MODULE 3

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What is ServiceNow?

ServiceNow is a could based platform, which was mainly developed for workflow and process automation as per the ITIL principles. It is highly customisable and also can be used for other purposes.

**ServiceNow** was first introduced as ITSM tool used for various IT activities such as asset management, incident management, change management, problem management, Knowledge management, CMDB etc.

But, now ServiceNow becomes huge and serves lots of ITOM. ITBM applications like Project Portfolio management, Demand Management, Financial Management, Goverenance Risk and Compliance, HR, Agile Development and many more.

Services of ServiceNow:

* IT Service Management: Foundation of any kind of ServiceNow services. Incident problem change is focused.
* HR Management: HR(Human Resource) is a team which handles ServiceNow and the internal workforce that organizes the entire workflow. They deal with on-boarding and off-boarding of the resources. They take care of activities and functions inside the ServiceNow.
* GRC (Government Risk and Compliances): Analysing the risk involved in development and maintenance of compliances are done by GRC.
* Integrations: Integration is a place where a user can connect two systems together.
* IT Asset Management: Management of assets in IT sector like laptops, computers etc devices and objects are controlled by this sector.
* Finance Operation Management: This sector is similar to HR management, where they manage the finance.
* IT Business Management: Dealing with business point of view and sharing of ideas on the business developments, ups and downs in the business.

How to Get Free SNOW instances?

* Step 1: SignUp from <https://developer.servicenow.com/app.do#!/home>
* Step 2: Fill the Registration form
* Step 3: Verify your account
* Step 4: Now Login to your ServiceNow Developer Platform.
* Step 5: Request/create an instance.
* Step 6: Choose the ServiceNow Developer Instance Version
* Step 7: Instance Credentials Info
* Step 8: Login into your ServiceNow Developer instance

Instance Activity:

* If the instance is inactive for 10 days, then the instance is released.
* If the user’s instance is inactive for more than 24 hours, then the user’s instance may go into hibernation state.

How to become a SNOW developer?

* Get a Bachelor’s degree in CS or IT.
* Learn JavaScript and ITIL basics.
* Get ServiceNow Course.

Career and Growth in SNOW

* ServiceNow is expected to continue to grow even in future.
* Currently, Cloud Platform is the very popular.
* In the cloud platform, ServiceNow is the best tool to use because of its simplicity and ease of use.

ServiceNow fits best in industries like:

* Computer Software
* Insurance
* Health Care
* Information Technology and Services
* Governance

ServiceNow UI Overview:

* We interact with the application and modules of the ServiceNow platform through the user interface using a web browser.
* The version of the user interface that accompanies the Istanbul version of ServiceNow is called UI16.

Components of ServiceNow:

* The components are the basic elements of your page.
* Components range from the basic elements like labels and buttons to more complex experience components like lists and forms.

Modules – Incident, Problem and Change:

* Incident Management
* Problem Management
* Change and Release Management
* Request Management
* Asset and Cost Management
* Walk-Up Experience
* Agent Workshop
* Now Mobiles and many more.

Incident Module:

* An incident is a solution where normal service operations are interrupted, disrupted or degraded.
* In ServiceNow, an open incident indicates that the customer is strongly affected or it represents a business risk.
* The process of managing the incident lifecycle is called as an Incident management.

Problem Module:

* A problem is a cause of one or more incidents.
* The process of managing the lifecycle of all the problems that arises or could arise in an IT service is called as Problem management.

Change Module:

* A change request contains details information regarding the change, like the reason for the change, the risk, the priority, the change type, and the change category.
* A systematic approach for controlling the life cycle of all changes, making it easier to make beneficial changes with less disruption to the IT services is called ServiceNow Change Management.

Lists, forms and filters:

List:

* + A list displays a set of records from a table.
  + Users have the ability to search sort, filter and edit data in lists.
  + Users can search, sort, filter and edit data in lists. Lists can be integrated into forms and can have sub-lists.
  + The list interface includes a title bar, breadcrumbs and filters, columns of data, and a footer. Evert column in a list represents a field in the table.

Forms:

* A form is a content page that displays the fields and values of a single record in a database table.
* Forms have a 1 -column layout, a 2 -column layout, or a blend of both.

Filters:

* A filter limits the records that appear in a list by giving a set of conditions thar every record must meet in order to be included in the list.
* The condition includes the field, operator, value and grouping.

Who uses ServiceNow?

* Employees: Use it to request their related IT business services.
* IT Support Team: Use it to manage service requests or incidents.
* Administrators: ServiceNow helps administrators user access, roles & privilege management.
* Implementers: Use it to deploy process applications and platform features which fulfils an organization business needs.
* Developers: Create new functionality with scripts to extend standard configurations.