WHAT IS SERVICENOW?

>> In order to answer "what", first we need to know about the "who", "when", "why", "how" & "where".

- ServiceNow's current CEO is Bill McDermott.
- ServiceNow's founder and current board chairman is Fred Luddy.

When is ServiceNow?

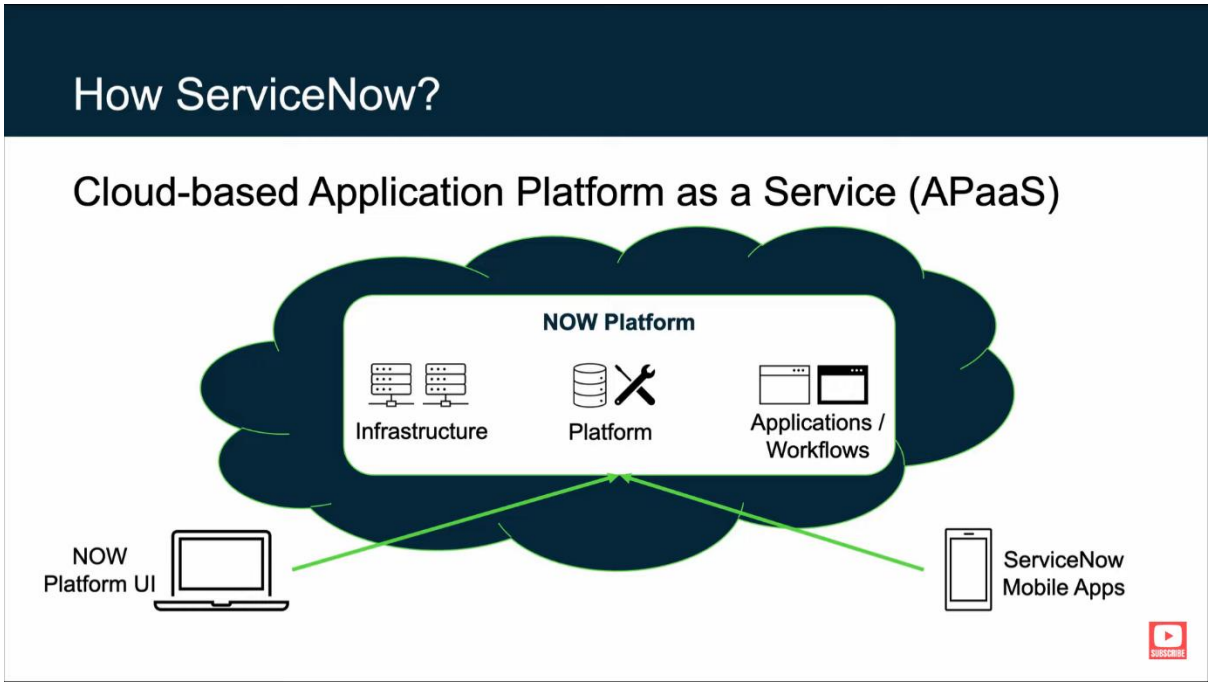
- 2003: founds the company as GlideSoft
- 2006: Company name changed from GlideSoft to servicenow.
- 2012: now becomes a publicly traded company
- 2018: ServiceNow #1 on most innovative companies
- 2019: named CEO of ServiceNow

Why ServiceNow?

- What if IT services were designed and delivered in a way that allowed businesspeople to solve business problems themselves?
- Is it possible to build a platform where interacting with IT services is intuitive, well-delivered, and enjoyable to work with?

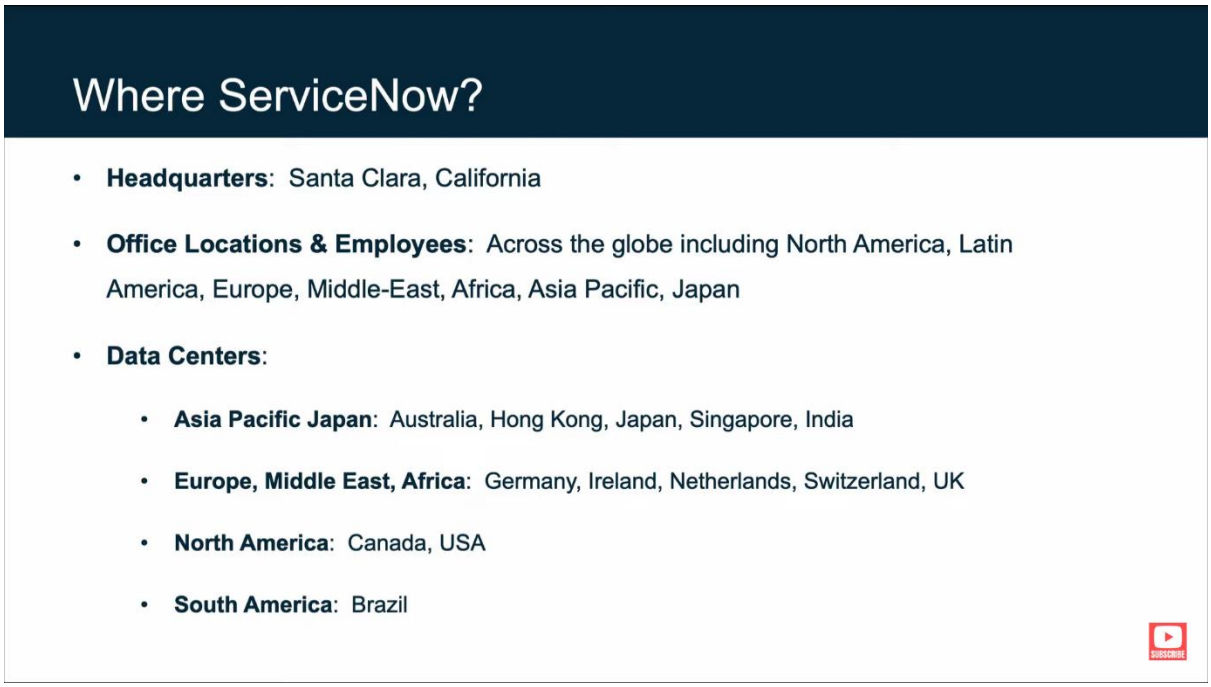
- Let's outsource the entire IT Department to the cloud and say goodbye to the IT guys of the world!

Over the course of his career, Fred Luddy had witnessed countless situations where information technology, its employees, and processes made smart businesspeople feel embarrassed and ignorant.



Infrastructure

- Computer resources: datacenteres, racks, servers, ports etc.
- Security: The platform is secured via multiple technologies which have been certified by third-party security organizations.
- Service level agreements: paired datacenteres provide redundancy and failover.
- Backups: 4 daily full backups per week.



Finally, we can answer that what is ServiceNow as we have got quite a knowledge about it.

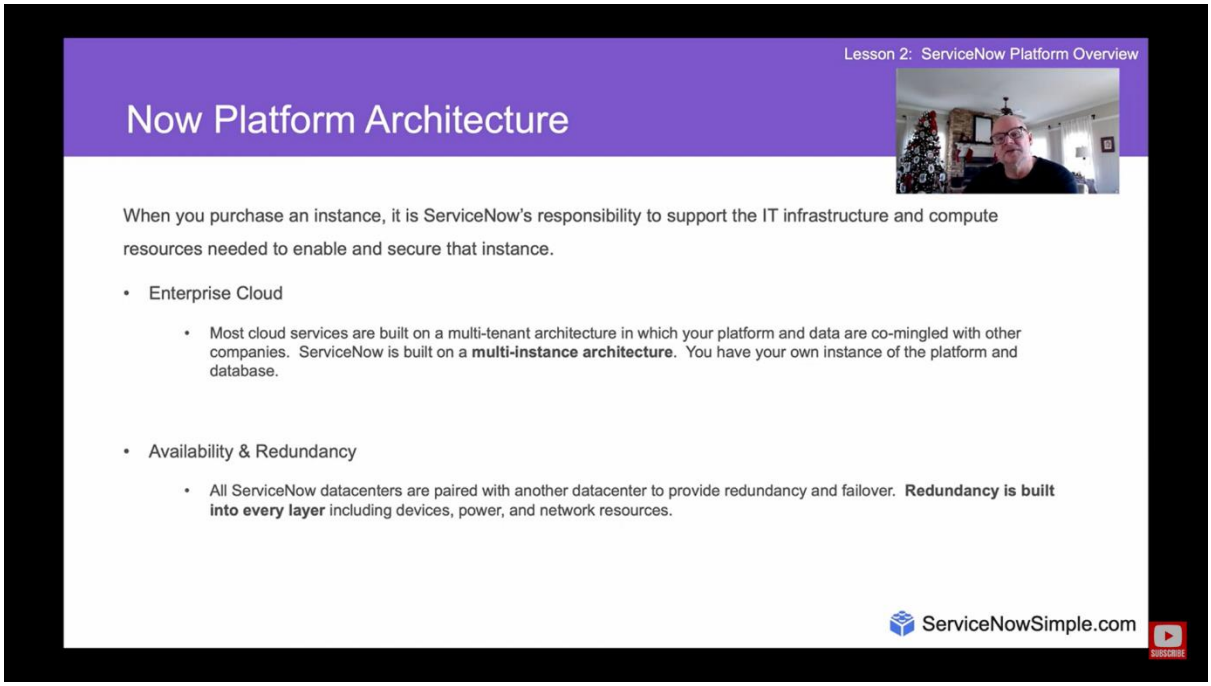
ServiceNow is a software company based in Santa Clara, California, founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve the business problems themselves.

ServiceNow Platform Overview

>>The now platform

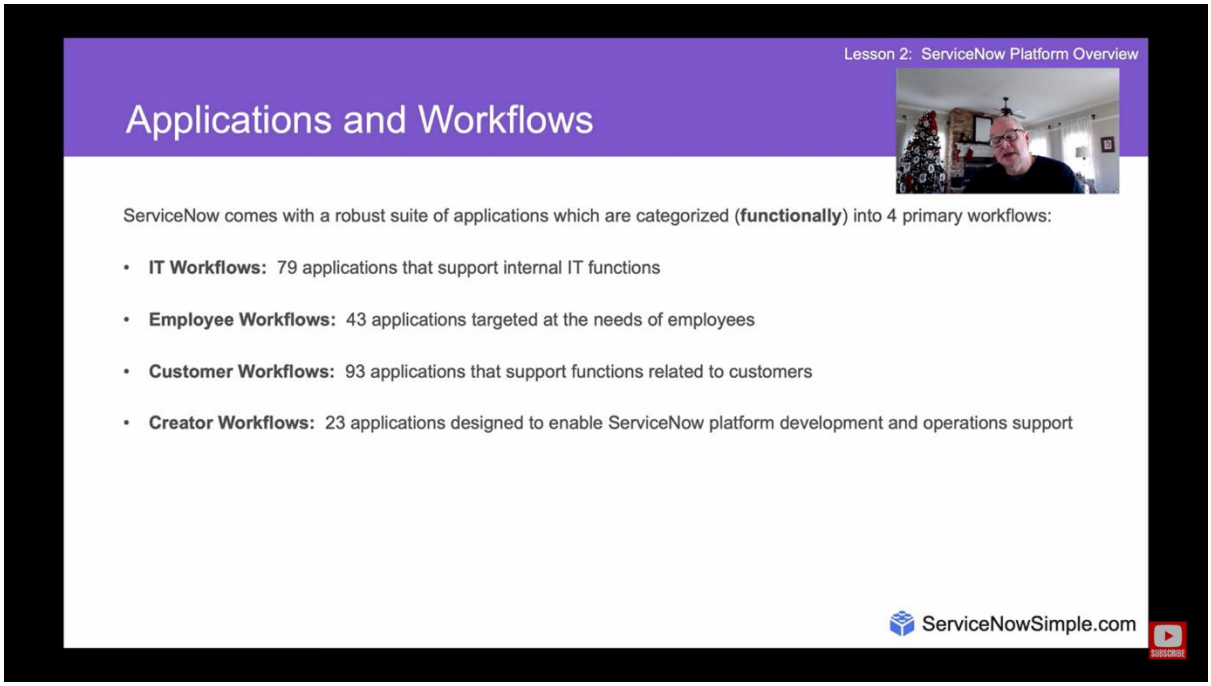
The now platform is an application platform as a service (APaaS)

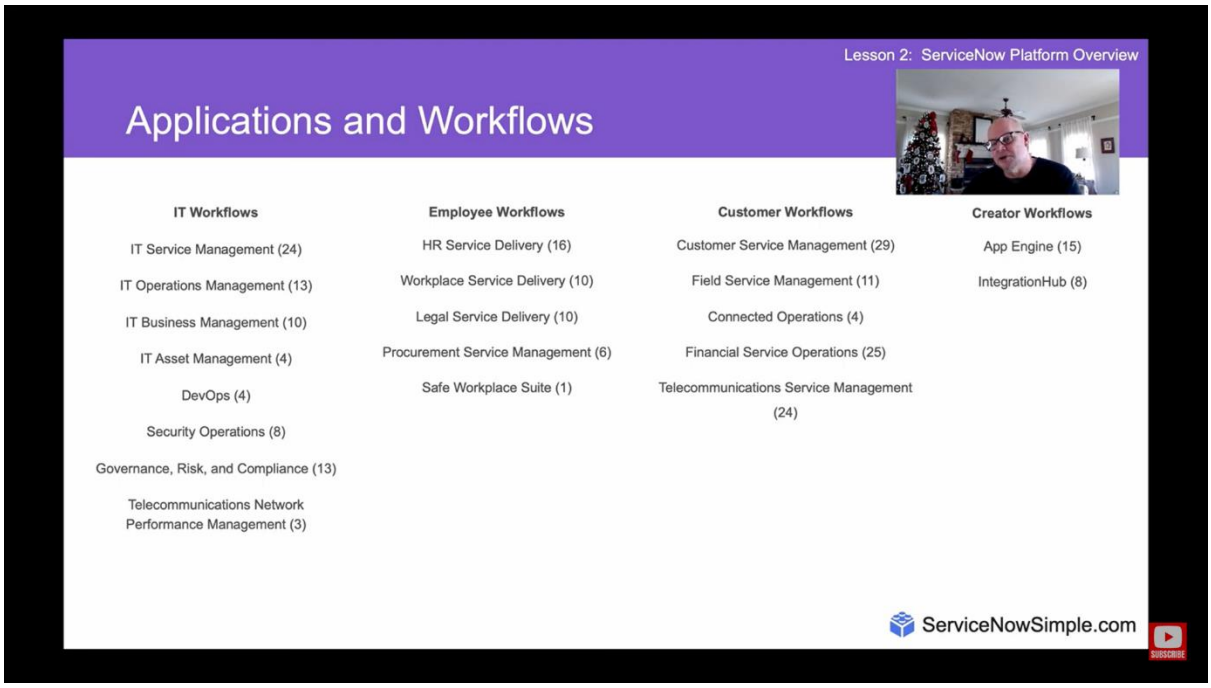
- ServiceNow is a cloud-based.
- It provides a platform upon which you can develop your own custom solutions.
- It provides and supports the infrastructure computer resources.
- It provides a robust set of application and workflows to support most common business processes.
- All applications for the entire enterprise are supported by a single, common, data-model and database.



When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance.

- Backups & security
    - ServiceNow provides 4 weekly full data backups and 6 days of daily differential backups.
- Domain separation
    - The ServiceNow platform provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.



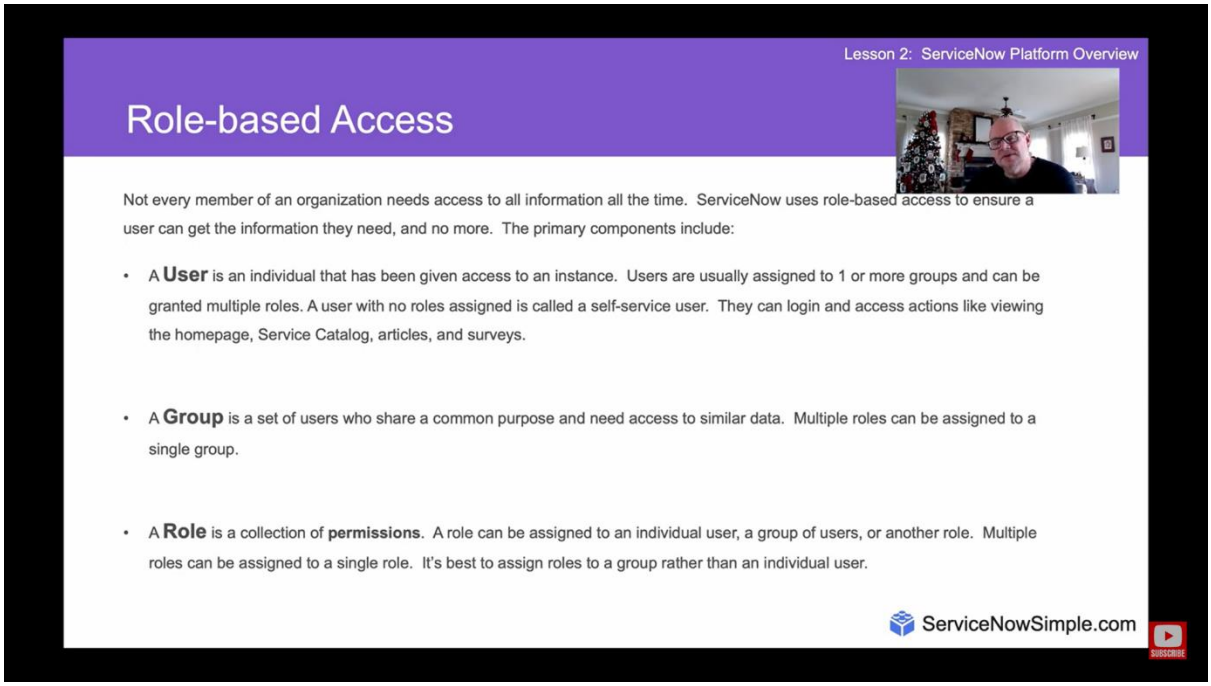


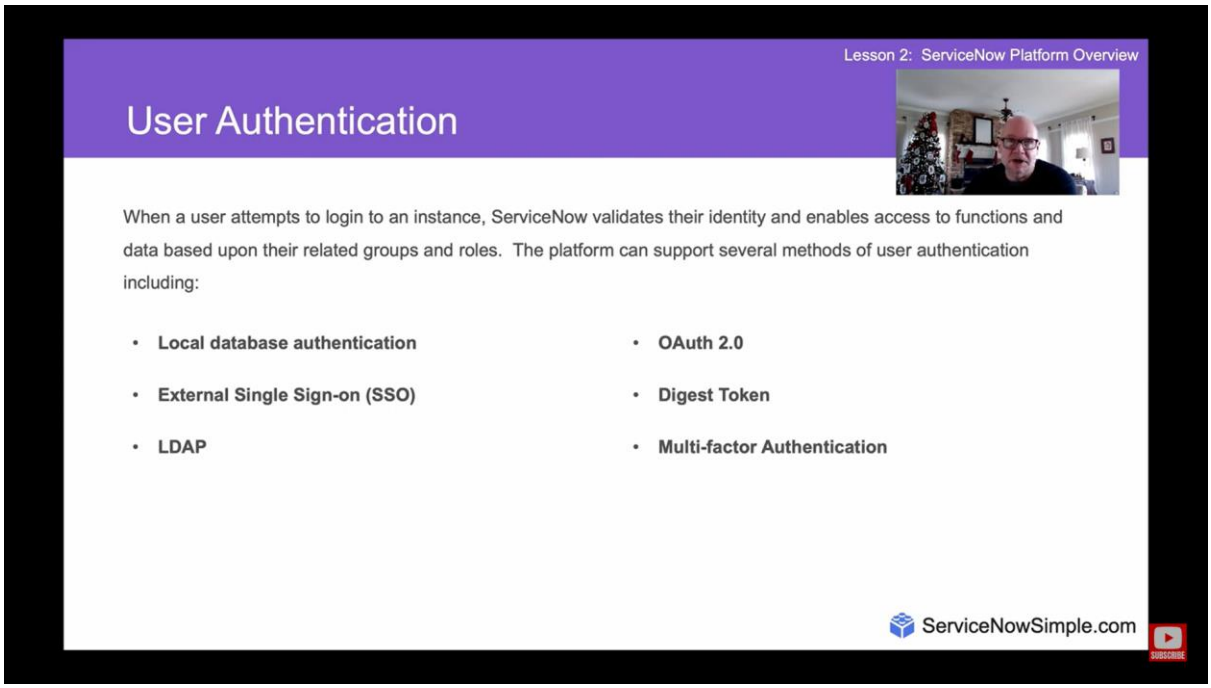
Now platform user-interfaces

ServiceNow provides 3 user-interfaces for interacting with the now platform.

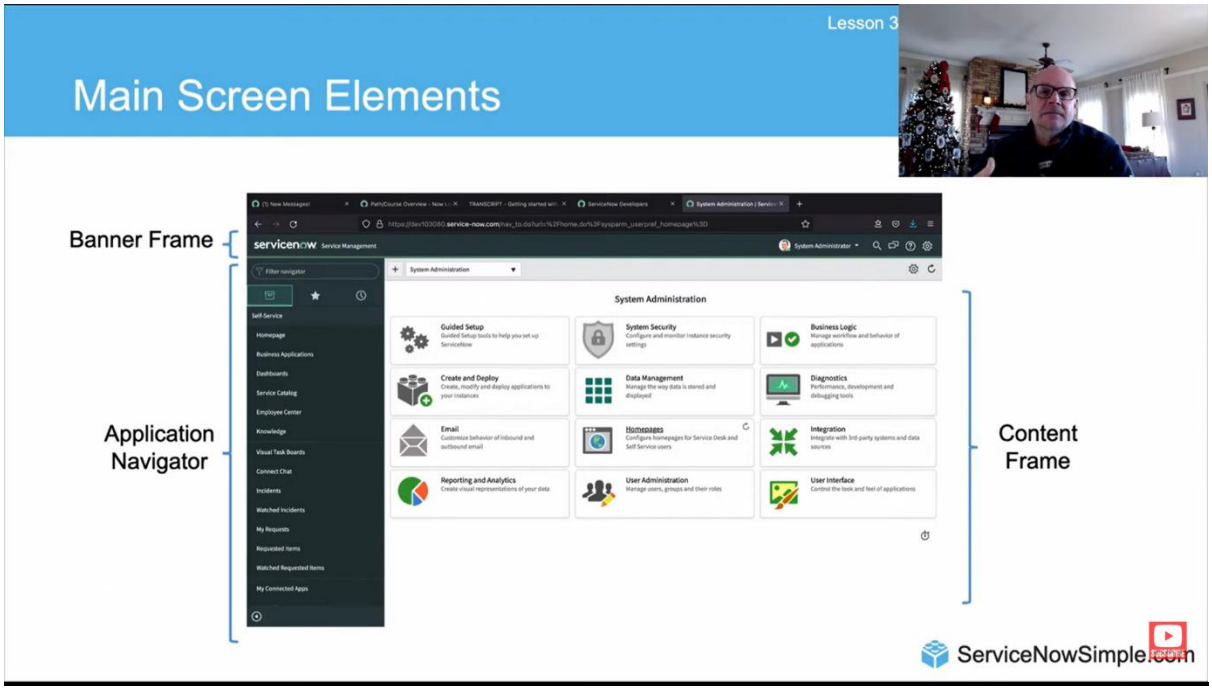
- The Now platform UI is the primary UI. It is the best used on desktop and laptop computers and is accessed via web-browser and the instance URL.
- The ServiceNow mobile apps are best used on mobile devices and can be installed from the device's app store.

- The Service portal is a user-friendly, self-service, widget-based portal accessed via web-browser and special URL.





ServiceNow User Interface Overview



Banner Frame: User menu

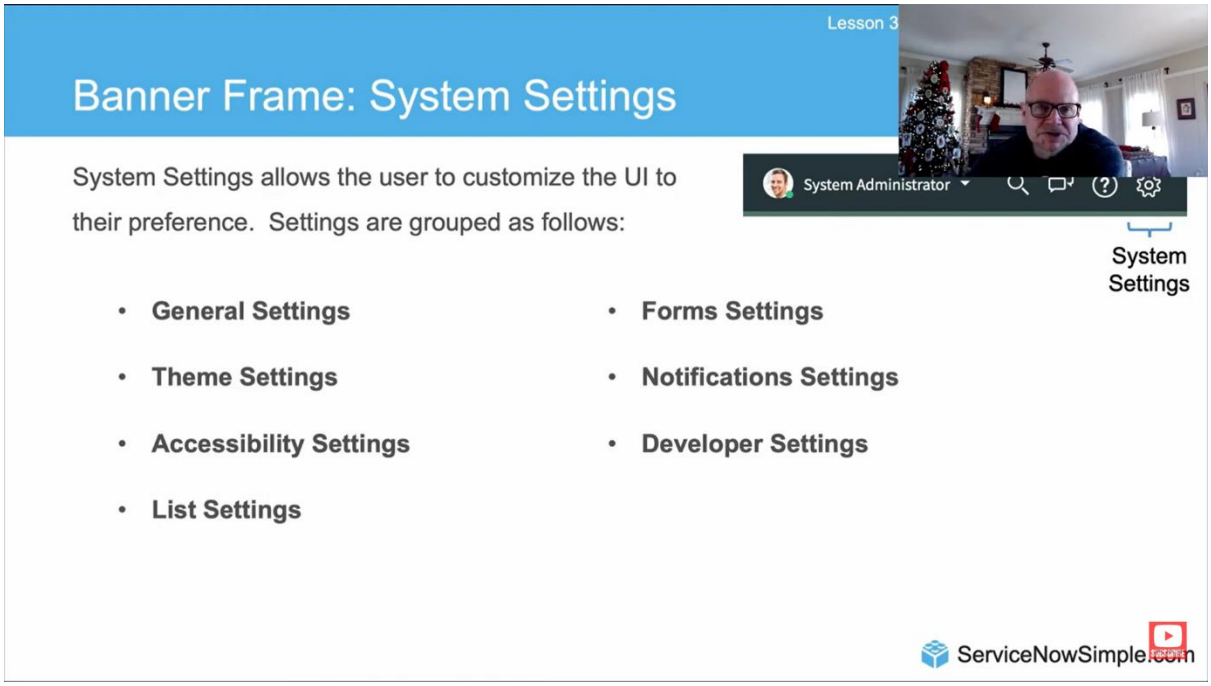
The user menu provides the following tools:

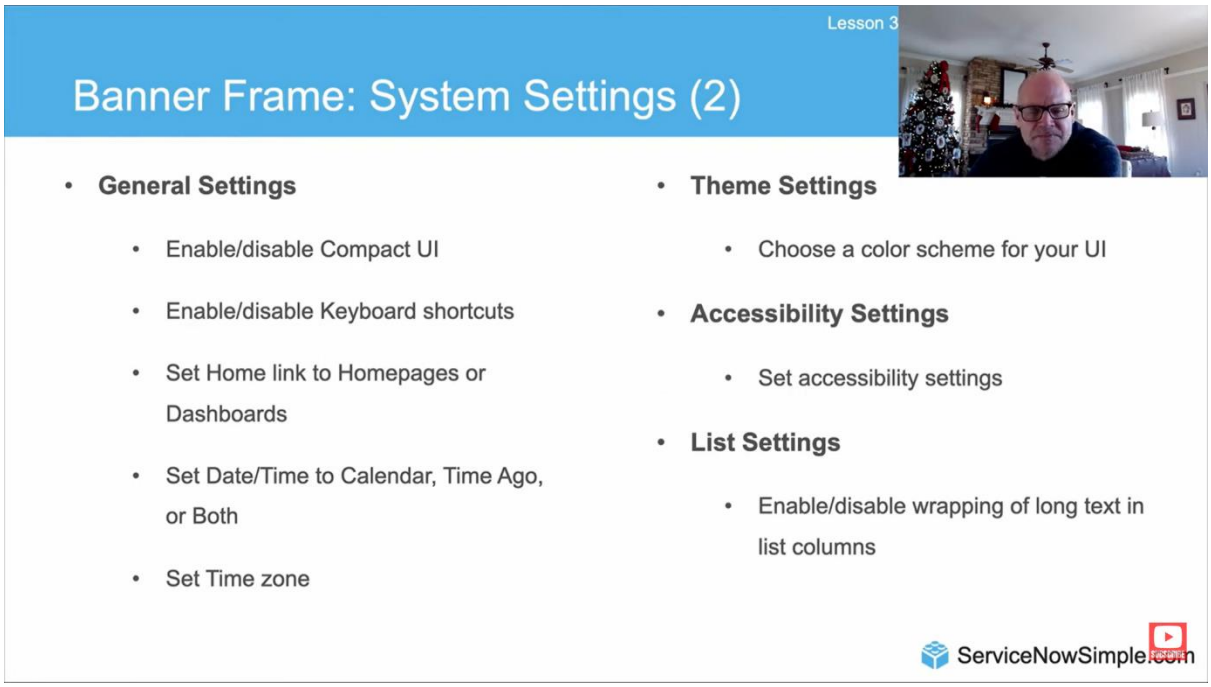
- Profile: set profile attributes including name, phone, title, email, date format, time zone
- Impersonate user: access the instance as another user; available to users with admin or impersonator role
- Elevate roles: a safety mechanism for high-impact actions; available to system admin
- Logout: logout of the ServiceNow instance

Banner Frame: tools

Tools on the banner frame include:

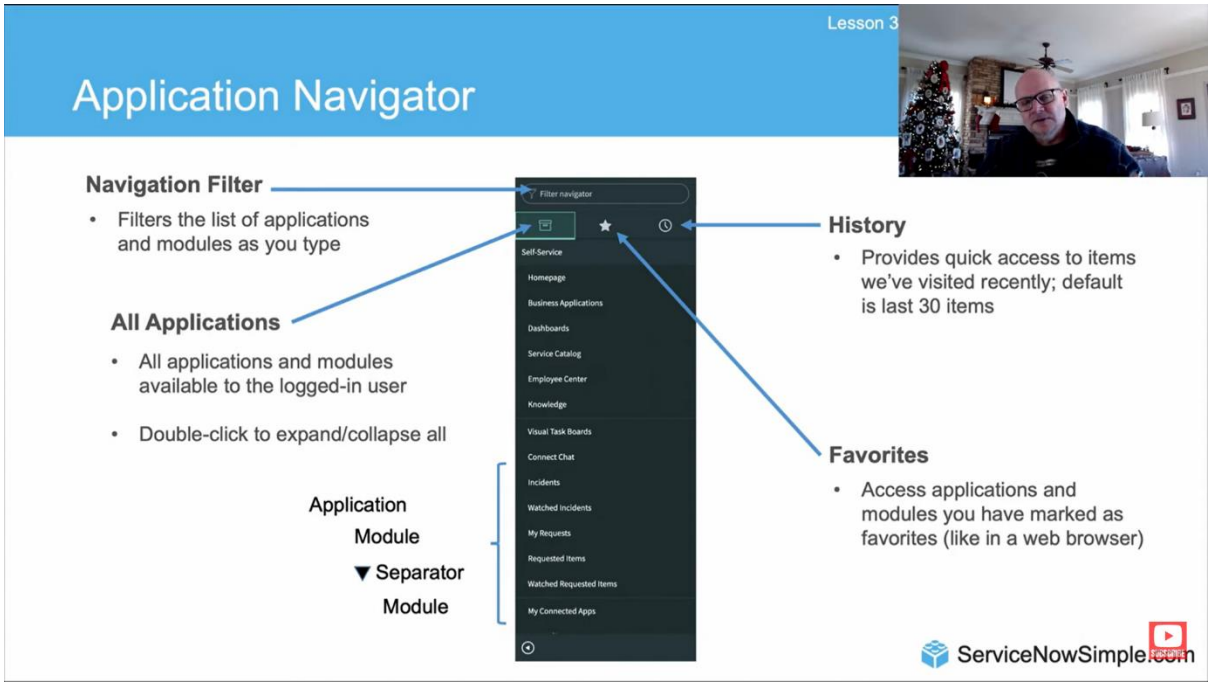
- Global search: search the entire instance for records matching keywords
- Connect chats: ServiceNow's real-time messaging tool
- Help: displays contextual help as available; a badge on the icon indicates embedded help is available; provides access to user guide; provides access to documentation search tool.

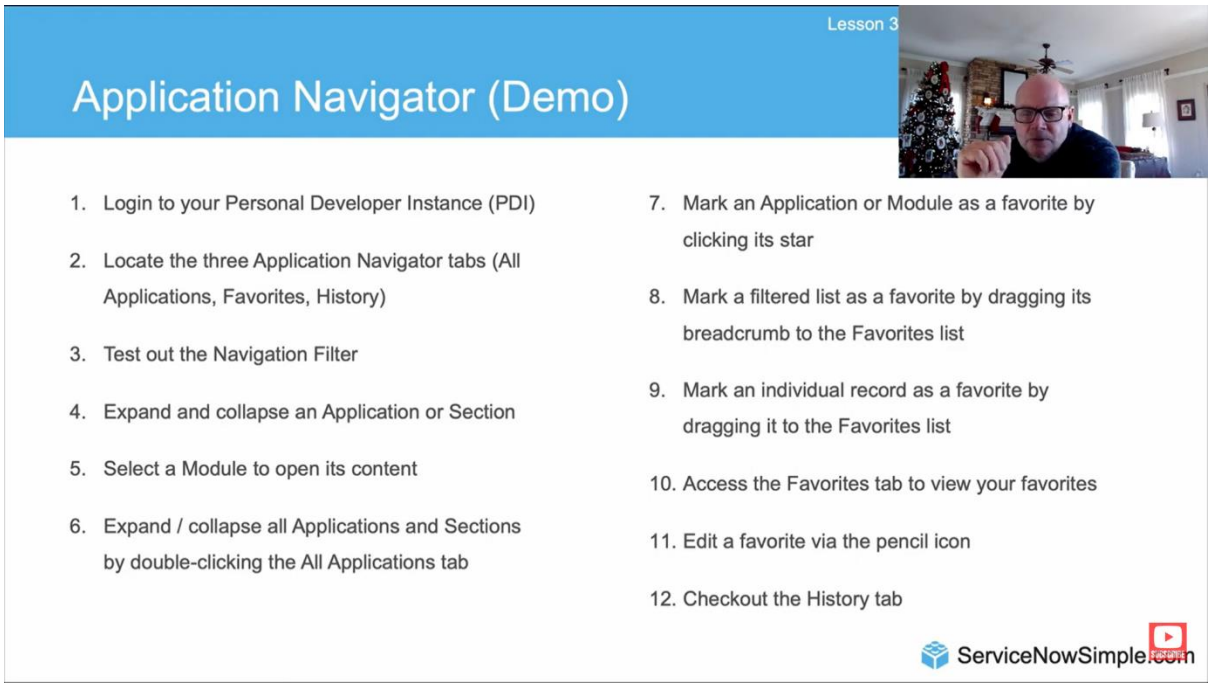




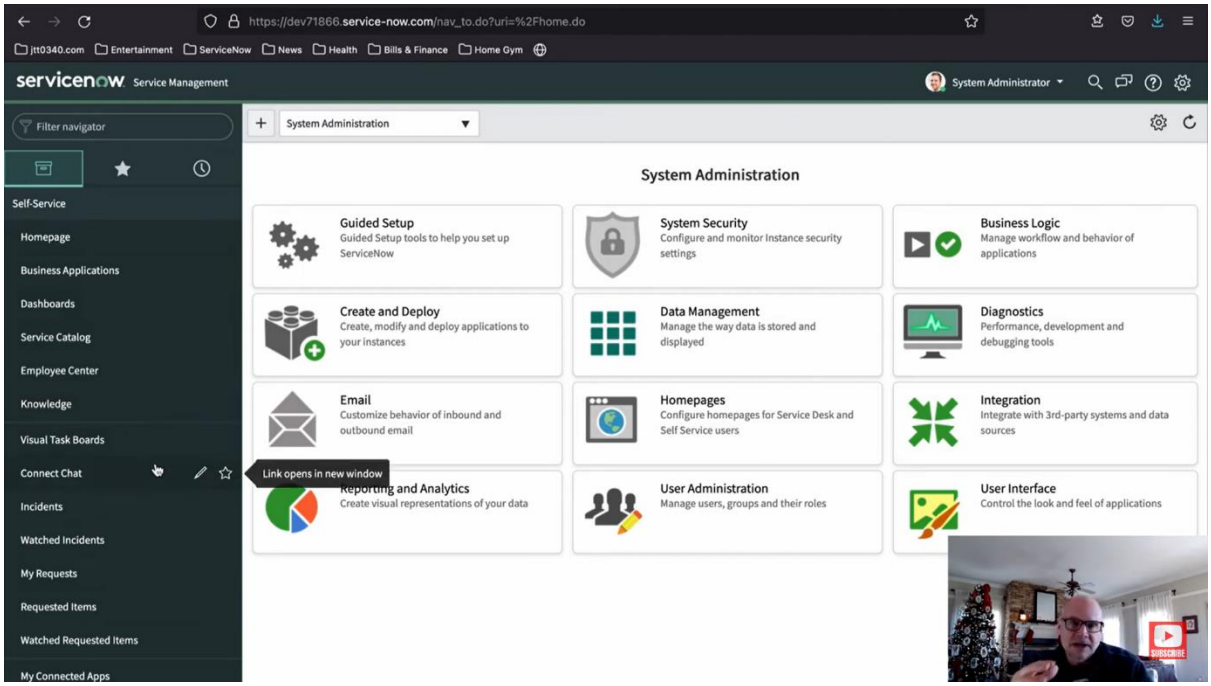
Other system settings that exist are:

- Form settings
- Developer settings
- Notification settings

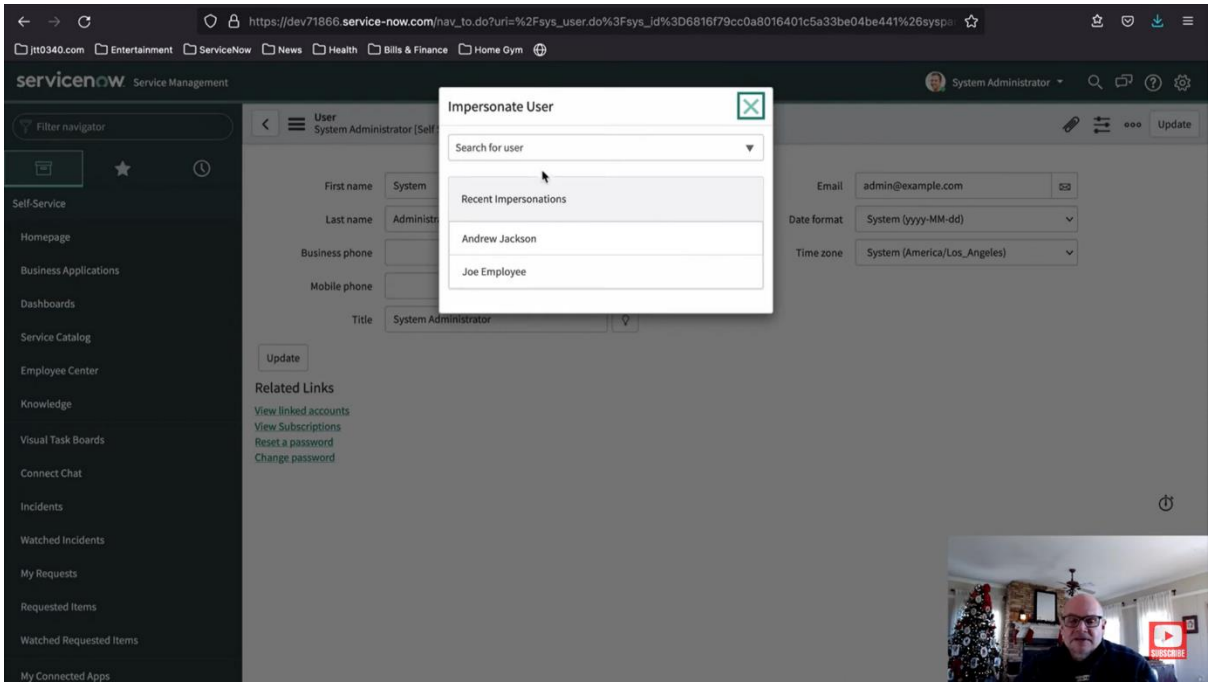




Further we will see the actual website and use of its various features and settings that help make the ServiceNow website very handy and useful.

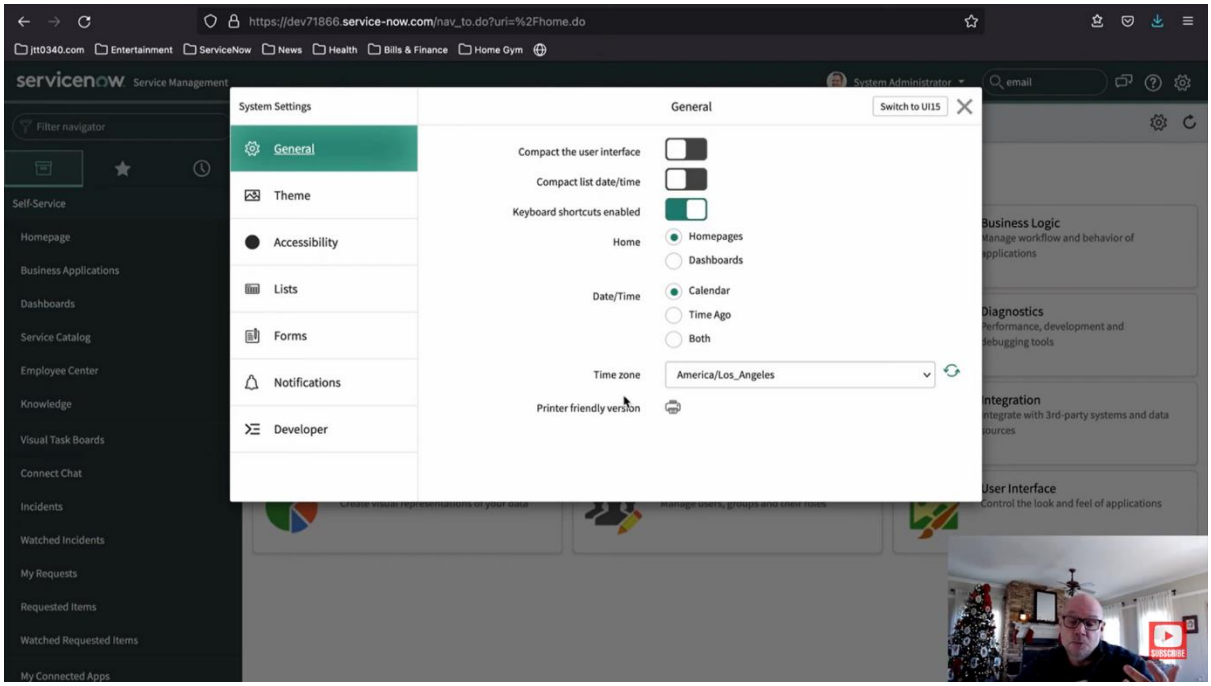


This is the homepage of ServiceNow service management web browser.

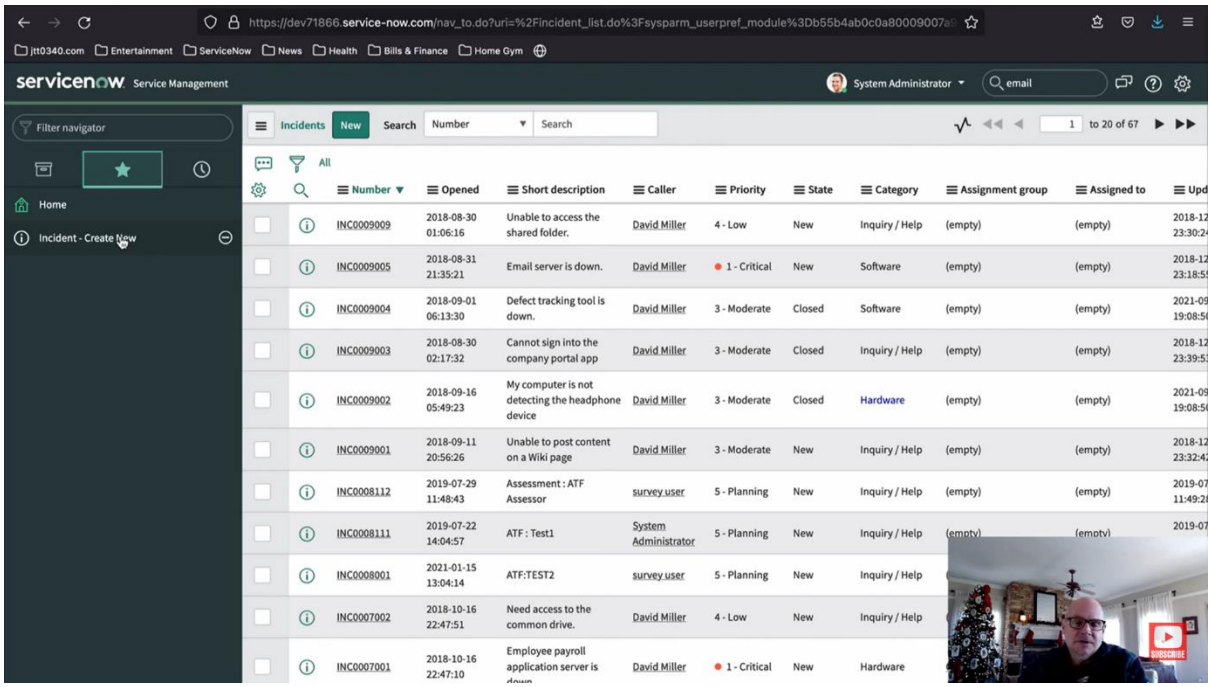


This is how we use impersonate user or elevate role using user profile. This also have options for log out.

This is a very simple and handy platform where ever feature is very useful and serves a specific purpose.

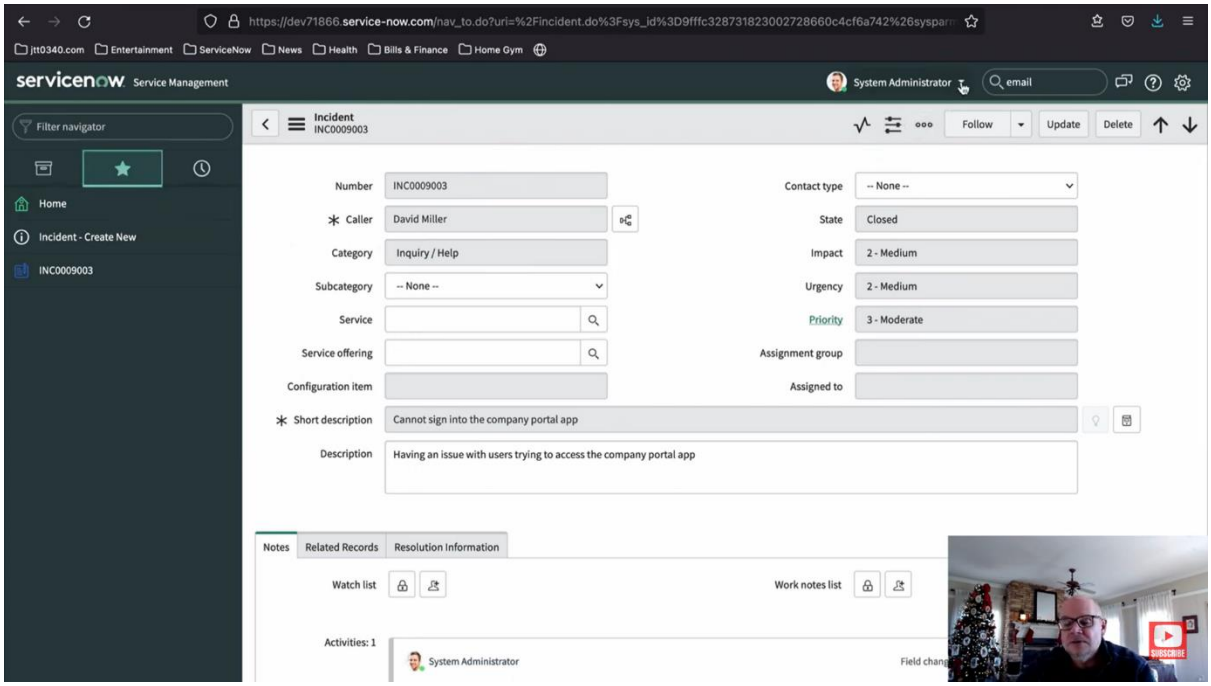


This pop-up helps to customize the platform by giving us various options in the field of general, theme, accessibility, lists, forms, notifications, developer



This shows the incident page here all the activity is recorded in the form of lists..this list has column (fields) and row (records).

We can create, remove, presonalize, filter, search, etc... the incident list according to our needs.



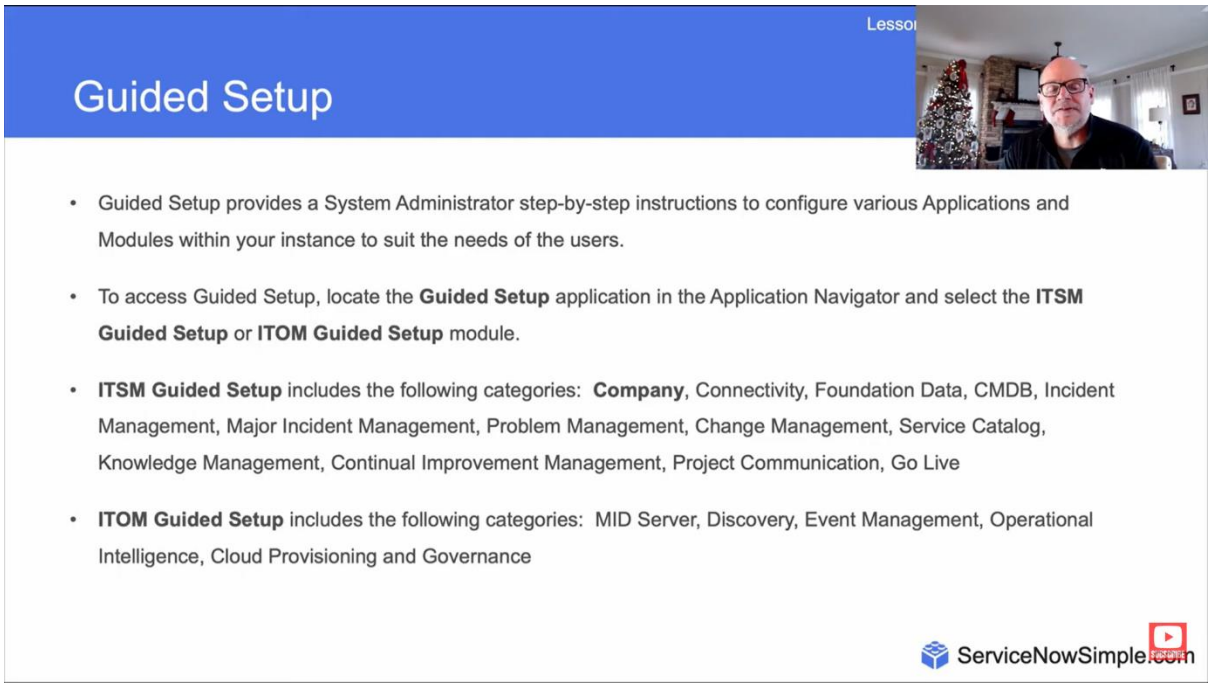
This is a form that is used to record data that is entered in the form. this is used to create various records in the ServiceNow platform .

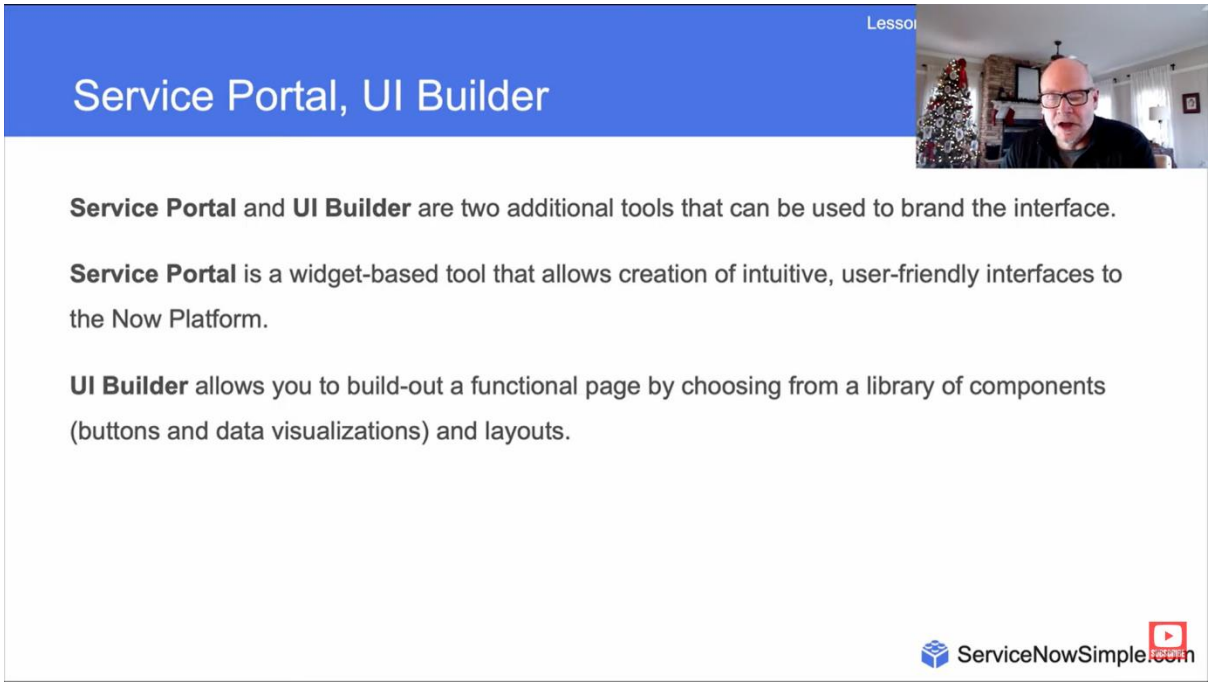
ServiceNow Branding Overview

What is branding in ServiceNow?

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

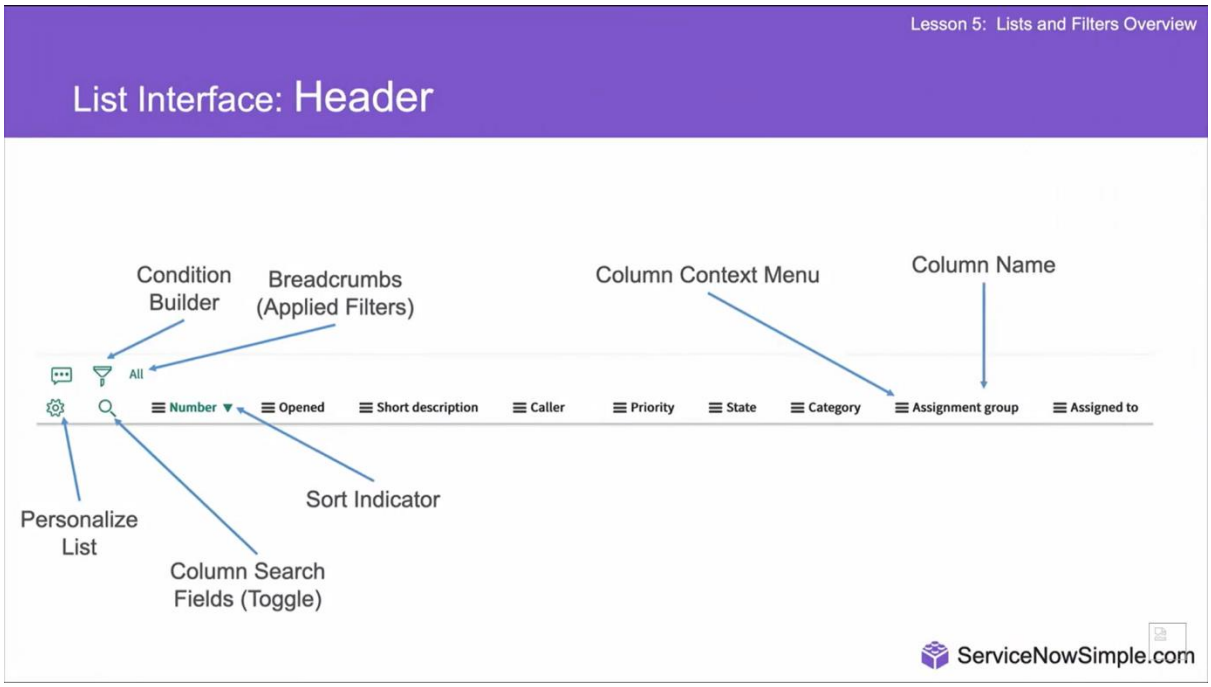
It is one of the many reasons to which this makes the developer portal of ServiceNow more useable.

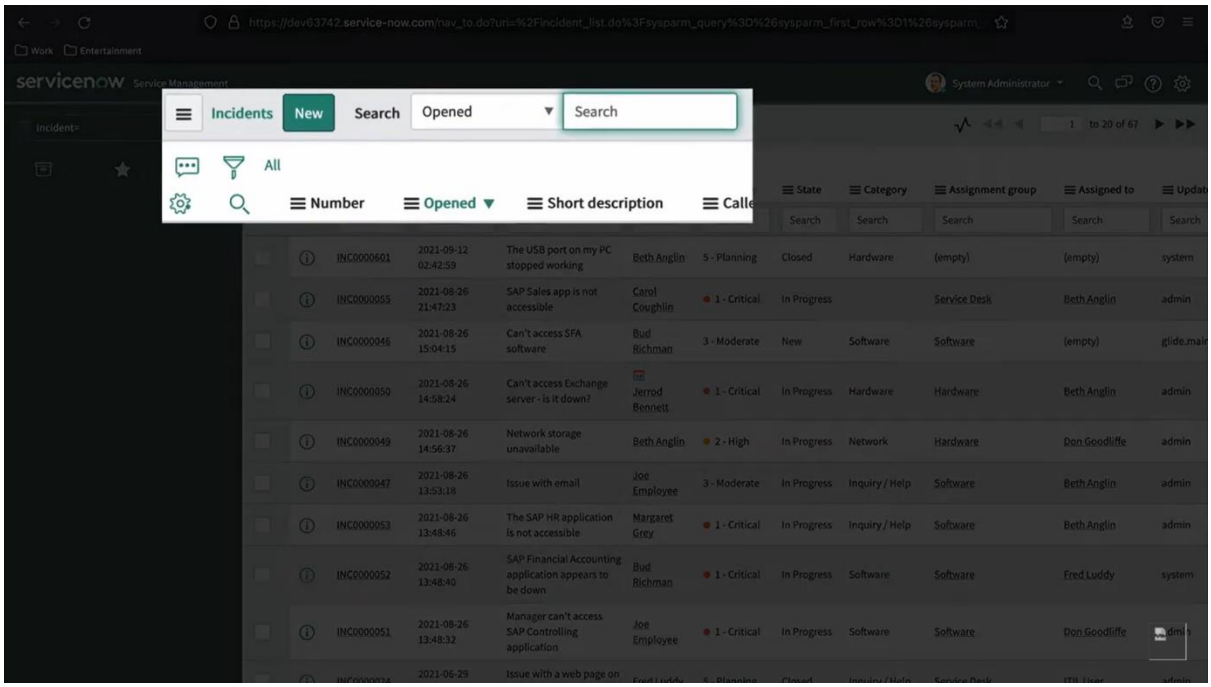


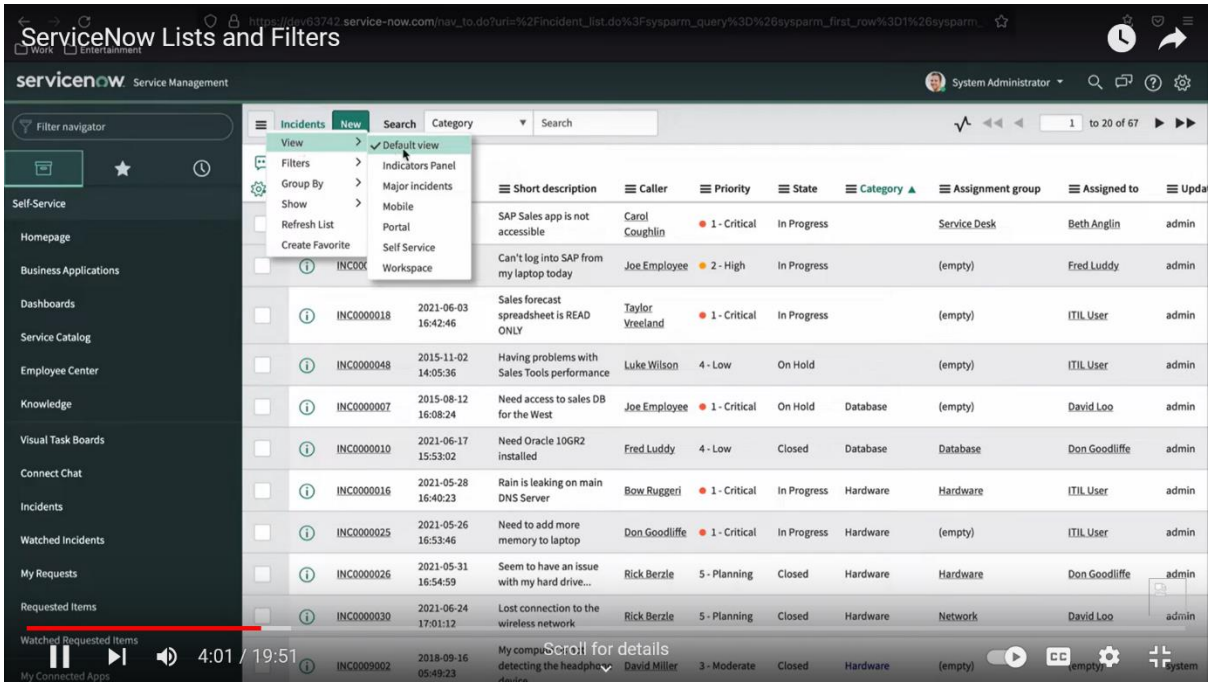


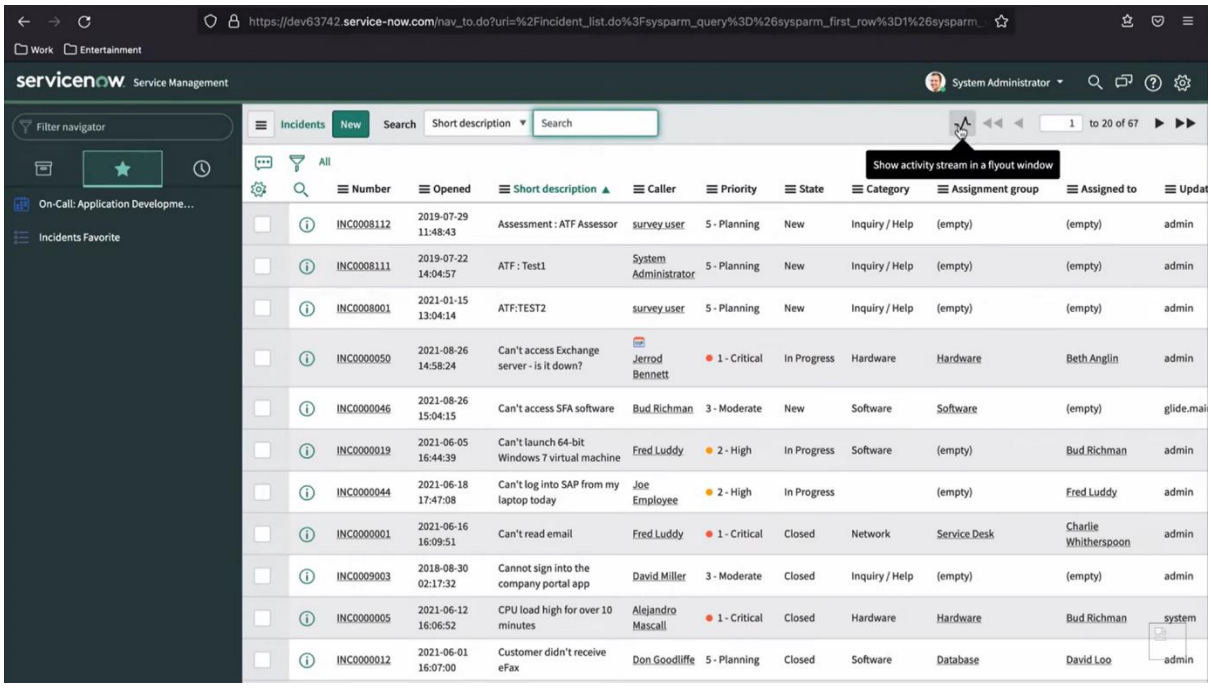
ServiceNow Lists and Filters

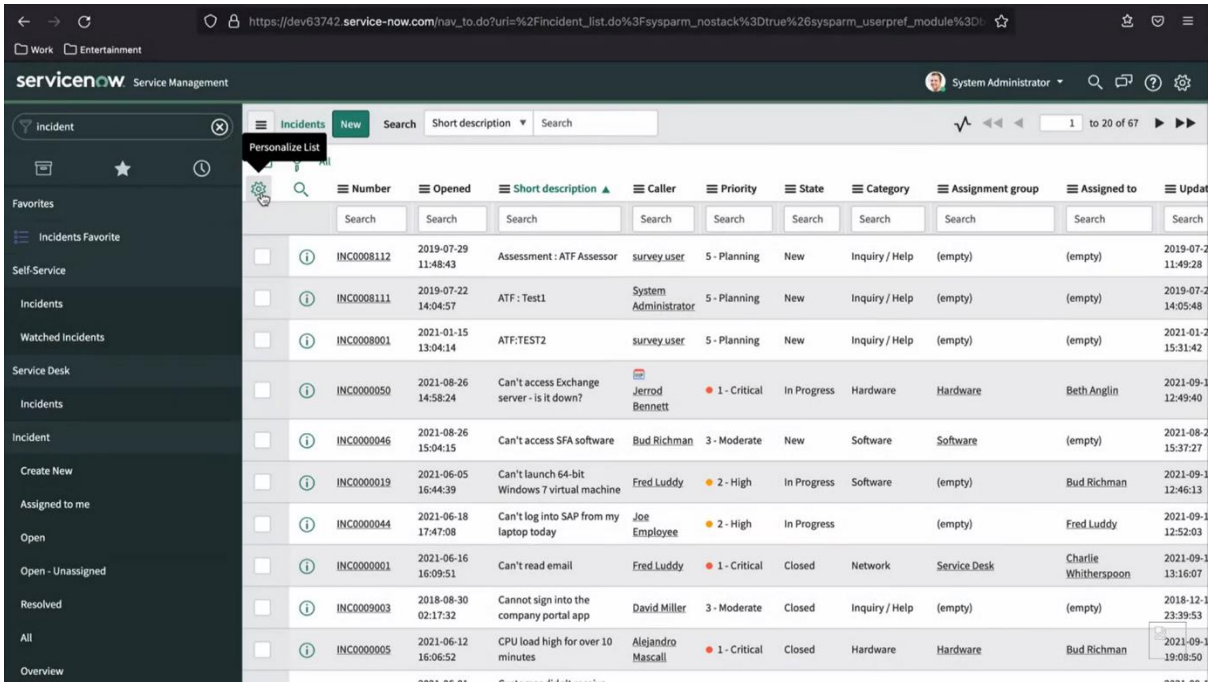
Here are some image of the list and its features and structure that is provided by the ServiceNow portal.

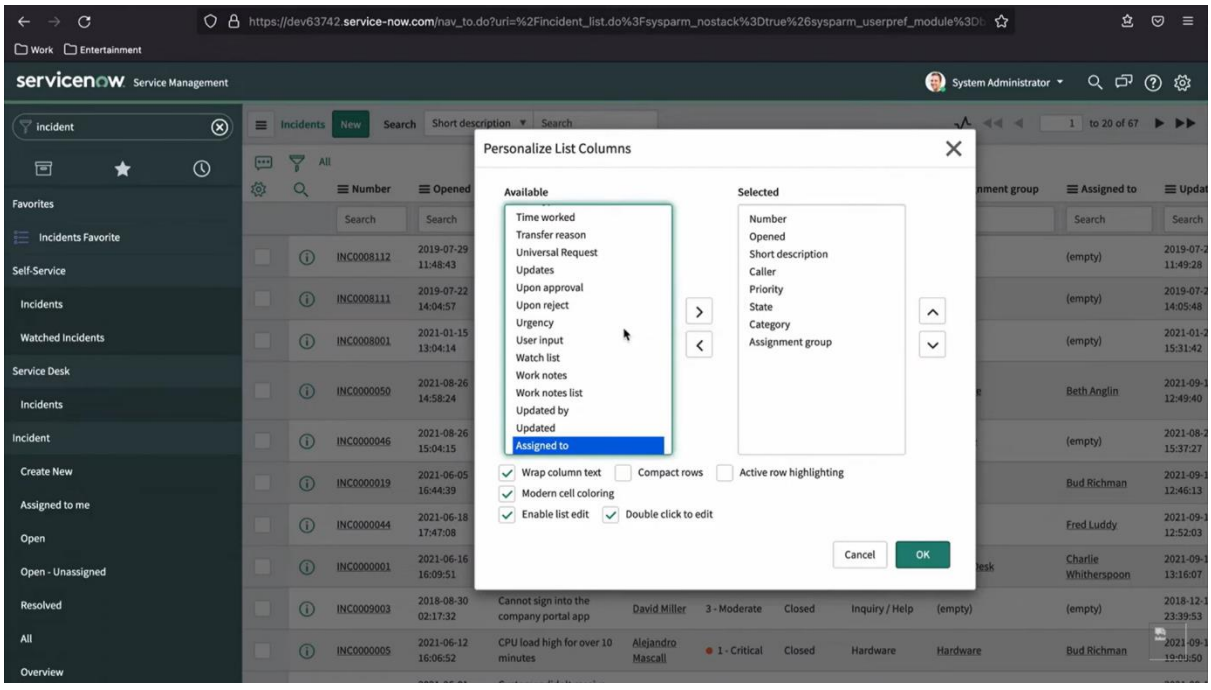





ServiceNow Lists and Filters
servicenow Service Management
System Administrator
Filter navigator
Incidents
New
Search
Category
Search
1 to 20 of 67
View
Filters
Group By
Show
Refresh List
Create Favorite
Default view
Indicators Panel
Major incidents
Mobile
Portal
Self Service
Workspace
Self-Service
Homepage
Business Applications
Dashboards
Service Catalog
Employee Center
Knowledge
Visual Task Boards
Connect Chat
Incidents
Watched Incidents
My Requests
Requested Items
Watched Requested Items
My Connected Apps
Short description
Caller
Priority
State
Category
Assignment group
Assigned to
Updat
SAP Sales app is not accessible
Carol Coughlin
1 - Critical
In Progress
Service Desk
Beth Anglin
admin
Can't log into SAP from my laptop today
Joe Employee
2 - High
In Progress
(empty)
Fred Luddy
admin
INC0000018
2021-06-03 16:42:46
Sales forecast spreadsheet is READ ONLY
Taylor Vreeland
1 - Critical
In Progress
(empty)
ITIL User
admin
INC0000048
2015-11-02 14:05:36
Having problems with Sales Tools performance
Luke Wilson
4 - Low
On Hold
(empty)
ITIL User
admin
INC0000007
2015-08-12 16:08:24
Need access to sales DB for the West
Joe Employee
1 - Critical
On Hold
Database
(empty)
David Loo
admin
INC0000010
2021-06-17 15:53:02
Need Oracle 10GR2 installed
Fred Luddy
4 - Low
Closed
Database
Database
Don Goodliffe
admin
INC0000016
2021-05-28 16:40:23
Rain is leaking on main DNS Server
Bow Ruggeri
1 - Critical
In Progress
Hardware
Hardware
ITIL User
admin
INC0000025
2021-05-26 16:53:46
Need to add more memory to laptop
Don Goodliffe
1 - Critical
In Progress
Hardware
(empty)
ITIL User
admin
INC0000026
2021-05-31 16:54:59
Seem to have an issue with my hard drive...
Rick Berzle
5 - Planning
Closed
Hardware
Hardware
Don Goodliffe
admin
INC0000030
2021-06-24 17:01:12
Lost connection to the wireless network
Rick Berzle
5 - Planning
Closed
Hardware
Network
David Loo
admin
INC0009002
2018-09-16 05:49:23
David Miller
3 - Moderate
Closed
Hardware
(empty)
4:01 / 19:51
Scroll for details


https://dev63742.service-now.com/nav_to.do?uri=%2Fincident_list.do%3Fsysparm_query%3D%26sysparm_first_row%3D1%26sysparm
Work
Entertainment
servicenow Service Management
System Administrator
Filter navigator
Incidents
New
Search
Short description
Search
1 to 20 of 67
All
Show activity stream in a flyout window
On-Call: Application Developme...
Incidents Favorite
Number
Opened
Short description
Caller
Priority
State
Category
Assignment group
Assigned to
Updat
INC0008112
2019-07-29 11:48:43
Assessment : ATF Assessor
survey user
5 - Planning
New
Inquiry / Help
(empty)
(empty)
admin
INC0008111
2019-07-22 14:04:57
ATF : Test1
System Administrator
5 - Planning
New
Inquiry / Help
(empty)
(empty)
admin
INC0008001
2021-01-15 13:04:14
ATF:TEST2
survey user
5 - Planning
New
Inquiry / Help
(empty)
(empty)
admin
INC0000050
2021-08-26 14:58:24
Can't access Exchange server - is it down?
Jerrod Bennett
1 - Critical
In Progress
Hardware
Hardware
Beth Anglin
admin
INC0000046
2021-08-26 15:04:15
Can't access SFA software
Bud Richman
3 - Moderate
New
Software
Software
(empty)
glide.mai
INC0000019
2021-06-05 16:44:39
Can't launch 64-bit Windows 7 virtual machine
Fred Luddy
2 - High
In Progress
Software
(empty)
Bud Richman
admin
INC0000044
2021-06-18 17:47:08
Can't log into SAP from my laptop today
Joe Employee
2 - High
In Progress
(empty)
Fred Luddy
admin
INC0000001
2021-06-16 16:09:51
Can't read email
Fred Luddy
1 - Critical
Closed
Network
Service Desk
Charlie Whitherspoon
admin
INC0009003
2018-08-30 02:17:32
Cannot sign into the company portal app
David Miller
3 - Moderate
Closed
Inquiry / Help
(empty)
(empty)
admin
INC0000005
2021-06-12 16:06:52
CPU load high for over 10 minutes
Alejandro Mascall
1 - Critical
Closed
Hardware
Hardware
Bud Richman
system
INC0000012
2021-06-01 16:07:00
Customer didn't receive eFax
Don Goodliffe
5 - Planning
Closed
Software
Database
David Loo
admin





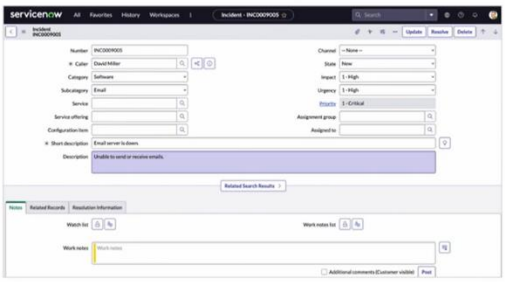
Forms in ServiceNow

Here is some of the understandings regarding the form in servicenow.

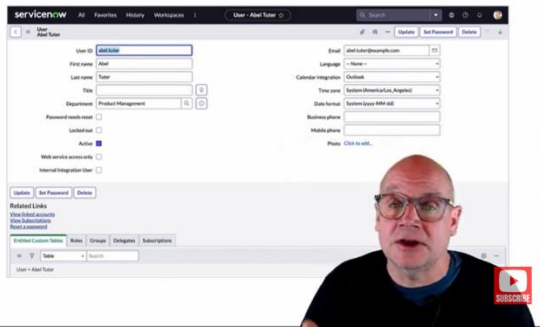
servicenow Forms

A form in ServiceNow is a common set of tools and user-interface elements used to view and update a single record from the database.

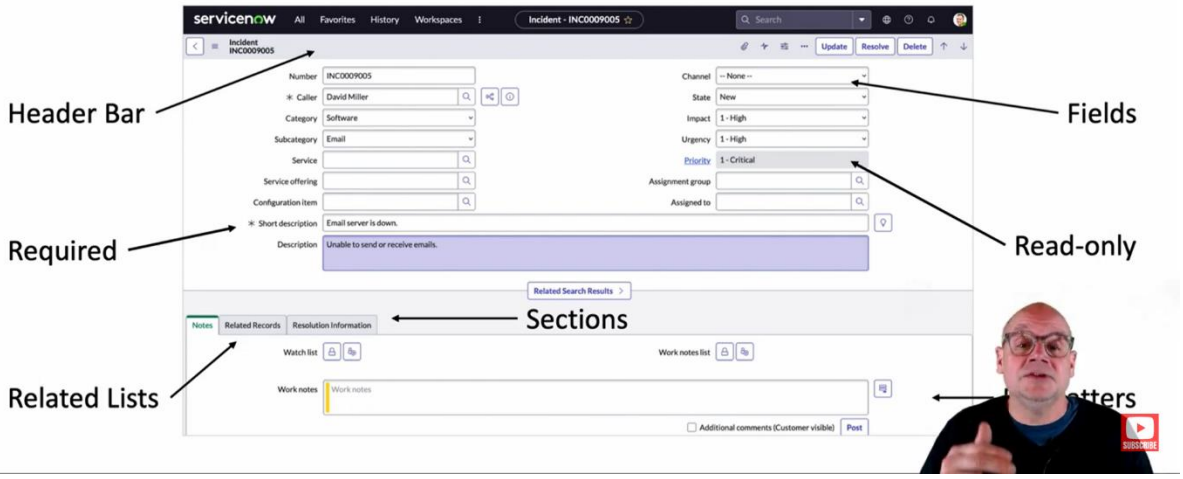
Incident Record



User Record



servicenow Forms



servicenow Forms

Form Field Types

String field

User ID

Boolean (true/false) field

Password needs reset

Choice field

Language -- None --

Reference field

Department Finance

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Form Field Types

List field

Watch list

System Administrator
Abraham Lincoln
Megan Burke

Select target record

Enter email address

Journal field

Additional comments (Customer visible)

Work notes

servicenow Forms

Saving Changes

As changes are made on a form, they are NOT automatically saved.

Users must proactively save changes by using the Save menu item or Submit/Update button

If you attempt to leave a form with unsaved changes, the system will provide notification.

servicenow Forms

Form Related Lists

A related list is a special form element that displays a list of records from another table that is related to the current record (a one-to-many relationship). For example, a User form might contain a related list displaying all Roles that have been associated with the user.