Module 1 - ServiceNow Platform and Development Fundamentals

WORK NOTE-1 : *What is ServiceNow*

ServiceNow is a cloud-based platform designed to help businesses automate their IT operations and improve workflow efficiency. It started with IT service management (ITSM) but has expanded to include areas like IT operations management (ITOM), IT business management (ITBM), HR, customer service, and security operations.

Some key features of ServiceNow are.

- **Incident Management**: Helps resolve IT issues quickly.
- **Change Management**: Manages IT environment changes to reduce risks.
- **Asset Management**: Tracks IT assets throughout their lifecycle.
- **Service Catalog**: A portal for requesting and accessing services.
- **Knowledge Management**: A place for sharing knowledge and best practices.
- **Automation and Orchestration**: Automates tasks and workflows to save time.
- **Integration**: Easily connects with other systems and tools.

It's customizable to fit the unique needs of any organization, making it a great tool for improving service delivery and operational efficiency.

WORK NOTE-2 : *ServiceNow Platform Overview*

Overview of ServiceNow, broken down into its main parts.

1. **Platform Architecture**: ServiceNow is a cloud-based platform that's designed to be flexible and secure. It has a centralized database that keeps all data consistent, an application layer for handling business logic, and robust integration capabilities to connect with other systems. Security is a top priority, with features like encryption and compliance with industry standards.
2. **Applications and Workflows**: The platform comes with a variety of applications to automate different business processes. For example, IT Service Management (ITSM) helps manage IT services and incidents, HR Service Delivery automates HR tasks, and Customer Service Management (CSM) improves customer support. You can also create custom workflows to fit specific needs.
3. **User Interfaces**: ServiceNow offers several user interfaces to make it easy for different types of users. The Service Portal provides a simple way for end-users to request services and find information. The Now Mobile App allows access on the go, while Agent

Name- Pritish Mishra
Superset id- 5004959

Workspace gives service agents a focused environment for managing their work. The Classic UI is there for more advanced users, like administrators and developers.

4. **Role-Based Access and Authentication**: Security and access control are managed through roles and groups, which define what users can see and do on the platform. Different authentication methods, like single sign-on (SSO) and multi-factor authentication (MFA), help keep the platform secure while ensuring the right people have access to the right information.

ServiceNow is about streamlining workflows, improving efficiency, and providing a secure, user-friendly experience across the board.

WORK NOTE-3 : *ServiceNow User Interface Overview*

User Interface Elements

1. **Application Navigator**: This is the main menu on the left where you can find and access all the apps and modules available to you. It's like your go-to directory for getting around the platform.
2. **Global Search**: A search bar at the top that helps you quickly find records, documents, or any information within ServiceNow. It's super handy for locating things without needing to navigate through multiple menus.
3. **Connect Chat**: An in-platform chat feature that lets you communicate with colleagues directly from within ServiceNow. Great for real-time collaboration and quick questions.
4. **Contextual Help**: Offers guidance and help based on what you're currently working on. It's like having a built-in assistant to help you navigate and understand different features.
5. **Favorites and History**: You can mark frequently used applications and records as favorites for quick access. The history feature keeps track of what you've recently accessed, making it easier to go back to things you've been working on.
6. **ACLs (Access Control Lists)**: These control who can see and do what within the platform. It's a way to manage security and ensure that users only access what they're supposed to.
7. **UI Policies**: These define how fields on a form should behave based on specific conditions, like making certain fields mandatory or read-only. They help customize the user experience.
8. **Business Rules**: Server-side scripts that run when records are inserted, updated, or deleted, allowing you to enforce rules or perform actions automatically.
9. **Client Scripting**: JavaScript that runs in the user's browser to manage client-side behaviors, like making a field mandatory based on another field's value. This helps create a more interactive and responsive user experience.

Understanding these elements and concepts helped me navigate ServiceNow more effectively, make the most of its features, and tailor it to our specific needs.

Name- Pritish Mishra
Superset id- 5004959

WORK NOTE-4 : *ServiceNow Branding Overview*

Overview of ServiceNow branding and setup features:

1. **Branding Introduction**: ServiceNow lets you customize the platform to reflect your company's branding. You can change colors, logos, and themes to match your organization's style, giving it a more personalized feel.
2. **Company Guided Setup**: This feature provides a step-by-step guide to help you set up and configure your ServiceNow environment. It's great for getting started quickly and ensures that everything is set up correctly according to best practices.
3. **ServiceNow Portal**: The portal is a user-friendly interface where employees and customers can access services, submit requests, and find information. It's designed to be intuitive and can be customized to fit your organization's needs.
4. **UI Builder**: This is a tool within ServiceNow that allows you to create and customize user interfaces without needing to code. It's perfect for designing personalized pages and dashboards that fit your specific requirements and enhance the user experience.

These features help organizations tailor the platform to their specific needs, ensuring a consistent brand experience and improving usability for everyone involved.

WORK NOTE-5 : *ServiceNow Lists and Filters*

In ServiceNow's List View.

- **List View Interface**: Shows records in a table format, making it easy to view and manage data.
- **Standard Paradigm**: Organizes data into columns with sorting and filtering options.
- **List Control**: Provides tools for actions like editing, deleting, or creating records directly from the list.
- **Filter Conditions**: Lets you set up criteria to narrow down the records displayed in the list.
- **Refresh List**: Updates the list to reflect any changes or new data.

Name- Pritish Mishra
Superset id- 5004959

WORK NOTE-6 : *Forms in ServiceNow*

Working with forms in ServiceNow.

1. **Standard Layout**: Forms are organized with a clear layout, including a header, body, and footer, making it easy to fill out and review information.
2. **Form Field Types**: You'll find various types of fields like text boxes, drop-downs, and checkboxes, each designed for different kinds of data entry.
3. **Saving Changes**: You can save your work with options like "Save" to keep your changes or "Insert & Stay" to add a new record and stay on the same form.
4. **Form Sections**: Forms are divided into sections to help organize information logically, improving readability and ease of use.
5. **Related Lists & Formatters**: These display additional related records or information, like showing related tasks or details from other tables.
6. **Form Views**: Different views can be set up to show different layouts or fields depending on user roles or preferences.
7. **Form Personalization**: Allows you to customize forms by adding, removing, or rearranging fields and sections to better fit your needs.
8. **Adding Attachments**: You can attach files to a form to provide extra information or documentation.
9. **Form Templates**: Pre-defined templates make it easier to create consistent forms for common tasks or processes.
10. **Creating & Editing Views**: You can create and modify different views to tailor the form experience for different users or purposes.

WORK NOTE-7 : *A Hands-on ServiceNow Tool Demo*

A hands-on ServiceNow demo should cover.

1. **Logging In**: Demonstrate the login process and security features.
2. **Next Experience UI**: Highlight the modern interface and customization options.
3. **Navigation Bar**: Show how to use the Navigation Bar to access applications and favorites.
4. **Applications Overview**: Provide an overview of key ServiceNow applications.
5. **Application Navigator**: Explain how to navigate and search for applications.
6. **ServiceNow Store**: Introduce the ServiceNow Store for finding additional applications and plugins.
7. **Training and Certifications**: Discuss available training and certifications for ServiceNow.
8. **Working with Lists and Forms**: Demonstrate how to use List Views and Form Views effectively.

Name- Pritish Mishra
Superset id- 5004959

9. **Knowledge Management**: Overview of creating, managing, and using knowledge articles.
10. **ServiceNow Database**: Explain the structure and management of data within ServiceNow.

WORK NOTE-8 : *Introduction to Importing Data in ServiceNow*

To import data into ServiceNow via integrations.

1. **IntegrationHub**: Use pre-built or custom connectors to import data from various sources like REST APIs and databases.
2. **REST/SOAP Web Services**: Push data into ServiceNow using REST or SOAP APIs and map it to relevant tables.
3. **Import Sets**: Import data files (CSV, Excel) using data sources and transform maps.
4. **MID Server**: Integrate with on-premises systems securely to import data.
5. **Third-Party Tools**: Use integration tools (like MuleSoft, Dell Boomi) for complex data migrations and integrations.

WORK NOTE-9 : *Creating a Data Source in ServiceNow*

Integrations in ServiceNow start with creating a DataSource, which is a record in the platform used to connect to external data sources. This DataSource enables the loading and importing of external data into ServiceNow, allowing for data integration and management within the platform. This process is essential for leveraging external data within ServiceNow's workflows and processes.

WORK NOTE-10 : *Understanding Import Sets in ServiceNow*

Import sets in ServiceNow are created to bring external data into the platform. An import set table is first created to temporarily store the imported data. From there, data can be transformed and mapped to target tables using a transform map. This map defines how each field in the import set corresponds to fields in the target tables, ensuring accurate data integration.

Name- Pritish Mishra
Superset id- 5004959

WORK NOTE-11: *ServiceNow Transform Maps & Field Maps*

To import and map data into ServiceNow.

1. **Import Data**: Load data into an **import set table** from various sources (CSV, Excel, XML, etc.).
2. **Transform Data**: Use **transform maps** to define how data from the import set table should be mapped and transferred to the target tables in ServiceNow.
3. **Run Transform**: Execute the transform to move and map data from the import set table to the target table, ensuring the data aligns with ServiceNow's schema and requirements.

These steps help ensure accurate and efficient data integration within ServiceNow.

WORK NOTE-12: *ServiceNow Incident Management Tutorial and Task Administration*

ServiceNow offers comprehensive capabilities for managing tickets and tasks related to Incident, Problem, and Change Management.

1. **Incident Management**: Handles disruptions to normal service, allowing users to report issues, track their status, and resolve incidents efficiently.
2. **Problem Management**: Identifies and manages the root cause of incidents, helping prevent recurring issues and ensuring long-term fixes.
3. **Change Management**: Controls changes to the IT infrastructure by tracking and approving change requests, ensuring minimal disruption to services.
4. **Task Creation**: Users can create tasks associated with incidents, problems, or changes. Tasks can be automated or manually generated based on predefined rules.
5. **Task Assignment Rules**: ServiceNow allows task assignments based on various factors such as location, group, workload, or skill set, streamlining workflows and ensuring tasks are handled by the appropriate team or individual.
6. **Task Collaboration**: Teams can collaborate on tasks through integrated communication tools, notes, and activity streams, ensuring better coordination and knowledge sharing.
7. **Visual Task Boards**: ServiceNow includes visual task boards that provide a drag-and-drop interface for managing tasks. This allows users to easily track the progress of tasks, prioritize them, and visualize workflow stages.

These capabilities enable efficient IT service management (ITSM) and improve overall operational effectiveness.

Name- Pritish Mishra
Superset id- 5004959

WORK NOTE-13: *ServiceNow Reporting Tutorial*

ServiceNow's reporting capabilities allow users to create and manage real-time reports for analyzing data and monitoring performance. Key features include:

1. **Types of Reports**: ServiceNow supports various formats such as bar charts, pie charts, line graphs, tables, and lists.
2. **Creating Reports**: Users can build reports using a drag-and-drop interface, applying filters and conditions to visualize specific data.
3. **Managing Reports**: Reports can be modified, saved, and scheduled for automated generation.
4. **Sharing Reports**: Reports can be shared with users, groups, or displayed on dashboards for easy access and collaboration.

These features make data-driven decision-making easier across the platform.

WORK NOTE-14: *What is Low Code No Code Development?*

Low Code/No Code (LCNC) Software Development refers to platforms that allow users to build applications with minimal or no coding by using drag-and-drop interfaces, pre-built templates, and visual workflows.

How It Works:

Low Code: Combines visual tools with some coding for customizations.

No Code: Fully visual-based, enabling non-technical users to build apps without writing code.

Pros:

Speed: Faster development with pre-built components.

Accessibility: Non-developers can build apps.

Cost-Effective: Reduces the need for large development teams.

Cons:

Customization Limits: Limited flexibility for complex applications.

Scalability Issues: May struggle with large-scale or highly customized needs.

Name- Pritish Mishra
Superset id- 5004959