

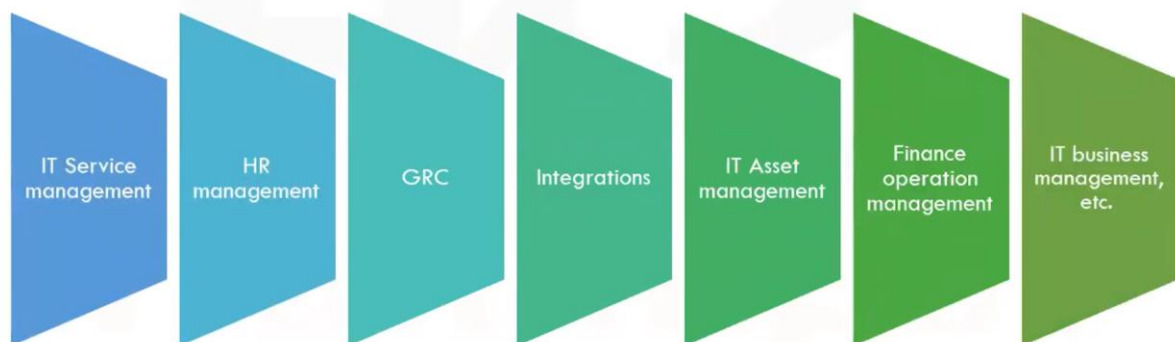
Topic - 1

ServiceNow Tutorial | ServiceNow Tutorial for Beginners | Introduction to ServiceNow

What is ServiceNow? ServiceNow is a cloud-based IT service management (ITSM) platform that provides a single system of record for IT and other business functions. It offers a range of features and tools to automate and manage various business processes, including IT, customer service, security, and human resources.

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.