

Cognizant Digital Nurture 3.0

Week 3

1. Introduction to ServiceNow

1. What is servicenow
2. services of servicenow
3. how to get free SNOW instances
4. how to become a SNOW developer
5. career and growth in servicenow
6. servicenow UI overview
7. servicenow components
8. modules
9. incident module
10. problem module
11. change module
12. List
13. Forms

1.1 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.

1.2 Services of ServiceNow

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

1.3 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

1.4 How to become a SNOW Developer

- Get a Bachelor's Degree in CSE or IT
- Learn JavaScript & ITIL basics
- Get ServiceNow Course

1.5 Career and growth in ServiceNow

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

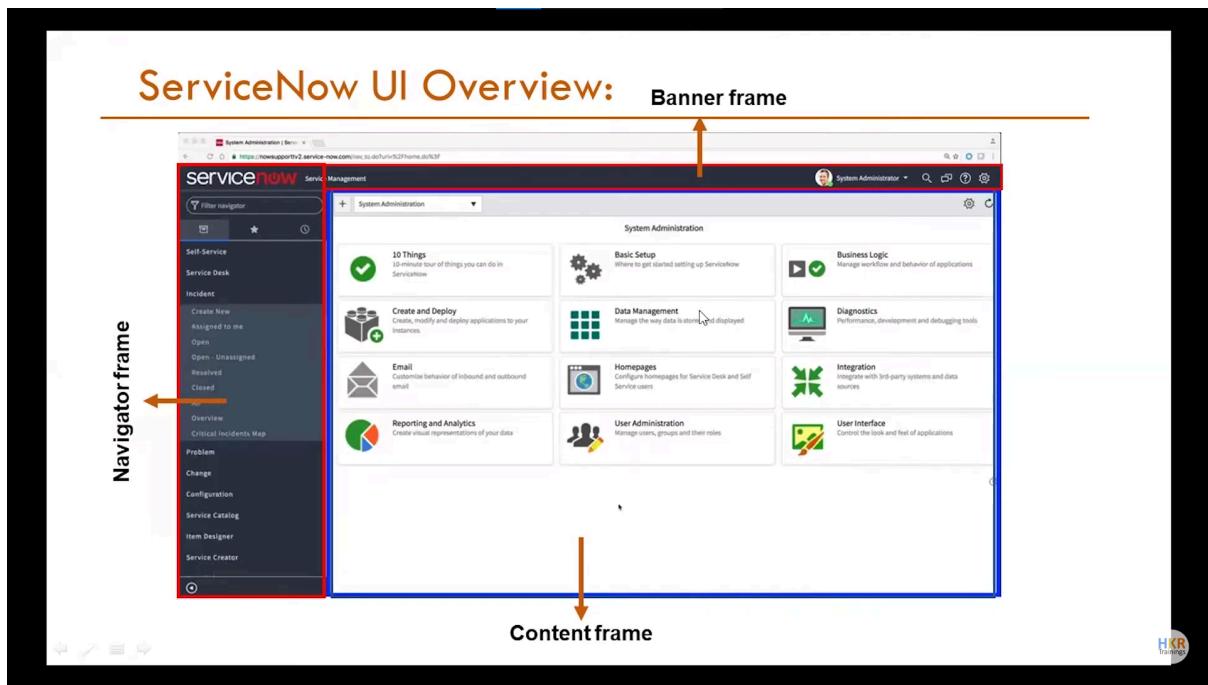
Career and growth in ServiceNow

ServiceNow fits best in industries like:



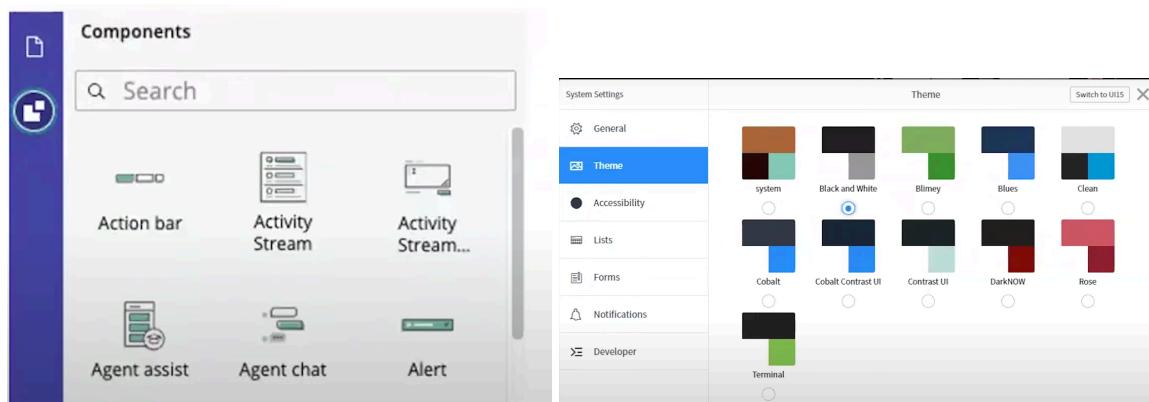
1.6 ServiceNow UI Overview:

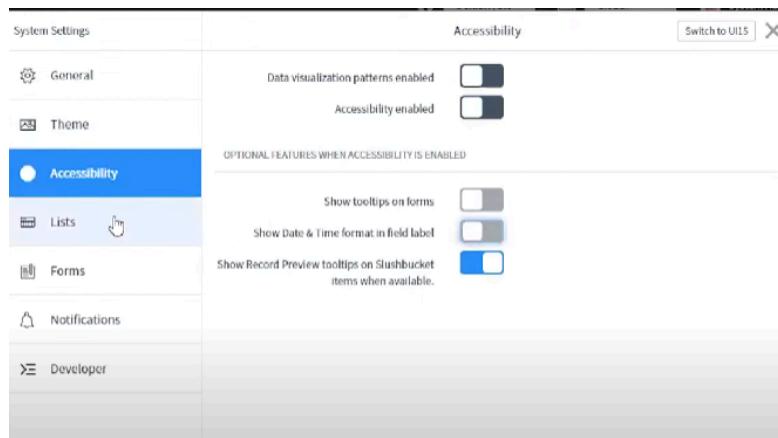
- We interact with the application and modules of the ServiceNow platform through the user interface using a web browser.
- The version of the user interface that accompanies the Istanbul version of ServiceNow is called UI 16.



1.7 Servicenow components

- The Components are the basic elements of your page.
- 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 personalise workspace or portal.





1.8 Modules

Modules:

Modules are the elements that make up the ServiceNow application navigator.

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.

1.9 Incident Module

Incident Module:

The screenshot shows the ServiceNow Incident module. The left sidebar has 'User Experience Analytics' expanded, with 'Incident' highlighted. The main area is titled 'Incident' and contains a form with the following fields:

- Number: INC0010001
- Caller: [redacted]
- Category: Inquiry / Help
- Subcategory: None
- Service: [redacted]
- Service offering: [redacted]
- Configuration item: [redacted]
- Contact type: None
- State: New
- Impact: 3 - Low
- Urgency: 3 - Low
- Priority: 5 - Planning
- Assignment group: [redacted]
- Assigned to: [redacted]
- Short description: [redacted]
- Description: [redacted]

Buttons at the top right include 'Edit', 'Delete', 'Submit', and 'Resols'.

- 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 Incident management.

1.10 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

Problem Module:

The screenshot shows the ServiceNow Problem module. The left sidebar has 'User Experience Analytics' expanded, with 'Problem' highlighted. The main area is titled 'Problem' and contains a form with the following fields:

- Number: PRB0040002
- First reported by: [redacted]
- Category: None
- Service: [redacted]
- Service offering: [redacted]
- Configuration item: [redacted]
- State: New
- Impact: 3 - Low
- Urgency: 3 - Low
- Priority: 5 - Planning
- Assigned to: [redacted]

Below the form, there are tabs for 'Root Cause Analysis', 'Fix in Progress', 'Resolved', and 'Closed'. Buttons at the top right include 'Edit', 'Delete', 'Submit', and 'Resols'.

1.11 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.

The screenshot shows the ServiceNow Change Module. On the left, there's a sidebar with a navigation menu. The 'Change' option is highlighted with a red box. The main content area has a message: 'No pinned models. You have no pinned models. When you pin a model, the model will be shown in this tab and you can access it directly.'

1.12 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.

Number	Active	Category	State	Caller	Configuration Item	Priority	Short description	Created	Last Update	Assigned To
INC0011577	false	Network	Closed	Aileen Merten	mobile PhoneTools	● 1 - Critical	My internet is not working	2022-07-24 07:15:22	Sinc fact rega	
INC0011575	true	Inquiry / Help	New	Paul Shaffer	(empty)	5 - Planning	Demo	2022-07-22 03:51:22	Test	
INC0011569	true	Inquiry / Help	New	A Snow	(empty)	5 - Planning	DEmo	2022-07-22 03:39:48	Hi c chn	
INC0011536	true	Network	In Progress	Priyash Dhangade	(empty)	5 - Planning	Using Assignment Rule	2022-07-21 02:56:55	qw!	
INC0011535	true	Software	New	Priyash Dhangade	(empty)	5 - Planning	Test	2022-07-21 02:56:29		
INC0011532	true	Software	In Progress	Priyash Dhangade	(empty)	5 - Planning	Demo	2022-07-21 02:57:53		

List:

A screenshot of a list view interface. At the top, there's a navigation bar with 'Problems' and 'New' buttons, followed by 'Go to', 'Number', 'Search', and search input fields. Below the navigation bar are several buttons: 'All > State = Open', 'Number ▲', 'Short description', 'State', 'Assignment group', 'Assigned to', and 'Configuration item'. A 'Breadcrumbs' section shows the path 'PRB00000003 Request for a BlackBerry'. The main area contains a table with six rows of data, each with a checkbox, a number, a short description, state, assignment group, and assigned to. The first row is expanded to show more details: 'PRB00000008 Please remove this hotfix', 'Open', 'ITIL User', 'WindowsXP Hotfix (SP2)', 'D817905'. The second row is collapsed, showing 'Router Down' and 'Open'. The third row is collapsed, showing 'Hang when trying to print VISIO documents' and 'Open'. The fourth row is collapsed, showing 'Oracle Dow' and 'Open'. The fifth row is collapsed, showing 'Unknown source of SAP outage' and 'Open'. The sixth row is collapsed, showing 'David Loo' and 'SAP Enterprise Services'. At the bottom, there are buttons for 'Actions on selected rows...' and navigation arrows.

1.13 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.

A screenshot of an 'Incident' form for record 'INC0000041'. The form is divided into two main sections: a '2-Column Layout' and a '1-Column Layout'. The '2-Column Layout' section contains fields for Number (INC0000041), Contact type (Phone), Caller (Bow Ruggeri), State (In Progress), Category (Hardware), Impact (1 - High), Subcategory (None), Urgency (3 - Low), Service offering, Priority (3 - Moderate), Assignment group, Configuration item, and Assigned to (ITIL User). The '1-Column Layout' section contains fields for Short description (My desk phone does not work) and Description (Unable to dial out or receive calls. Phone is plugged in but there's no dial tone.).

1.14 Filters

- A filter limits the records that appear in a list by giving a set of conditions that every record must meet in order to be included in the list.
- The condition includes the field, operator, value and grouping.

Filters:

A screenshot of a filter configuration interface. At the top, there's a navigation bar with 'Incidents' and 'New' buttons, followed by 'Search', 'Number', and search input fields. Below the navigation bar is a button labeled 'All > Active = true'. The main area shows a complex filter query: 'All > Active = true > Short description contains phone'. The query is built using 'Run', 'Save...', 'AND', 'OR', 'Add Sort', and 'X' buttons. The query details are shown in a table with two rows: 'Active' (is true) and 'Short description' (contains phone).

2. ServiceNow Administration & Developer Overview

1. Explore admin and developer
2. Major customers
3. Servicenow Growth
4. ServiceNow Architecture
5. Who use ServiceNow
6. What is catalog
7. Dashboard create

2.1 Explore Admin and Developer

A **ServiceNow Administrator** is responsible for maintaining the overall health, performance, and reliability of the platform. They focus more on configuration, monitoring, and managing the platform.

A **ServiceNow Developer** focuses on building and customising applications within the ServiceNow platform. They write code, create new modules, and develop workflows and processes.

2.2 Major Customers

Major Customers

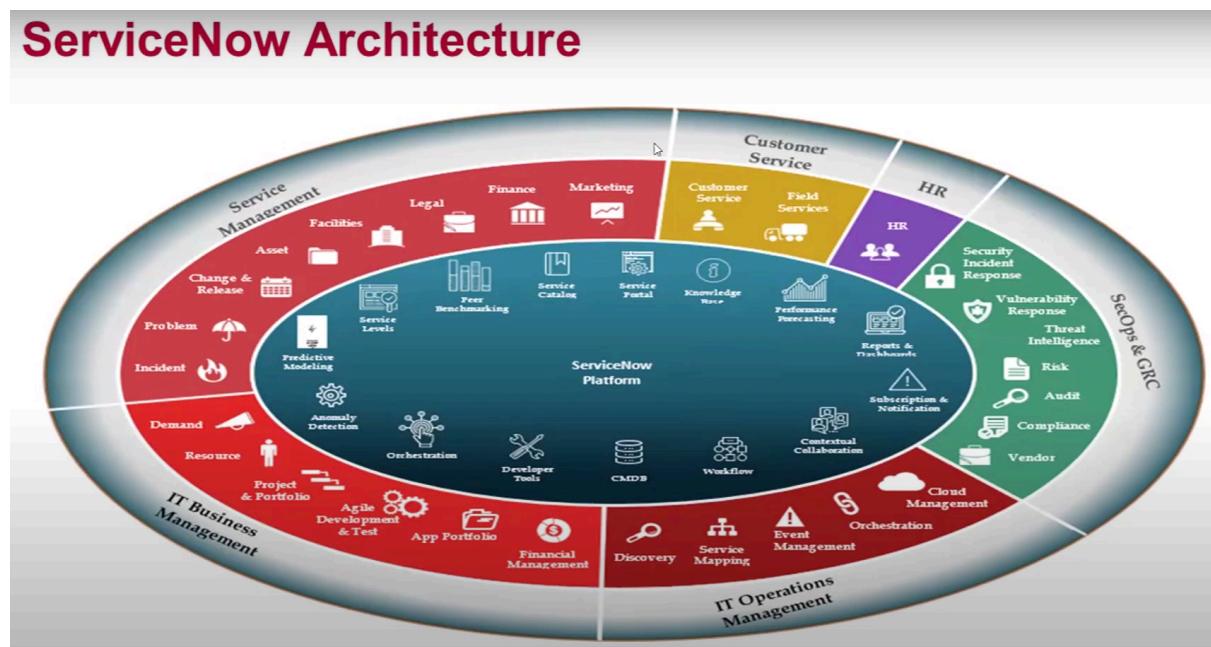


2.3 ServiceNow Growth

ServiceNow Growth



2.4 ServiceNow Architecture



2.5 Who uses ServiceNow

Following stakeholders use Snow to achieve their business goals:

- Employees - Use it to request their related IT business services.
- IT support Team- Use it to manage service requests or incidents.
- Administrators ServiceNow helps administrators user access, roles & privilege management

- Implementers — Use it to deploy process applications and platform features which fulfils an organisation business needs.
- Developers — Create new functionality with scripts to extend standard configurations.

2.6 What is Catalog

Service Catalog is a centralised platform where users can browse and request services or products that an organisation offers. It is designed to streamline and automate service delivery for users, making it easy to request services, track requests, and get assistance.

Sony Alpha ILCE 6000Y 24.3

Sony Alpha ILCE 6000Y 24.3 MP Mirrorless Digital SLR Camera with 16-50 mm and 55-210 mm Zoom Lenses (APS-C Sensor, Fast Auto Focus, Eye AF) - Black

Key Features

- Sensor: APS-C CMOS sensor with 24.3 MP (high resolution for large prints and image cropping)
- Image Processor: Bionz X with 179 autofocus points (important for speed and accuracy of autofocus and burst photography)
- Video Resolution: Full HD video with fully manual control and selectable frame rates (great for precision and high-quality video work)
- Connectivity: WiFi, NFC and Bluetooth built-in (useful for remotely controlling your camera and transferring pictures wirelessly as you shoot)

Quantity: 1 **Price:** \$500.00 **Delivery Time:** 1 Day

Add to Cart **Order Now**

Required Information

Select Camera Color Additional Lens Needed?

Services Services Document production services. Create and produce high-quality, professional documents.	Hardware Hardware Order from a variety of hardware to meet your business needs, including phones, tablets and laptops.
Can We Help You? Can We Help You? Your IT gateway. Report issues and submit requests.	Software Software A range of software products available for installation on your corporate laptop or desktop computer.
Office Office Office services such as printing, supplies requisition and document shipping and delivery.	Desktops Desktops Desktop computers for your work area.
Peripherals Peripherals End user peripherals such as mobile phone cases, dongles, and cables	Mobiles Mobiles Cell phones to meet your business needs.

2.7 Dashboard Create

Creating a dashboard in ServiceNow allows users to visualise key data points and monitor important metrics in a centralised location. Dashboards can include various types of widgets such as reports, charts, performance analytics, and lists, providing a high-level overview of data and services.



