

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 Get Free SNOW Instances



- **Step 1:** SignUp from <https://developer.servicenow.com/app.do#!/home>
- **Step 2:** Fill the Registration form
- **Step 3:** Verify your account
- **Step 4:** Now Login to your ServiceNow Developer Platform.
- **Step 5:** Request/create an instance.



How to become a SNOW Developer



- 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:

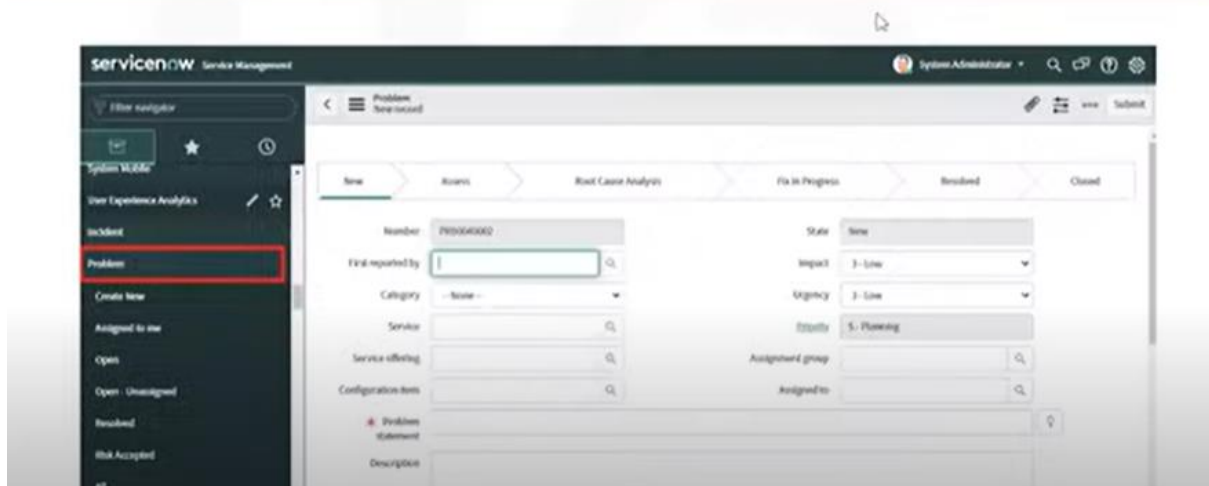
- Incident Management
- Problem Management
- Change and Release Management
- Request Management
- Asset and Cost Management
- Walk-Up Experience
- Agent Workspace
- Now Mobile, etc.

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:



The screenshot displays the ServiceNow 'Problem Management' form. The left-hand navigation pane is visible, with the 'Problem' option highlighted in red. The main form area shows a 'New' problem record. The top navigation bar includes 'Home', 'Recent', 'Root Cause Analysis', 'Fix in Progress', 'Resolved', and 'Closed'. The form fields are organized into two columns. The left column contains 'Number' (P00000000), 'First reported by' (a searchable text field), 'Category' (a dropdown menu), 'Service' (a searchable text field), 'Service offering' (a searchable text field), 'Configuration item' (a searchable text field), 'Problem statement' (a text area), and 'Description' (a text area). The right column contains 'State' (a dropdown menu), 'Impact' (a dropdown menu), 'Urgency' (a dropdown menu), 'Priority' (a dropdown menu), 'Assignment group' (a searchable text field), and 'Assigned to' (a searchable text field). The 'Number' field is pre-filled with 'P00000000'.

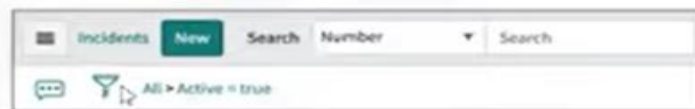
Change module

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.



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.

