MODULE 1

What is Servicenow?

Servicenow, founded by Fred Luddy in 2003 is a software company to solve problems faced by large enterprises with conventional IT delivery methods. The platform offers a powerful, user-friendly, cloud-based environment to empower business people to independently tackle and resolve their own business problems.

History of ServiceNow

In 2003, Fred Luddy founded the company as GlideSoft.
In 2006, the company was renamed as Servicenow.
In 2012, Servicenow becomes a publicly traded company.
In 2018, Servicenow becomes #1 on most innovative companies.
In 2019, Bill McDermott became the CEO of Servicenow.

Servicenow Platform

- The Now Platform is an Application Platform as a Service(APaaS).
- It is cloud based
- It supports and provides Infrastructure computer resources.
- It provides a platform where you can develop your own custom solutions.
- It 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.
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Applications and Workflows
There are 4 primary workflows:
1. IT Workflows
2. Employee Workflows
3. Customer Workflows
4. Creator Workflows

Now Platform Architecture

- Enterprise Cloud
  Most cloud services support multi tenant architecture in which your platform and data are co-mingled with other companies. Servicenow supports multi-instance architecture where you have your own instance of the platform and database.
- Availability and Redundancy
  All datacenters are paired with another datacenter to provide redundancy and failover. Redundancy is built into every layer including devices, power, network resources.

- <u>Backups and Security</u>
  4 full backups per week and 6 days of daily differential backups are supported. The platform is secured via multiple technologies which have been certified by various third-party security organizations.
- <u>Domain Separation</u>
  Servicenow platform provides the ability to separate data, processes and administrative tasks on an instance into logical groupings called domains.

User Interfaces

Servicenow provides 3 user interfaces for interacting with the Now Platform:

The <u>Now Platform</u> is the primary UI. It is best suited for desktop and laptops. It can be accessed via a web browser and the instance URL.

The <u>Servicenow Mobile Apps</u> are best suited for mobile devices and can be installed from the app strore.

- The Servicenow Agent app targets fulfilling requests.
- The NowMobile app is built for the needs of the employees.
- The Onboarding app is built for the needs of new-hire employees.

The <u>Service Portal</u> is a user- friendly, self service, widget based portal accessed via a web browser and special URL.

Role Based Access

Not all members of an organization need to have access to all the information all the time. Servicenow ensures that the user gets access to the information they need and not more than that.
The primary components include:

A <u>User</u> is an individual who can be assigned to one or more groups and can be granted multiple roles. A user with no roles is called a self service user. They can login and perform actions like viewing the homepage, Service catalog, articles and surveys.

A <u>Group</u> is a set of users who share a common purpose and access to similar information. A group can be assigned one or more roles.

A <u>Role</u> is a collection of permissions. A role can be assigned to an individual user, a group or a another role. Its best to assign roles to a group rather than a user.

User Authentication
When a user logins to an instance, Servicenow validates their identity and gives access to functions and information according to the user's assigned roles and groups.
The platform can support several methods of user authentication:

- OAuth 2.0
- Single Sign-On(SSO)
- Multi-factor authentication
- Digest Token

- LDAP
- Local database authentication

Servicenow Platform UI

Three primary elements that make up the Servicenow platform UI:
- Banner Frame
  Logo, User Menu, Tools, System settings
- Application Navigator
  Navigation Filter, All applications, Favorites, History
- Content Frame
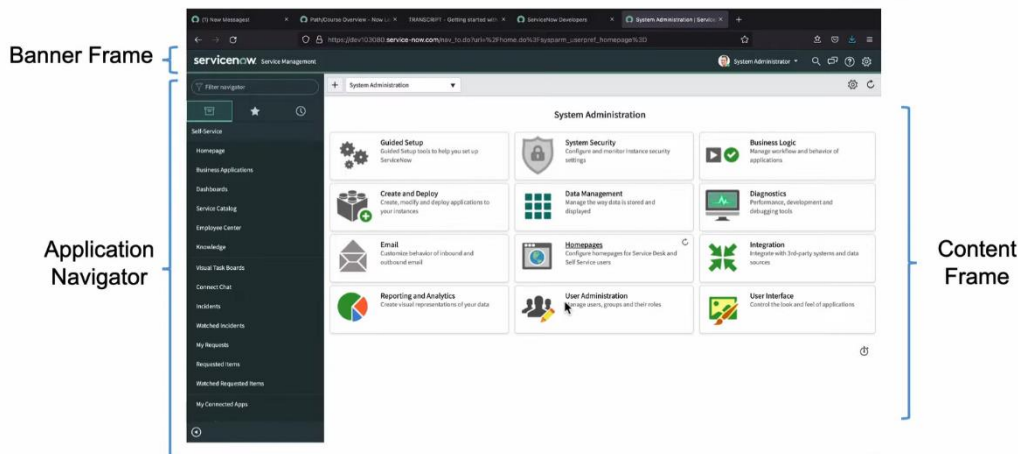
Servicenow Branding

Applying your distinct corporate identity across the Now Platform UI to create a shared identity, build trust and speed adoption.

Guided Setup:
It provides the system admin step-by-step instructions to configure applications and modules within your instance.
To access guided setup, locate the guided setup application in the application navigator and select the ITSM guided setup or ITOM guided setup module.

Service Portal and UI Builder:
Service Portal and UI Builder are two additional tools to brand the interface.
Service Portal is a widget based tool that allows creation of intuitive, user-friendly interfaces to the Now platform.
UI Builder allows you to build out a functional page by clicking from a library of components(data and visualizations) and layouts.

Forms

A form in Servicnow is a common set of tools and user-interface elements used to view and update a single record from the database.
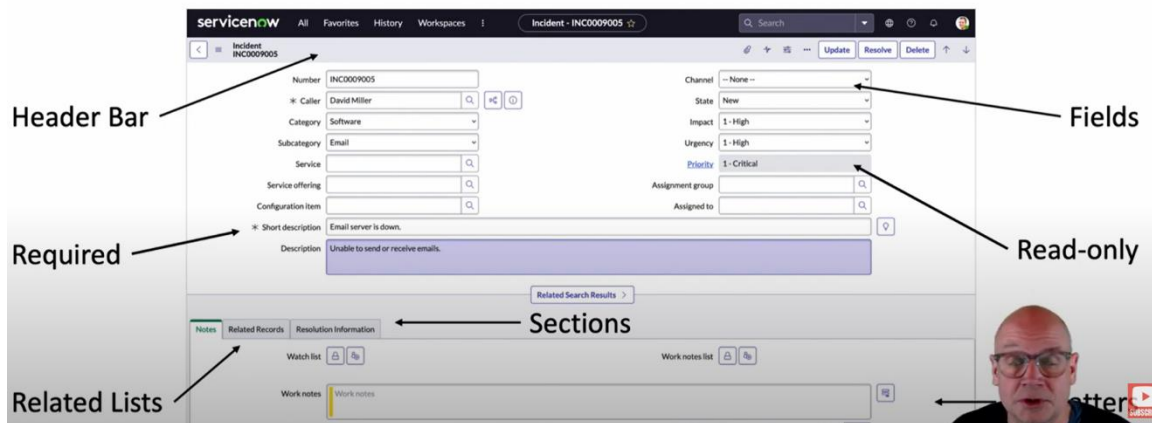
Form field types:

- String field
- Boolean(true/false) field
- List field
- Choice field
- Reference field
- Journal field

Form Related Lists

A related list is a special form element that displays a list of other records from another table related to the current record. (one to many relationship)

Form Formatters

A formatter is a special form element that displays information that is not a field in the record.

Form Views

Not every user wants to see record data in the same way. Form view provide the ability to display and organize fields, related lists and formatters in different ways to meet the needs of specific users.
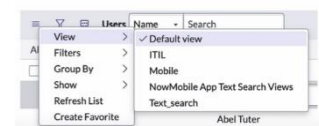
Form Personalization

Form personalization allows users to select which fields are displayed on a particular form view. These changes don't impact the form view of other users.
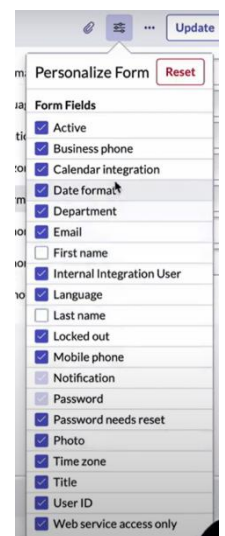
ServiceNow Next Experience UI
Service Now Platform is a cloud based platform designed to provide IT services.
It is like a cloud based IT Department.

To access the Servicenow platform, a company is given access to one or more URLs that point to their instance

An instance is a full stack deployment of the platform.

In most cases a company will request multiple instances. One for production, test and development.
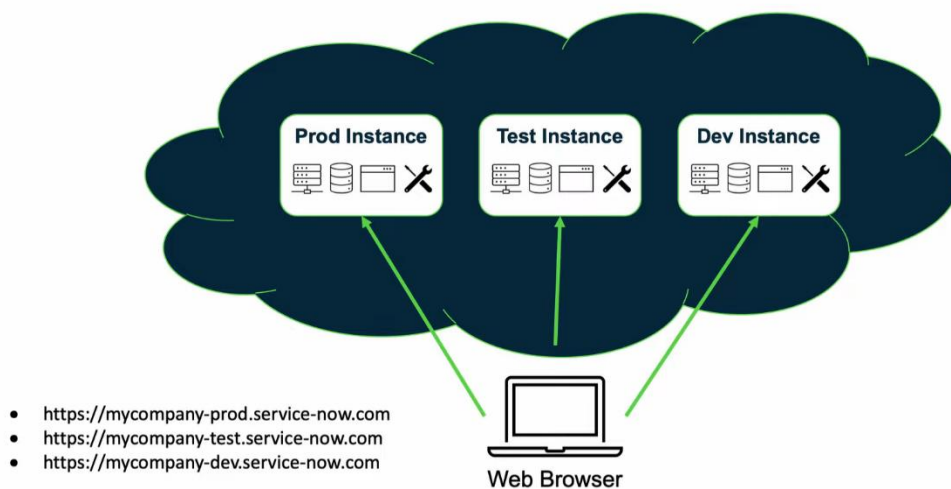

Now Platform Navigation Bar

- User menu
  It includes profile, Impersonate user, Elevate user and Logout.
- Notifications
  You can set up notifications within the platform and tell the platform how and when you want to be notified when certain events and tasks are being completed.
- Help
  It provides contextual help as available; a badge on the icon indicates help is available; provides access to user guide, provides access to documentation search tool.
- Application Scope Picker
  It is a administrator or developer kind of thing, most people wont be able to see it. You can think scope as a container around an application used to limit who can get in and who can get out.It is also used to deploy your applications up to different platforms.
- Global Search
  You can enter anything to search within the platform and you will get a list of records similar to what you are looking for.

- Contextual app pill
  It is always there. It tells you where you are in the platform. You can use the star to favorite your current screen so it will be easy to come back to the same screen later quickly.
- Admin menu
  It allows admins to manage and maintain the ServiceNow instance efficiently.
- Workspaces
  It provides a focused environment with tools, dashboards, and data relevant to a specific role or process, streamlining daily work and improving productivity.
- History
  It keeps track of everything you are doing moving around the application. Keeps a list of last 30 screens or 30 places that you have been.
- Favorites
  Allows users to quickly access frequently used applications, modules, or specific records. Users can add items to Favorites by clicking the star icon next to a menu item, making it easier to find and navigate to commonly accessed areas of the platform.
- All

Servicenow Store

When you cant find an application on the all applications menu you can go to the servicenow store. Some of the applications you cana purchase. Some of them you can just add. It is just an extensive list of IT service applications.
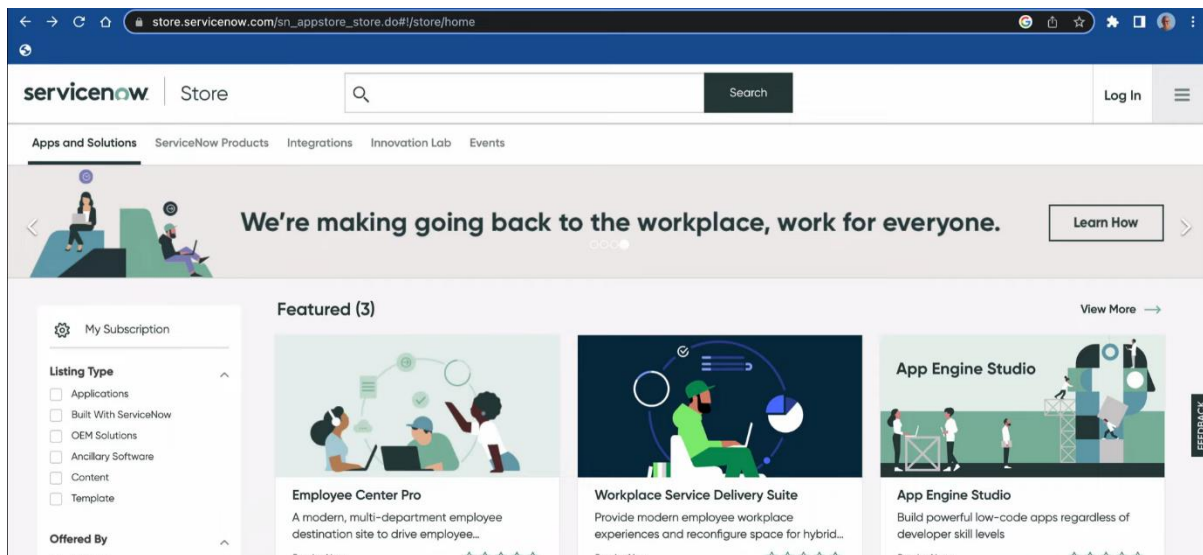
Knowledge articles

Knowledge articles in servicenow are built as libraries of important articles or documentation that you want to create and publish so that the users can get access to help

and information to help them better understand how to solve problems within the application. Knowledge articles are divided into knowledge bases.
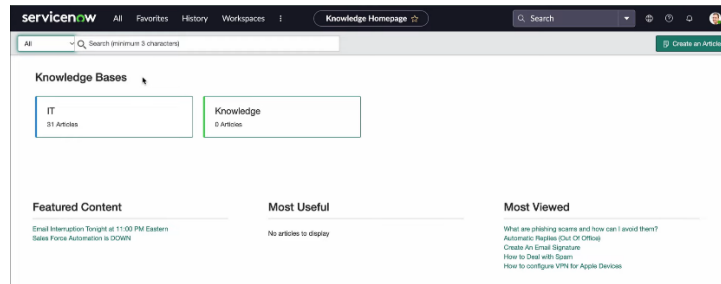
Importing Data in servicenow

Sourcing->Staging->Target

A servicenow import involves 3 data entities:

1. Source: It contains the data to be imported into servicenow. Servicenow is prepared to work with many files(Excel, JSON, CSV, etc), JDBC database, compatable database, REST, LDAP and custom scripts.
2. Staging(Import Set Table): This is the intermediary step. It is a table that servicenow creates as part of import process and temporarily stores data pulled from the source.It enhances the performance of the import and provides useful tools for field level mapping and data transformation.
3. Target: Table where the data will be imported. This could be an out of box table or custom table created specifically for our purpose.

sys_data_source.list -> to see a list of the records in Data Source.

OR

System Import Sets < Administration < Data Sources