**Week-1:- ServiceNow Platform and Development Fundamentals**

1. **What is ServiceNow?**

* ServiceNow:ServiceNow is a cloud-based platform designed to streamline IT services for large enterprises, enabling business users to solve problems independently.
* Its purpose: ServiceNow is a cloud-based platform designed to streamline IT services for large enterprises, enabling business users to solve problems independently.

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* Platform: The NOW Platform offers a wide range of IT applications and workflows, allowing users to create custom solutions.

1. **ServiceNow Platform Overview**

* ServiceNow Platform Architecture:

Single Common Database: Entire platform uses a single database and data model, supporting various functions across the organization.

Multi-Instance Architecture: Each customer has a separate instance for better control and less intermingling of data.

Availability and Redundancy: Redundancy built into every layer—devices, power, and network resources.

Backups: Four weekly full backups and six days of differential backups.

Security: Certified by third-party security organizations.

Domain Separation: Allows separation of applications and administrative tasks into different domains for better security control.

* Applications: Offers a suite of out-of-the-box applications while allowing custom development.
  + User Interfaces:Entities:
  + User: Person with access to the instance.
  + Group: Set of users with common functions and access needs.
  + Role: Collection of permissions; can be assigned to users or groups.
* Role-based Access and Authentication: Entities:
  + User: Person with access to the instance.
  + Group: Set of users with common functions and access needs.
  + Role: Collection of permissions; can be assigned to users or groups.

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1. **ServiceNow User Interface Overview**

* ServiceNow Platform User Interface: The ServiceNow Platform User Interface (UI) is the primary tool used to access the Now Platform, a cloud-based platform that offers IT service management (ITSM) and business process automation services.
* identifying elements of the interface: banner frame,Application navigator, Content frame, Form designer
* Global Search: Search results categorized by record type.Search across the entire instance
* Connect Chat:Internal chat tool for real-time communication.
* Application Navigator:The Core UI application navigator appears at the left of the interface and provides access to all available applications and modules, favorites, and recently viewed items.
* Favorites:Favorites (also known as Bookmarks) are a collection of direct links to a frequently used page or site. Adding a link as a favorite provides a user quick access to links such as knowledge articles, incidents, catalog items, modules, etc.
* History: The history list displays each change as its own row in the change list.
* ACLs : Access Control Lists are the process by which ServiceNow provides granular security for its data and can be applied to individual records, as well as fields within those records.
* UI policies: A User Interface (UI) Policy is a rule that is applied to a form to dynamically change information or the form itself. Ul Policies execute on the client side.
* Business Rules :A business rule is configured to run when a record is displayed, inserted, updated, deleted, or when a table is queried.
* Client Scripting: Client scripts make real-time changes to the appearance of user interface,especially forms.They execute on the client side.

1. **ServiceNow Branding Overview**

* ServiceNow Branding Introduction: To apply branding and a color theme to a Service Portal, click the Branding Editor tile on the Service Portal Configuration page.
* Company Guided Setup: Guided Setup is a feature in ServiceNow that allows administrators to help with the initial configuration of products or applications.
* ServiceNow Portal and UI Builder.:Tools to design and customize user portals and interfaces using a drag-and-drop UI builder, creating personalized, branded user experiences.

1. **ServiceNow Lists and Filters**

* ServiceNow List View interface: Displays records in a tabular format, allowing users to view and manage data across various applications.
* Standard paradigm: Consistent design across list views to streamline data management for users.
* List Control, filter conditions: Tools that allow users to filter, sort, and group data based on specific conditions, enabling better control and management of information.
* Refresh list **:** An option that updates the list view with the most current data

1. **Forms in ServiceNow**

* Forms in ServiceNow: Forms in ServiceNow are content pages that display data from a database table record.
* The Standard Layout:Forms can have a one-column, two-column, or mixed layout.
* Form Field Types:ServiceNow supports a variety of Form Field Types to cater to different data inputs and use cases.
* Form Sections:Sections are used to break up the form and group like information together.
* Related Lists: Related lists show records in tables that have a relationship to the current record.
* Form Views: Views provide specific fields or columns to support different work activities.
* Form Templates:Templates allow form fields to be populated automatically, simplifying the process of generating new records.