

ServiceNow Platform and Development Fundamentals

(MODULE#1)

WHAT IS SERVICENOW?

Definitions :

- ServiceNow is a software cloud-based company in Santa Clara, California, founded by Fred Luddy, to solve problems large enterprises face with traditional IT delivery by providing a robust, simple-to-use environment in which business people can solve business problems themselves.
- ServiceNow is a cloud-based platform designed to help organizations manage and automate various aspects of their business operations. Originally developed for IT service management (ITSM) and IT Operations Management (ITOM), it has evolved into a broader enterprise platform that can handle different business processes.
- ServiceNow is a cloud-based Application Platform as a Service(APaaS).

SERVICENOW PLATFORM OVERVIEW :

- ServiceNow provides a platform, which can be used to develop own custom applications. It provides and supports infrastructure computer resources and provides a robust set of applications and workflows to support common business processes.
- It mainly consists of The Now Platform, User Interface, and Role-based Access.
- User Interface further contains Now Platform UI, ServiceNow Mobile Apps, and Service Portal. Role-based access has different access types, such as user, group, and role.

SERVICENOW USER INTERFACE OVERVIEW :

- The main parts of the ServiceNow interface are the Banner frame, which includes the logo, user menu, tools, and system settings (Gear icon).
- Main Screen elements and also Application Navigator, having navigation filter, all applications, favorites and history.

SERVICENOW BRANDING OVERVIEW :

- ServiceNow's branding is built around its identity as a leading provider of digital workflow solutions with guided setup and through ServiceNow portal and UI builder.
- They are the additional tools to brand the interface. It provides administrator step-by-step instructions to configure various apps and modules within instances to suit needs of users.

LISTS AND FILTERS :

- In ServiceNow, lists and filters are essential tools for managing and navigating data efficiently. They enable users to view, organize, and find records within the platform.
- Lists in ServiceNow are tables of records displayed in a grid format. Each list represents a particular table or a subset of data from a table.
- **sys_db_object.list** gives the list of all table lists(table of tables).
- Filters in ServiceNow are used to narrow down and specify the criteria for records displayed in a list. They help users find specific records based on various conditions.

FORMS IN SERRVICENOW :

- A form is a common set of tool and user interface element used to view and update a single record from the database.
- A form in ServiceNow is a user interface component that displays fields and allows users to create or modify records in a table. Each form corresponds to a specific table and displays the fields defined for that table.
- Forms are composed of various elements, including fields, sections, and tabs. They can be customized to display information in a way that is most relevant to users.

SERVICENOW TRANSFROM MAPS AND FIELDS :

- A Field Map defines how data from the staging area to the target is done on a field-by-field basis. Field Maps are used within a Transform Map to specify how individual fields from the source data map to fields in the target table.
- A Transform Map is a grouping mechanism for field maps. It defines the mapping between the source data fields and the target fields in ServiceNow.
- It also includes the transformation rules and scripts necessary to process the data. By using Transform Maps and Field Maps effectively, data from external sources is accurately and efficiently imported into ServiceNow, allowing for seamless integration and data management.

LOW CODE AND NO CODE DEVELOPMENT :

- Low Code Development platforms allow users to create applications with minimal hand-coding by using visual development tools and pre-built components. While some coding may still be required for more complex functionalities, the amount of code needed is significantly reduced compared to traditional development.
- No Code Development platforms take the simplicity of low code development a step further by eliminating the need for any coding. These platforms are designed to enable users with little to no technical background to build and customize applications using entirely visual interfaces and predefined logic.