WEEK 1

What is ServiceNow?

- **Introduction to ServiceNow**:

  - **Purpose**: ServiceNow is a cloud-based platform designed to help businesses manage their IT services and operations efficiently. It provides a unified system for IT Service Management (ITSM), IT Operations Management (ITOM), and other business processes.
  - **Platform Overview**: The platform offers various modules and applications tailored to different business needs, including incident management, change management, and problem management.

- **Platform and Infrastructure**:

  - **Cloud-Based**: ServiceNow operates entirely in the cloud, which means there's no need for on-premises hardware. This allows for scalability, flexibility, and accessibility from anywhere.
  - **Architecture**: It utilizes a multi-instance architecture, where each customer has their own dedicated instance of the platform. This provides security and customization options tailored to individual needs.
  - **Components**: The core components include the ServiceNow interface (for users and administrators), the database (for storing data), and various applications that can be customized or developed to fit specific requirements.

- **Key Features**:

  - **Service Management**: Includes features for managing IT services, incidents, and changes. It also provides tools for automating workflows and improving service delivery.
  - **Integration**: ServiceNow supports integration with other systems and applications, which helps in streamlining processes and ensuring data consistency.

- **Use Cases**:

  - **IT Operations**: Automates and manages IT operations to enhance efficiency and reduce downtime.
  - **Customer Service**: Offers solutions for managing customer requests and improving support services.

2. ServiceNow Platform Overview

- **Architecture**
  - **Multi-Instance Architecture**: Each customer has a dedicated instance of the platform, ensuring data isolation and customization.
  - **Cloud Infrastructure**: ServiceNow operates on a scalable cloud infrastructure, providing flexibility and accessibility.

- **Applications and Workflows**
  - **Core Applications**: Includes IT Service Management (ITSM), IT Operations Management (ITOM), Human Resources Service Delivery (HRSD), and more.
  - **Workflow Automation**: Customize workflows to automate processes and enhance efficiency.
- **User Interfaces**
  - **Classic UI**: Traditional interface used for accessing various ServiceNow features.
  - **Next Experience UI**: Modern interface designed for improved user experience and navigation.
- **Role-Based Access and Authentication**
  - **Role-Based Access Control (RBAC)**: Manages user permissions and data security based on roles.
  - **Authentication Methods**: Includes Single Sign-On (SSO) and Multi-Factor Authentication (MFA).

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3. User Interface and Customization

- **User Interface Fundamentals**
  - **Global Search**: Tool for searching across the ServiceNow platform.
  - **Connect Chat**: Messaging feature for real-time communication.
  - **Contextual Help**: Provides assistance and guidance based on user context.
  - **Application Navigator**: Navigation tool for accessing various applications and modules.
  - **Favorites and History**: Allows users to quickly access frequently used items and view browsing history.
- **Customization and Branding**
  - **Company Guided Setup**: Step-by-step process for setting up ServiceNow to align with company needs.
  - **ServiceNow Portal**: Customized portal for end-users to access services and information.
  - **UI Builder**: Tool for creating and customizing user interfaces and experiences.

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4. Lists and Filters

- **List View Interface**
  - **Standard Paradigm**: Provides a consistent way to view and manage data records.
  - **List Control**: Options for sorting, grouping, and managing list data.
- **Filter Conditions**
  - **Setting Filters**: Define conditions to narrow down data views.
  - **Refreshing Lists**: Update lists to reflect the most current data.

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5. Forms Management

- **Form Layout and Fields**
  - **Standard Layout**: Default structure for forms, including sections and field types.
  - **Form Field Types**: Various types of fields used for capturing data.
- **Saving Changes and Form Personalization**
  - **Saving Changes**: Options for saving data entered into forms.
  - **Form Personalization**: Customizing form views to suit user needs.
- **Form Sections, Related Lists, and Attachments**
  - **Form Sections**: Organizational units within a form.
  - **Related Lists**: Displays related records associated with the form.
  - **Attachments**: Adding files or documents to forms.
- **Form Templates and Views**
  - **Creating and Editing Views**: Customizing form views and templates for different use cases.

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6. Tool Demonstrations and Navigation

- **Logging In and Navigation**
  - **Login Process**: Accessing the ServiceNow platform securely.
  - **Navigation Bar**: Tool for moving through different areas of ServiceNow.
- **Application Overview and Navigator**
  - **Application Navigator**: Interface for locating and accessing various applications.
- **ServiceNow Store and Training Resources**
  - **ServiceNow Store**: Marketplace for additional applications and integrations.
  - **Training and Certification**: Resources for learning and certifying in ServiceNow.

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7. Data Import and Integration

- **Importing Data Basics**
  - **Data Import Methods**: Techniques for importing data into ServiceNow, including integrations with external systems.
- **Creating and Configuring Data Sources**
  - **Data Source Creation**: Setting up data sources to facilitate data import.
- **Import Sets and Transform Maps**
  - **Import Sets**: Mechanism for importing and transforming data into ServiceNow.
  - **Transform Maps**: Tools for mapping and transforming imported data fields to target tables.

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8. Incident Management and Task Administration

- **Managing Incidents, Problems, and Changes**
  - **Incident Management**: Procedures for handling and resolving incidents.
  - **Problem and Change Management**: Processes for managing problems and changes in the IT environment.
- **Task Creation and Collaboration**
  - **Task Creation**: Methods for creating tasks within ServiceNow.
  - **Task Assignment Rules**: Defining rules for task assignment.
  - **Visual Task Boards**: Tools for visualizing and managing tasks and workflows.

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9. Reporting and Analytics

- **Reporting Capabilities**
  - **Report Types**: Different types of reports available in ServiceNow.
  - **Creating Reports**: Steps for generating and configuring reports.
  - **Managing and Sharing Reports**: Options for managing reports and sharing them with users or groups.
  - **Dashboards**: Tools for visualizing and aggregating report data.

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10. Low Code/No Code Development

- **Concepts and Benefits**
  - **Low Code/No Code Platforms**: Platforms that enable application development with minimal coding.
  - **Benefits**: Speed, ease of use, and reduced need for extensive coding knowledge.
- **Career Opportunities**
  - **Career Paths**: Roles and opportunities related to low-code/no-code development.