface elements use and update a single record from the database.

Incident Record

User Record



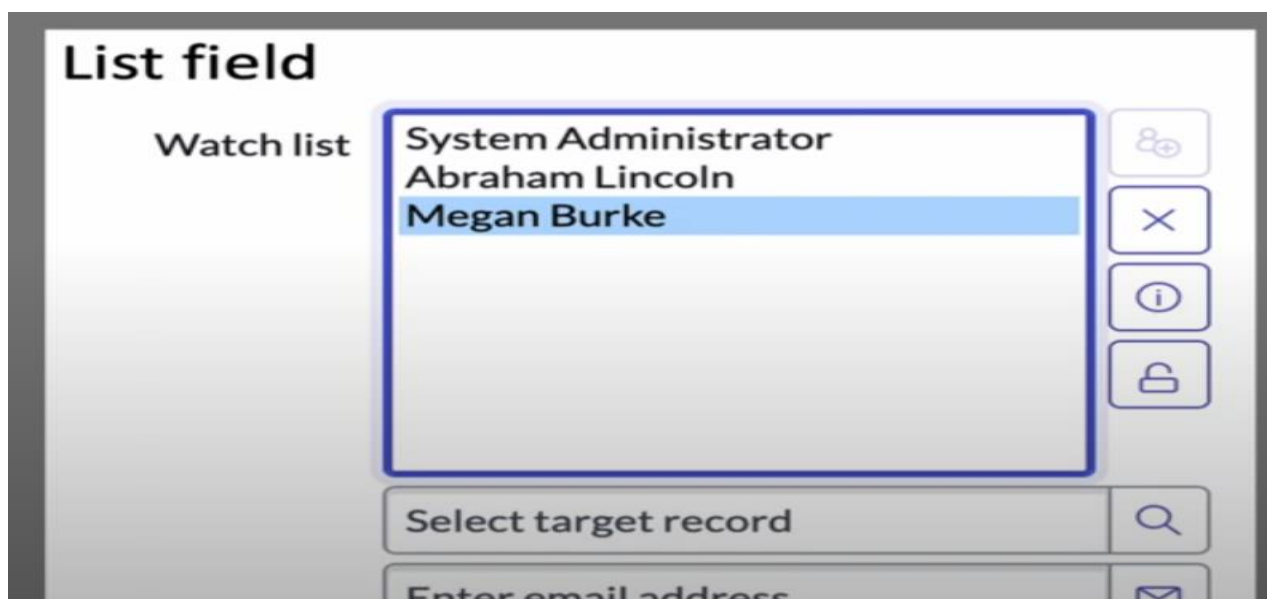
Form field types-

String field

Boolean field

Choice field

Reference field



Form Field Dependencies

Some fields are dependent on other fields.

State

Impact

If State = 'On Hold' then display and require On hold reason

Saving Changes

As changes are made on a form, they are NOT automatically saved.

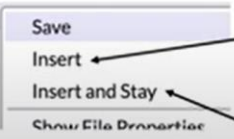
Users must proactively save changes by using the Save menu item or Submit/Update button

If you attempt to leave a form with unsaved changes, the system will provide notification.


Copying –

Copying a Record

Most forms provides two methods of creating a new record as a copy of an existing one.



1. Insert: Creates and saves a copy of the current record and returns the user to the list of records
2. Insert and Stay: Creates and saves a copy of the current record and leaves the user on the new record's form



Form Sections

Forms are made up of Sections that organize the fields and other data.

Sections can be viewed as tabs or expandable sections, depending on the preference of the user.

Tabbed section

Expandable section

Form related list

Form Related Lists

A related list is a special form element that displays a list of records from another table that is related to the current record (a one-to-many relationship). For example, a User form might contain a related list displaying all Roles that have been associated with the user.

Form formatter- A special form element that displays information like history.

A formatter is a form element used to display information that is not a field in the record. Add formatters to a form by configuring the form.

Examples of formatters in the base platform

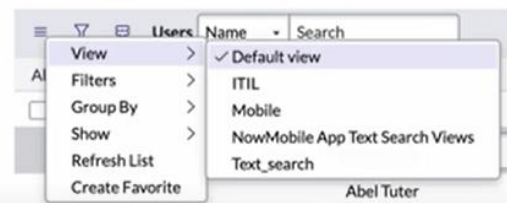
Formatter	Description
Activity formatter	Displays the list of activities, or history, on a task form.
Process flow formatter	Displays the different stages in a linear process flow across the top of a record.
Parent breadcrumbs formatter	Provides breadcrumbs to show the parent or parents of the current task.
Approval summarizer formatter	Displays dynamic summary information about the request being approved.
CI relations formatter	Displays on the CI form a toolbar for viewing the relationships between the current CI and related CIs.

Form views

Form Views

Not every user wants to see a record's data in the same way.

Form views provide the ability to display and organize fields, related lists, and formatters in different ways to meet the needs of specific users.

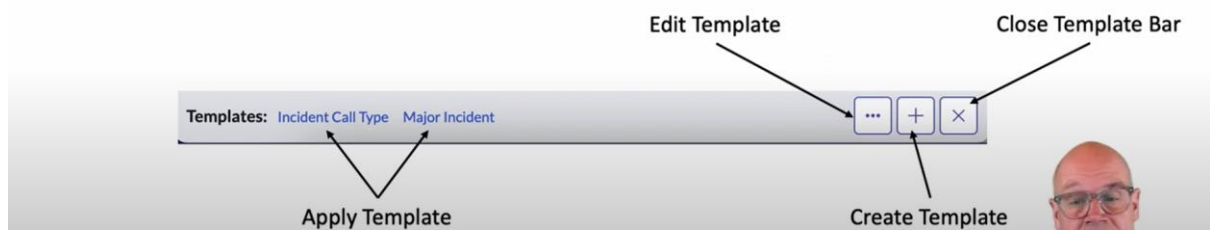


Form Templates

Templates are used to simplify the process of creating new records by populating some form fields automatically. The More Options icon provides the ability to toggle on/off the template bar at the bottom of the form.

Any user can toggle on/off the template bar and create templates. The templates a user can access are dependent on the access controls set within each template.

The template bar provides shortcuts to apply, edit, and create templates for the current form.



For creating and managing form two tools-

Form design

Form layout.

