

Week_1 - ServiceNow – Hands _ On

TOPIC : 2

ServiceNow Platform Overview :

ServiceNow Platform Architecture, Applications and Workflows, User Interfaces, and Role-based Access and Authentication.

The Now Platform

- 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

Now Platform Architecture

When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance.

- Enterprise Cloud

Most cloud services are built on a multi-tenant architecture in which your platform and data are co-mingled with other companies. ServiceNow is built on a multi-instance architecture. You have your own instance of the platform and database.

- Availability & Redundancy

All ServiceNow datacenters are paired with another datacenter to provide redundancy and failover. Redundancy is built into every layer including devices, power, and network resources.

Backups & Security

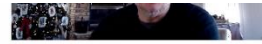
ServiceNow provides 4 weekly full data backups and 6 days of daily differential backups. The entire platform is secured using multiple technologies which have been certified by third-party security organizations.

Domain Separation (multi-tenancy)

The ServiceNow platform provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.

All users can potentially see records from the 'global domain', but only users who belong to a domain can see domain-specific records.

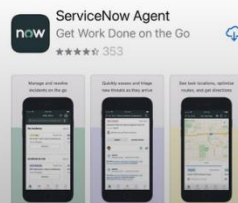
ServiceNow provides 3 user-interfaces for interacting with the Now platform.



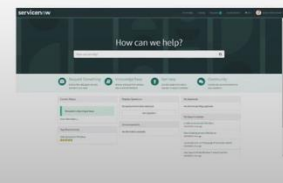
The **Now Platform UI** is the primary UI. It is best used on desktop and laptop computers and is accessed via a web-browser and the instance URL.



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.



Role-based Access

Not every member of an organization needs access to all information all the time. ServiceNow uses role-based access to ensure a user can get the information they need, and no more. The primary components include:

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 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

When a user attempts to login to an instance, ServiceNow validates their identity and enables access to functions and data based upon their related groups and roles. The platform can support several methods of user authentication including:

Local database authentication

OAuth 2.0

External Single Sign-on (SSO)

Digest Token

LDAP

Multi-factor Authentication