

# 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

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.

## 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.

## 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.