WEEK 1 - 7

A Hands-on ServiceNow Tool Demo

This document serves as a comprehensive guide to the ServiceNow platform, designed for IT professionals and anyone interested in mastering this powerful tool. It will take you through a step-by-step exploration of the platform's core functionalities, from logging in to navigating its diverse applications and even exploring its expansive knowledge base.

Logging In

Start your ServiceNow journey by navigating to your organization's unique instance URL. Enter your assigned username and password to gain access. Upon successful login, you'll be greeted by the ServiceNow Next Experience UI, designed for modern, intuitive use.

ServiceNow Next Experience UI

The ServiceNow Next Experience UI is a modern, visually appealing interface that enhances usability and productivity. It boasts a cleaner layout, more intuitive navigation, and a user-friendly design. This modernized interface makes the platform even more accessible to both IT professionals and business users, streamlining workflows and fostering greater collaboration.

The Navigation Bar

The navigation bar is your primary tool for moving through the ServiceNow platform. It offers quick access to essential features, such as the Application Navigator, the ServiceNow Store, your profile settings, and much more. The navigation bar is consistently present across all screens, ensuring a seamless user experience.

ServiceNow Applications Overview

ServiceNow offers a wide array of pre-built applications that cater to various IT needs. These applications streamline processes and automate tasks, making it easier to manage your IT infrastructure. Here's a quick breakdown of some key applications:

IT Service Management (ITSM)
ITSM helps you manage IT services, incidents, problems, and change requests. It provides a centralized platform for tracking and resolving IT issues efficiently.

Customer Service Management (CSM)
CSM enables you to provide excellent customer service by handling cases, managing knowledge articles, and facilitating communication.

Project Portfolio Management (PPM)
PPM helps you plan, track, and manage projects across your organization, ensuring successful project execution and delivering value.

Human Resources (HR)
HR applications streamline human resources processes, including onboarding, performance management, and payroll.

The Application Navigator

The Application Navigator is your gateway to all ServiceNow applications. It's a comprehensive directory that lists all available applications, allowing you to easily access and manage them. The Application Navigator provides a consistent, central location for launching your favorite applications.

The ServiceNow Store

The ServiceNow Store is a marketplace for ServiceNow applications, extensions, and integrations. It provides a wide range of options, both from ServiceNow and third-party developers, enabling you to customize and extend your ServiceNow platform to meet specific business needs. You can browse, select, and install new applications directly from the ServiceNow Store, expanding your platform's capabilities seamlessly.

Working with Lists and Forms

A fundamental part of using ServiceNow involves working with lists and forms. Lists provide a structured view of data, while forms enable you to create, edit, and update records. These components are essential for managing information and carrying out various tasks within ServiceNow. Here are the basics of lists and forms:

List Views
List views display records in a table format, allowing you to quickly browse and filter data. They provide an overview of information and offer the ability to perform actions on multiple records simultaneously.

Form Views
Forms provide a detailed view of a single record, allowing you to create, edit, and update its information. They are designed for data entry, modifications, and comprehensive record management.