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**Cognizant Digital Nurture 3.0** – Week-3 Understanding Document

**ServiceNow Tutorial | ServiceNow Tutorial for Beginners | Introduction to ServiceNow**

1. Cloud-based Platform:
   1. ServiceNow operates entirely on the cloud, accessible from anywhere.
   2. It works similarly to applications like Gmail, where users can access services without needing to install anything.
   3. The platform allows users to create and manage workflows remotely.
   4. Data is hosted securely in the cloud, ensuring it's available globally.
2. Key Features of ServiceNow:
   1. ServiceNow is a Platform as a Service (PaaS), allowing businesses to build and deploy apps without coding.
   2. Users can create customized workflows and applications suited to their business needs.
   3. The platform supports automation for various services, reducing manual efforts.
   4. Cloud hosting ensures scalability and reduces the complexity of managing infrastructure.
3. Modules in ServiceNow:
   1. IT Service Management (ITSM) is the core module, covering incident, problem, and change management.
   2. Additional modules built on top of ITSM include HR service delivery, GRC (Governance, Risk, and Compliance), and financial management.
   3. GRC and financial operations are particularly useful for sectors like banking and finance.
   4. Asset management helps companies track and manage IT assets (e.g., laptops, software licenses).
4. ServiceNow Free Instance:
   1. ServiceNow offers a free development instance for learning and testing.
   2. Users need to register at developer.servicenow.com to access it.
   3. The instance becomes inactive after 10 days of inactivity but can be reclaimed.
   4. After 24 hours of inactivity, the instance goes into "hibernate" mode but can be reactivated.
5. Becoming a ServiceNow Developer:
   1. Having a basic understanding of scripting (e.g., JavaScript) is helpful but not necessary.
   2. ServiceNow uses its own scripting language (GlideScript) for development.
   3. A bachelor's degree in any field can be a sufficient educational background.
   4. To become certified, individuals need to complete a ServiceNow course and pass the System Certified Administrator (CSA) exam.
6. Popular Applications:
   1. Incident Management helps track and resolve IT service issues efficiently.
   2. HR Service Delivery (HRSD) automates HR processes like onboarding and offboarding.
   3. Governance, Risk, and Compliance (GRC) is crucial for industries like banking to manage security risks.
   4. Integration Capabilities allow ServiceNow to connect with other systems, enabling data sharing between platforms.
   5. IT Asset Management helps organizations track, assign, and manage their physical and digital assets.

**What is ServiceNow | ServiceNow Administration & Developer Overview**

1. Hands-on Learning
   * The course emphasizes practical experience, with no reliance on PowerPoint presentations.
   * Students will work directly on live ServiceNow instances from the first day.
   * Access to free ServiceNow instances is provided so students can practice independently.
   * Real-time application of concepts ensures students gain experience with actual ServiceNow workflows.
   * Each session is interactive, focusing on the immediate application of what’s learned.
2. Admin and Developer Skills
   * The course covers core IT Service Management (ITSM) modules such as incident, problem, and change management.
   * Students will learn to create service catalogs, manage incidents, and handle changes within ServiceNow.
   * Both admin (configuring the system) and developer (customizing functionalities) aspects are taught.
   * Skills like developing applications, creating plugins, and automating tasks are part of the curriculum.
   * No prior coding experience is required, but coding will be introduced for advanced customization.
3. Job Support
   * The course provides support for job interviews, including commonly asked interview questions.
   * Resume building assistance is provided, helping students tailor their resumes to ServiceNow roles.
   * The course is designed to simulate 2-3 years of work experience in ServiceNow.
   * Guidance is provided on how to present experience and skills gained in the course on a resume.
   * Students are prepared for job interviews with mock interview scenarios and role-based questions.
4. No-Code Environment
   * ServiceNow allows users to develop applications without writing code for most tasks.
   * The platform is designed for non-programmers, making it accessible to users from any background.
   * For advanced development, minimal coding is introduced, specifically tailored to ServiceNow’s environment.
   * Students learn how to create functional service portals and applications without deep technical knowledge.
   * Code-based development is introduced gradually, focusing on areas where it's necessary.
5. ServiceNow Overview
   * ServiceNow is a cloud-based platform primarily used for IT Service Management (ITSM).
   * It offers additional modules for HR, customer support, security, and business management.
   * Widely adopted by companies like Netflix, Citibank, American Express, and many others.
   * ServiceNow enables organizations to automate and streamline business processes, reducing manual work.
   * It supports multiple sectors, including banking, IT, retail, and manufacturing.
6. Exponential Growth
   * ServiceNow was introduced in 2004, replacing legacy tools like BMC Remedy.
   * Since its launch, ServiceNow has become the dominant platform in ITSM and related areas.
   * The company's stock price has skyrocketed from $0.36 to around $500 per share, showing rapid market adoption.
   * It has expanded beyond ITSM to offer a wide range of solutions for businesses in various industries.
   * The continuous demand for ServiceNow expertise makes it a lucrative career option.