SERVICE NOW STUDIO

AND ASSET MANAGEMENT

OVERVIEW

- Service Now Studio

- Asset Management

SERVICE NOW STUDIO

- Service Now Studio is an 'IDE'-style platform for developers to create, modify, and extend apps

- It is a single place that you can go to do development work

- Search for and edit any type of metadata record using the File Navigator taxonomy

- Package application changes for deployment using update sets, pipelines, or the Application Repository

- Admins and users with the Guided Application Creator (GAC) roles can create apps in ServiceNow Studio

SERVICE NOW STUDIO BENEFITS

SERVICE NOW STUDIO DEMO

- Let's tour the Service Now Studio

ASSET MANAGEMENT

- The Asset Management application integrates the physical, technological, contractual, and financial aspects of IT assets

- Goals of asset management include:
  - Control inventory that is purchased and used
  - Reduce the cost of purchasing and managing assets
  - Select the proper tools for managing assets
  - Manage the asset lifecycle from planning to disposal
  - Achieve compliance with relevant standards and regulations
  - Improve IT service to end users
  - Create standards and processes for managing assets
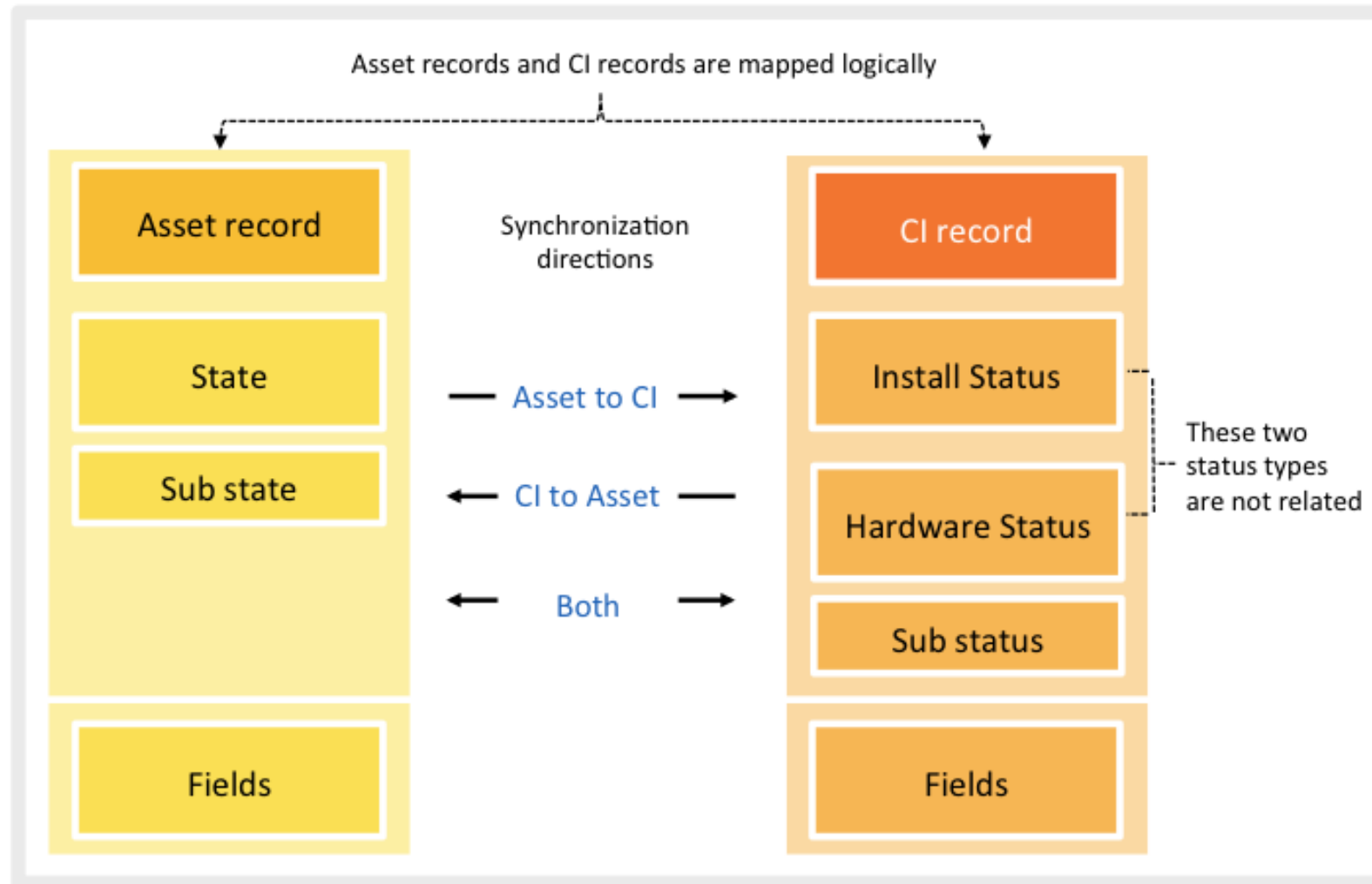
ASSET MANAGEMENT & CMDB

- CMDB is a series of tables and fields that contain all of the configuration items (CIs) controlled by your company

- Asset management and the Configuration Management Database (CMDB) are closely related, but have different goals

- Asset management – focuses on financial tracking of company property

  - Asset - who owns the x-ray machine? When was it purchased? Where is it? [alm_asset]

- Configuration management – focuses on building and maintaining elements that create a network of available services

  - Configuration Item (CI) - stored in the CMDB, used to track items including data such as part numbers [cmdb_ci] [cmdb] [cmdb_rel_ci]

  - CI's can be tangible or intangible devices or applications in the CMDB such as firewalls, computers, email services, etc.

- Access to CMDB tables requires one of the following roles:

  - Asset

  - Itil

  - Itil_admin

  - Cmdb_read

CMDB USE IN ITSM PROCESSES

- Incident Management – if an infrastructure component broke in our data center, what part of the business is affected?

- Change Management – if we need to change something in our data center, how will this affect our business?

- Problem Management – if we have identified a defect in our infrastructure, what business applications are affected?

- For more information about Asset Management: Asset Management

  o Configuration Management Database (CMDB) Fundamentals On Demand - ServiceNow University

ASSET MANAGEMENT & CMDB DEMO

- Let's look at some Assets!

- Tour the CMDB tables

TERMINOLOGY

- Asset – a record in the asset [alm_asset] table that represents the financial ownership of an item

- Configuration Item (CI) - tangible or intangible devices or applications in the CMDB such as firewalls, computers, email services, and services