ServiceNow Development Modules

Overview of ServiceNow Course

- **What is ServiceNow?**
  - Cloud-based platform accessible from anywhere.
  - Provides a "Platform as a Service" (PaaS) for creating applications without extensive coding.
  - Allows for workflow creation and customization on the cloud.

- **Core Services Provided by ServiceNow**
  - **IT Service Management (ITSM)**
    - Foundation of ServiceNow services.
    - Includes Incident Management, Problem Management, and Change Management.
  - **Human Resource Management (HR)**
    - Manages onboarding, offboarding, and HR-related activities.
  - **Governance, Risk, and Compliance (GRC)**
    - Analyzes risks and ensures compliance, primarily used in banking and finance sectors.
  - **Integration**
    - Connects ServiceNow with other systems for data exchange.
  - **Asset Management**
    - Manages organizational assets such as laptops and data cards.
  - **Business Management**
    - Focuses on business operations and management.

- **Getting Free ServiceNow Instances**
  - **Registration**
    - Visit developer.servicenow.com.
    - Sign up or sign in to get a free development instance.
  - **Instance Management**
    - Instances go into "dormant" state after 10 days of inactivity.
    - Requires reactivation if inactive; hibernate after a day off.
    - For organizational instances, continuous availability is ensured.

- **Becoming a ServiceNow Developer**
  - **Educational Requirements**
    - Bachelor's degree preferred; IT background helpful but not required.
    - Basic knowledge of JavaScript or scripting is beneficial but not mandatory.
  - **Training and Certification**
    - Enroll in ServiceNow fundamentals course.

- Obtain certification such as Certified System Administrator (CSA).
- Free certification vouchers available after completing the course.

- **Career Growth in ServiceNow**
  - **Market Evolution**
    - ServiceNow has seen exponential growth since its introduction in 2004.
    - High stock value and career prospects due to the no-code environment.
  - **Sectors and Roles**
    - Government, IT, insurance, healthcare, and other sectors.
    - Roles include ServiceNow Developer, Business Analyst, Technical Architect.

- **Certification and Training**
  - **Courses Offered**
    - Fundamental courses in ServiceNow administration and development.
    - Integration courses for advanced users.
  - **Certification Process**
    - Register and complete the course.
    - Obtain a free voucher for certification.
    - Options for paid training or self-study with voucher code.

- **ServiceNow User Interface Overview**
  - **UI 16**
    - The user interface is divided into the application pane (left) and user profile (right).
    - Customizable elements like banners and logos.

Platform Overview

- **Cloud-Based**: Accessible through URL without the need for local installation.
- **No-Code Environment**: Basic tasks can be accomplished without writing code; advanced coding is minimal and guided.

Core Components

- **Service Portal**: Design custom websites similar to Amazon or Flipkart for ordering products or services.
- **Application Creation**: Develop custom applications and plugins using ServiceNow's tools.

Historical Context

- **Origin**: Founded in 2004 by Fred Luddy, ServiceNow replaced older tools like BMC Remedy.
- **Growth**: Stock price increased from $0.36 to around $500, showing significant market expansion.

Course Content

Development Training

- **Duration**: Approximately 14 days following admin training.

- **Topics**: Advanced development concepts, including custom application and plugin creation.

Additional Features

- **Real-Time Projects**: Two projects to simulate actual work scenarios.

- **Support**: Interview questions and resume support provided.

- **Certification Preparation**: Guidance and free voucher for CSA exam.

ServiceNow Features

Key Modules

- **Incident Management**: Handling and resolving issues.

- **Problem Management**: Identifying and addressing the root causes of incidents.

- **Change Management**: Managing changes in the IT environment.

- **Asset Management**: Tracking and managing IT assets.

- **Service Catalog**: Creating and managing service requests.

Advanced Modules

- **HRSD (Human Resources Service Delivery)**: Automate HR processes.

- **ITSM (IT Service Management)**: Core module used by most organizations.

- **Security Operations**: Manage security incidents and responses.

- **Business Management**: Manage business operations and performance.

User Interaction

Access

- **Credentials**: Login via URL using provided admin credentials.

- **Instance**: Use the free ServiceNow instance for training.

Application Examples

- **Catalogs**: Create and manage service catalogs similar to online stores.

- **User Management**: Account creation and management through ServiceNow's user module.

1. Logging Into ServiceNow Instances

- **Personal Instance Access**: When using a personal ServiceNow instance (like dev86573.servicenow.com), you should log in with the credentials provided. This instance is specific to you and may include personal customizations or configurations.

- **Hibernation**: If your instance has been inactive for a while (e.g., more than 12 hours), it might go into hibernation. You can wake it up by logging in through developer.servicenow.com and using the "Wake Up" option. If it has been inactive for more than 13 days, you may need to reclaim or request a new instance.

2. Accessing Learning Resources and Vouchers

- **ServiceNow Learning**: For accessing courses and resources, visit learning.servicenow.com. You should be able to find and enroll in courses there.

- **Vouchers**: You mentioned ServiceNow is offering free vouchers until October 30th. To get these vouchers, you need to complete specific tasks or follow instructions provided during your course. Once you have the voucher, you can use it to register for the exam, which you can take from home or at a testing center.