

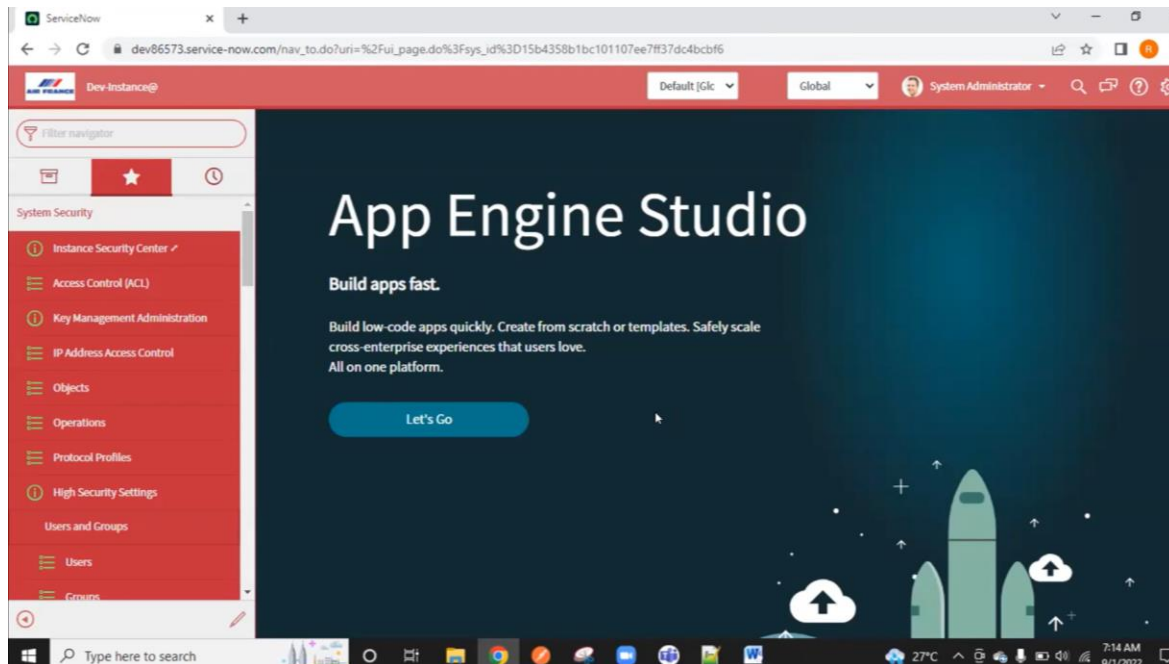
Week_4 - ServiceNow – Hands _ On

Topic-2

What is ServiceNow | ServiceNow Tutorial for Beginners | ServiceNow Full Course:

Understanding of how ServiceNow functions, how to properly configure and personalize the platform, Incident Module, Problem Module, Change Module, List, Forms :

ServiceNow is a cloud-based platform that provides IT service management and automates general business processes. It includes various adaptive features that enable organizations to streamline their operations, improve efficiency, and enhance customer satisfaction.



Workflow and process automation as per the ITIL principles, IT, Security, HR Service Delivery, Customer Service and Business Applications, explore admin and developer, major customers, ServiceNow Growth, ServiceNow Architecture, who use ServiceNow, what is catalog, dashboard create.

What is Workflow Automation?

Workflow automation is the process of automating a series of tasks or activities that are performed in a specific order to achieve a particular goal. In the context of IT service management, workflow automation involves automating tasks such as incident management, problem management, change management, and service request management.

ITIL Principles and Workflow Automation

The ITIL principles emphasize the importance of automating workflows and processes to improve efficiency and reduce errors. The ITIL framework provides a set of best practices for designing and implementing workflow automation, including:

- **Define:** Define the workflow and identify the tasks that need to be automated.
- **Design:** Design the workflow automation process, including the rules and conditions that govern the workflow.

- **Implement:** Implement the workflow automation process, including the configuration of the automation tool.
- **Monitor:** Monitor the workflow automation process to ensure that it is working correctly and making the desired improvements.

ServiceNow and Workflow Automation

ServiceNow is a popular IT service management platform that provides a range of tools and features for automating workflows and processes. ServiceNow's workflow automation capabilities include:

- **Workflow Editor:** A visual interface for designing and building workflows.
- **Automation Engine:** A powerful automation engine that can automate tasks and activities.
- **Condition Builder:** A tool for building conditions and rules that govern the workflow.

Admin and Developer Roles

In ServiceNow, there are two main roles that are involved in workflow automation: the admin and the developer.

- **Admin:** The admin is responsible for designing and implementing the workflow automation process. They use the Workflow Editor and Condition Builder to build the workflow and define the rules and conditions that govern it.
- **Developer:** The developer is responsible for building custom applications and integrations that automate tasks and activities. They use the Automation Engine and other development tools to build custom automation solutions.

Major Customers

ServiceNow has a large and diverse customer base, including many major companies and organizations. Some of the major customers that use ServiceNow include:

- **IBM:** IBM uses ServiceNow to manage its IT services and automate workflows.
- **Cisco:** Cisco uses ServiceNow to manage its IT services and automate workflows.
- **Microsoft:** Microsoft uses ServiceNow to manage its IT services and automate workflows.

ServiceNow Growth

ServiceNow has experienced rapid growth in recent years, driven by the increasing demand for IT service management and workflow automation solutions. The company has expanded its product offerings and has made several strategic acquisitions to enhance its capabilities.

ServiceNow Architecture

ServiceNow's architecture is based on a cloud-based platform that provides a range of tools and features for automating workflows and processes. The platform includes a range of modules and applications, including:

- **IT Service Management:** A module for managing IT services and automating workflows.
- **IT Operations Management:** A module for managing IT operations and automating workflows.

- **Customer Service Management:** A module for managing customer service and automating workflows.

Who Uses ServiceNow?

ServiceNow is used by a wide range of organizations, including:

- **IT departments:** IT departments use ServiceNow to manage IT services and automate workflows.
- **Customer service teams:** Customer service teams use ServiceNow to manage customer service and automate workflows.
- **Business users:** Business users use ServiceNow to automate workflows and processes.

What is a Catalog?

A catalog is a collection of items or services that are available for request or purchase. In ServiceNow, a catalog is a collection of IT services or business services that are available for request or purchase.

Dashboard Create

A dashboard is a visual interface that provides a summary of key performance indicators (KPIs) and other metrics. In ServiceNow, a dashboard can be created to provide a summary of workflow automation metrics, such as:

- **Workflow completion rate:** The percentage of workflows that are completed successfully.
- **Workflow failure rate:** The percentage of workflows that fail.
- **Average workflow completion time:** The average time it takes to complete a workflow.

To create a dashboard in ServiceNow, follow these steps:

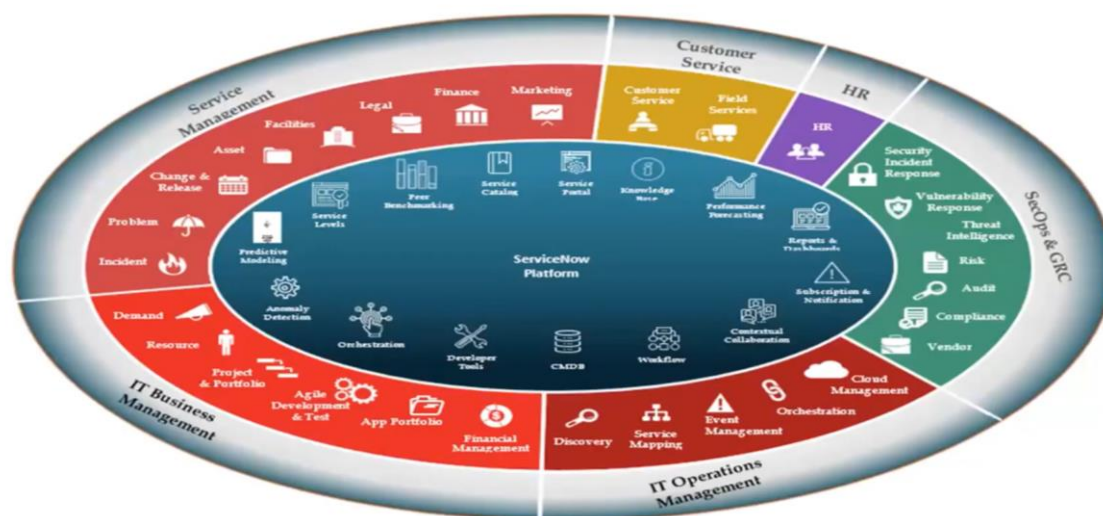
1. **Navigate to the dashboard page:** Navigate to the dashboard page in ServiceNow.
2. **Click on the "Create Dashboard" button:** Click on the "Create Dashboard" button to create a new dashboard.
3. **Select the dashboard type:** Select the type of dashboard you want to create, such as a workflow automation dashboard.
4. **Add widgets:** Add widgets to the dashboard to display key performance indicators (KPIs) and other metrics.
5. **Configure the dashboard:** Configure the dashboard to display the desired metrics and KPIs.

Main Points

Here are the main points to take away from this discussion:

- Workflow automation is a crucial aspect of modern IT service management.
- ITIL principles emphasize the importance of automating workflows and processes.
- Service

ServiceNow Architecture



Workflow and Process Automation as per ITIL principles ServiceNow provides workflow and process automation capabilities that align with ITIL (Information Technology Infrastructure Library) principles. ITIL is a widely adopted framework for IT service management, and ServiceNow supports its best practices. The platform offers pre-built workflows and processes for incident, problem, change, and request management, which can be customized to meet specific business needs.

IT, Security, HR Service Delivery ServiceNow offers a range of service delivery modules for IT, security, and HR, including:

1. **IT Service Management (ITSM):** Incident, problem, change, and request management.
2. **Security Operations (SecOps):** Security incident response, vulnerability response, and threat intelligence.
3. **Human Resources (HR):** Employee service management, HR case management, and HR analytics.

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.

Customer Service and Business Applications ServiceNow provides customer service and business applications, including:

1. **Customer Service Management (CSM):** Customer service, field service, and customer engagement.
2. **Field Service Management:** Scheduling, dispatch, and management of field service technicians.
3. **Customer Portal:** Self-service portal for customers to submit requests and track progress.

Admin and Developer ServiceNow offers a range of tools and features for administrators and developers, including:

1. **ServiceNow Studio:** A development environment for building custom applications and integrations.
2. **ServiceNow API:** A set of APIs for integrating with external systems and services.
3. **ServiceNow Script:** A scripting language for automating workflows and processes.

Major Customers ServiceNow has a large customer base across various industries, including:

1. **Enterprise:** Large enterprises such as Coca-Cola, GE, and McDonald's.
2. **Government:** Government agencies such as the US Department of Defense and NASA.
3. **Finance:** Financial institutions such as Bank of America and Citigroup.

ServiceNow Growth ServiceNow has experienced rapid growth in recent years, with:

1. **Revenue growth:** Over 30% year-over-year revenue growth.
2. **Customer acquisition:** Over 5,000 customers worldwide.
3. **Employee growth:** Over 10,000 employees worldwide.

ServiceNow Architecture ServiceNow's architecture is based on a cloud-based, multi-tenant platform, with:

1. **Cloud infrastructure:** Hosted on Amazon Web Services (AWS) and Microsoft Azure.
2. **Microservices architecture:** Built using a microservices architecture for scalability and flexibility.
3. **API-first approach:** Designed with an API-first approach for easy integration with external systems.

Who uses ServiceNow ServiceNow is used by a wide range of organizations, including:

1. **IT teams:** IT teams use ServiceNow for IT service management, incident management, and problem management.
2. **Security teams:** Security teams use ServiceNow for security incident response, vulnerability response, and threat intelligence.
3. **HR teams:** HR teams use ServiceNow for employee service management, HR case management, and HR analytics.

What is a Catalog A catalog in ServiceNow is a centralized repository of IT services and offerings, which can be used to:

1. **Publish services:** Publish IT services and offerings to end-users.
2. **Request services:** Allow end-users to request services and track progress.
3. **Manage services:** Manage and track the lifecycle of IT services.

Dashboard A dashboard in ServiceNow is a customizable interface that provides real-time visibility into key performance indicators (KPIs) and metrics, which can be used to:

1. **Monitor performance:** Monitor performance and metrics in real-time.
2. **Analyze data:** Analyze data and trends to make informed decisions.
3. **Take action:** Take action based on insights and trends.

Create To create a catalog or dashboard in ServiceNow, follow these steps:

1. **Log in:** Log in to your ServiceNow instance.
2. **Navigate:** Navigate to the catalog or dashboard module.
3. **Create:** Click on the "Create" button to create a new catalog or dashboard.
4. **Configure:** Configure the catalog or dashboard to meet your specific needs.

For beginners, understanding how ServiceNow functions and how to properly configure and personalize the platform is crucial. Here's an overview of the key concepts:

ServiceNow Overview

ServiceNow is a cloud-based platform that offers a range of features and tools to support IT service management, including incident, problem, and change management.

Incident Module

The Incident Module in ServiceNow is used to manage and resolve incidents that affect IT services. It provides a structured approach to incident management, including:

- Incident creation and assignment
- Incident categorization and prioritization
- Incident resolution and closure

Problem Module

The Problem Module in ServiceNow is used to identify and resolve the root cause of incidents. It provides a structured approach to problem management, including:

- Problem identification and analysis
- Problem resolution and implementation
- Problem review and closure

Change Module

The Change Module in ServiceNow is used to manage changes to IT services, including:

- Change request creation and approval

- Change planning and implementation
- Change review and closure

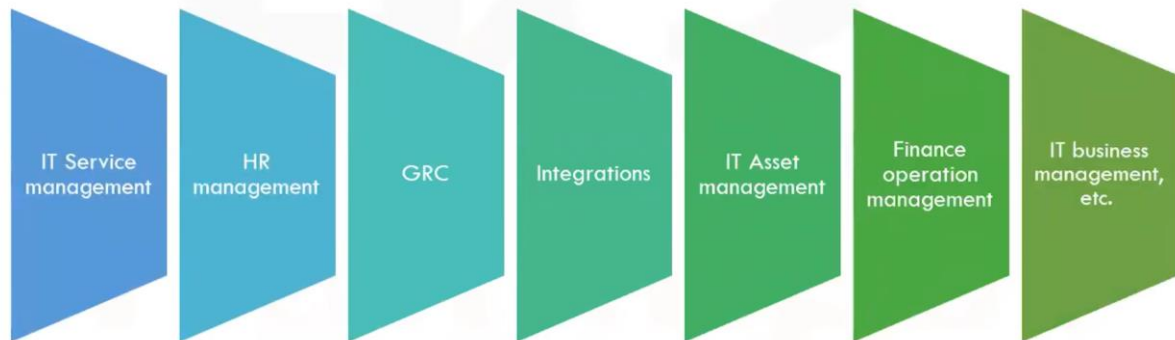
Lists and Forms

In ServiceNow, lists and forms are used to display and manage data. Lists display a set of records based on certain conditions, while forms display a single record or allow users to enter new data.

- Lists: display a set of records based on certain conditions, such as incidents assigned to a specific group or problems not assigned to any group.
- Forms: display a single record or allow users to enter new data, such as incident or problem forms.

ServiceNow is a cloud based platform, which was mainly developed for workflow and process automation as per the ITIL principles.

Services of ServiceNow:



- However, it is highly customisable and also can be used for other purposes.

Services of ServiceNow ServiceNow provides a wide range of services, including:

Career and growth in ServiceNow

- 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.



1. **IT Service Management (ITSM):** Incident, problem, change, and request management.
2. **IT Operations Management (ITOM):** Monitoring, event management, and orchestration.

3. **Customer Service Management (CSM):** Customer service, field service, and customer engagement.
4. **Security Operations (SecOps):** Security incident response, vulnerability response, and threat intelligence.
5. **Human Resources (HR):** Employee service management, HR case management, and HR analytics.
6. **Cloud and Infrastructure Operations:** Cloud management, infrastructure monitoring, and automation.

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.

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.

List:

- A list displays a set of records from a table.
- Users have the ability to search, sort, filter and edit data in lists.
- Users can search, sort, filter, and edit data in lists. Lists can be integrated into forms and can have sublists.
- The list interface includes a title bar, breadcrumbs and filters, columns of data, and a footer. Every column in a list represents a field in the table.

How to get free SNOW instances ServiceNow offers a free developer instance, known as a Personal Developer Instance (PDI), which can be used for development, testing, and learning purposes. To get a free PDI, follow these steps:

1. Go to the ServiceNow website and click on "Developers" at the top.
2. Click on "Get a Free Developer Instance" and fill out the registration form.
3. Verify your email address and create a password.
4. Log in to your PDI instance and start exploring ServiceNow.

How to become a SNOW developer To become a ServiceNow developer, follow these steps:

1. Get familiar with the ServiceNow platform by exploring the free PDI instance.

2. Take online courses and training programs offered by ServiceNow, such as the ServiceNow Developer Bootcamp.
3. Join the ServiceNow community and participate in forums, discussions, and meetups.
4. Build and deploy your own applications and integrations on the ServiceNow platform.
5. Consider obtaining ServiceNow certifications, such as the Certified Application Developer (CAD) or Certified System Administrator (CSA).

ServiceNow certification training ServiceNow offers various certification programs, including:

1. **Certified Application Developer (CAD):** For developers who build and deploy applications on the ServiceNow platform.
2. **Certified System Administrator (CSA):** For administrators who manage and configure ServiceNow instances.
3. **Certified Implementation Specialist (CIS):** For implementation specialists who deploy and configure ServiceNow solutions.

ServiceNow components and modules ServiceNow consists of various components and modules, including:

1. **Incident Module:** Manages and resolves IT incidents, such as service outages or technical issues.
2. **Problem Module:** Identifies and resolves the root cause of incidents, reducing the likelihood of future occurrences.
3. **Change Module:** Manages and implements changes to IT services, such as software updates or infrastructure changes.
4. **Service Catalog:** Provides a centralized catalog of IT services and offerings.
5. **Configuration Management Database (CMDB):** Manages and tracks IT assets, services, and configurations.