DN 3.0 SERVICE NOW

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FOUNDER-FRED LUDDY

2003-glidesoft
2006- glidesoft->service now

Why?

Outsourcing the entire IT department to the cloud

How?

Infrastructure:

        1)compute resources,security,service level agreements and backup

Applications / Workflows

ServiceNow comes with a robust suite of applications
which are functionally categorized into 4 primary workflows:

- **IT Workflows:** Service Management (24), Operations Management (13), Business Management (10), Asset Management (4), DevOps (4), Security Operations (8), Governance, Risk, and Compliance (13), Telecommunications Network, Performance Management (3)

- **Employee Workflows:** HR Service Delivery (16), Workplace Service Delivery (10), Legal Service Delivery (10), Procurement Service Management (6), Safe Workplace Suite (1)

- **Customer Workflows:** Customer Service Management (29), Field Service Management (11), Connected Operations (4), Financial Service Operations (25), Telecommunications Service Management (24)

- **Creator Workflows:** App Engine (15), IntegrationHub (8)

Service now simple definition:

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 businesspeople can solve the business problems themselves.

- ServiceNowSimple working definition

Now PLATFORM

ServiceNow provides a robust set of **applications** and **workflows** to support most common business processes.

All applications (OOB and custom) for the **entire enterprise** are supported by a **single, common, data-model and database.**

- ServiceNow provides a **platform** upon which you can **develop your own custom solutions.**

WORKFLOWS

ServiceNow comes with a robust suite of applications which are categorized (**functionally**) into 4 primary workflows:

- **IT Workflows:** 79 applications that support internal IT functions

- **Employee Workflows:** 43 applications targeted at the needs of employees

- **Customer Workflows:** 93 applications that support functions related to customers

- **Creator Workflows:** 23 applications designed to enable ServiceNow platform development and operations support
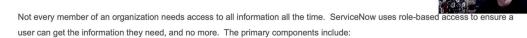
SERVICE NOW is a multi instance architecture where you have your own instance on the platform and own database

Backups: 4 weekly full data backups and 6 daily differential data backups

Domain separation: allows to control security around specific areas

ROLES:

Role-based Access

Not every member of an organization needs access to all information all the time. ServiceNow uses role-based access to ensure a user can get the information they need, and no more. The primary components include:

- A **User** is an individual that has been given access to an instance. Users are usually assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-service user. They can login and access actions like viewing the homepage, Service Catalog, articles, and surveys.

- A **Group** is a set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.

- A **Role** is a collection of **permissions**. A role can be assigned to an individual user, a group of users, or another role. Multiple roles can be assigned to a single role. It's best to assign roles to a group rather than an individual user.