MODULE 1

1. Define what ServiceNow is and explain its purpose in IT service management.

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 business people can solve the business problems themselves.

ServiceNow is the IT department of a company which provides on demand of IT service management.

The Now platform is a cloud- based Application platform as a service that provides the infrastructure, Platform and application workflows to support business IT needs.

The infrastructure of this platform contains computer resources, security both physical and virtual mode, service level agreements and backups.

1. Identify the core components and architecture of the ServiceNow platform.

Core Components:

The core components of ServiceNow platform includes Applications, workflows, lists, forms, UI.

ServiceNow comes with applications which are categorized into 4 workflows such as IT, Employee, Customer and creator workflows.

The IT Service Management handles incidents, requests, problems and changes.

Forms are the interfaces for entering and viewing data in ServiceNow platform.

Lists are a way to view records in a table format. They can be filtered, sorted and displayed according to the need of a system administrator.

The user interfaces are of 3 for interacting with the now platform which are Now Platform UI, ServiceNow Mobile Apps and service portal.

Architecture:

When a instance is purchased it is ServiceNow responsibility to support the IT infrastructure and compute resources needed to enable and secure the instance.

Enterprise Cloud: ServiceNow is built on multi-instance architecture. you have your own instance of the platform and database.

Availability and redundancy: Each datacentre is linked with other datacentres which makes it to provide redundancy.

Backups and security: It provides 4 weekly full data backups and 6 days of daily backups. The platform is secured using technologies which are certified by third party organizations.

Domain separation: The platform provides the ability to separate data, process and administrative task on the instance into domains.

1. Describe the infrastructure for deploying and utilizing ServiceNow services.

Computer Resources: datacentre, racks, servers, ports, network resources and fans.

Security: Both physical and virtual security were provided. The platform is secured via multiple technologies which have been certified and audited by third-party security organizations.

Service Level agreements: Redundancy and failover is taken care by the platform, with redundancy built into every layer from devices and network resources to paired data centres that span the globe.

Backups: 4 daily backups each week and six days of differential backups per week.

1. Navigating the ServiceNow Platform and Mastering ServiceNow User Interface

Main Screen Elements: consists of three components

Banner Frame: Runs across the top of the UI contains logo, user menu, tools, system settings.

User menu: set up any user specific configurations or preferences that you want the UI work for yourself. profile, impersonate user, elevate roles, logout.

Tools: global search, connect chat, help

Settings: general, theme, accessibility, list settings etc

Application navigator: Navigation filter, all applications, history, favorites.

Content frame: it is where all of the content of the applications and modules that we will be working in.

Contextual app pill: Gives textual representation of where you are within the platform.

Knowledge: Libraries of important articles or documentations that you want to create and create so that your user s of all typed can get access to help.

System database

1. Data Imports and Integrations, Report Creation and Management

* Data Import: In ServiceNow, the import process introduces and intermediary data entity between source and target. The process of importing data normally involves pulling data from a source entity and loading it into a target entity. Staging entity is an automatically created custom table that is used to stage the imported data prior to processing and loading into the target.
* Integrations: After setting up with the name and the label which is differed, the ServiceNow was able to create a staging table. After that we need to instruct ServiceNow how we want to move the data that we have imported to the staging table and loading it into target table.
  + Field Map: Defining how data from the staging table is done on a field by a field basis. each of the field level mapping is called field map and it records in a table.
  + Transform Map: grouping mechanism for transform map.
* Reporting: Report table is a system table in ServiceNow database that stores a record for each report that exist within the instance. When a new report is created within the ServiceNow UI you are inserting a viewing record in this table.
  + Report Source: Populate reports via reusable stored queries.
  + Scheduled Email of Report: Report emailed to users on a recurring basis.
  + Dashboard
  + Report Users and Groups: Share reports directly with groups of users.

1. Understand the platform data model that supports reporting capabilities in ServiceNow.

ServiceNow reporting enables to create and distribute that shows the current status of instance data, such as the number of open incidents of each priority. Reporting functionality is available by default for all table except for system tables.

1. Demonstrate how to create, manage, and share different types of reports within ServiceNow to present data effectively.
   1. Create Report:
2. Accessing the report designer:
   * Login to ServiceNow instance
   * Navigate to reports
   * Click on create node
3. Selecting Data Source
4. Defining Report: In filters tab you can filters based on various fields in the selected table to narrow down the data and click on run to preview the data.
5. Configuring Report Fields: In column tab, select the field that you want to include in your report. Arrange the fields in the deciding order.
   1. Share Report:
6. Login to your ServiceNow account.
7. Find the report which has to be shared.
8. Click on the share button on the tool bar (or) in the drop down menu.
9. Select how you want to share the report.
10. If it is shared with individuals set its access permission-view edit.
    1. Manage Report :
11. Schedule the report
12. Edit a report
13. Customize a report
14. Export a report
15. Discuss the importance of data visualization in decision making.

Visualization conveys a complex data which can be difficult to describe in words using a chart or graph.

The platform’s visualization is real time secure and naïve.

Data visualization allow developers to present data to users in easily consumable ways. They are:

* Reports
* Pie Charts
* Lists
* Dashboards

1. ServiceNow Branding and Customization.
2. Branding: Applying a distinct corporate identity across the now platform UI to create a shared identity, build trust and speed adoption.
3. Guided setup provides a system administrator step-by-step instruction to configure various applications and modules within the instance.
4. To access guided setup locate to guided setup in application navigator.
5. ITSM guided setup
6. ITOM guided setup
7. To apply branding to a service portal Branding editor is used on the service portal configuration page. Using the quick setup tab set a portal title, logo and padding.
8. Explain the process of customizing the ServiceNow user interface through branding tools.

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To access guided setup locate to guided setup in application navigator.

ITSM guided setup

ITOM guided setup

ServiceNow portal and UI builder can be used to brand the interface.

ServiceNow portal is a widget - based tool that allows creation of user- friendly interface.

UI builder allows to build out a functional page by choosing library of components and layouts.

1. Demonstrate how to apply a corporate identity to the ServiceNow portal, using Company Guided Setup and UI Builder.
2. Access the Branding Editor:
   * + - Go to the Service Portal Configuration page and Click the Branding Editor tile.
3. Select the Portal:
   * From the Branding Editor list, choose the portal you want to brand.
4. Set Portal Title, Logo, and Padding:
   * Navigate to the Quick Setup tab.
   * Define a Portal title.
   * Upload your corporate logo using the Upload an image button.
   * Adjust Logo Padding as needed.
5. Define Theme Colors:
   * Switch to the Theme Colors tab.
   * Set colors for the Navbar, Brand, and Text to align with your brand guidelines.
6. Define Low Code No Code development and its relevance in the context of digital transformation.

Low Code / No Code: Destroying and eliminating barriers between Savvy Business person and Digital Transformation. It is easy to use and intuitive IT services that will empower Savvy Business person to solve business problems themselves.

* App Engine Studio (AES): Guided experience for creating everything you need for your low code / no code applications, build tables, import spreadsheets, create workflows, UI’s, manage security.
* Studio: Dig deeper into your application components and capabilities.
* Now Experience UI Builder: Create workspaces and portals via drag-and-drop.
* Flow Designer: Use natural language to automate workflows, approvals, tasks, notifications and record operations without writing any code.
* CMDB: Understand the entirety of the IT infrastructure, underlying platform upon which low code / no code apps are built.

1. Discuss the benefits and limitations of following a Low Code No Code approach in software development.

Benefits:

It empowers the people that knows the business to solve business problems themselves.

It improves agility via tools for creating IT-services quickly.

Lowers costs via more apps in less time less dependence on IT.

Increased automation opportunities.

Limitations:

It requires generalization.

It limits flexibility.

It limits technical improvements.

14.Identify the career opportunities available in the Low Code No Code development space.

* + - Continuing to learn IT skills to understand what IT can provide.
    - Start slow and simple build.
    - Jobs are safe.
    - Understand that you are the tail.
    - Learning the business.
    - Look for ways to eliminate your job.