

Digital Nurture 3.0

ServiceNow

Week 3

Module 3 Report

Topic : ServiceNow Development Modules

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ServiceNow Tutorial | ServiceNow Tutorial for Beginners | Introduction to ServiceNow

What is ServiceNow?

- Definition: ServiceNow is a cloud-based enterprise platform that provides IT service management (ITSM), IT operations management (ITOM), and IT business management (ITBM). It aims to automate business processes and integrate disparate systems into a unified workflow.
- Key Features:
 - Single Platform: Consolidates various IT and business processes into one platform.
 - Customization: Offers extensive customization options to tailor the platform to specific organizational needs.
 - Automation: Automates routine tasks and workflows to improve efficiency and reduce human error.

Services of ServiceNow:

- IT Service Management (ITSM): Includes managing incidents, service requests, changes, problems, and more. It provides a structured approach to delivering IT services.
- IT Operations Management (ITOM): Manages IT infrastructure and operations. It includes capabilities like event management, configuration management, and cloud management.
- IT Business Management (ITBM): Focuses on aligning IT projects and initiatives with business goals. Includes project portfolio management (PPM) and financial management.
- Customer Service Management (CSM): Enhances customer support processes by managing customer interactions, service requests, and support tickets.
- HR Service Delivery (HRSD): Automates and manages HR-related tasks, such as onboarding, employee services, and HR case management.

How to Get Free SNOW Instances:

- ServiceNow Developer Program:

- Purpose: Provides free personal instances for learning and development purposes.

- Steps:

- 1. Sign Up: Register on the [ServiceNow Developer Portal](https://developer.servicenow.com/).

- 2. Request Instance: After logging in, navigate to the "Manage" tab and request a personal developer instance.

- 3. Access Instance: Use the instance for practice, developing custom applications, and exploring ServiceNow features.

How to Become a SNOW Developer:

- Learning Path:

- Basic Knowledge: Understand ServiceNow fundamentals, including navigation, modules, and user interface.

- Training Courses: Enroll in online or in-person ServiceNow training courses. ServiceNow's official training portal offers a variety of courses.

- Hands-On Practice: Utilize your personal developer instance to experiment with customizations, scripting, and application development.

- Certifications: Obtain certifications such as Certified Application Developer (CAD) to validate your skills and knowledge.

ServiceNow Certification Training:

- Certifications Offered:

- Certified System Administrator (CSA): Tests foundational knowledge of ServiceNow platform features and functionalities.

- Certified Application Developer (CAD): Focuses on application development, including custom apps and integrations.
- Certified Implementation Specialist (CIS): Specialized certifications in areas like ITSM, ITOM, and CSM.
- Training Resources:
 - Official ServiceNow Training: Access official training materials and courses from ServiceNow.
 - Third-Party Providers: Platforms like Udemy, LinkedIn Learning, and Pluralsight offer courses tailored to ServiceNow certification.

ServiceNow Components:

- User Interface: The front-end through which users interact with ServiceNow, including dashboards, forms, and lists.
- Database: The relational database management system that stores all data, configurations, and customizations.
- Application Server: Executes business logic and processes, handling requests from the user interface.
- IntegrationHub: A tool for integrating ServiceNow with other systems and applications using connectors and integration flows.

Modules:

- Incident Module: Manages the lifecycle of incidents from creation to resolution. Includes features like incident assignment, prioritization, and escalation.
- Problem Module: Focuses on identifying and resolving the root causes of incidents. Helps prevent recurrence and manages known errors.
- Change Module: Manages changes to the IT environment, including planning, approval, and implementation. Aims to minimize service disruption and ensure smooth transitions.

What is ServiceNow | ServiceNow Administration & Developer Overview

Workflow and Process Automation as per ITIL Principles:

- ITIL Integration: ServiceNow incorporates ITIL best practices to standardize and streamline IT service management.
- Incident Management: Automates the process of managing incidents to ensure quick resolution and minimal impact on services.
- Change Management: Facilitates the planning and implementation of changes to the IT environment, ensuring proper approvals and minimizing risks.
- Problem Management: Focuses on identifying and resolving root causes to prevent recurring incidents and improve service quality.

IT, Security, HR Service Delivery:

- IT Service Delivery: Involves managing IT services through modules like incidents, problems, changes, and requests to ensure effective and efficient service delivery.
- Security Operations: Manages and responds to security incidents and vulnerabilities. Includes capabilities like Security Incident Response (SIR) and Vulnerability Response (VR).
- HR Service Delivery: Automates HR processes such as onboarding, benefits management, and employee support. Improves efficiency and enhances the employee experience.

Customer Service and Business Applications:

- Customer Service Management (CSM): Enhances customer support by managing service requests, handling cases, and improving customer interactions.
- Business Applications: Includes a range of applications designed for different business functions such as finance, legal, and facilities management, helping to streamline operations and improve productivity.

Explore Admin and Developer Roles:

- Administrator Role: Responsible for configuring and managing the ServiceNow platform, including user roles, permissions, and system settings. Ensures the platform meets organizational needs.
- Developer Role: Focuses on creating and customizing applications, workflows, and integrations. Involves scripting, application development, and building custom solutions to address specific business requirements.

Major Customers:

- Global Enterprises: ServiceNow serves a wide range of industries and organizations, including major corporations like Microsoft, IBM, and GE.
- Industry Use Cases: Different sectors use ServiceNow to address specific challenges, such as regulatory compliance in healthcare or incident management in finance.

ServiceNow Growth:

- Expansion: ServiceNow has expanded its offerings beyond ITSM to include ITOM, ITBM, and other business solutions, driving significant growth and adoption.
- Innovation: Continues to innovate with advancements in cloud computing, artificial intelligence, and machine learning, enhancing the platform's capabilities.

ServiceNow Architecture:

- Multi-Tenant Architecture: Supports multiple customers within a single instance while maintaining data isolation and security.
- Scalability: Designed to handle varying volumes of data and transactions, ensuring performance and reliability as organizations grow.

Who Uses ServiceNow?

- Organizations: From small businesses to large enterprises, ServiceNow is used by organizations across various industries to streamline processes and improve service delivery.
- Use Cases: Includes IT departments, HR teams, customer support centers, and more, each leveraging ServiceNow to enhance efficiency and productivity.

What is Catalog?

- Service Catalog: A structured list of services and products available for users to request. Includes items such as software, hardware, and HR services.
- Order Guides: Simplify the request process for multiple items or services by guiding users through a series of steps and collecting necessary information.

Dashboard Creation:

- Creating Dashboards:
 - Design: Use widgets, charts, and graphs to create interactive dashboards that provide insights into key metrics and KPIs.
 - Customization: Tailor dashboards to display relevant information for different user roles, such as IT operations, project management, or customer service.
 - Examples: Create dashboards for monitoring IT performance, tracking project progress, or analyzing service request trends.