# WEEK – 3

Hands on 1: ServiceNow Tutorial for Beginners | Introduction to ServiceNow

1. What is ServiceNow
   - ServiceNow is a cloud-based service with a dedicated workflow.
   - ServiceNow allows free access from any device, similar to accessing Gmail.
   - ServiceNow lies as a platform as a service between application and software service on the cloud.

2. Services of ServiceNow
   - ServiceNow provides ITSM, Asset Management, and Business Management services.
   - ITSM integrates with third parties for data retrieval and IT asset management.
   - Asset Management tracks and manages organization assets like laptops, data cards, and serial numbers.
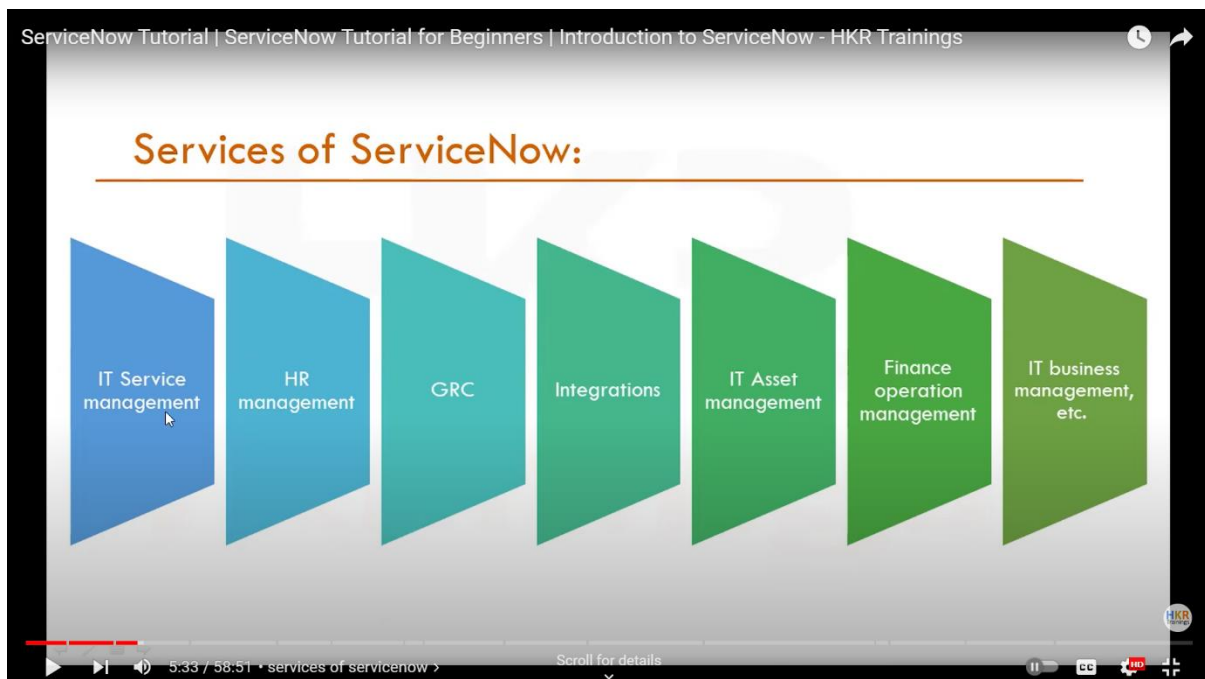

3. How to get free SNOW instances
   - Register at developer.servicenow.com, activate email link and login to the platform.

- Be mindful of inactivity repercussions, need to reclaim instance after 10 days of inactivity.

4. How to become a SNOW developer
   - ServiceNow certification, such as the System Certified Administrator exam, provides a pathway to career advancement and opportunities for free vouchers.
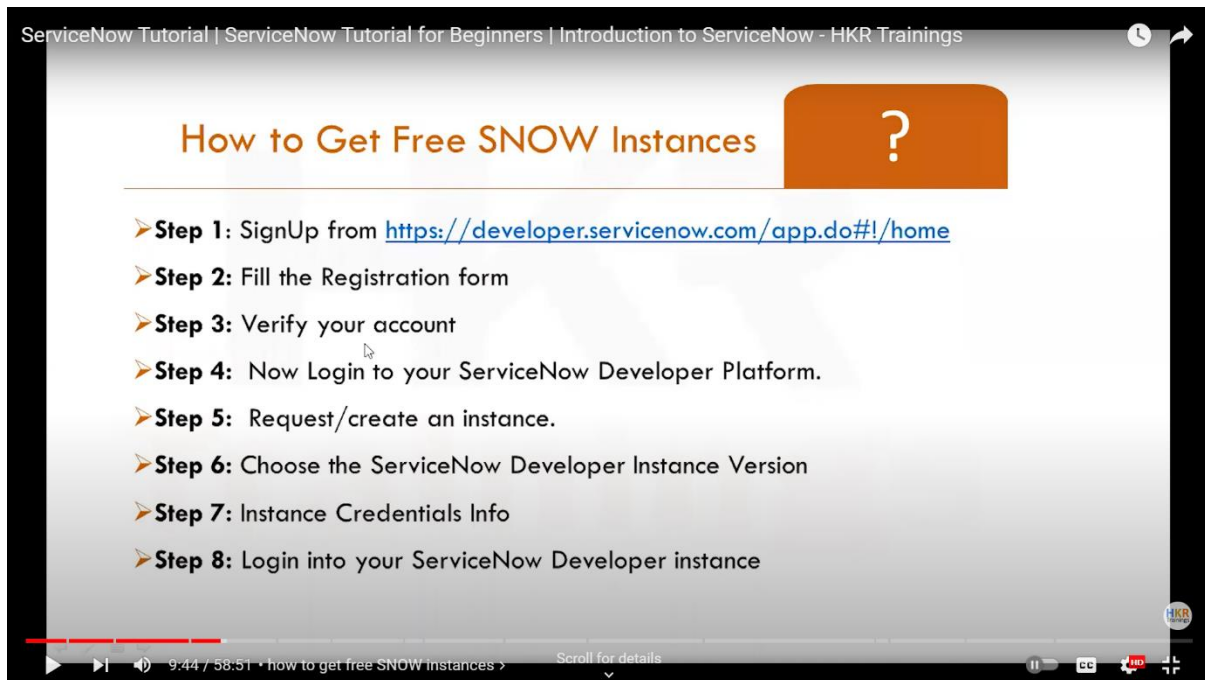

5. Career and growth in ServiceNow
   - ServiceNow provides a no-code environment for easy implementation
   - ServiceNow is highly customizable and widely adopted across industries

6. ServiceNow certification training
   - Voucher code provided by ServiceNow after completing fundamental course on nowlearning.servicenow.com.
   - Register for exam and apply voucher code for certifications on servicenow.com.
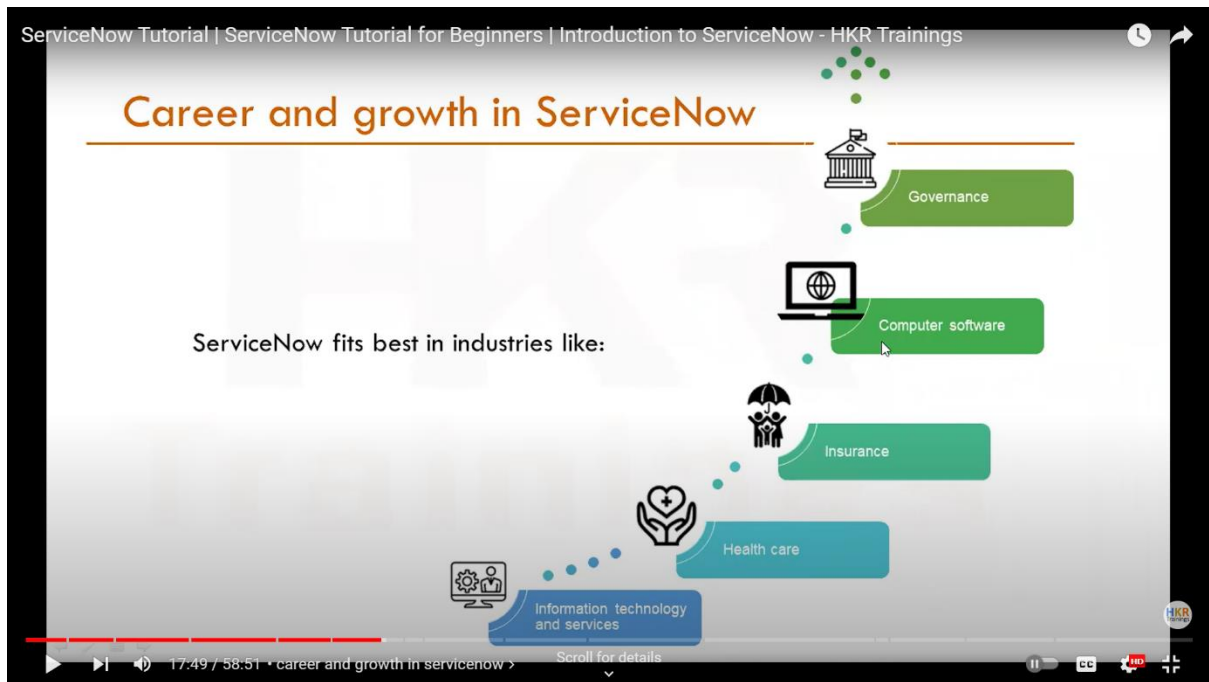
7. ServiceNow UI overview
   - Explanation of options for purchasing voucher codes or opting for instructor-led course with voucher code details
   - Overview of the user interface, including customization options and transition from UI 15 to UI 16

8. ServiceNow components
   - ServiceNow has a 'Watch History' feature which stores seven days of history and recent activities
   - ServiceNow provides various user customization options including changing themes, accessibility settings, and notification categories
   - Left side of the Filter Navigator includes instance logo, instance name, application filter, application navigator, favorites bar, and history.
   - Right side of the Filter Navigator includes application picker, update set picker, location, username, system administrator part, and profile logo.
   - Connect Chat option enables communication with colleagues within the instance
   - Settings section allows customization of preferences as per requirement

9. incident module
   - Incident module allows users to create new tickets and categorize the issues with specific details like service provider and item
   - Assigns the ticket to an assignment group, who will visit the location to rectify and solve the problem

10. problem module
   - Creating a problem in ServiceNow involves filling in relevant details and linking it to the incident.
   - Problem management categories include SS root cause fix, resolved issues, and involve relevant teams like the Network group.

11. Introduction to ServiceNow interface
   - ServiceNow data is organized in tables and columns, similar to an Excel sheet.
   - The interface includes list view for a collection of items and form view for specific records.
   - List view allows sorting, filtering, searching, and direct editing of records in ServiceNow.
   - These are the key components like breadcrumb, title bar, groups, fields, records, and columns.
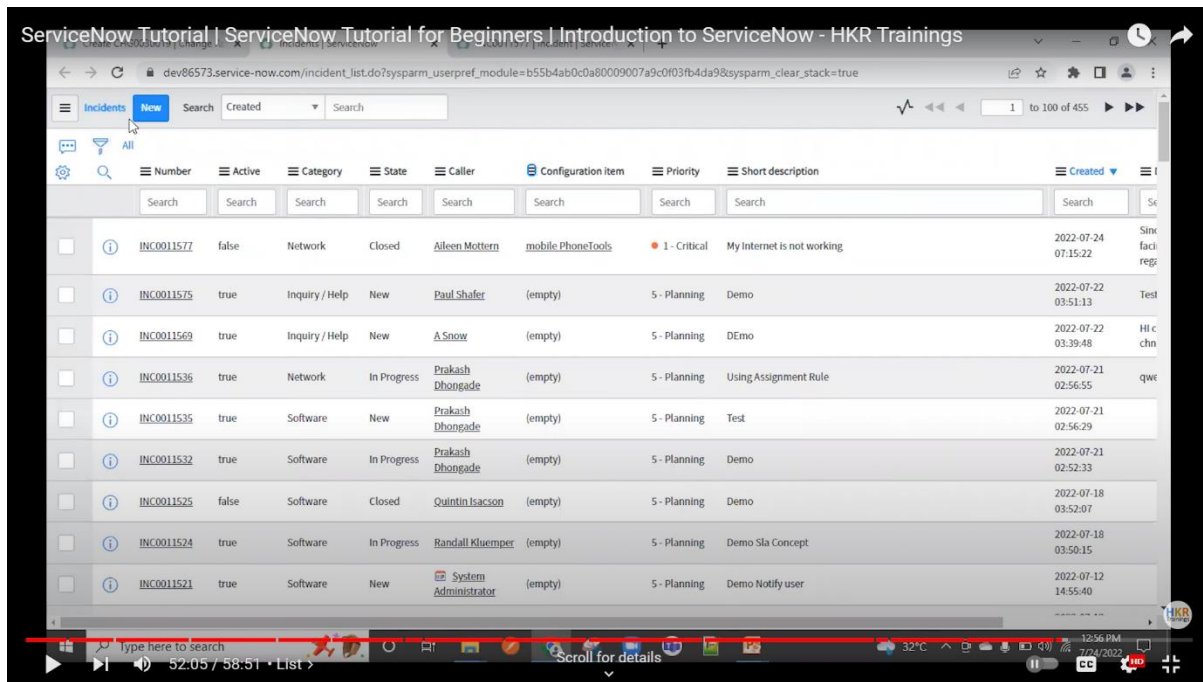
Hands on 2: ServiceNow Administration & Developer Overview

1. Explore admin and developer
   - Users can create custom applications and websites on ServiceNow, such as the service portal for ordering products
   - ServiceNow is utilized by various industries for automation, HR management, customer support, and product development.
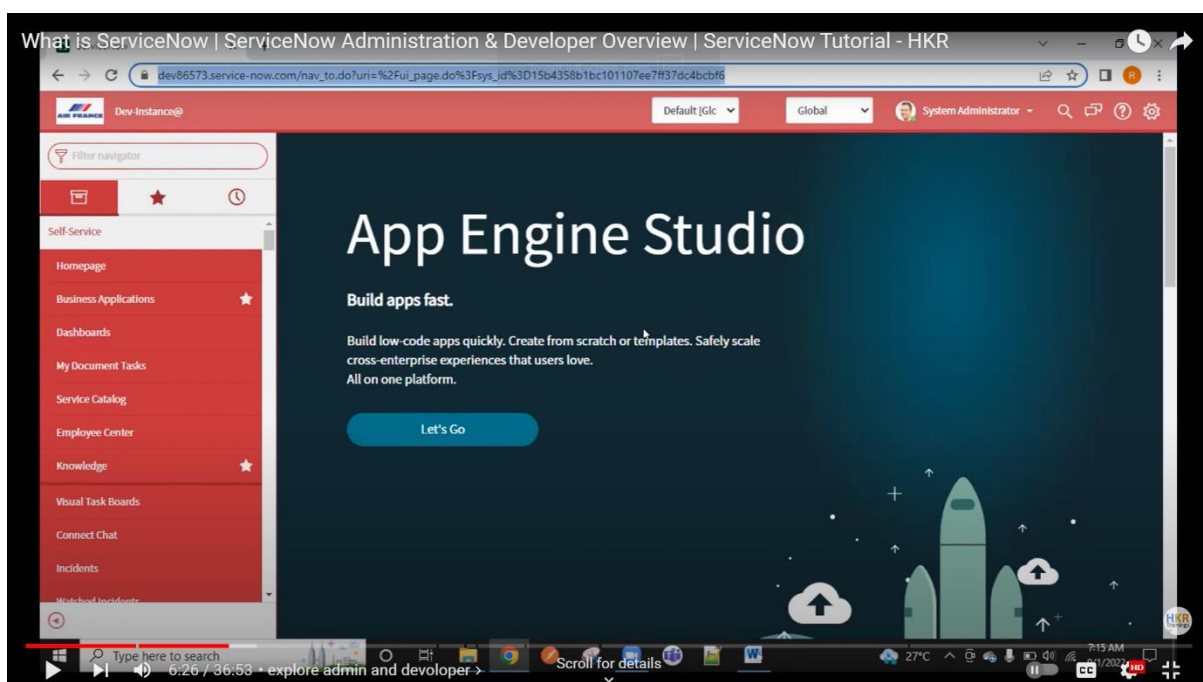
2. Major customers
   - No need to install any specific application, just need to login and start development.
   - Clients provide credentials and URL for development or administrative work.

3. ServiceNow Growth
   - ServiceNow website for finding courses: learning.servicenow.com
   - Process for obtaining the free voucher code and scheduling the examination

4. ServiceNow Architecture
   - Modules include incident, problem, change, asset management, and more. New services introduced like HR, customer support, security, Cloud and business management.
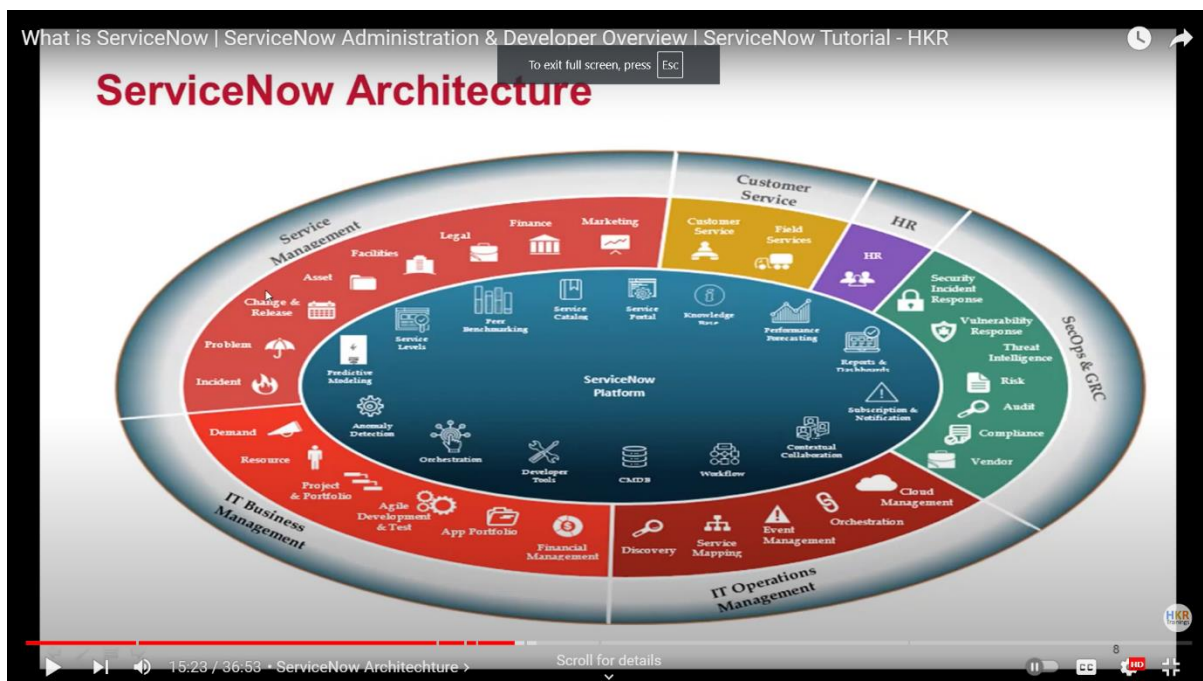

5. Who use ServiceNow
   - Assistance with resume preparation based on experience levels and guidance on adding personal details
   - Provision of interview question support and study guide for CSA examination

6. What is Catalog
   - System admin handles creating millions of users efficiently using Imports and Transform app module
   - Groups creation in ServiceNow is another important function performed by the system admin
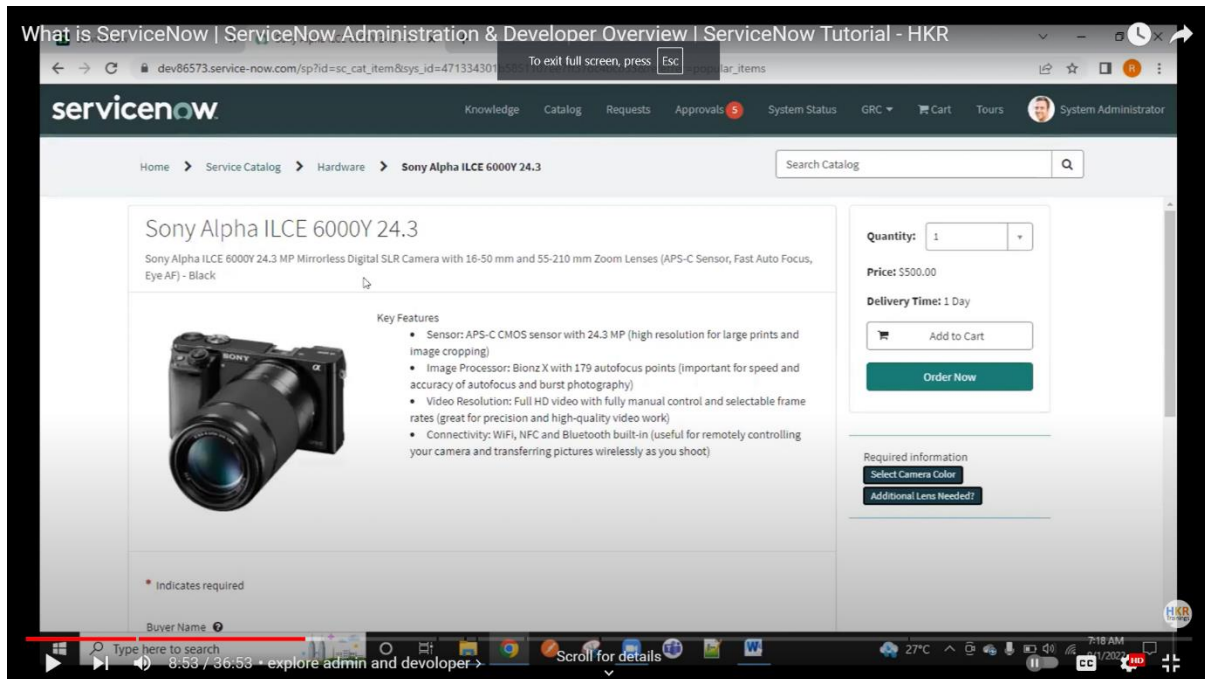
7. Dashboard create
   - ServiceNow allows creating user tables with permissions for access. Dashboard creation in ServiceNow involves showcasing activities and incident details.