**WEEK -1 video-1 report**

1. What is ServiceNow?

It is a cloud-based APaaS that provides infrastructure, platform, and Application/workflows to support business IT needs.

You can connect from the device to the platform.

1. Infrastructure:

* Compute resources
* Security
* SLA(redundancy)
* Backups(4 daily per week and 6 days of differential backups)

1. Platform:

* A single or common database supports all applications.
* Allows us to create custom applications and workflows.

1. Application/Workflow’s:

* IT workflows
* Employee workflows
* Customer workflows
* Creator workflows
* Finally, ServiceNow is a software company established to solve problems, large enterprises face with traditional IT delivery by providing a robust, simple-to-use cloud-based environment in which people solve their problems themselves.