Week_1 - ServiceNow – Hands _ On

TOPIC : 1

ServiceNow, its purpose, platform, and infrastructure.

What is ServiceNow?

• ServiceNow is a cloud based ITSM platform that supports IT service management (ITSM) and automates common business process and provides best service to customers and encourages best practices in managing all services as a business.

• ServiceNow is a cloud-based workflow automation platform that enables enterprise organizations to improve operational efficiencies by streamlining and automating routine work tasks.

Employees

ServiceNow employs over 17,000 people across the globe Glass door BEST PLACES TO WORK 2022

In 2022, ServiceNow was recognized as one of Glassdoor's Best Places to Work in both the United States and the UK. FORTUNE

In 2021, ServiceNow was one of FORTUNE magazine's World's Most Admired Companies, Future 50 companies, and 100 Best Companies to Work For

Who is ServiceNow?

Bill McDermott

Currently serving as the CEO of ServiceNow

Formerly CEO of SAP SE where during his tenure the company's market value increased from $39 billion to $156 billion

Who is ServiceNow?

Fred Luddy

ServiceNow founder and current board chairman

Born in New Castle, IN

Dropped out of Indiana University

Former CTO of Peregrine Systems

Why ServiceNow?

Information Technology (IT)

Usually does not produce revenue

Is an expense (oftentimes the largest)

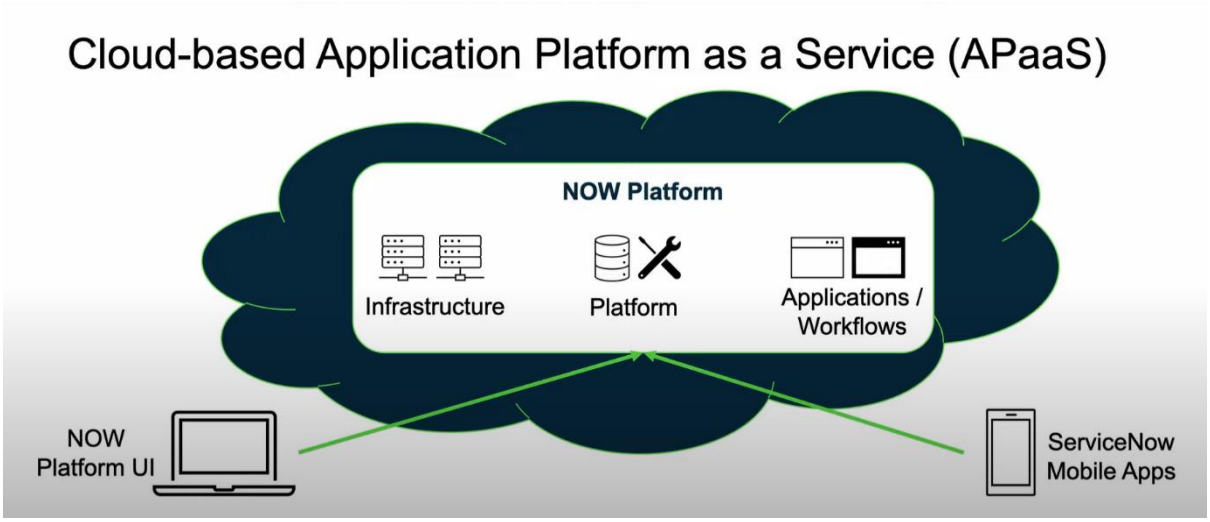
Exists to enable or enhance the ability of the revenue-producing businesspeople

Is a necessary evil.

What if IT services were designed and delivered in a way that allowed businesspeople to solve business problems themselves.

Is it possible to build a platform where interacting with IT services is intuitive, well-delivered, and enjoyable to work with.

How service now?



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

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

Applications / Workflows

ServiceNow comes with a robust suite of applications which are functionally categorized into 4 primary workflows:

IT Workflows: Service Management (24), Operations Management (13), Business Management (10), Asset Management (4). DevOps (4), Security Operations (8), Governance, Risk, and Compliance (13), Telecommunications Network, Performance Management (3)

Employee Workflows: HR Service Delivery (16), Workplace Service Delivery (10), Legal Service Delivery (10), Procurement Service Management (6), Safe Workplace Suite (1)

Customer Workflows: Customer Service Management (29), Field Service Management (11), Connected Operations (4), Financial Service Operations (25), Telecommunications Service Management (24) Creator Workflows: App Engine (15), IntegrationHub (8)

Where ServiceNow?

Headquarters: Santa Clara, California

Office Locations & Employees: Across the globe including North America, Latin America, Europe, Middle-East, Africa, Asia Pacific, Japan

Data Centers:

Asia Pacific Japan: Australia, Hong Kong, Japan, Singapore, India

Europe, Middle East, Africa: Germany, Ireland, Netherlands, Switzerland, UK

North America: Canada, USA

South America: Brazil

Conclusion:

ServiceNow is a software company based in Santa Clara, California, founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve the business problems themselves.