***What is ServiceNow ?***

ServiceNow is a software company, based in Santa 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.

***ServiceNow Platform Overview***

**Now Learning Platform:**

The Now Platform is an Application Platform as a Service (APaaS).

* ServiceNow is a cloud-based.
* ServiceNow provides and supports the infrastructure computer resources.
* ServiceNow provides a platform upon which you can develop your own custom solutions.
* 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.

**Applications and 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

It also consists of the following:

**1. Enterprise Cloud**

* Most cloud services are built on a multi-tenant architecture in which your platform and data are co-mingled with other companies.
* ServiceNow is built on a multi-instance architecture.

**2. Availability & Redundancy**

* All ServiceNow datacenters are paired with another datacenter to provide redundancy and failover.
* Redundancy is built into every layer including devices, power, and network resources.

**3. Backups & Security**

* ServiceNow provides 4 weekly full data backups and 6 days of daily differential backups.
* The entire platform is secured using multiple technologies which have been certified by third-party security organizations.

**4. Domain Separation (multi-tenancy)**

* The ServiceNow platform provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.
* All users can potentially see records from the global domain', but only users who belong to a domain can see domain-specific records.

**User Interfaces:**

ServiceNow provides 3 user-interfaces for interacting with the Now Platform namely:

1. **Now Platform UI:** It is best used on desktop and laptop computers and is accessed via a web browser and the Instance URL.
2. **Mobile Apps:** The ServiceNow Mobile Apps are best used on mobile devices and can be installed from the device's app store. The ServiceNow Agent app targets fulfilling requests. The Now Mobile app is built for the needs of employees. The ServiceNow Onboarding app targets the needs of new-hire employees.
3. **Service Portal:** The Service Portal is a user-friendly, self-service, widget-based portal accessed via a web browser and special URL.

**Role-based Access:**

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.

**User Authentication:**

ServiceNow validates a user’s identity and enables access to functions and data based upon his/her related groups and roles. The platform can support several methods of user authentication including:

* Local database authentication
* OAuth 2.0
* External Single Sign-on (SSO)
* Digest Token
* LDAP
* Multi-factor Authentication