

Service now week three understanding document

In this week i have learnt these topics

- > What is ServiceNow?
- > Lists, forms & filters
- > How To Get Free SNOW Instances?
- > User Administration
- > How to become a SNOW Developer?
- > Introduction to ITSM Module
- > Career and Growth in SNOW:
- > Introduction to Development
- > ServiceNow UI Overview
- > Modules - Incident, Problem & change
- >Filters

What is ServiceNow?

* ServiceNow is a cloud based platform, which was mainly developed for workflow and process automation as per the ITIL principles.

* However, it is highly customisable and also can be used for other purposes.

Services of ServiceNow:

- >IT Service management
- >HR management
- >GRC
- >Integrations
- >IT Asset management
- >Finance operation management
- >IT business management, etc.

How to Get Free SNOW Instances

- > Step 1: SignUp from <https://developer.servicenow.com/app.do#!/home>
- > Step 2: Fill the Registration form
- > Step 3: Verify your account.
- > Step 4: Now Login to your ServiceNow Developer Platform.
- > Step 5: Request/create an instance.
- > Step 6: Choose the ServiceNow Developer Instance Version
- > Step 7: Instance Credentials Info
- > Step 8: Login into your ServiceNow Developer instance

Instance Activity

- * If the instance is inactive for 10 days, then the instance is released
- * If your instance is inactive for more than 24 hours, then your instance may go into hibernation state.

Career and growth in ServiceNow

- > ServiceNow is expected to continue to grow even in future.
- > Currently, Cloud Platform is the Very popular.
- > In the cloud platform, ServiceNow is the best tool to use because of its simplicity and ease of use.

Service Now fits best in industries like:

Governance

Computer software

Insurance

Health care

Information technology and services

Service Now UI Overview:

- * We interact with the application and modules of the ServiceNow plan through the user interface using a web browser.
- * The version of the user interface that accompanies the Istanbul version of ServiceNow is called UI 6.
- * It BANNER FRAME , APPLICATION NAVIGATOR , CONTENT FRAME

ServiceNow Components:

- * The Components are the basic elements of your page.

Components

- * Components range from the basic elements like labels, and buttons to more complex experience components like lists and forms.
- * These components can be added to your page to create or personalize your workspace or portal.

Modules:

Some of the modules in ServiceNow are:

- > Incident Management
- > Problem Management
- > Change and Release Management
- > Request Management
- > Asset and Cost Management
- > Walk-Up Experience
- > Agent Workspace
- > Now Mobile, etc.

Incident Module:

- * An incident is a situation where normal service operations are interrupted, disrupted or degraded.
- * In ServiceNow, an open incident indicates that the customer is strongly affected or it represents a business risk.
- * The process of managing the incident lifecycle is called as an Incident management.

Problem Module:

- * A problem is a cause of one or more incidents.
- * The process of managing the lifecycle of all the problems that arises or could arise in an IT service is called as Problem management

Change Module:

- * A change request contains detailed information regarding the change, like the reason for the change, the risk, the priority, the change type, and the change category.
- * A systematic approach for controlling the life cycle of all changes, making it easier to make beneficial changes with less disruption to the IT services is called ServiceNow Change Management.

List:

- * A list displays a set of records from a table.
- * Users have the ability to search, sort, filter and edit data in lists.
- * Users can search, sort, filter, and edit data in lists. Lists can be integrated into forms and can have sublists.
- * The list interface includes a title bar, breadcrumbs and filters, columns of data, and a footer. Every column in a list represents a field in the table.

Forms:

- * A form is a content page that displays the fields and values of a single record in a database table.
- * Forms have a 1-column layout, a 2-column layout, or a blend of both.
- * Forms are opened from:
 - > modules in the Application navigator
 - or
 - > by clicking a record number in a list

