**2 - ServiceNow Tutorial for Beginners | ServiceNow Full Course**

**What is ServiceNow -** ServiceNow is primarily a cloud-hosted platform that offers services to support IT operations and enterprise workflows. Like Gmail, which allows users to access their emails from anywhere without downloading software, ServiceNow is accessible from any device with an internet connection because it is hosted on the cloud. The platform provides a framework for developing custom applications and managing workflows. With ServiceNow, businesses can manage IT services, human resources, customer service, security operations, and much more without the need to write extensive code.

**Services of ServiceNow -** ServiceNow's most crucial offering is IT Service Management (ITSM), the foundation of its platform. ITSM helps businesses manage IT services and includes key modules like Incident Management, Problem Management, and Change Management. Nearly all other ServiceNow services are built on top of the ITSM framework.

**Incident Management** - Manages unplanned interruptions to services, like network or system failures.

**Problem Management** - Handles the root cause of recurring incidents to prevent them from happening again.

**Change Management** - Manages system updates or changes, ensuring minimal disruption.

On top of ITSM, ServiceNow provides several other key services -

**HR Service Delivery (HRSD)** - Helps manage employee on-boarding, off-boarding, and other HR-related tasks.

**Governance, Risk, and Compliance (GRC) -** Primarily used in sectors like banking, GRC helps manage compliance and risk.

**IT Asset Management** - Manages an organization’s IT assets, ensuring proper allocation and tracking of hardware and software.These services are widely used across industries such as IT, health care, insurance, and government sectors.

**How to Get Free ServiceNow Instances -** One of the key attractions for learners and developers is the ability to get free ServiceNow instances for practice and development. By signing up at [developer.servicenow.com](http://developer.servicenow.com), users can access a personal instance of the platform. This free instance allows individuals to explore ServiceNow's capabilities, create applications, and experiment with different workflows.

However, it is important to note that these free instances are subject to inactivity rules. If an instance is not used for over 10 days, it goes into a dormant state, requiring the user to reclaim it. To avoid losing progress, it is recommended to log into the instance regularly.

**Career & Growth in ServiceNow -** ServiceNow offers excellent career prospects, especially with the increasing demand for cloud-based IT services. Since its introduction in 2004, ServiceNow has grown exponentially, especially after going public in 2011. Organizations are adopting ServiceNow rapidly due to its no-code and low-code environment, making it a highly sought-after skill in the job market.

Professionals skilled in ServiceNow can work in roles such as:

**ServiceNow Administrator -** Manages instances, user access, and system configurations.

**ServiceNow Developer -** Designs and develops workflows and applications on the platform.

**ServiceNow Architect -** Oversees the overall design and implementation of ServiceNow solutions within an organization.

With ServiceNow’s widespread adoption across industries, professionals with the right certifications and experience can expect a strong demand for their skills. Organizations, especially in IT, health care, and insurance, are looking for ServiceNow experts to streamline operations.

**Becoming a ServiceNow Developer -** Becoming a ServiceNow developer is a promising career path. While a background in computer science (CS) or information technology (IT) is helpful, it is not mandatory. ServiceNow is designed to be accessible to both IT and non-IT professionals. Knowledge of basic JavaScript or other programming languages can be beneficial but is not a prerequisite.

To become proficient, candidates should start with the “ServiceNow Fundamentals Course”, which covers the platform's basics, including its key modules and functionalities. After completing the course, learners can pursue the “Certified System Administrator (CSA) certification”, which validates their knowledge and skills in managing ServiceNow instances.

**ServiceNow Certification and Training -** Certification is an important aspect of a ServiceNow career. The CSA exam is the entry-level certification for professionals looking to build their expertise in ServiceNow. To prepare for the exam, learners can take the ServiceNow Fundamentals course, which is often available through ServiceNow’s Now Learning platform. After completing the course, ServiceNow offers voucher codes that allow candidates to take the certification exam for free.

Other advanced certifications, like the “Certified Application Developer (CAD)”, are available for professionals looking to deepen their knowledge and specialize in specific areas of the platform.

**ServiceNow UI Overview -** The ServiceNow user interface (UI) is designed to be intuitive and user-friendly. The platform uses a UI16 layout, which includes key elements such as the Navigation Pane, Banner Frame, Content Frame, and Application Picker. These components allow users to navigate the platform, customize their experience, and access different modules.

**ServiceNow Components and Key Modules -** ServiceNow’s core functionality is built around its modules, with ITSM being the foundation. The three main modules within ITSM are:

**Incident Module** - Manages unplanned disruptions in services.

**Problem Module** - Focuses on identifying and addressing the root causes of recurring incidents.

**Change Module** - Handles requests for changes or updates to systems, ensuring proper approvals and minimal disruption.

These modules, along with other features like Request Management, Asset Management, and Business Management, make ServiceNow a powerful tool for automating and improving business processes across different departments.

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