### Week 1: ServiceNow Platform and Development Fundamentals

#### ****1. Introduction to ServiceNow****

* **Objective**: Understand what ServiceNow is and its role in IT Service Management (ITSM).
* **Key Points**:
  + ServiceNow is a cloud-based platform offering ITSM, IT Operations Management (ITOM), and IT Business Management (ITBM).
  + It supports workflows and tasks, providing a centralized platform for service delivery.
  + Core modules include Incident Management, Problem Management, Change Management, and more.

#### ****2. Core Components and Architecture****

* **Objective**: Identify and describe the core components of the ServiceNow platform.
* **Key Points**:
  + **Core Architecture**: ServiceNow is built on a multi-instance architecture, offering robust security and customization options.
  + **Applications**: Key applications include ITSM, HR Service Delivery, Customer Service Management (CSM), and others.
  + **User Interface**: Features Application Navigator, Global Search, Connect Chat, and role-based access controls.
  + **Data Model**: Built on a relational database with tables, records, and fields.

#### ****3. Navigating the ServiceNow Platform****

* **Objective**: Master the basics of navigating through ServiceNow’s user interface.
* **Key Points**:
  + **Application Navigator**: Central hub for accessing applications and modules.
  + **Global Search**: Quickly search for records, applications, and more.
  + **Connect Chat**: For real-time communication and collaboration within the platform.
  + **UI Policies and Business Rules**: Tools for dynamically changing UI behaviors and automating business logic.

#### ****4. Data Imports and Integrations****

* **Objective**: Learn the processes for importing and integrating data into ServiceNow.
* **Key Points**:
  + **DataSource Records**: Create and manage DataSource records to import external data.
  + **Import Sets**: Import Sets are staging tables for importing data before transformation.
  + **Transform Maps**: Maps data from the import set to target tables in ServiceNow.
  + **Field Maps**: Define field mappings between import sets and target tables.

#### ****5. Task Management and Reporting****

* **Objective**: Understand how ServiceNow handles task management and reporting.
* **Key Points**:
  + **Incident Management**: Creation and management of incidents, with task assignment rules and collaboration tools.
  + **Visual Task Boards**: Provides a visual representation of tasks to streamline workflows.
  + **Reporting**: Create, manage, and share reports using ServiceNow’s robust reporting capabilities.
  + **Data Visualization**: Understand how to effectively present data for decision-making.

#### ****6. Branding and Customization****

* **Objective**: Customize the ServiceNow interface to reflect corporate branding.
* **Key Points**:
  + **Branding Tools**: Apply company branding to the ServiceNow interface using Guided Setup and UI Builder.
  + **UI Customization**: Tailor the user experience with UI policies, scripts, and rules.
  + **Corporate Identity**: Ensure consistent branding across all ServiceNow portals and applications.

#### ****7. Low Code No Code Development****

* **Objective**: Explore the Low Code No Code development approach in ServiceNow.
* **Key Points**:
  + **Introduction to Low Code No Code**: A development approach that allows users to build applications with minimal coding.
  + **Use Cases**: Ideal for rapid application development, bridging the gap between IT and business needs.
  + **Pros and Cons**: Benefits include speed and accessibility; limitations include potential scalability issues.
  + **Career Opportunities**: Growing demand for professionals skilled in Low Code No Code platforms like ServiceNow.

#### ****8. Hands-On Practice****

* **Activities**:
  + Logged into the ServiceNow platform and explored the basic UI components.
  + Created a simple Import Set and a Transform Map.
  + Generated a basic report using ServiceNow’s reporting tools.
  + Customized the branding of the ServiceNow portal.

#### ****9. Key Takeaways****

* **Summary**:
  + Gained a foundational understanding of ServiceNow, including its architecture, UI, and key functionalities.
  + Developed hands-on experience with data import, task management, and reporting features.
  + Explored the potential of Low Code No Code development within ServiceNow.

#### ****10. Challenges and Questions****

* **Challenges**:
  + Understanding the intricacies of Transform Maps and Field Maps.
  + Navigating the customization options available in ServiceNow's branding tools.
* **Questions**:
  + What are the best practices for managing large-scale data imports?
  + How to optimize performance when creating complex reports in ServiceNow?

#### ****11. References****

* **Videos and Tutorials**:
  + [Introduction to ServiceNow](https://www.youtube.com/watch?v=TJA7EengwX4" \t "_new)
  + [ServiceNow Platform Overview](https://www.youtube.com/watch?v=qKEqC5CfAxI" \t "_new)
  + [ServiceNow Branding Overview](https://www.youtube.com/watch?v=u38XX0RqtAg" \t "_new)