

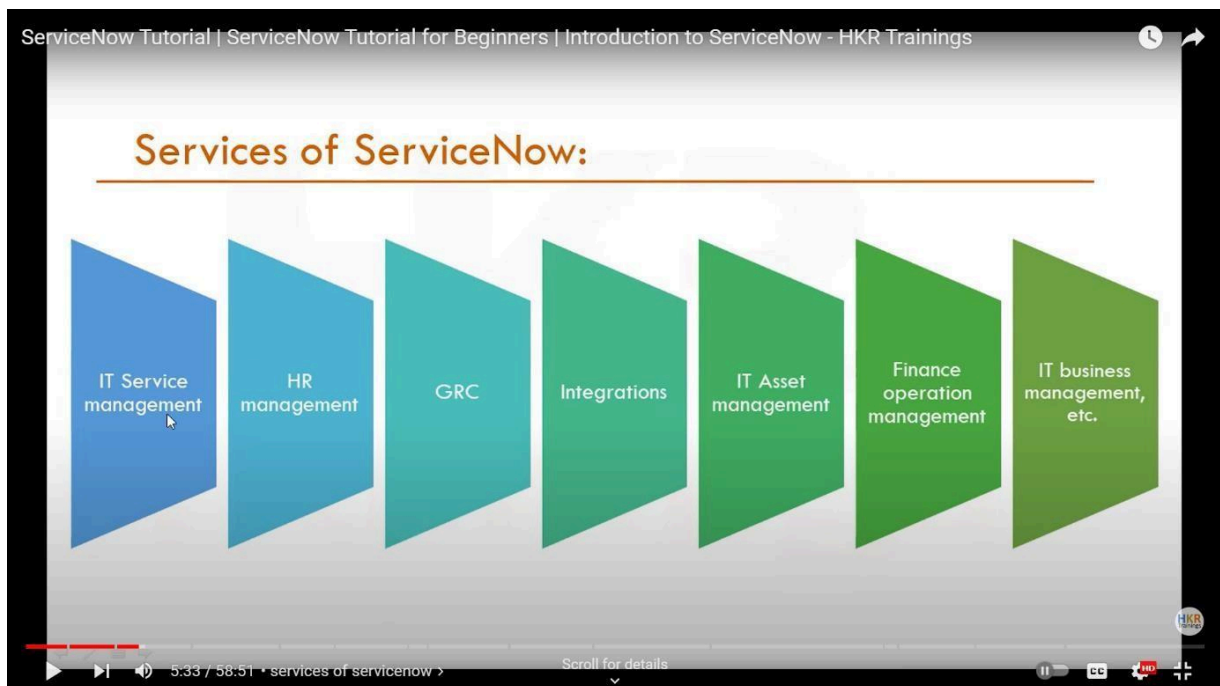
## Week 3 : Deepskilling

### 1. What is ServiceNow

- ServiceNow is a cloud-based service with a dedicated workflow.
- ServiceNow allows free access from any device, similar to accessing Gmail.
- ServiceNow lies as a platform as a service between application and software service on the cloud.

### 2. Services of ServiceNow

- ServiceNow provides ITSM, Asset Management, and Business Management services.
- ITSM integrates with third parties for data retrieval and IT asset management.
- Asset Management tracks and manages organization assets like laptops, data cards, and serial numbers.



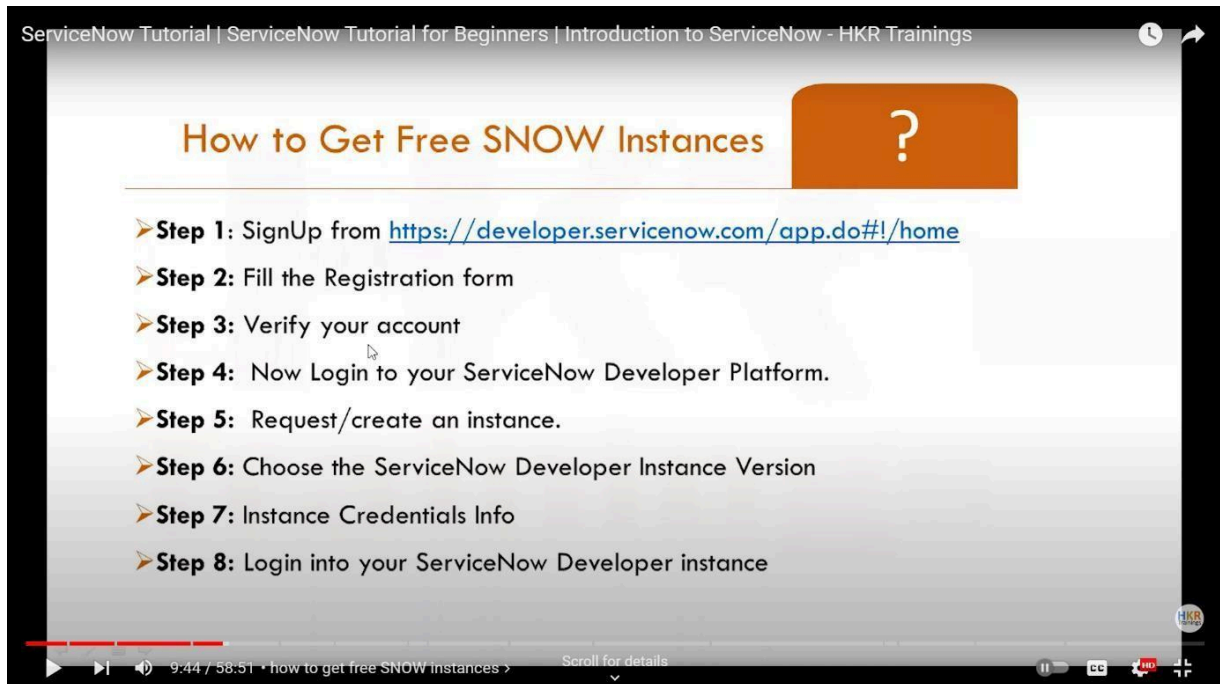
### 3. How to get free SNOW instances

- Register at [developer.servicenow.com](https://developer.servicenow.com), activate email link and login to the platform.

- Be mindful of inactivity repercussions, need to reclaim instance after 10 days of inactivity.

#### 4. How to become a SNOW developer

- ServiceNow certification, such as the System Certified Administrator exam, provides a pathway to career advancement and opportunities for free vouchers.

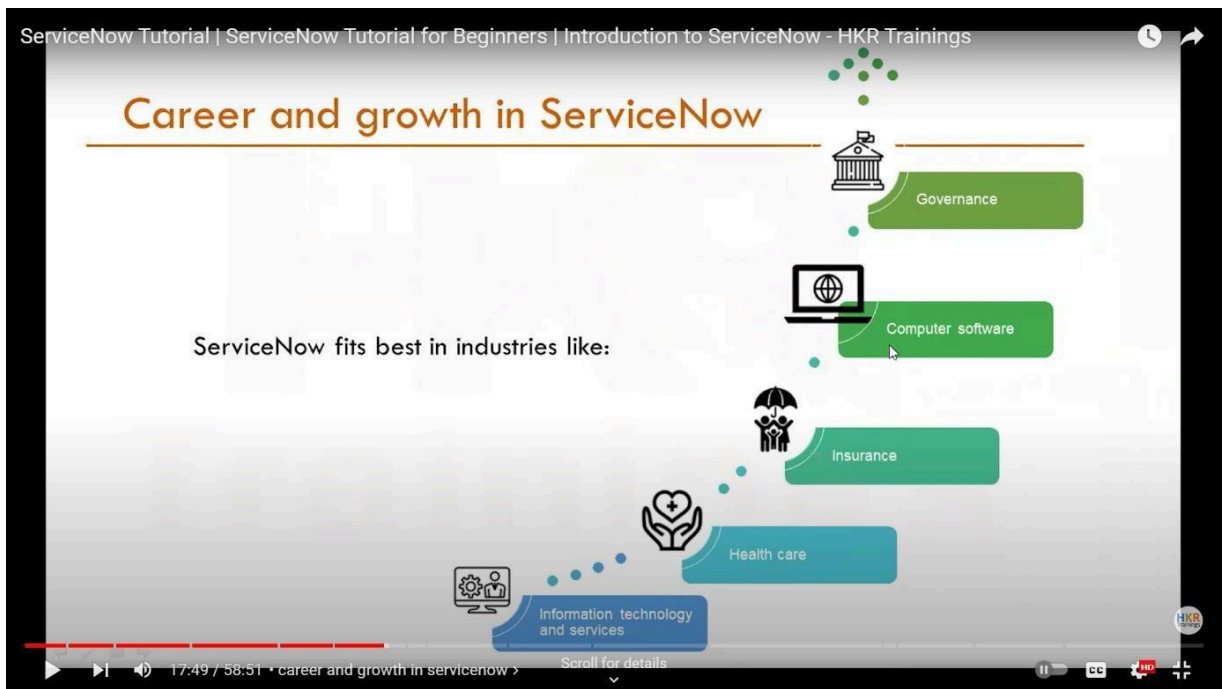


#### 5. Career and growth in ServiceNow

- ServiceNow provides a no-code environment for easy implementation
- ServiceNow is highly customizable and widely adopted across industries

#### 6. ServiceNow certification training

- Voucher code provided by ServiceNow after completing fundamental course on [nowlearning.servicenow.com](https://nowlearning.servicenow.com).
- Register for exam and apply voucher code for certifications on [servicenow.com](https://servicenow.com).



## 7. ServiceNow UI overview

- Explanation of options for purchasing voucher codes or opting for instructor-led course with voucher code details
- Overview of the user interface, including customization options and transition from UI 15 to UI 16

## 8. ServiceNow components

- ServiceNow has a 'Watch History' feature which stores seven days of history and recent activities
- ServiceNow provides various user customization options including changing themes, accessibility settings, and notification categories
- Left side of the Filter Navigator includes instance logo, instance name, application filter, application navigator, favorites bar, and history.
- Right side of the Filter Navigator includes application picker, update set picker, location, username, system administrator part, and profile logo.
- Connect Chat option enables communication with colleagues within the instance
- Settings section allows customization of preferences as per requirement

## 9. incident module

- Incident module allows users to create new tickets and categorize the issues with specific details like service provider and item
- Assigns the ticket to an assignment group, who will visit the location to rectify and solve the problem

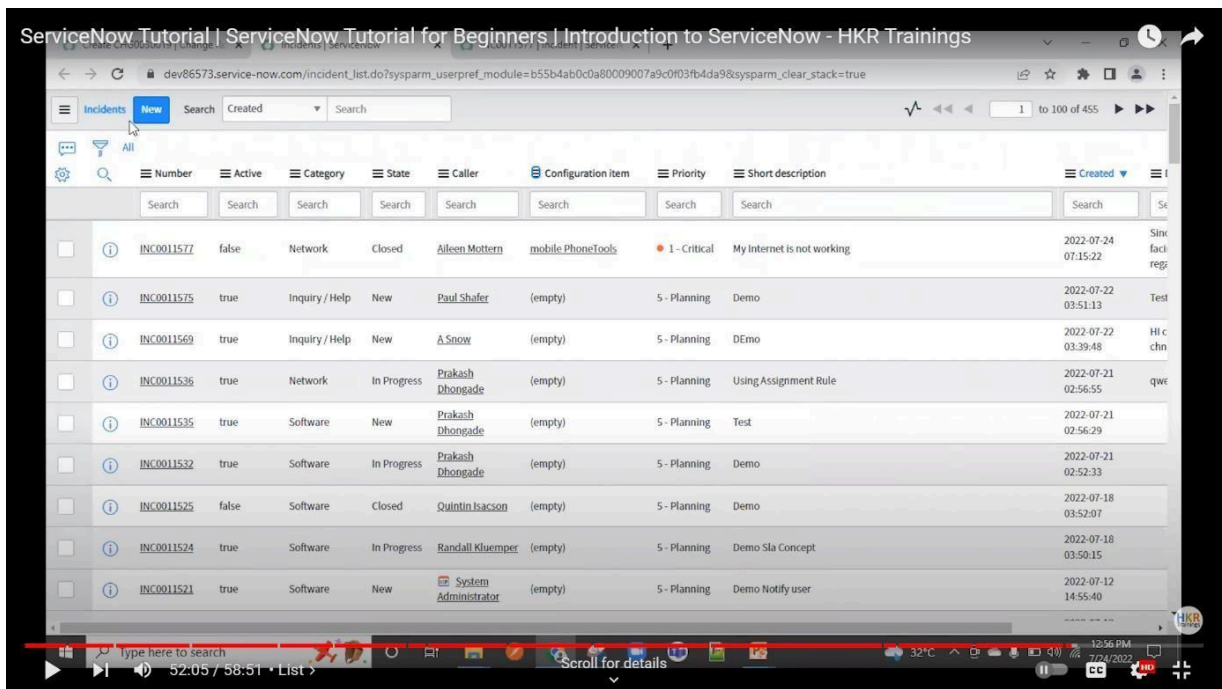
## 10. problem module

- Creating a problem in ServiceNow involves filling in relevant details and linking it to the incident.
- Problem management categories include SS root cause fix, resolved issues, and involve relevant teams like the Network group.

The screenshot displays the ServiceNow Incident form for incident INC0011575. The form is organized into two main columns. The left column contains fields for Number (INC0011575), Caller (Paul Shafer), Category (Inquiry / Help), Subcategory (None), Service, Service offering, Configuration item, Short description (Demo), and Description (Test123). The right column contains fields for Contact type (None), State (New), Impact (3 - Low), Urgency (3 - Low), Priority (5 - Planning), Assignment group, and Assigned to. At the bottom, there are tabs for Notes, Related Records, Resolution Information, Demo, and Kiran Form View. The interface is part of a video tutorial, as indicated by the 'ServiceNow Tutorial' header and the video player controls at the bottom.

## 11. Introduction to ServiceNow interface

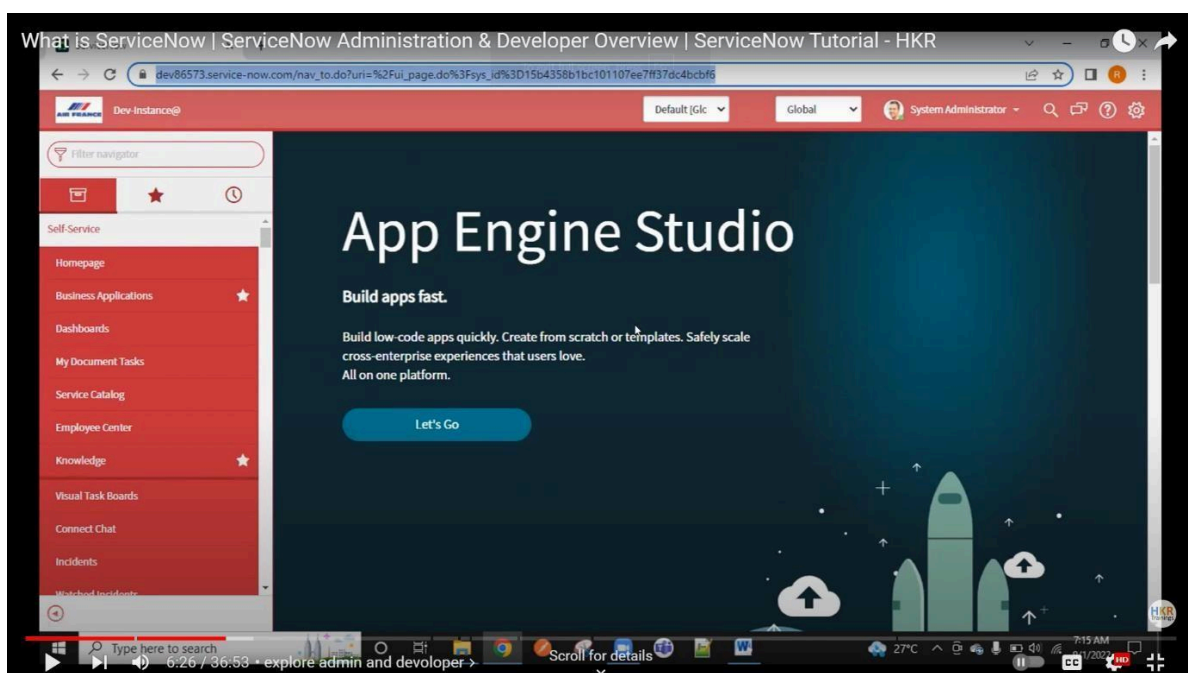
- ServiceNow data is organized in tables and columns, similar to an Excel sheet.
- The interface includes list view for a collection of items and form view for specific records.
- List view allows sorting, filtering, searching, and direct editing of records in ServiceNow.
- These are the key components like breadcrumb, title bar, groups, fields, records, and columns.



## Hands on 2: ServiceNow Administration & Developer Overview

### 1. Explore admin and developer

- Users can create custom applications and websites on ServiceNow, such as the service portal for ordering products
- ServiceNow is utilized by various industries for automation, HR management, customer support, and product development.



## 2. Major customers

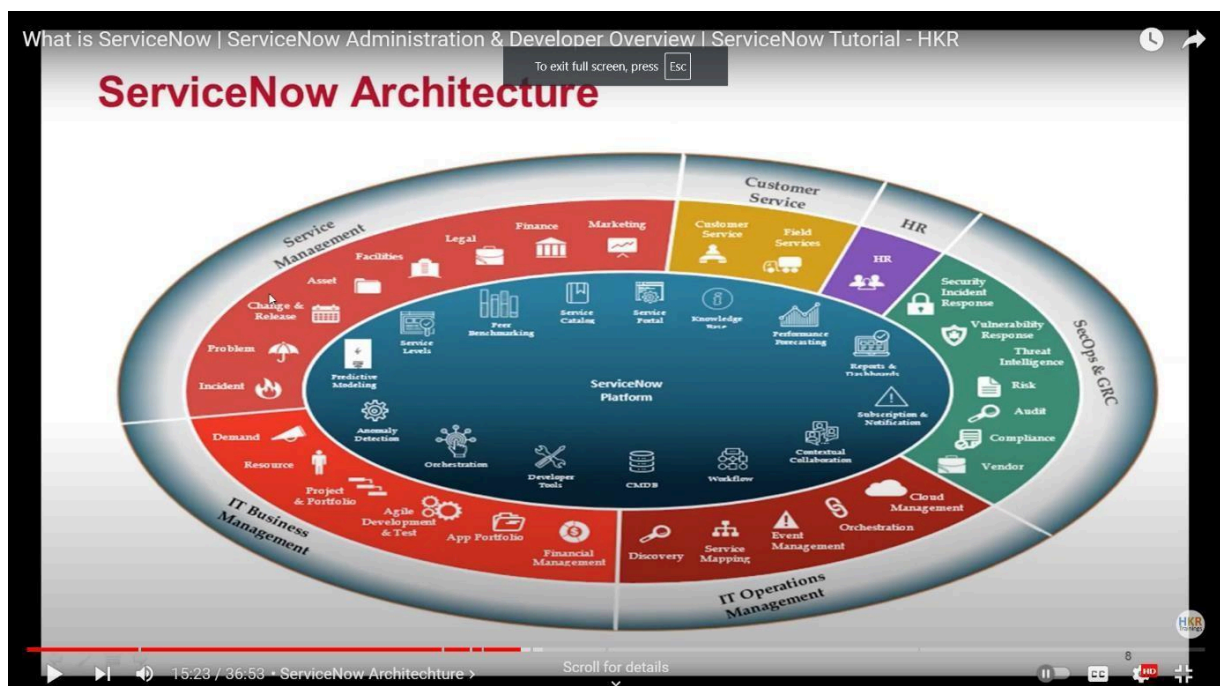
- No need to install any specific application, just need to login and start development.
- Clients provide credentials and URL for development or administrative work.

## 3. ServiceNow Growth

- ServiceNow website for finding courses: [learning.servicenow.com](https://learning.servicenow.com)
- Process for obtaining the free voucher code and scheduling the examination

## 4. ServiceNow Architecture

- Modules include incident, problem, change, asset management, and more. New services introduced like HR, customer support, security, Cloud and business management.



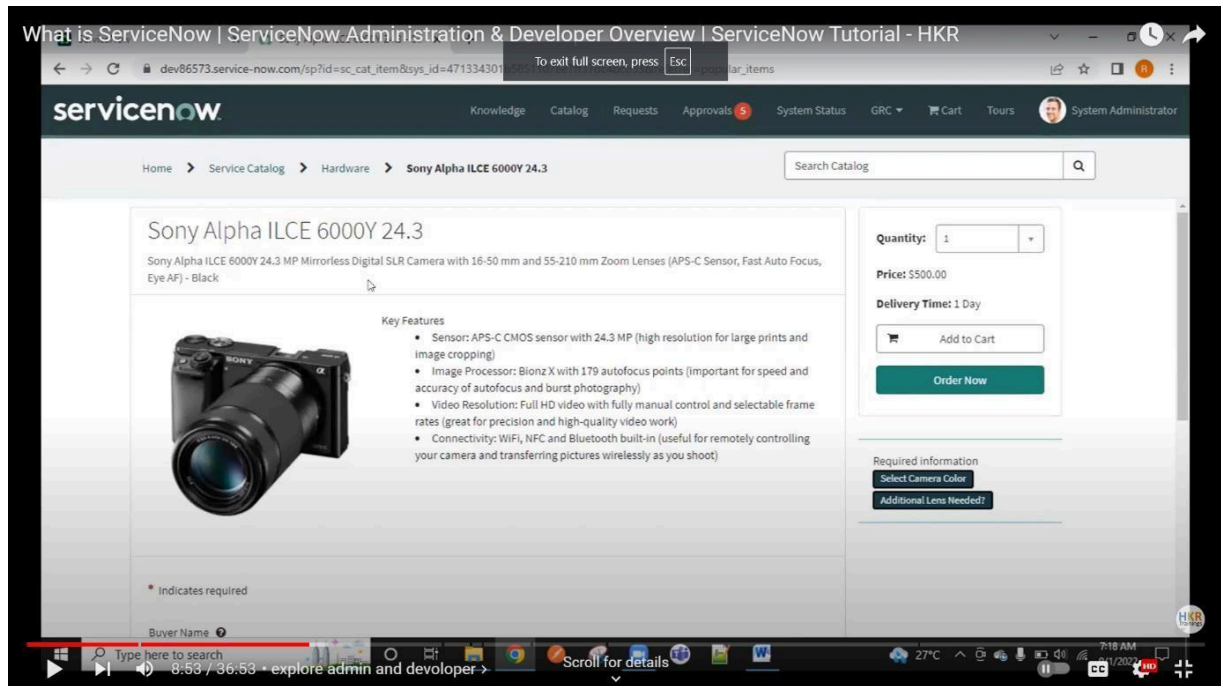
## 5. Who use ServiceNow

- Assistance with resume preparation based on experience levels and guidance on adding personal details
- Provision of interview question support and study guide for CSA examination



## 6. What is Catalog

- System admin handles creating millions of users efficiently using Imports and Transform app module
- Groups creation in ServiceNow is another important function performed by the system admin



## 7. Dashboard create

- ServiceNow allows creating user tables with permissions for access. Dashboard creation in ServiceNow involves showcasing activities and incident details.

