

WEEK#1

- Service now is a successful company founded by Fred Luddy
- The company is all about the IT services provided to business people to solve their critical problems
- The NOW Platform provides infrastructure, platform, and applications to support business IT needs.
- Businesspeople can connect and utilise the platform from their PC's or mobile devices. The platform includes compute resources, physical and virtual security, and redundancy and failover mechanisms.
- ServiceNow is a platform that provides a robust data model, custom workflows, and a broad range of pre-built applications.

NOW PLATFORM ARCHITECTURE

- It is a Application Platform as a service
- It provides a application and work flows to support most common business processes

APPLICATION AND WORKFLOWS

- ServiceNow applications are divided into four main categories: IT workflows, employee workflows, customer workflows, and creator workflows.

<i>IT WORKFLOW</i>	<i>Employee WorkFlow</i>	<i>CUSTOMER WORKFLOW</i>	<i>CREATOR WORKFLOW</i>
It service management It operation management It business management It asset management Security Risk telecommunication	<ul style="list-style-type: none">• HR service delivery• Workplace service delivery• Legal service delivery	<ul style="list-style-type: none">• Customer service management• Connected operations• Field service management	<ul style="list-style-type: none">• App Engine• Integrated Hub

- ServiceNow offers multi-instance architecture for more control and isolation of data

Enterprise Cloud

Unlike other cloud platforms, ServiceNow provides separate instances for each company's data, offering more control over upgrades and patches.

Availability and Redundancy

ServiceNow ensures availability and redundancy by pairing each data centre with an additional one, with redundancy built into every layer including compute devices, power, and network resources.

NOW PLATFORM USER INTERFACE

ServiceNow offers three primary user interfaces for different functions

NOW PLATFORM UI:

It is the primary UI which is best compatible on Desktops ,laptops, and can be used in browser and instance URL

MOBILE APPS:

Used on mobile apps

1. Service now agent app:fulfilling request
2. Now app:Needs of employees
3. On boarding app:new_hired employees

SERVICE PORTAL:

Used in web browser

ROLE BASED ACCESS

Not every member in the organisation needs access to every thing based on their role they will get the access to the things

USER: Are given access to instance.a user can be assigned to 1 or more groups and can be granted multiple roles.The actions they have permissions to is Viewing HomePage,service catalogue,articles and services

GROUP: set of users who need access to the same data

ROLE: collection of permissions.best to assign to group rather than individual

USER AUTHENTICATION

Nothing but providing security to the user by setting a password to their username

SSO

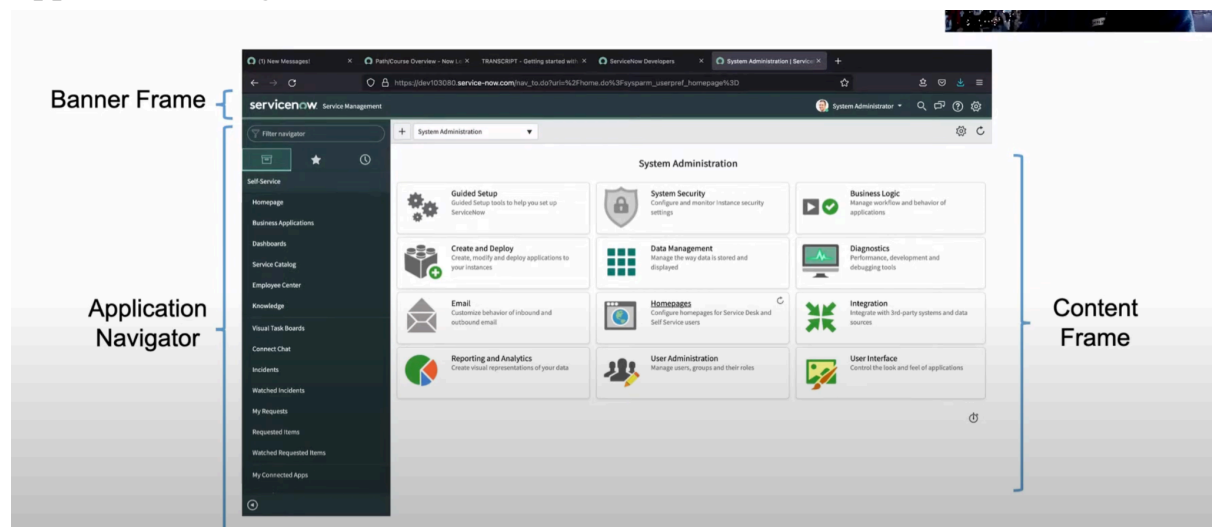
MULTI-FACTOR AUTHENTICATION

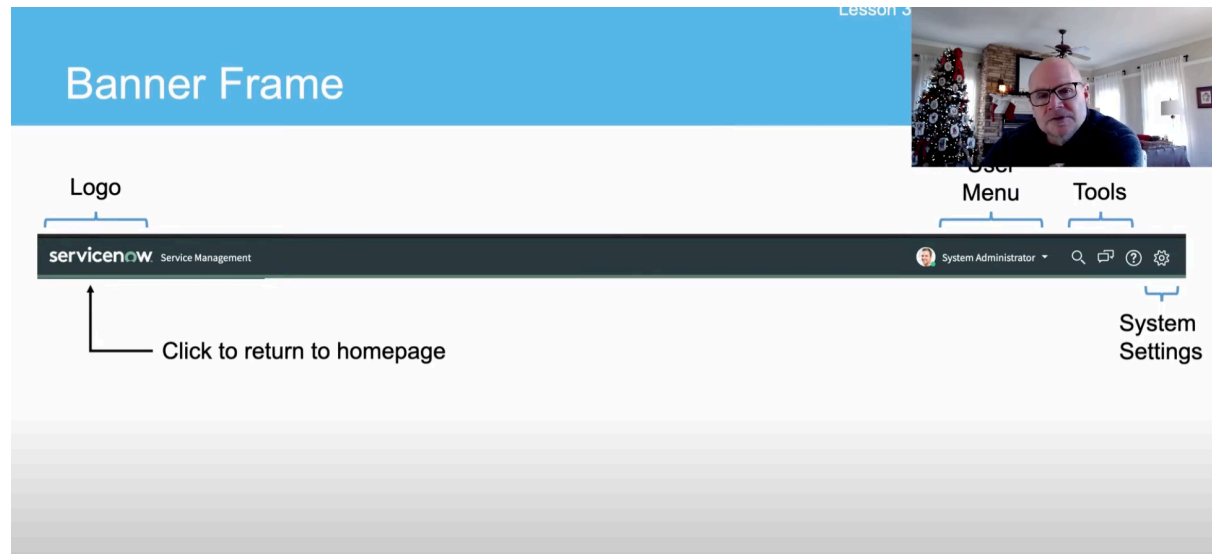
LOCAL DATABASE

SERVICENOW PLATFORM USER INTERFACE

Main screen elements

Application navigator





User menu:

The User Menu provides the following tools:

- **Profile:** Set profile attributes including name, phone, title, email, date format, time zone
- **Impersonate User:** Access the instance as another user; available to users with admin or impersonator role
- **Elevate Roles:** A safety mechanism for high-impact actions; available to System Admin
- **Logout:** Logout of the ServiceNow instance

Banner frame:

- Global Search: Search the entire instance for records matching keywords
- Connect Chat: ServiceNow's real-time messaging tool
- Help: Displays contextual help as available; a badge on the icon indicates embedded help is available; provides access to User Guide; provides access to documentation search tool

System Settings:

System Settings allows the user to customize the UI to their preference. Settings are grouped as follows:

- General Settings
- Theme Settings
- Accessibility Settings
- List Settings
- Forms Settings
- Notifications Settings
- Developer Settings