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.
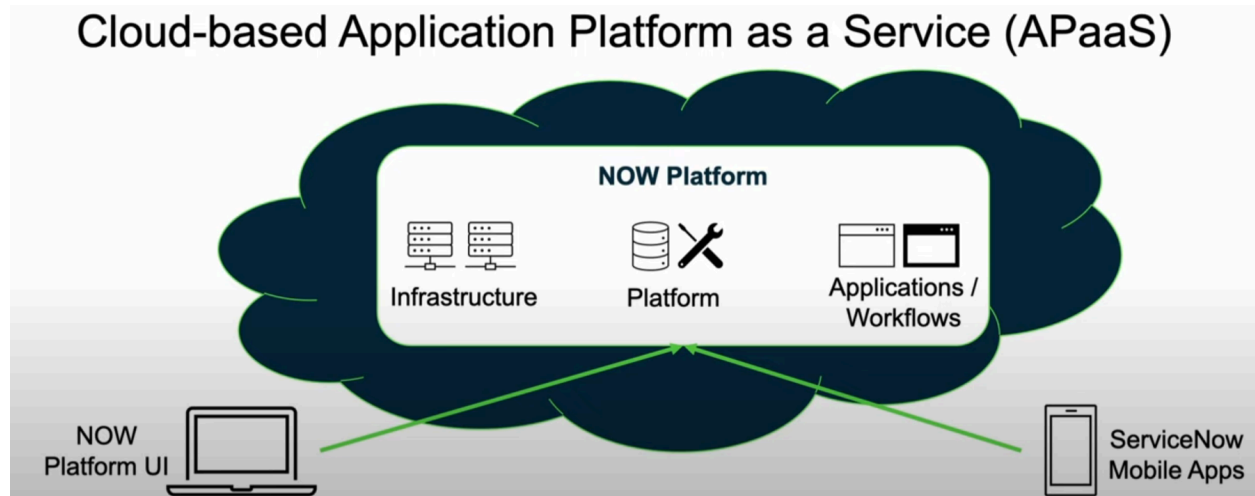
Include components:

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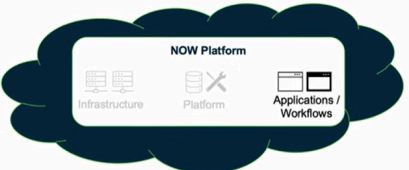
Application/workflows: Functionally categorized into four primary workflows as shown below.

As you can see in the above figure.

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 URI.

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.

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.
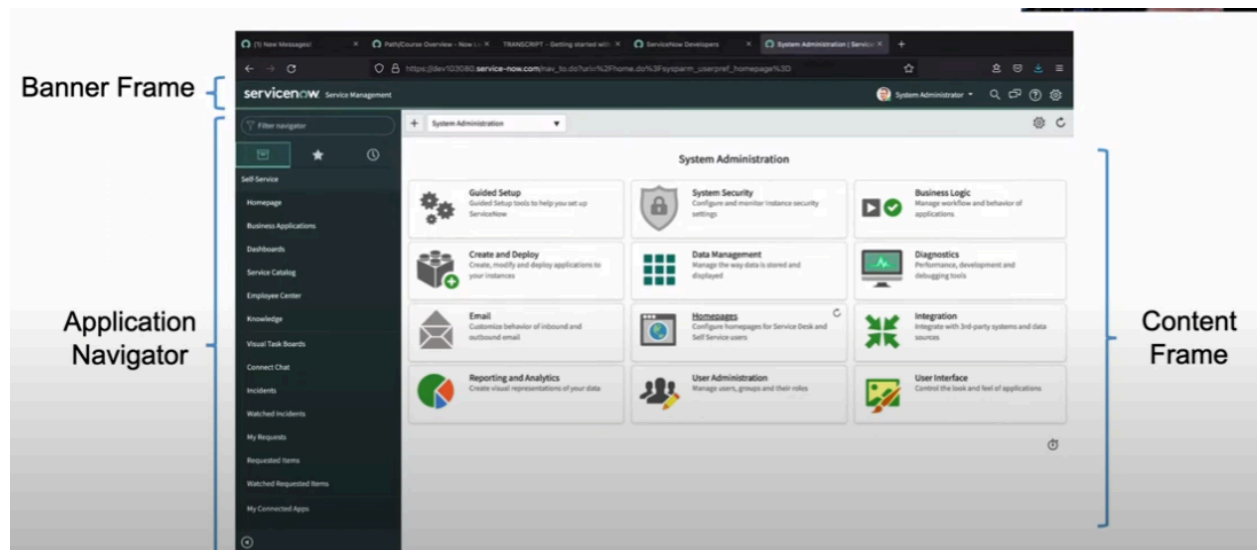
ServiceNow Branding Overview

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:
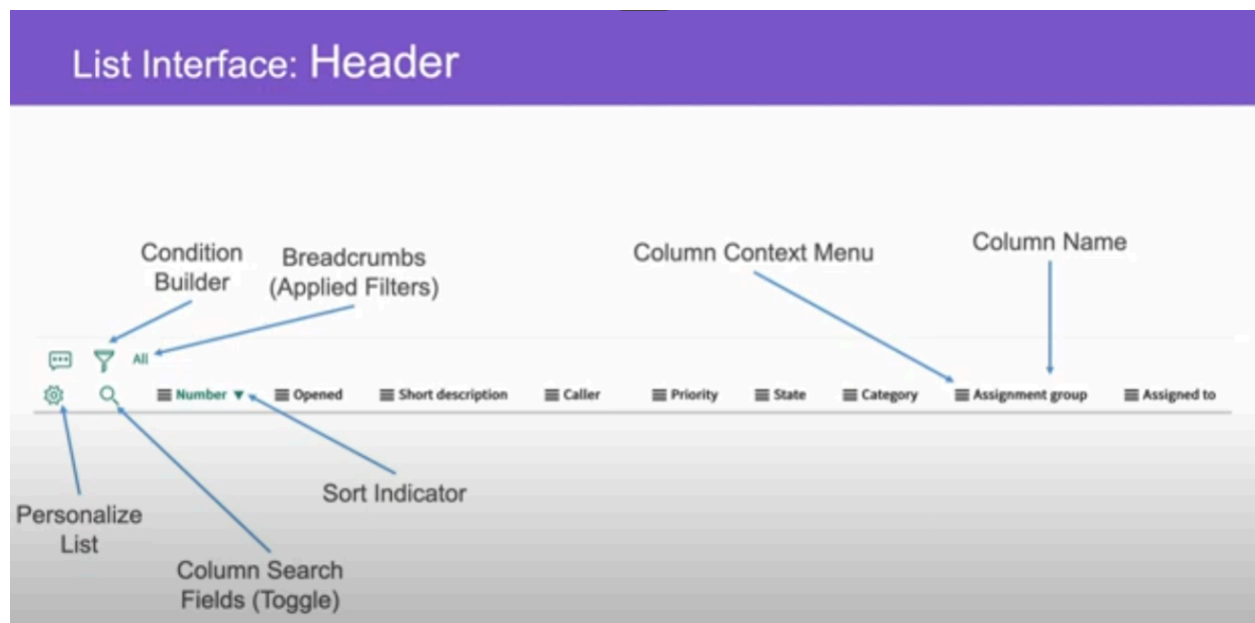
Personalize List

List Interface: Header: **Personalize List**

Personalize List

All

- 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

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