

Week 3 Learnings

SERVICENOW DEVELOPMENT MODULES:

WHAT IS SERVICENOW?

- ServiceNow is a cloud based platform, which was mainly developed for workflow and process automation as per the ITIL principles.
- However, it is highly customisable and also can be used for other purposes.

SERVICES OF SERVICENOW:



ServiceNow Services Overview:

1. IT Service Management (ITSM): ServiceNow's ITSM streamlines IT workflows, automating incident, problem, and change management, improving service delivery and operational efficiency across the organization.
2. HR Service Management (HRSM): Provides a centralized platform for HR operations, enabling better employee experiences through automated workflows, case management, and self-service portals.

3. Governance, Risk, and Compliance (GRC): Helps organizations manage regulatory compliance, risk assessments, and audit processes by integrating policies and risk management frameworks.
4. Integrations: ServiceNow offers robust integrations with various third-party tools, allowing seamless data flow and automation across platforms for improved collaboration and efficiency.
5. IT Asset Management (ITAM): Tracks and manages the lifecycle of IT assets, optimizing resource allocation, reducing costs, and ensuring compliance with software and hardware management.
6. Finance Operations Management: Streamlines financial processes like accounts payable, procurement, and expense management, enhancing visibility, control, and efficiency in financial operations.
7. IT Business Management (ITBM): Enables organizations to align IT initiatives with business goals, providing tools for project and portfolio management, resource planning, and performance tracking for better decision-making.

STEPS TO GET FREE SERVICENOW INSTANCE:

- Step 1: SignUp from <https://developer.servicenow.com/app.do#!/home>
- Step 2: Fill the Registration form
- Step 3: Verify your account
- Step 4: Now Login to your ServiceNow Developer Platform.
- Step 5: Request/create an instance.
- Step 6: Choose the ServiceNow Developer Instance Version
- Step 7: Instance Credentials Info
- Step 8: Login into your ServiceNow Developer instance

INSTANCE ACTIVITY:

- If the instance is inactive for 10 days, then the instance is released
- If your instance is inactive for more than 24 hours, then your instance may go into hibernation state.

HOW TO BECOME A SERVICENOW DEVELOPER:



1. Get a Bachelor's Degree: While not mandatory, earning a bachelor's degree in computer science, information technology, or a related field provides a strong foundation in programming, databases, and systems management, which are key to becoming a ServiceNow developer.

2. Learn JavaScript and ITIL Basics: JavaScript is essential for building and customizing workflows within ServiceNow. Additionally, understanding ITIL (Information Technology Infrastructure Library) basics will help you grasp key IT service management concepts, making you more effective in developing solutions.

3. Complete ServiceNow Courses and Certifications: Enroll in ServiceNow-specific training courses, which cover platform fundamentals, development, and advanced techniques. Certifications such as Certified Application Developer

(CAD) or Certified Implementation Specialist (CIS) help validate your skills and improve career prospects.

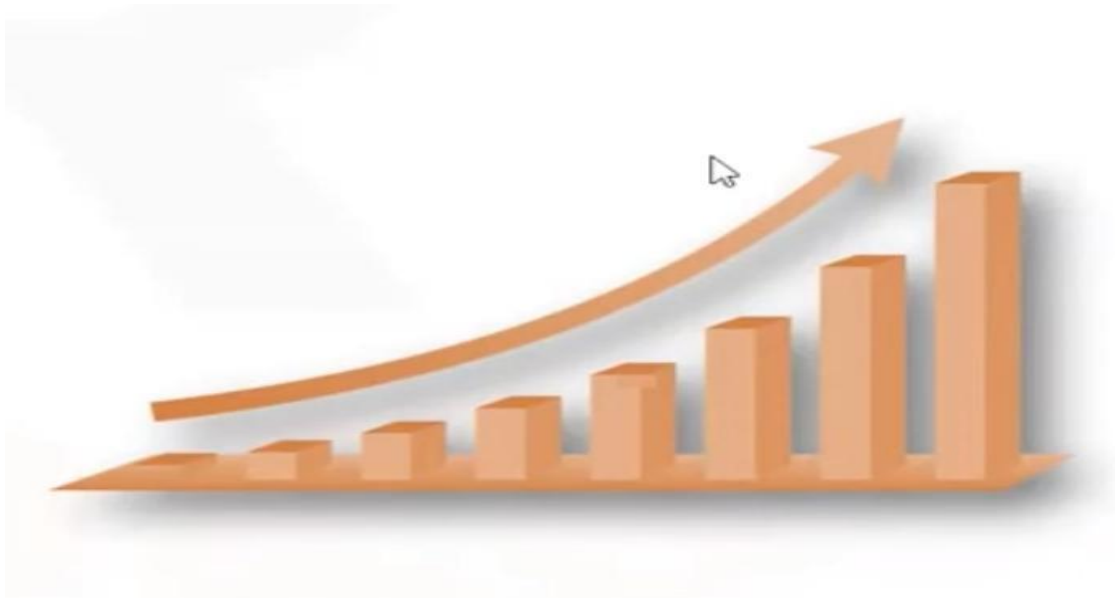
4. Practice on ServiceNow's Developer Instance: Get hands-on experience by registering for a free ServiceNow developer instance. Practice creating custom applications, workflows, and automations to build your skills.

5. Gain Real-World Experience: Seek internships, junior developer roles, or freelance projects to gain real-world experience with ServiceNow development, ITSM, and integrating with enterprise systems.

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



Career and growth in ServiceNow

ServiceNow fits best in industries like:



Career and Growth in ServiceNow Across Various Industries:

- 1. Governance:** In governance roles, ServiceNow professionals focus on implementing and maintaining platforms for Governance, Risk, and Compliance (GRC). This is crucial for managing risks, ensuring regulatory compliance, and improving transparency in decision-making processes, providing a solid career path in public sector organizations or large enterprises.
- 2. Computer Software:** ServiceNow developers in the software industry work on customizing and expanding ServiceNow's capabilities, integrating it with other software tools, and developing new applications. This role offers growth in areas like cloud computing, DevOps, and automation.
- 3. Insurance:** The insurance industry leverages ServiceNow for IT service management, risk assessment, claims processing, and customer service automation. ServiceNow experts in this field often grow into roles focused on improving operational efficiency, customer experience, and regulatory compliance.
- 4. Healthcare:** In the healthcare sector, ServiceNow streamlines IT operations, patient service management, and compliance with healthcare regulations like

HIPAA. A career here could evolve into roles focusing on healthcare technology, improving patient experiences, and automating clinical workflows.

5. Information Technology and Services: In the IT services field, ServiceNow is widely used for ITSM, ITBM, and ITOM (IT operations management). A career here provides strong growth opportunities in areas such as enterprise automation, cloud-based services, and digital transformation projects across industries.

SERVICENOW CERTIFICATION TRAINING:

Are you are a ServiceNow aspirant?

Then, you need to gain knowledge and practical experience on the concepts of ServiceNow to grab the best job opportunity and boost your career.

Voucher Code for SNOW CSA Exam:

The screenshot shows the ServiceNow 'REGISTER FOR AN EXAM' page. A green box highlights the 'Exam' details: 'Exam: Certified Application Developer', 'Length: 90 minutes', 'Price: 300.00', and 'Actions: Remove'. Another green box highlights the 'Coupon/Voucher Code' input field. Below the input field, a green box highlights the 'Total Price: USD 354.00'. The page also includes a 'Subtotal: 300.00' and 'Estimated Tax: 54.00'. A note at the bottom states: '*Charges are made in USD, currency conversion fees may apply'.

Exam	Details	Price	Actions
Exam: Certified Application Developer Length: 90 minutes	Schedule: Sunday, 28 February 2021 Start Time: 00:00 (UTC+05:30)	300.00	Remove

Please note that you will have to re-apply the promotion code at the time of purchase if you decide to leave this page without completing the current purchase.

Coupon/Voucher Code:

[Apply](#)

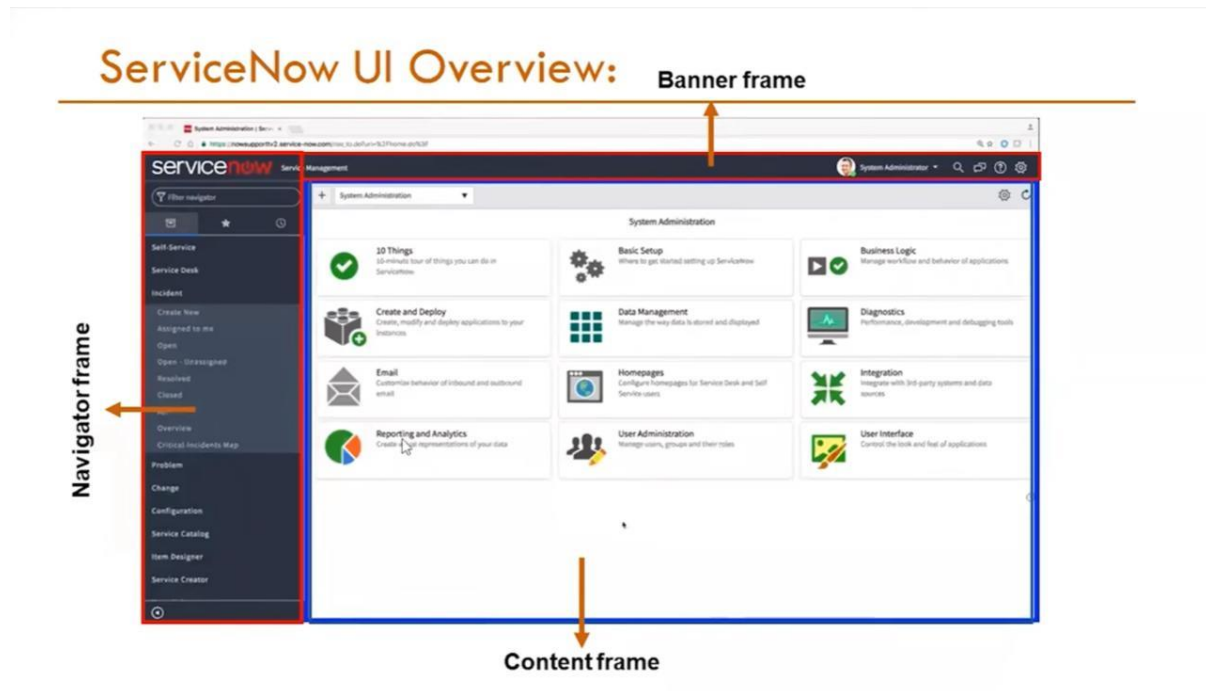
Subtotal: 300.00
Estimated Tax: 54.00
Total Price: USD 354.00

*Charges are made in USD, currency conversion fees may apply

- You may purchase a voucher when you complete your course
- Follow a paid virtual instructor led course, on completion of your course you will receive a voucher.

SERVICENOW UI OVERVIEW:

- We interact with the application and modules of the ServiceNow platform through the user interface using a web browser.
- The version of the user interface that accompanies the Istanbul version of ServiceNow is called UI16.



ServiceNow UI Overview:

1. Banner Frame:

The banner frame is located at the top of the ServiceNow interface. It contains the global search bar, which allows users to search for records, applications, and modules across the platform. It also includes user profile settings, notifications, and the settings icon for personalizing the UI (e.g., changing themes or layouts).

2. Navigator Frame:

The navigator frame is positioned on the left side of the interface. It contains the Application Navigator, which allows users to browse and access various ServiceNow applications, modules, and records. Users can search for specific modules, customize their favorites, and quickly navigate between different areas of the platform.

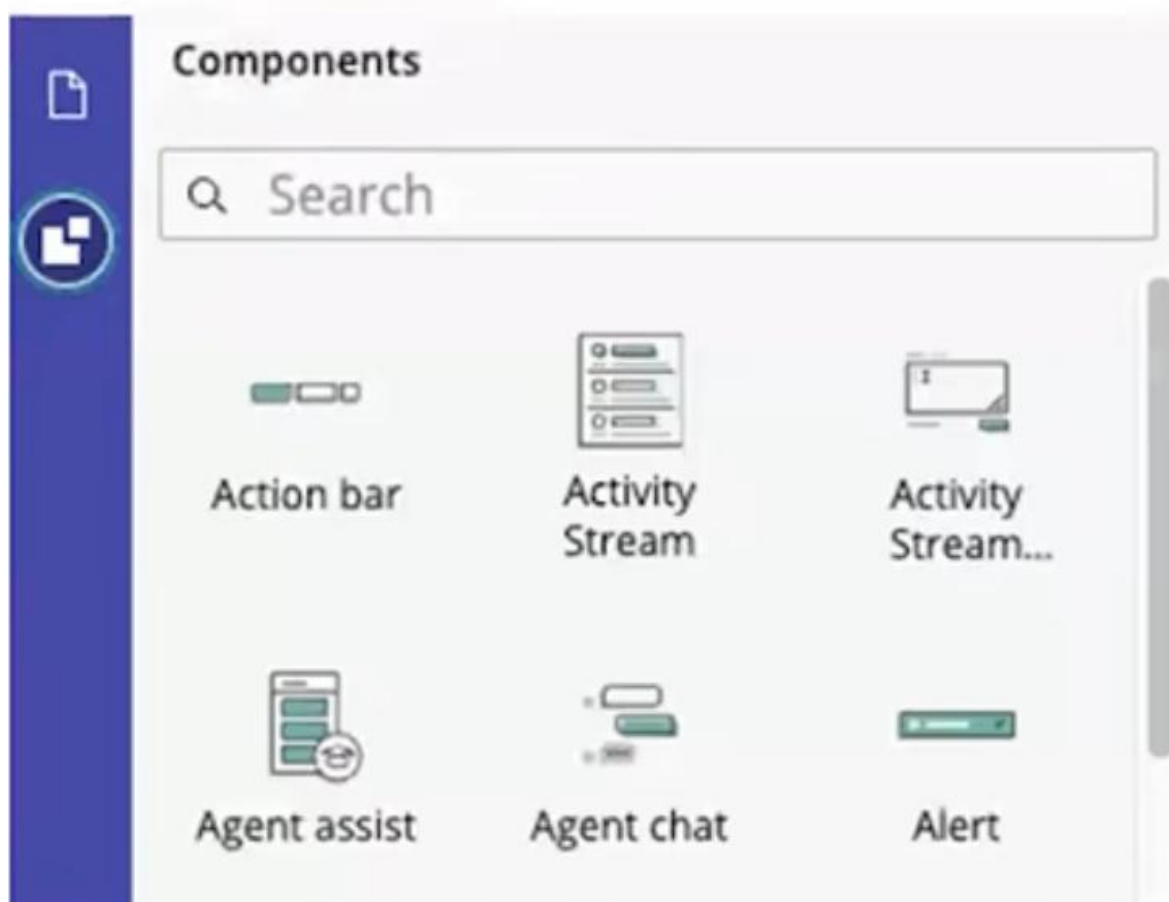
3. Content Frame:

The content frame is the central and largest section of the UI, displaying the active view or page. Whether it's a form, list, dashboard, or report, this frame presents the actual content that the user is interacting with, based on their selections from the navigator frame.

SERVICENOW COMPONENTS:

The Components are the basic elements of your page.

- Components range from the basic elements like labels, and buttons to more complex experience components like lists and forms.
- These components can be added to your page to create or personalize your workspace or portal.



1. Action Bar:

The action bar provides quick access to common actions and functions within ServiceNow. It typically appears at the bottom of forms or lists, enabling users to perform actions such as saving, submitting, or canceling tasks, as well as interacting with other options like attachments or notifications.

2. Activity Stream:

The activity stream is a chronological log of updates, comments, and changes made to a record or task. It helps users track the history of a case or incident, ensuring transparency and improving collaboration among teams.

3. Agent Assist:

Agent Assist is a feature that helps service agents by suggesting relevant knowledge base articles, records, and other resources while they work on resolving an issue. This improves efficiency by reducing the time spent searching for solutions.

4. Agent Chat:

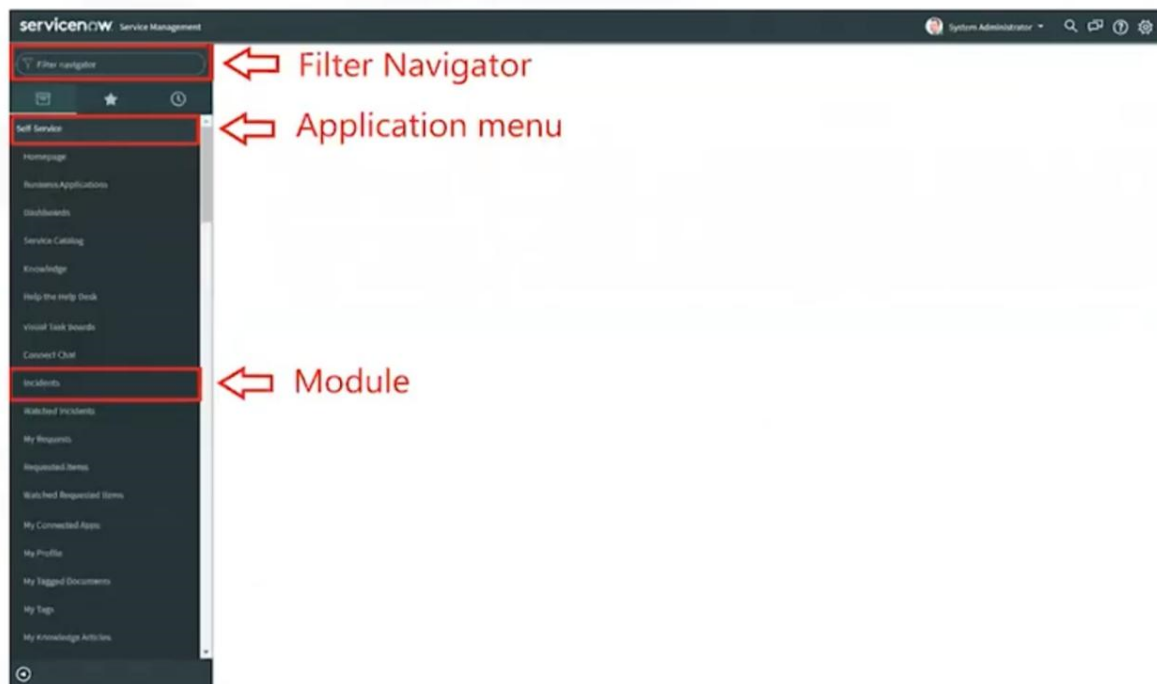
Agent Chat enables live, real-time communication between service agents and customers or internal employees. It helps improve customer service by providing immediate assistance, allowing agents to resolve issues faster and more interactively.

5. Alert:

Alerts in ServiceNow notify users of critical events, system issues, or updates that require immediate attention. These can be system-wide notifications or specific to certain tasks or incidents, helping to ensure timely responses.

MODULES:

Modules are the elements that make up the ServiceNow application navigator.



Some of the modules in ServiceNow are:

- Incident Management
- Problem Management
- Change and Release Management
- Request Management
- Asset and Cost Management
- Walk-Up Experience
- Agent Workspace
- Now Mobile, etc.

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.

Incident Module:

The screenshot shows the ServiceNow 'Incident' module 'New record' form. The left sidebar contains a 'Filter navigator' with options like 'System Mobile', 'User Experience Analytics', 'Incident' (highlighted with a red box), 'Problem', 'Change', 'Configuration', 'Password Reset', 'Service Catalog', 'Item Designer', 'Service Creator', and 'Service Portfolio Management'. The main form area is titled 'Incident New record' and includes fields for 'Number' (INC0010001), 'Caller' (with a search icon), 'Category' (Inquiry / Help), 'Subcategory' (None), 'Service' (with a search icon), 'Service offering' (with a search icon), 'Configuration item' (with a search icon), 'Contact type' (None), 'State' (New), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group' (with a search icon), and 'Assigned to' (with a search icon). There are also fields for 'Short description' and 'Description'. At the bottom, there are 'Related Search Results' and 'Related Search' sections.

PROBLEM MODULE:

- A problem is a cause of one or more incidents.
- The process of managing the lifecycle of all the problems that arises or could arise in an IT service is called as Problem management.

Problem Module:

The screenshot shows the ServiceNow 'Problem' module 'New record' form. The left sidebar contains a 'Filter navigator' with options like 'System Mobile', 'User Experience Analytics', 'Incident', 'Problem' (highlighted with a red box), 'Create New', 'Assigned to me', 'Open', 'Open - Unassigned', 'Resolved', 'Risk Accepted', and 'All'. The main form area is titled 'Problem New record' and includes a progress bar with stages: 'New', 'Assess', 'Root Cause Analysis', 'Fix in Progress', 'Resolved', and 'Closed'. The form fields include 'Number' (PRO0040002), 'First reported by' (with a search icon), 'Category' (None), 'Service' (with a search icon), 'Service offering' (with a search icon), 'Configuration item' (with a search icon), 'State' (New), 'Impact' (3 - Low), 'Urgency' (3 - Low), 'Priority' (5 - Planning), 'Assignment group' (with a search icon), and 'Assigned to' (with a search icon). There are also fields for 'Problem statement' and 'Description'. At the bottom, there are 'Related Search Results' and 'Related Search' sections.

CHANGE MODULE:

- **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.**

The screenshot shows the ServiceNow 'Change Request' form in a web browser. The browser address bar shows the URL: `dev86573.service-now.com/nav_to.do?uri=%2Fchange_request.do%3Fsys_id%3D-1%26sysparm_query%3Dchg_model%3D62d10fa1c303101035ae3f52c1d3aec1%...`. The page title is 'Create CHG0030019 | Change Request'. The left sidebar contains a 'change' search bar and a 'Favorites' section. The main form area has a breadcrumb trail: 'New > Assess > Authorize > Scheduled > Implement > Review > Closed > Canceled'. The form fields are organized into two columns. The left column includes: 'Number' (CHG0030019), 'Requested by' (System Administrator), 'Category' (Other), 'Configuration item', 'Priority' (4 - Low), 'Risk' (Moderate), 'Impact' (3 - Low), 'Short description', and 'Description'. The right column includes: 'Type' (Emergency), 'State' (New), 'Conflict status' (Not Run), 'Conflict last run', 'Assignment group', 'Assigned to', and 'Skills'. At the bottom, there are tabs for 'Planning', 'Schedule', 'Conflicts', 'Notes', and 'Closure Information'. A 'Submit' button is located in the top right corner.

LIST MODULE:

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.**

List:

This screenshot shows a 'Problems' list interface. Annotations with red boxes and arrows identify the following components:

- Breadcrumbs:** A path starting with 'All > State = Open'.
- Title bar:** The top header area containing the 'Problems' title and a 'New' button.
- Column headings:** Headers for the table including 'Number', 'Short description', 'State', 'Assignment group', 'Assigned to', and 'Configuration item'.
- Fields:** Individual data cells within the table rows, such as 'PBR0000003', 'Request for a Blackberry', and 'Open'.

	Number	Short description	State	Assignment group	Assigned to	Configuration item
<input type="checkbox"/>	PBR0000003	Request for a Blackberry	Open			
<input type="checkbox"/>	PBR0000005	Please remove this hotfix	Open		isl User	Windows XP Hotfix (SP2) Q817506
<input type="checkbox"/>	PBR0000007	Router Down	Open		isl User	
<input type="checkbox"/>	PBR0000008	Hang when trying to print VISIO documents	Open		isl User	
<input type="checkbox"/>	PBR0000010	Oracle Down	Open		isl User	ApplicationServerPeopleSoft
<input type="checkbox"/>	PBR0000011	Unknown source of SAP outage	Open		David Loo	SAP Enterprise Services

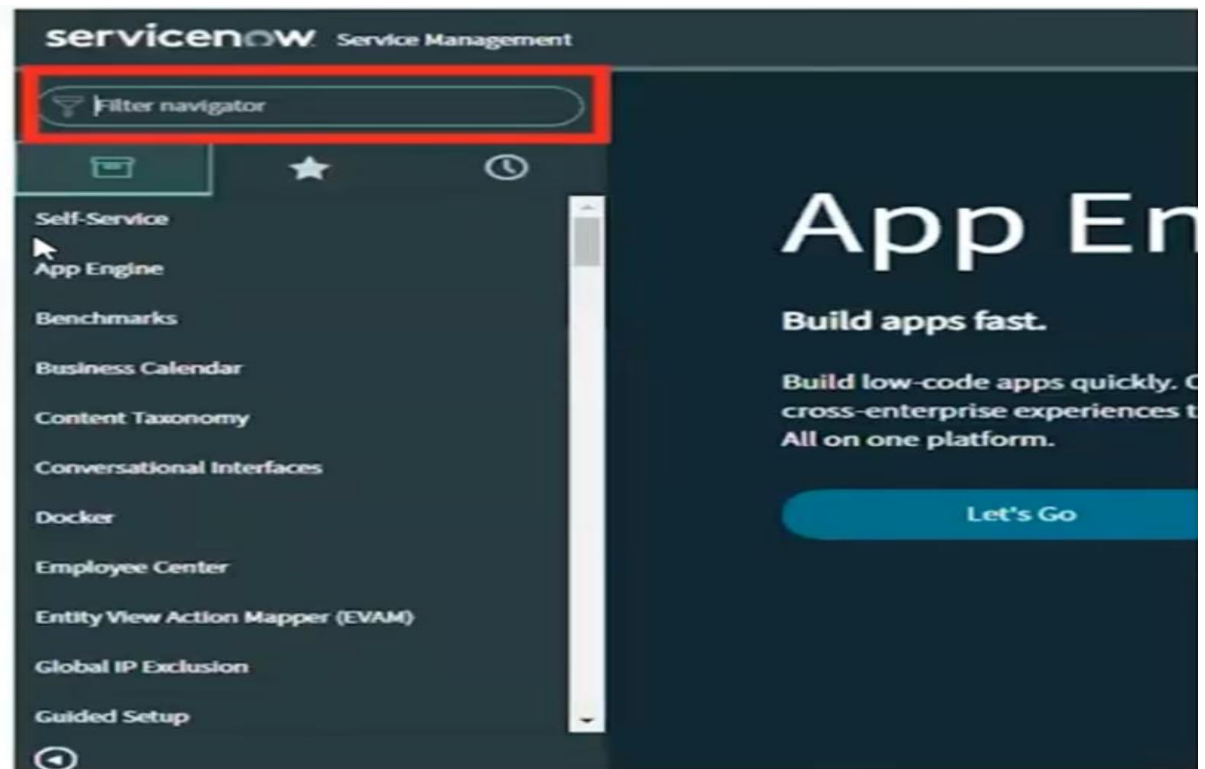
List:

This screenshot shows an 'Incidents' list interface. Annotations with yellow arrows identify the following components:

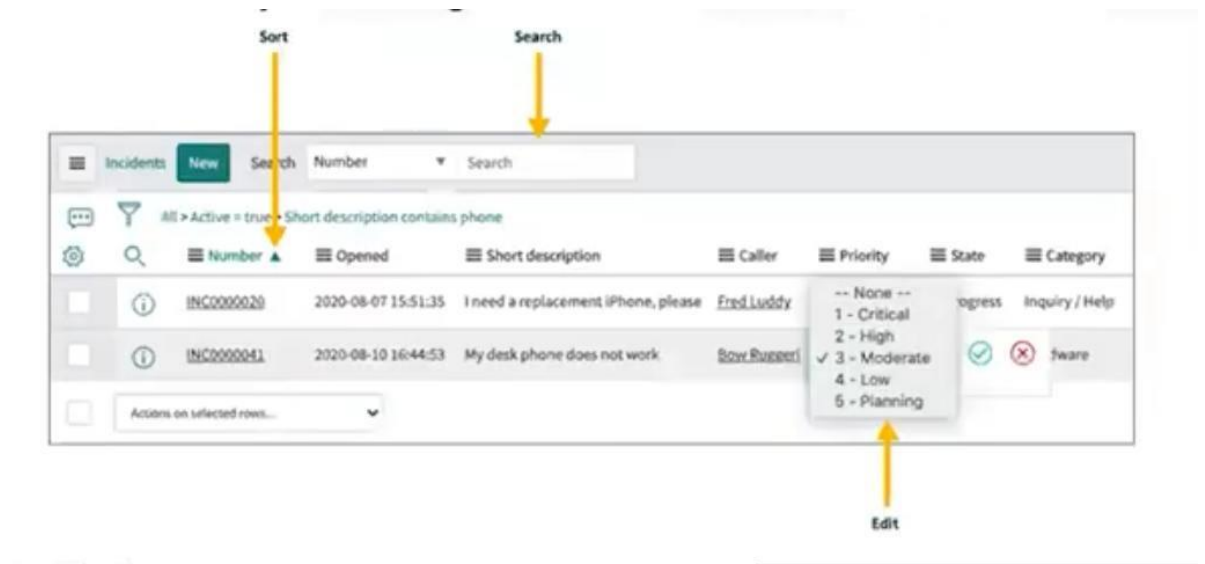
- Sort:** An arrow pointing to the 'Number' column header.
- Search:** An arrow pointing to the search input field in the top bar.
- Edit:** An arrow pointing to the 'Priority' dropdown menu.

	Number	Opened	Short description	Caller	Priority	State	Category
<input type="checkbox"/>	INC0000020	2020-08-07 15:51:35	I need a replacement iPhone, please	Fred Luddy	-- None --	Progress	Inquiry / Help
<input type="checkbox"/>	INC0000041	2020-08-10 16:44:53	My desk phone does not work	Bow Ruggeri	1 - Critical	✓	Hardware

FORMS:

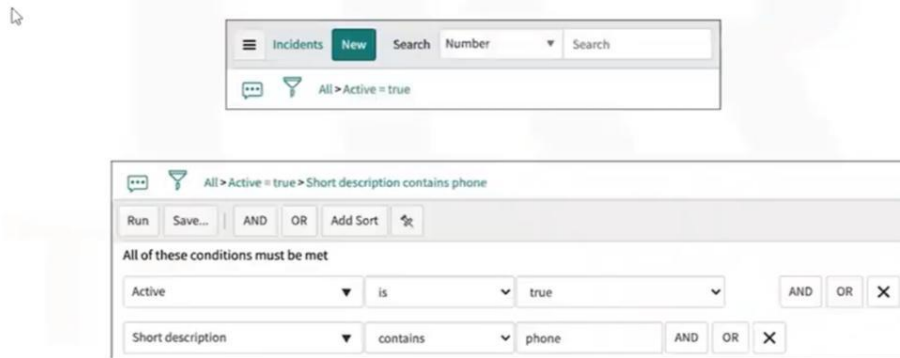


- Forms are opened from modules in the Application navigator or by clicking a record number in a list



FILTERS:

Filters:



WHAT IS SERVICENOW?

ServiceNow is cloud based It management tool, which is used to automate business process and provides best service to customers and encourages best practices in managing all services as a business.

- ServiceNow was first introduced as ITSM tool used for various IT activities such as asset management, incident management, change management, problem management, Knowledge management, CMDB etc.
- But, now ServiceNow becomes huge and serves lots of ITOM, ITBM applications like Project Portfolio management, Demand Management, Financial Management, Governance Risk and Compliance, HR, Agile Development etc.
- Who founded ServiceNow?
 - > Fred Luddy founded ServiceNow in 2004.
 - > CEO and president of ServiceNow is Bill McDermott from 2019

WHO USES SERVICENOW?

Following stakeholders use Snow to achieve their business goals:

- Employees - Use it to request their related IT business services.
- IT support Team- Use it to manage service requests or incidents.

- Administrators - ServiceNow helps administrators user access, roles & privilege management
- Implementers - Use it to deploy process applications and platform features which fulfills an organization business needs.
- Developers - Create new functionality with scripts to extend standard configurations.



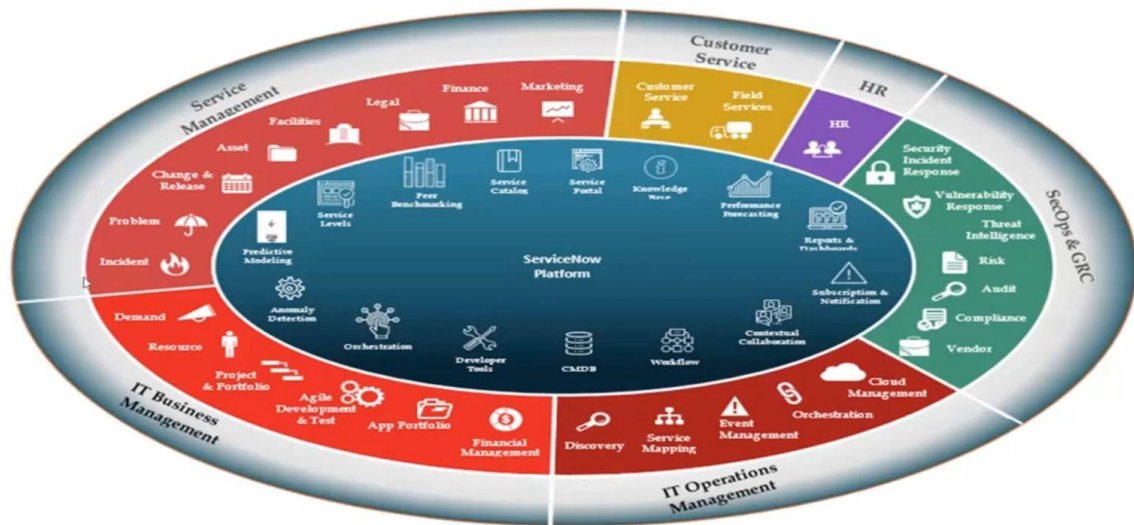
MAJOR CUSTOMERS:

Major Customers



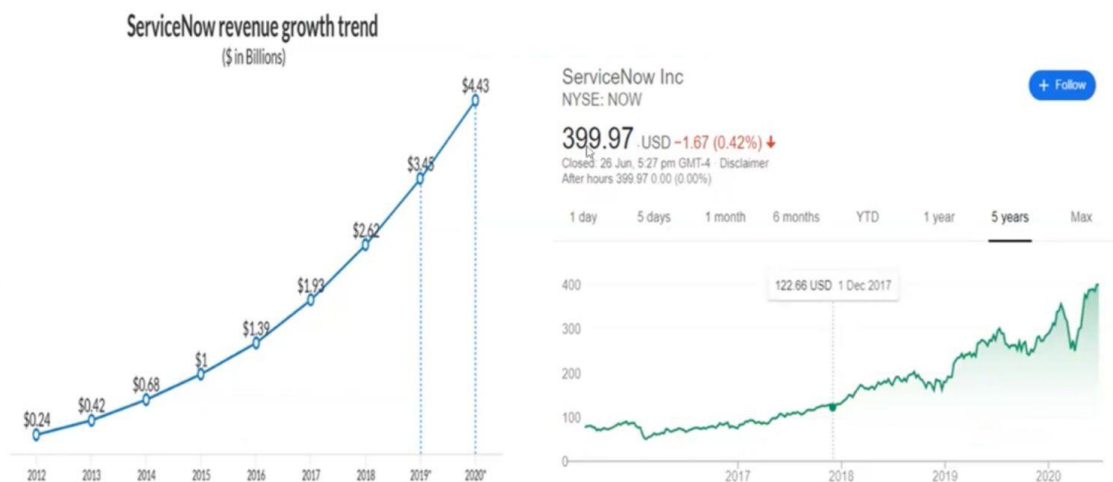
SERVICENOW ARCHITECTURE:

ServiceNow Architecture



SERVICENOW GROWTH:

ServiceNow Growth



ServiceNow Growth and Evolution

- ServiceNow has experienced significant growth since its inception, transforming from a simple IT service management (ITSM) platform into

a comprehensive enterprise solution for automating business processes. Its early focus on improving IT workflows laid the foundation for its success, but its expansion into other business areas like HR, customer service, and security operations has been key to its rapid growth.

- ServiceNow's ability to adapt to changing business needs, such as cloud-based solutions, AI-driven automation, and low-code/no-code development, has made it a leader in digital transformation. The platform's flexibility allows organizations to develop custom applications and integrate with other enterprise software, which is crucial for staying competitive in today's fast-paced, tech-driven landscape.
- In recent years, ServiceNow has grown significantly in industries beyond IT, such as healthcare, finance, and manufacturing. Its Governance, Risk, and Compliance (GRC) and IT Operations Management (ITOM) offerings have also seen increased adoption, as businesses prioritize security, compliance, and operational efficiency.
- ServiceNow's customer base has expanded globally, with many large enterprises and government organizations relying on its platform. The company has continuously innovated, introducing AI-powered features like Predictive Intelligence and Virtual Agents, which streamline workflows and improve service delivery.
- As businesses continue to embrace digital transformation, ServiceNow's growth shows no signs of slowing down. The company's focus on workflow automation, AI integration, and its expansion into new markets will likely drive its further success. Its strategic acquisitions and partnerships, such as with Microsoft Azure and IBM, also strengthen its competitive position in the enterprise software space.

DEMO DASHBOARD:

