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.
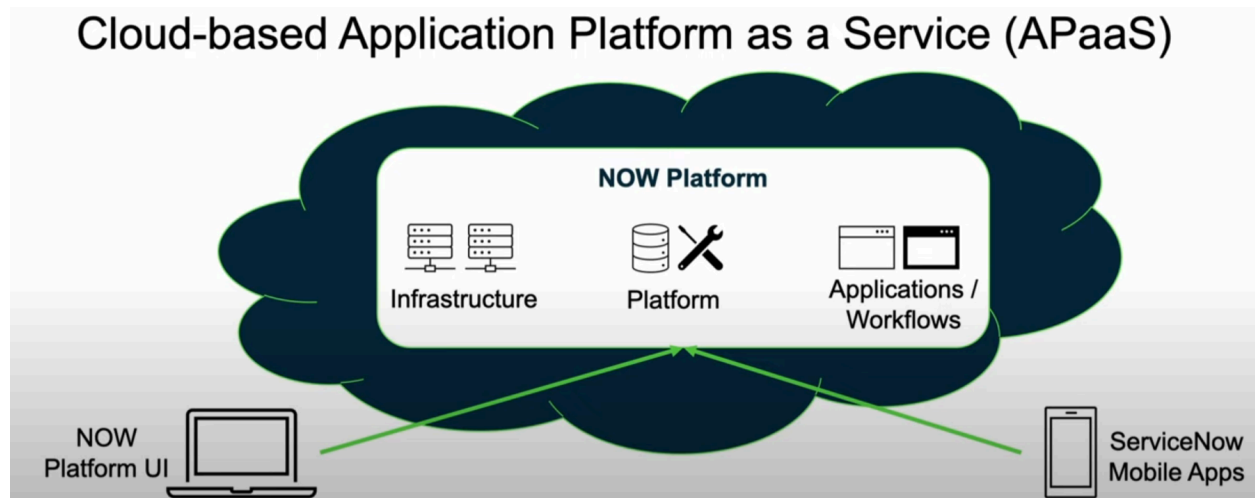
Customers of ServiceNow:
At&t,Coca Cola,Deloitte,Delta,Mcdonalds,Microsoft,Wayfair,overstock etc,.

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 include
- **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.
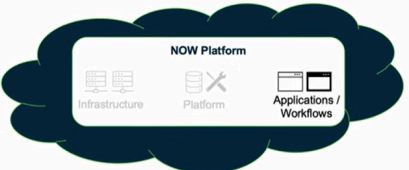- Ability to develop custom applications and workflows.

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

As you can see in the above figure.