DN 3.0 Deep Skilling Week 1

Hands-on 1 :-

In this hands-on I learnt about the 6 questions of Snow i.e., Who, What, Where, When, Why and How of ServiceNow.

Q1.) Who is Service Now?

Who is ServiceNow?

Employees

- ServiceNow employs over 17,000 people across the globe

- In 2022, ServiceNow was recognized as one of Glassdoor's Best Places to Work in both the United States and the UK.

- In 2021, ServiceNow was one of FORTUNE magazine's World's Most Admired Companies, Future 50 companies, and 100 Best Companies to Work For

Who is ServiceNow?

Bill McDermott

- Currently serving as the CEO of ServiceNow

- Formerly CEO of SAP SE where during his tenure the company's market value increased from $39 billion to $156 billion

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Q2) When is Service Now?

Q3) Why Service Now?

➢ In 2019 Bill McDermott became the new CEO of Service Now.
➢ Service Now is the company's IT dept. in the cloud. Thats the reason for its being.

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Why ServiceNow?

Over the course of his career, had witnessed countless situations where Information Technology, its employees, and processes made smart businesspeople feel embarrassed and

Information Technology (IT)

- Usually does not produce revenue

- Is an expense (oftentimes the largest)

- Exists to enable or enhance the ability of the revenue-producing businesspeople

- Is a necessary evil

Q4) How Service Now?

➢ Service Now is a cloud-based application platform as a Service(APaas) that provides infrastructure, platform, and application and workflows required to support business IT needs. Business ppl can connect to it through pcs or mobile devices.

➢ It comes with a robust data models & set of tables that supports most of the IT functions.

Infrastructure

- **Compute Resources**: Datacenters, racks, servers, ports, network resources, fans, etc.

- **Security**: The platform is secured via multiple technologies which have been certified by third-party security organizations

- **Service Level Agreements**: Paired datacenters provide redundancy and failover; Redundancy is built into every layer including devices, power, and network resources

- **Backups**: 4 daily full backups per week 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 that integrate seamlessly into the platform
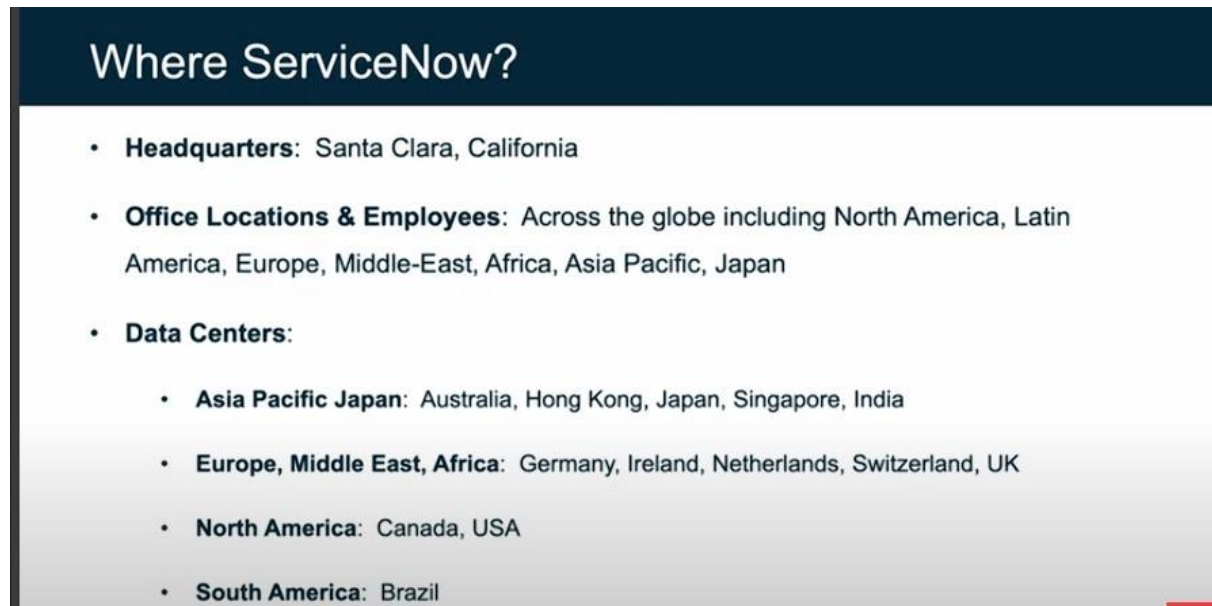
Applications / Workflows

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)

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Q5) Where is Service Now?
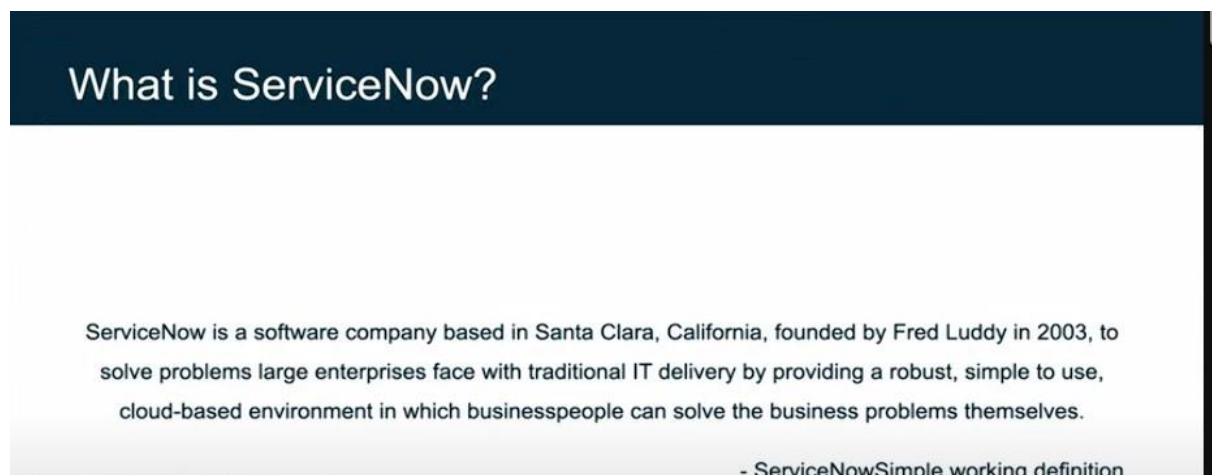
Q6) What is Service Now?

ServiceNow is a software company based in Santa Clara, California], founded by Fred Luddy in 2003, to solve problems large enterprises face with traditional delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve their problems themselves without depending upon the IT staff members. This is the ServiceNow Simple working definition.

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Hands-on 2:-

In this hands-on I learnt about the Service Now platform Overview.

Q1) Why Fred really started this company?

In an interview he said he became infuriated(angry) when he saw IT employees making business people to look foolish and ignorant, trying to explain requirements of technical stuffs, which made him crazy and he came up with this idea that how awesome it would be when business people will solve their own business problems with the help of simple, straight forward and intuitive tech without taking the help of IT staff members. So, that's when Fred Luddy started this company.

- ➤ The LOB (line of business) of Snow is to "automate the flow of work throughout a business."
- ➤ Net worth of Snow till 11/22/21 is 1.3 billion$.
- ➤ Fred Luddy was a college dropout and had attended Indiana University.
- ➤ There are 3 types of cloud services
- ➤ **1. Infrastructure as a service -->** Where the companies lease out the data centers to keep store all the data by providing the hardware, disk drives, fans, racks, buildings and all the necessary stuffs req for the storage of data and they promise to keep them for us. But it depends on us that how we use the data and what all softwares we require to download in order to manage the patches and update to the softwares.
- ➤ **2. Platform as a service-->** Companies also take care of the managing softwares. They take care of the OS, patches and upgrades related and also the softwares which is required by us to deliver the solutions to the database.
- ➤ **3. Software as a service-->** The companies provide different softwares which will be required by us to do the job or the business solutions on their platforms. For e.g. Google provides Gmail which is SAAS.
- ➤ So, Service Now combines all the three services together as a single platform which is req by us to do the job done on their platform or solve the business problems. It is just trying to replace the IT dept. with a cloud-based software solution.

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The Now Platform

The Now Platform is an **Application Platform as a Service (APaaS)**.

- ServiceNow is a **cloud-based**.

- ServiceNow provides and supports the **infrastructure** computer resources.

- ServiceNow provides a **platform** upon which you can **develop your own custom solutions**.

- ServiceNow provides a robust set of **applications** and **workflows** to support most common business processes.

- All applications (OOB and custom) for the **entire enterprise** are supported by a **single, common, data-model and database**.

Applications and Workflows

ServiceNow comes with a robust suite of applications which are categorized (**functionally**) into 4 primary workflows:

- **IT Workflows:** 79 applications that support internal IT functions

- **Employee Workflows:** 43 applications targeted at the needs of employees

- **Customer Workflows:** 93 applications that support functions related to customers

- **Creator Workflows:** 23 applications designed to enable ServiceNow platform development and operations support

Now Platform Architecture

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.

- Enterprise Cloud

  - Most cloud services are built on a multi-tenant architecture in which your platform and data are co-mingled with other companies. ServiceNow is built on a **multi-instance architecture**. You have your own instance of the platform and database.

- Availability & Redundancy

  - All ServiceNow datacenters are paired with another datacenter to provide redundancy and failover. **Redundancy is built into every layer** including devices, power, and network resources.

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Now Platform Architecture (2)

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**. The entire platform Is secured using multiple technologies which have been certified by third-party security organizations.

- **Domain Separation** (multi-tenancy)
  - The ServiceNow platform provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.
    - All users can potentially see records from the '**global domain**', but only users who belong to a domain can see domain-specific records.

➢ Now Platform UIs

➢ There are 3 different UIs with Now platform :-

➢ **Now Platform UI -->** This UI is best used on desktop and laptop computers and is accessed via web browser.

➢ **Service Now Mobile Apps -->**
- The Service Now Agent targets fulfilling requests.
- The Now Mobile app is built for the needs of employees.
- The Service Now Onboarding app targets the needs of new-hire employees.

➢ **Service Portal -->** It is user-friendly, self-serviced, widget-based portal accessed via web browser.

Role-based Access
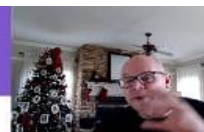
Not every member of an organization needs access to all information all the time. ServiceNow uses role-based access to ensure a user can get the information they need, and no more. The primary components include:

- A **User** is an individual that has been given access to an instance. Users are usually assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-service user. They can login and access actions like viewing the homepage, Service Catalog, articles, and surveys.

- A **Group** is a set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.

- A **Role** is a collection of **permissions**. A role can be assigned to an individual user, a group of users, or another role. Multiple roles can be assigned to a single role. It's best to assign roles to a group rather than an individual user.

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User Authentication

When a user attempts to login to an instance, ServiceNow validates their identity and enables access to functions and data based upon their related groups and roles. The platform can support several methods of user authentication including:

- Local database authentication
- External Single Sign-on (SSO)
- LDAP

- OAuth 2.0
- Digest Token
- Multi-factor Authentication

Hands-on 3:-

In this hands-on I learnt about the Service Now UI Overview.
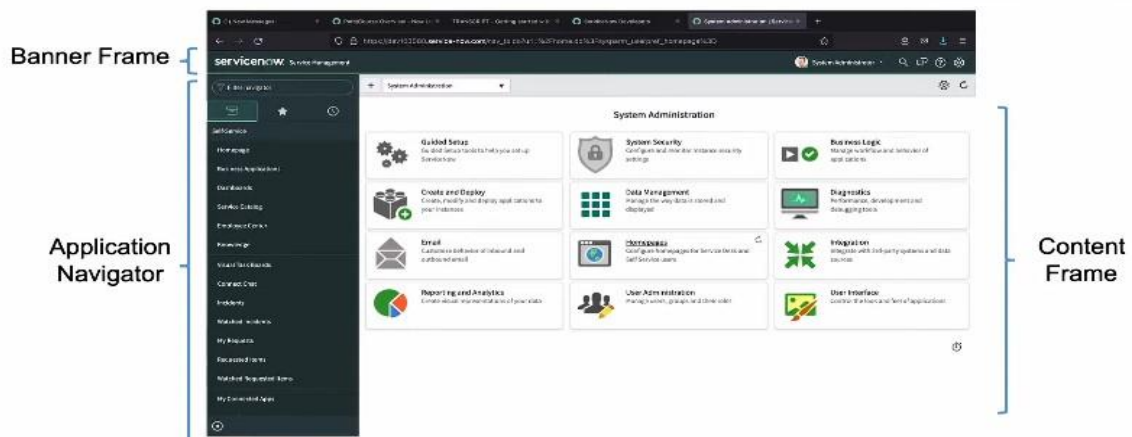
The User Menu provides the following tools:-

1. **Profile -->** to set profile attributes like name, phone, title, etc...

2**. Impersonate user -->** to access the instance as another user.

3. **Elevate roles -->** A safety mechanism for high-impact actions.

4. **Logout -->** Logout of Snow instance.

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Q) Where do you go to change the date & time for UI?

Ans) It is in System Settings > General Settings.

- The theme helps us to change the background colours which we can do for different instance different theme that helps in differentiating the instances.

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Banner Frame: System Settings (3)

- **Form Settings**
  - Enable/disable tabbed forms
  - Set related lists to load with form loading, after form loading, or on demand

- **Notification Settings**
  - Enable/disable notifications and set notification types

- **Developer Settings**
  - Select Application and Update Set
  - Enable/disable Application Picker and Update Set Picker
  - Enable/disable JavaScript Log Viewer
  - Enable/disable Automated Test Framework Page Inspector