COGNIZANT WEEK-3

- Servicenow is cloud based platform which was mainly developed for the workflow and process automation as per ITIL services.
- Services of Servicenow :

HOW TO GET FREE SNOW INSTANCE

How to become a SNOW Developer ?

Get a Bachelor's Degree
In CSE or IT

Learn JavaScript & ITIL basics

Get ServiceNow Course

- ➤ ServiceNow is expected to continue to grow even in future.

- ➤ Currently, Cloud Platform is the Very popular.

- ➤ In the cloud platform, ServiceNow is the best tool to use because of its simplicity and ease of use.

Modules:

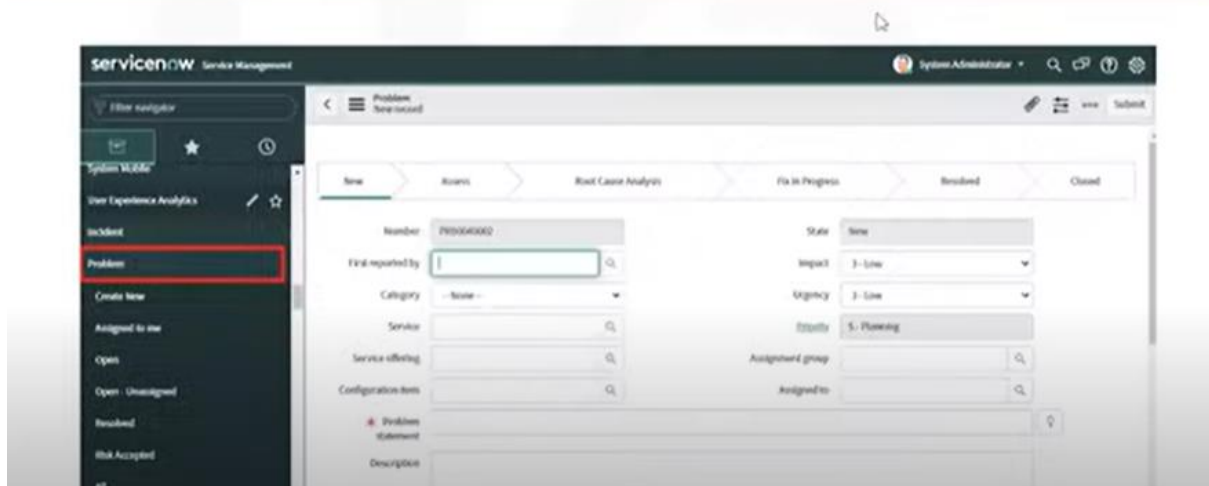Some of the modules in ServiceNow are:

- ➤ Incident Management
- ➤ Problem Management
- ➤ Change and Release Management
- ➤ Request Management
- ➤ Asset and Cost Management
- ➤ Walk-Up Experience
- ➤ Agent Workspace
- ➤ Now Mobile, etc.

Incident Module:

- An incident is a situation where normal service operations are interrupted, disrupted or degraded.
- In ServiceNow, an open incident indicates that the customer is strongly affected or it represents a business risk.
- The process of managing the incident lifecycle is called as an Incident management.

PROBLEM MODULE

Problem Module:

Change module

Change Module:

- A change request contains detailed information regarding the change, like the reason for the change, the risk, the priority, the change type, and the change category.
- A systematic approach for controlling the life cycle of all changes, making it easier to make beneficial changes with less disruption to the IT services is called ServiceNow Change Management.

Filters:

- A filter limits the records that appear in a list by giving a set of conditions that every record must meet in order to be included in the list.

- The condition includes the field, operator, value and grouping.

| ≡ | Incidents | New | Search | Number | ▼ | Search |

All ▸ Active = true
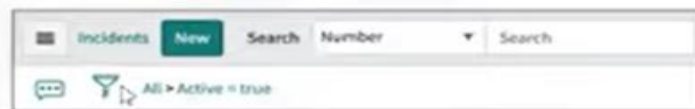
Major Customers

ServiceNow Architecture

Who uses ServiceNow?

Following stakeholders use Snow to achieve their business goals:

- ➢ **Employees** - Use it to request their related IT business services.
- ➢ **IT support Team**- Use it to manage service requests or incidents.
- ➢ **Administrators** – ServiceNow helps administrators user access, roles & privilege management
- ➢ **Implementers** – Use it to deploy process applications and platform features which fulfills an organization business needs.
- ➢ **Developers** – Create new functionality with scripts to extend standard configurations.