

# Week-1(Hands on)

## ServiceNow platform and development fundamentals

My name is **Raja sravan kumar**.

I hope this document finds you well. This week I have gone through the topics on **what is service now** and **service now platform overview**.

I'll be sharing what I understood on the above mentioned topics and share my experiences and thoughts.

## What is servicenow?

ServiceNow is a software company in Santa Clara, California founded by Fred Luddy in 2003 to solve problems large enterprises face with traditional IT delivery by providing a robust ,simple to use,Cloud-based environment in which business people can solve the business problems themselves.

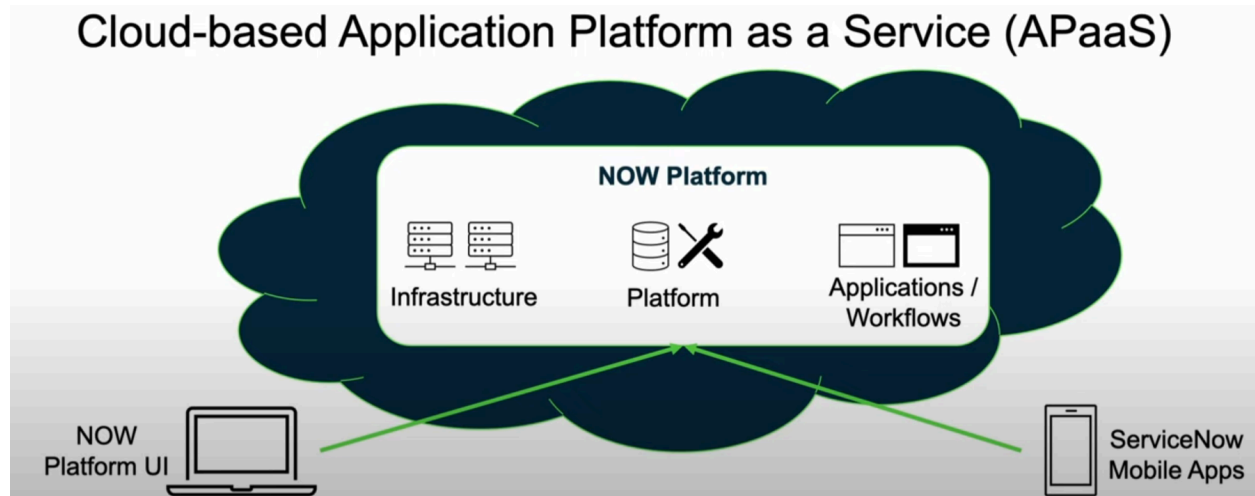
### Customers of ServiceNow:

At&t,Coca Cola,Deloitte,Delta,Mcdonalds,Microsoft,Wayfair,overstock etc,.

### Founders of ServiceNow:

- Founded by **Fred Luddy** in 2003 and current Board chairman.
- **Bill McDermott** the Chief executive officer(CEO) of ServiceNow.

Now platform is a cloud based Application platform as a service(APaaS),that provides the infrastructure,platform,applications and workflows required to support business IT needs.



**Include components:**

**Infrastructure:** This includes

- **Compute resources:** Data centers, racks, servers, ports, network resources.
- **Security:** Secured via multiple technologies.
- **Service level agreement:** Redundancy is built into every layer including devices, power and network.
- **Backups:** 4 daily full backups and 6 days of daily differential backups.

**Platform:**

- All applications (OOB and custom) for the entire enterprise are supported by a single, common, data model and Database.
- Ability to develop custom applications and workflows.

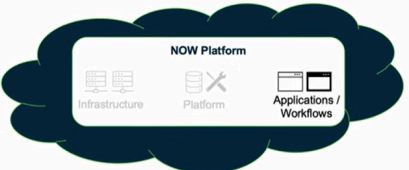
**Application/workflows:** Functionally categorized into four primary workflows as shown below.

What is ServiceNow?


## How ServiceNow?

### Applications / Workflows

ServiceNow comes with a robust suite of applications which are functionally categorized into 4 primary workflows:



- **IT Workflows:** Service Management (24), Operations Management (13), Business Management (10), Asset Management (4), DevOps (4), Security Operations (8), Governance, Risk, and Compliance (13), Telecommunications Network, Performance Management (3)
- **Employee Workflows:** HR Service Delivery (16), Workplace Service Delivery (10), Legal Service Delivery (10), Procurement Service Management (6), Safe Workplace Suite (1)
- **Customer Workflows:** Customer Service Management (29), Field Service Management (11), Connected Operations (4), Financial Service Operations (25), Telecommunications Service Management (24)
- **Creator Workflows:** App Engine (15), IntegrationHub (8)



As you can see in the above figure.

## ServiceNow Platform overview

In this topic I have learnt about the entire platform that how it works and what all consist in the platform.

### Now platform:

- It is an application platform as a service(APaaS).
- ServiceNow is cloud-based.
- Provides and supports the infrastructure computer resources.
- Provides a platform where you develop your own custom solutions.

**Application and workflows:** Comes with a robust suite of applications which are categorized into 4 primary workflows.

1. IT workflows(79)
2. Employee workflows(43)
3. Customer workflows(93)
4. Creator workflows(23)

The above workflows are further categorized into applications in each.

**Now platform Architecture:** When you purchase an instance, it is ServiceNow responsibility to support the IT infrastructure and compute resources need to enable and secure that instance.

It includes:

- 1. Enterprise cloud**
- 2. Availability and redundancy**
- 3. Backups and security**
- 4. Domain Separation**

**Now platform user interface:**

The Now platform user interface consists of 3 User interfaces.

- 1. Now platform UI:** used on desktop, laptops, computer via web browser and URL.
- 2. ServiceNow mobile applications**
- 3. Service portal:** User friendly self-service, widget based portal accessed via a web browser and special URL.

**Role based Access:** Ensure a user can get the information they need and no more components include

1. User
2. Group: Set of users who share a common purpose and need access to similar data.
3. Role: Collection of permissions.

**Use authentication:** ServiceNow validates their identity and enables functions and data based upon their related groups and roles.

- Local database authentication.
- External single sign on (SSO).
- LDAP
- OAuth 2.0
- Digest token multi factor authentication.

## ServiceNow user interface overview

**Banner frame:** Banner frame consists of logo, user menu, tools, system settings.

**User menu:** profile, impersonate user, elevate roles  
Logout.

**servicenow** All History : User - Raja Sravan ... ☆

User Raja Sravan Kumar Appalashetty View: Self Service

Update Set Password

First name Raja Sravan Kumar Email admin@example.com

Last name Appalashetty Date format System (yyyy-MM-dd)

Business phone (939) 808-8413 Time zone System (America/Los\_Angeles)

Mobile phone

Title System Administrator

Update Set Password

Related Links

- [Manage your client certificates](#)
- [Register client certificate](#)
- [View linked accounts](#)
- [View Subscriptions](#)
- [Reset a password](#)
- [Change password](#)
- [View Identity Center](#)

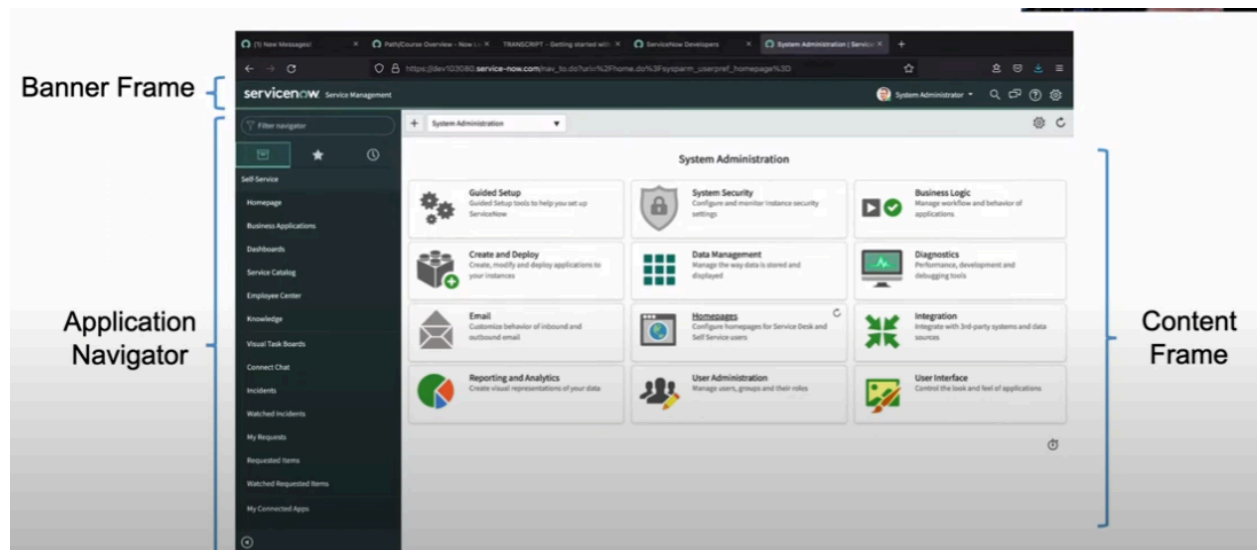
**System settings:** Allow users to customize the UI to their preference.

1. General settings
2. Theme settings
3. Accessibility settings
4. List settings
5. Forms settings
6. Notification settings
7. Developer settings

**Application Navigator:** It include

1. Navigation filter
2. All application
3. Favorites
4. History

As shown in figure below.



# ServiceNow Branding Overview

## What is servicenow branding?

Applying your distinct corporate identity across the now platform UI to create a shared identity ,build trust,and speed adoption.

**Guided setup:** Provide a system administration step by step instructions to configure various applications and modules within your instance.

**ISTM Guided setup:** Include company,connectivity,foundation,CMDB,incident management,major incident management,problem management,change management,service catalog,etc,.

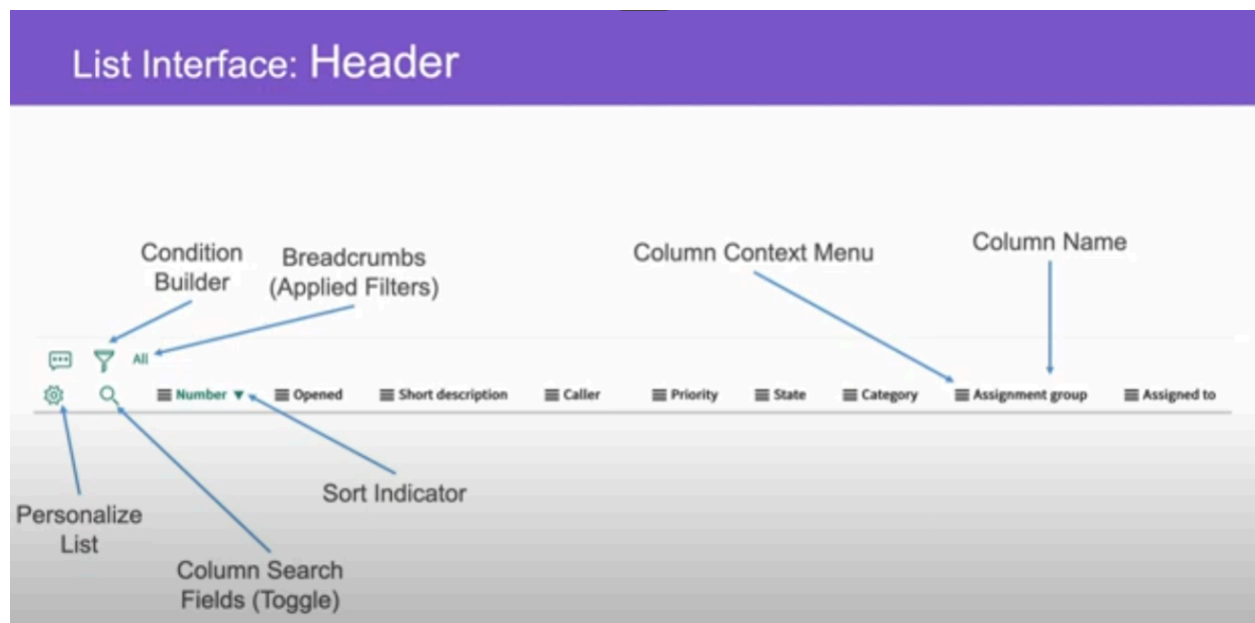
**ITOM Guided setup:** Include mid server, discovery, event operational intelligence, cloud provisioning and governance.

**Service portal and UI builder:** Used to brand the interface.

- Service portal is a widget based tool that creates intuitive user friendly interfaces to the now platform.
- UI builder builds out a functional page by choosing from a library of components.

## ServiceNow lists and Filters

**List interface:**






# Personalize List

## List Interface: Header: Personalize List

**Personalize List**

Allows you to personalize your view of a list without affecting other users

- Add, remove, and reorder columns being displayed for the given table
  - Note: Leave the first column as the first column
- Select from additional list viewing options via checkboxes
- The gear icon will include a dot  to indicate that you have personalized the list

**Personalize List Columns**

**Available**

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Approval
- Approval history
- Approval set
- Business duration
- Business resolve time
- Caused by Change
- Change Request
- Child Incidents

**Selected**

- Number
- Opened
- Short description
- Caller
- Priority
- State
- Category
- Assignment group
- Assigned to
- Updated by

☒ Wrap column text ☐ Compact rows ☐ Active row highlighting  
☒ Modern cell coloring ☒ Enable list edit ☒ Double click to edit

ServiceNow - Now Learning | ServiceNow ID One-time verification | ServiceNow Developers | Incidents | ServiceNow

dev193248.servicenow.com/now/nav/ui/classic/params/target/incident\_list.do%3Fsysparm\_query%3D%26sysparm\_first\_row%3D1%26sysparm\_view%3D

**servicenow** All Favorites History Workspaces Admin Incidents

Run Save... AND OR Add Sort -- choose field -- -- oper -- -- value --

**Personalize List Columns**

**Available**

- Active
- Activity due
- Actual end
- Actual start
- Additional assignee list
- Additional comments
- Approval
- Approval history
- Approval set
- Business duration
- Business impact
- Business resolve time
- Caused by Change
- Change Request
- Channel
- Child Incidents

**Selected**

- Number
- Opened
- Short description
- Caller
- Priority
- State
- Category
- Assignment group
- Assigned to
- Updated by

☒ Wrap column text ☐ Compact rows ☐ Active row highlighting  
☒ Modern cell coloring ☒ Enable list edit ☒ Double click to edit

Reset to column defaults Cancel OK

Number	Opened	Short description	Assignment group	Assigned to	Updated	Updated by
INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	/ Help	(empty)	2018-12-12 23:30:24	admin
INC0009005	2018-08-31 21:35:21	Email server is down.	/ Help	(empty)	2018-12-12 23:18:55	admin
INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	/ Help	(empty)	2024-05-09 16:19:59	system
INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	/ Help	(empty)	2018-12-12 23:39:53	admin
INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone de	/ Help	(empty)	2024-05-09 16:19:59	system
INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	/ Help	(empty)	2018-12-12 23:32:42	admin
INC0008112	2019-07-29 11:48:43	Assessment:ATF Assessor	/ Help	(empty)	2019-07-29 11:49:28	admin
INC0008111	2019-07-22 14:04:57	ATF: Test1	/ Help	(empty)	2019-07-22 14:05:48	admin
INC0008001	2021-01-15 13:04:14	ATF:TEST2	/ Help	(empty)	2021-01-21 15:31:42	admin
INC0007002	2018-10-16 22:47:51	Need access to the common drive.	/ Help	(empty)	2018-12-12 23:28:49	admin
INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	/ Help	(empty)	2024-05-09 16:16:15	system
INC0001990	2020-06-07 09:02:25	Unable to access the personal details section in	/ Help	(empty)	2020-06-07 09:04:34	admin
INC0000601	2024-05-04 02:42:59	The USB port on my PC stopped working	/ Help	(empty)	2024-06-29 15:15:16	system
INC0000060	2016-12-12 07:19:57	Unable to connect to email	Network	David Loo	2016-12-13 18:46:44	employee
INC0000059	2016-08-10 09:14:29	Unable to access team file share	/ Inquiry / Help	(empty)	2016-08-10 09:14:29	admin
INC0000058	2016-08-10 09:37:45	Performance problems with email	/ Inquiry / Help	(empty)	2016-08-10 09:37:45	admin
INC0000057	2016-08-10 09:14:59	Performance problems with wifi	/ Inquiry / Help	(empty)	2016-08-10 09:14:59	admin
INC0000055	2024-04-17 21:47:23	SAP Sales app is not accessible	Service Desk	Beth Anglin	2024-05-01 16:08:31	admin
INC0000054	2015-11-02 12:49:08	SAP Materials Management is slow or there is an outage	Service Desk	(empty)	2015-11-24 07:47:36	admin
INC0000053	2024-04-17 13:48:46	The SAP HR application is not accessible	Software	Beth Anglin	2024-05-08 12:42:25	admin

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ServiceNow - Now Learning | ServiceNow ID One-time verification | ServiceNow Developers | Incidents | ServiceNow

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servicenow All Favorites History Workspaces Admin Incidents Search

Incidents Number Search

Run Save... AND OR Add Sort

-- choose field -- -- oper -- -- value --

	Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
	INC0009009	2018-08-30 01:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:30:24	admin
	INC0009005	2018-08-31 21:35:21	Email server is down.	David Miller	1 - Critical	New	Software	(empty)	(empty)	2018-12-12 23:18:55	admin
	INC0009004	2018-09-01 06:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software	(empty)	(empty)	2024-05-09 16:19:59	system
	INC0009003	2018-08-30 02:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)	2018-12-12 23:39:53	admin
	INC0009002	2018-09-16 05:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware	(empty)	(empty)	2024-05-09 16:19:59	system
	INC0009001	2018-09-11 20:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:32:42	admin
	INC0008112	2019-07-29 11:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-29 11:49:28	admin
	INC0008111	2019-07-22 14:04:57	ATF : Test1	Raja Sravan Kumar Appalashetty	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2019-07-22 14:05:48	admin
	INC0008001	2021-01-15 13:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2021-01-21 15:31:42	admin
	INC0007002	2018-10-16 22:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help	(empty)	(empty)	2018-12-12 23:28:49	admin
	INC0007001	2018-10-16 22:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace	(empty)	2024-05-09 16:16:15	system
	INC0001990	2020-06-07 09:02:25	Unable to access the personal details section in payroll portal	Problem CoordinatorATF	5 - Planning	On Hold	Inquiry / Help	(empty)	(empty)	2020-06-07 09:04:34	admin
	INC0000601	2024-05-04 02:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware	(empty)	(empty)	2024-06-29 15:15:16	system
	INC0000060	2016-12-12 07:19:57	Unable to connect to email	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2016-12-13 18:46:44	employee
	INC0000059	2016-08-10 09:14:29	Unable to access team file share	Rick Berzie	3 - Moderate	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:29	admin
	INC0000058	2016-08-10 09:37:45	Performance problems with email	Bow Ruggeri	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:37:45	admin
	INC0000057	2016-08-10 09:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help	(empty)	(empty)	2016-08-10 09:14:59	admin
	INC0000055	2024-04-17 21:47:23	SAP Sales app is not accessible	Carol Coughlin	1 - Critical	In Progress		Service Desk	Beth Anglin	2024-05-01 16:08:31	admin
	INC0000054	2015-11-02 12:49:08	SAP Materials Management is slow or there is an outage	Christen Mitchell	1 - Critical	On Hold	Software	Service Desk	(empty)	2015-11-24 07:47:36	admin
	INC0000053	2024-04-17 13:48:46	The SAP HR application is not accessible	Margaret Grey	1 - Critical	In Progress	Inquiry / Help	Software	Beth Anglin	2024-05-08 12:42:25	admin

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In this way we can sort the lists and filter the lists.