

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.

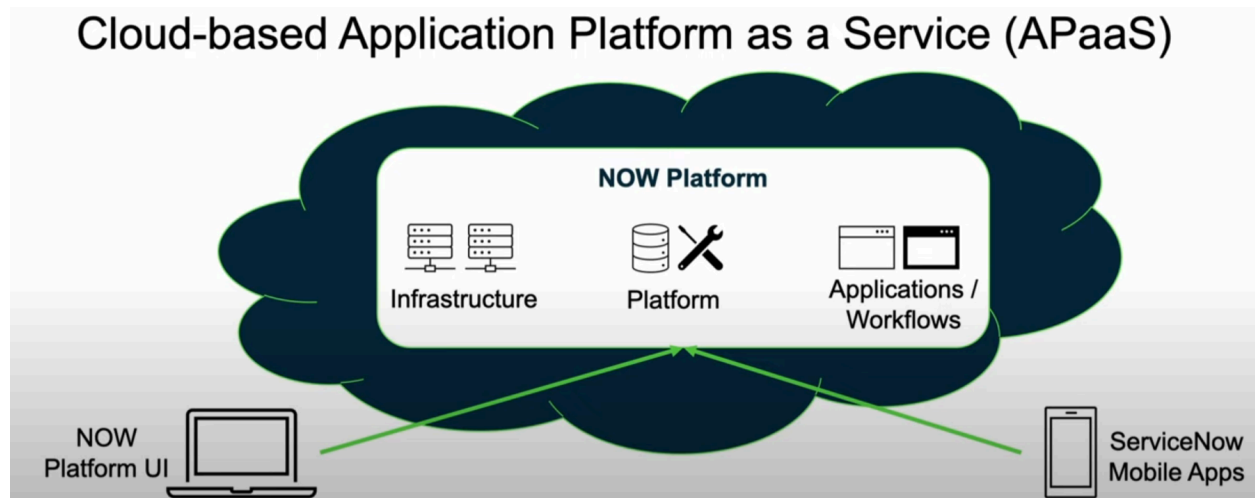
Customers of ServiceNow:

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.

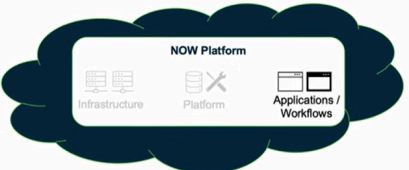
Application/workflows: Functionally categorized into four primary workflows as shown below.

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.