

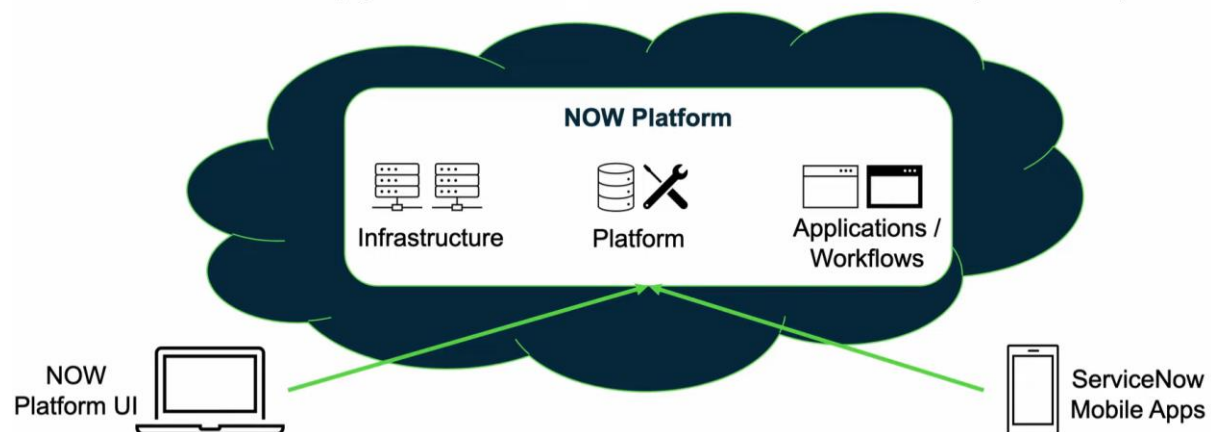
## Week\_1 - ServiceNow – Hands \_ On

### TOPIC : 7

#### A Hands-on ServiceNow Tool Demo:

Logging In, ServiceNow Next Experience UI, The Navigation Bar, ServiceNow Applications Overview ,The Application Navigator, The ServiceNow Store, ServiceNow Application Training and Certifications, Working with Lists and Forms Overview, List Views, Form Views, Knowledge Management in ServiceNow, The ServiceNow Database

## Cloud-based Application Platform as a Service (APaaS)



Logging In The first step in exploring ServiceNow is logging in to the platform. This involves accessing the ServiceNow instance, entering credentials, and authenticating to access the various features and functionalities.

### Infrastructure

- **Compute Resources:** Datacenters, racks, servers, ports, network resources, fans, etc.
- **Security:** The platform is secured via multiple technologies which have been certified by third-party security organizations
- **Service Level Agreements:** Paired datacenters provide redundancy and failover; Redundancy is built into every layer including devices, power, and network resources
- **Backups:** 4 daily full backups per week and 6 days of daily differential backups



ServiceNow Next Experience UI The Next Experience UI is a modern, intuitive interface designed to provide a seamless user experience. It offers a responsive design, improved navigation, and enhanced accessibility features. The new UI is designed to simplify the user experience, making it easier to navigate and use the platform.

**The Navigation Bar** The Navigation Bar is a key component of the ServiceNow UI, providing quick access to various applications, modules, and features. It's customizable, allowing administrators to tailor the navigation to meet specific business needs.

## Platform

- All applications (OOB and custom) for the entire enterprise are supported by a single, common, data-model and database
- Ability to develop custom applications and workflows that integrate seamlessly into the platform



**ServiceNow Applications Overview** ServiceNow offers a wide range of applications, including IT Service Management (ITSM), Customer Service Management (CSM), Security Operations, and more. These applications are designed to automate and streamline various business processes, improving efficiency and productivity.

**The Application Navigator** The Application Navigator is a feature that allows users to easily discover and access various ServiceNow applications. It provides a centralized location to browse and launch applications, making it easier to find the tools and features needed to perform specific tasks.

**The ServiceNow Store** The ServiceNow Store is a marketplace that offers a wide range of certified applications, integrations, and plugins. These solutions can be easily downloaded and installed to extend the capabilities of the ServiceNow platform.

**ServiceNow Application Training and Certifications** ServiceNow provides various training and certification programs to help users develop the skills needed to effectively use the platform. These programs cover various aspects of ServiceNow, including administration, development, and application-specific training.

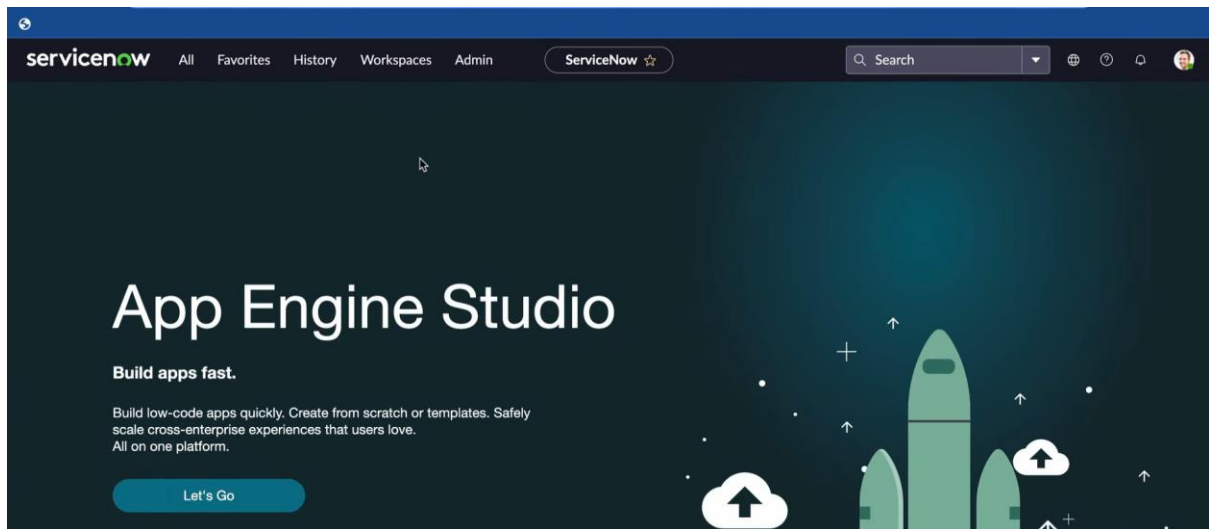
**Working with Lists and Forms Overview** Lists and forms are fundamental components of ServiceNow, used to store and manage data. Lists provide a way to display and manipulate data, while forms are used to create and edit records.

**List Views** List views are used to display data in a tabular format, making it easy to view and manipulate large datasets. List views can be customized to meet specific business needs, including filtering, sorting, and grouping data.

**Form Views** Form views are used to create and edit records, providing a structured way to capture and display data. Form views can be customized to meet specific business needs, including adding custom fields, sections, and business rules.

**Knowledge Management in ServiceNow** Knowledge Management is a feature in ServiceNow that enables organizations to capture, store, and share knowledge across the enterprise. It provides a centralized repository for storing and managing knowledge articles, making it easier to find and reuse existing knowledge.

The ServiceNow Database The ServiceNow database is a powerful data repository that stores all data and metadata for the platform. It's designed to provide high performance, scalability, and reliability, making it an ideal choice for large-scale enterprise deployments.



- ServiceNow is a powerful platform that offers a modern, intuitive interface and a wide range of applications to automate and streamline various business processes.
- The platform provides a high degree of customization, allowing administrators to tailor the navigation, lists, forms, and other features to meet specific business needs.
- The ServiceNow Store offers a wide range of certified applications, integrations, and plugins to extend the capabilities of the platform.
- The platform provides robust knowledge management capabilities, enabling organizations to capture, store, and share knowledge across the enterprise.
- The ServiceNow database is a powerful data repository that stores all data and metadata for the platform, providing high performance, scalability, and reliability.