SERVICENOW

WEEK – 1

M Koushik

KL University

2110030040cse@gmail.com

Introduction:

➜ Servicenow was founded in 2003 by Fred Luddy , Initially it was named GlideSoft but the name was later changed to Servicenow.

➜ Fred throughout his career observed that there were many situations where the IT professionals made business people look foolish and this caught freds attention and led him to think about solving this problem.

- 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?

- Let's outsource the entire IT Department to the cloud and say goodbye to the IT guys of the world!

➜ Fred built a platform where business people can solve business problems themselves.

➜ Definition :
Servicenow is a software company founded by Fred Luddy in 2003 , to solve problems that large enterprises face with IT Systems , by offering a easy-to-use , cloud based platform where business people can solve business problems themselves.
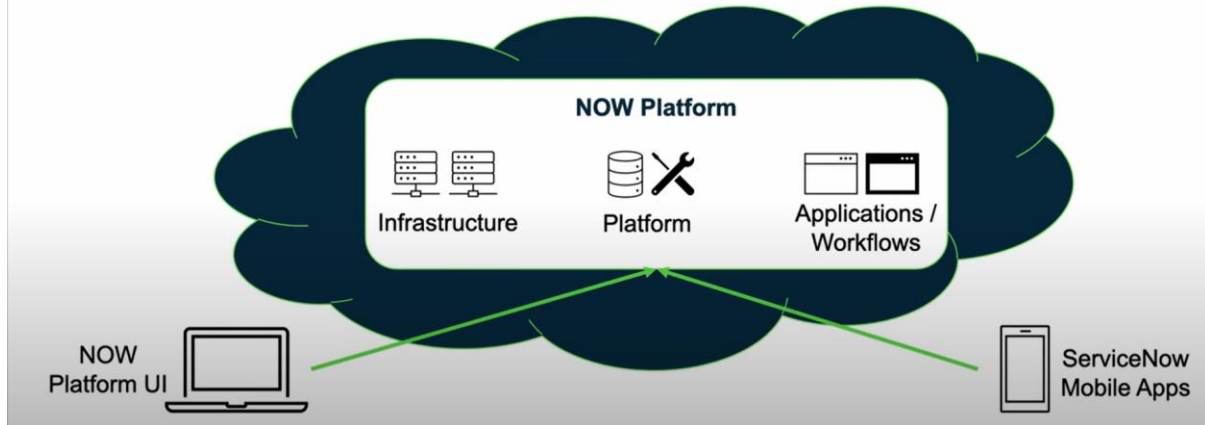
➔ The NOW Platform provides infrastructure , platform and workflows , where business people can use the platform using their PC's or mobile devices.

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

➔ Infrastructure includes compute resources such as datacentres , racks , servers etc.

➔ It also includes security which is secured via multiple technologies.

➔ It emphasizes the use of paired data centres to ensure continuous service through redundancy and failover mechanisms , this also ensures 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

➔ It supports both out-of-the-box (OOB) and custom applications across the enterprise. It is supported by a single , common , data model and database to ensure consistency.

➔ Additionally, the platform enables the seamless integration of custom applications and workflows , if there's no workflow then business people can build one themselves based on requirements.

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)

➔ NOW Platform includes wide range of workflows which are pre-built and ready to use.
➔ These are categorized into four primary workflows

- IT Workflows
- Employee Workflows
- Customer Workflows
- Creator Workflows

➔ These categories are divided into sub-categories and based on requirements business people can choose one , each sub-category contains multiple number of applications and if there's no application that matches , then you can create one.

Servicenow Platform Overview:

➔ NOW platform is an Application Platform as a Service(APaaS)
➔ Servicenow is completely cloud based
➔ Servicenow provides infrastructure , platform and application & workflows, where users can create their own application if any of the applications or workflows doesn't meet their requirements.
➔ All applications for the entire enterprise are supported by a single datamodel and database.

Applications / Workflows Overview:

➔ These Applications are categorized in to 4 categories IT , Employee , Creator , Customer.

IT Workflows	Employee Workflows	Customer Workflows	Creator Workflows
IT Service Management (24)	HR Service Delivery (16)	Customer Service Management (29)	App Engine (15)
IT Operations Management (13)	Workplace Service Delivery (10)	Field Service Management (11)	IntegrationHub (8)
IT Business Management (10)	Legal Service Delivery (10)	Connected Operations (4)	
IT Asset Management (4)	Procurement Service Management (6)	Financial Service Operations (25)	
DevOps (4)	Safe Workplace Suite (1)	Telecommunications Service Management (24)	
Security Operations (8)			
Governance, Risk, and Compliance (13)			
Telecommunications Network Performance Management (3)			

➔ These categories are sub-divided and has sub workflows

Now Platform Architecture:

➔ Servicenow is built on a multi-instance architecture , which makes it unique from other cloud platforms , if considered any other cloud platform most of them are built on a multi-tenant architecture where your data can be mixed with other companies , but servicenow provides complete different platform and database.

➔ All servicenow datacenters are paired with another datacenter to provide redundancy and failover.

➔ Servicenow provides 4 weekly full data backups and 6 days of daily differential backups. The entire platform is secured using multiple technologies.

➔ Servicenow platform provides domains where it can separate all the data processes and administrative tasks .

   Ex : Staff domain : only staff people can see the data
       Marketing domain : only marketing people can see the marketing data

Now Platform User Interface:

The **Now Platform UI** us 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.

ServiceNow Agent
Get Work Done on the Go
★★★★☆ 353
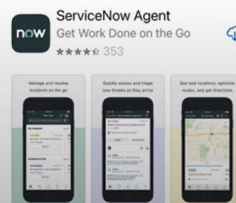
The **Service Portal** is a user-friendly, self-service, widget-based portal accessed via a web-browser and special URL.

How can we help?
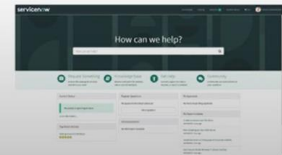
➔ There are 3 primary UI's , but the most used is Now Platform UI which is basically a web-browser used on desktops and laptops.

➔ Second is Servicenow Mobile Apps which are used on mobile devices and there are 3 different apps to serve different functionalities. Servicenow agent app targets fulfilling requests , Now mobile app is for the needs of employees and Servicenow Onboarding is for the need of new-hire employees.

Role Based Access:

➔ Not everyone in the organization needs access to all the information all the time , they only need some specific information . servicenow uses role-based access which gives users only the information that's needed.

➔ A User is an individual that has access to an instance. Users can be assigned to 1 or more groups or multiple roles. A user with no roles is called self-service user.

➔ A Group is a set of users who share same data and can be assigned multiple roles to a single group.

➔ A Role in servicenow 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.

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**
- **External Single Sign-on (SSO)**
- **LDAP**
- **OAuth 2.0**
- **Digest Token**
- **Multi-factor Authentication**

➔ When user tries to login to an instance , Servicenow identifies and enables access to functions and data based on their groups and roles.

➔ A user can login using any of these authentications , Servicenow supports all these authentications.

Servicenow User Interface Overview:
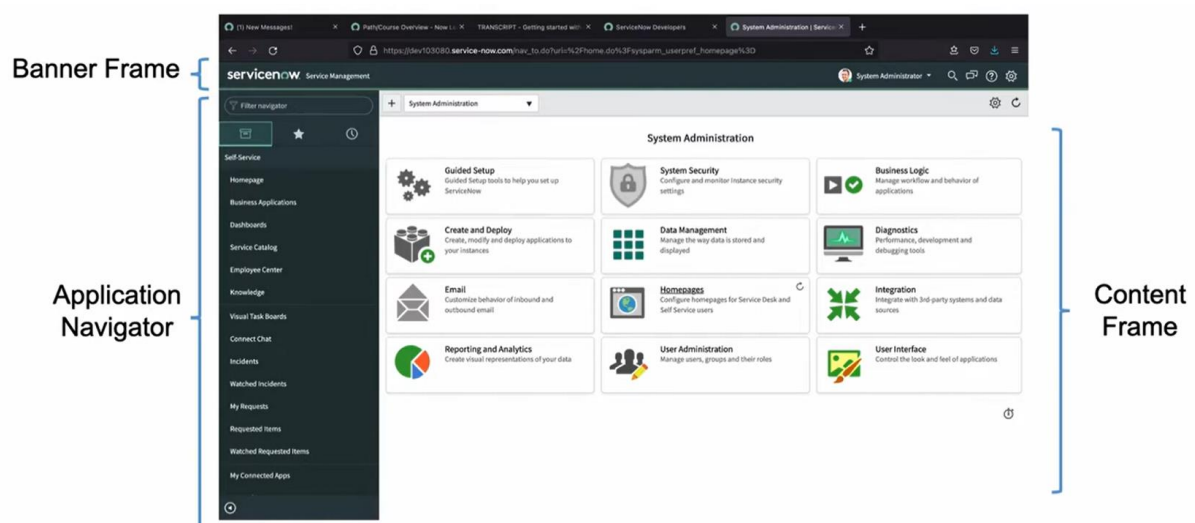
➔ In the banner frame all we have is logo , user menu , searching tool , chat , help and settings , each of them are used to do a particular task,

➔ When clicked on servicenow logo it'll take you back to the homepage.

➔ User menu provides profile, Impersonate user, elevate roles, logout options. Profile where we can edit our name, phone , email. Impersonate user where we can access to other roles, and it is only available to admin or user with impersonate role. Elevate roles to only available to admin it's a safety mechanism for high-impact actions.

System Settings allows the user to customize the UI to their preference. Settings are grouped as follows:

System Administrator

System Settings
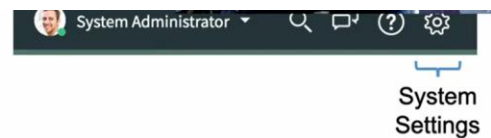
- **General Settings**
- **Forms Settings**
- **Theme Settings**
- **Notifications Settings**
- **Accessibility Settings**
- **Developer Settings**
- **List Settings**

➔ Each of the settings are used to serve different purposes.