**WEEK-1 VIDEO-2 REPORT**

2) ServiceNow Platform Overview:

3 user-interfaces for interacting with ServiceNow Platform:

* Now Platform UI
* ServiceNow Mobile apps
* Service Portal

Role-based access:

* Used to ensure a user can get the information they need, and no more.

Components include:

* User: an individual who has access to an instance, 1 or more groups, no roles aka service user, actions like viewing, the homepage service catalog, articles, etc.
* Groups: A set of users who share a common purpose and access the same data. Multiple roles can be assigned to a single group.
* Role: Collection of permissions, which can be assigned to individual users, a group users, multiple roles can be assigned to a single role, it is best to group instead of individual users.
* User authentication: when a user tries to access the platform/instance.

**WEEK-1 VIDEO-3 REPORT**

In this video, I requested a ServiceNow instance. Users will be provided with login credentials; using these credentials, I have accessed the instances.

A computer screen shot of a computer

Description automatically generated

BANNER FRAME

application navigator



TOOLS

USER MENU

LOGO

A screenshot of a computer

Description automatically generated

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 impersonate role
* Elevate Roles: A safety mechanism for high-impact actions, available to system admin
* Logout: Logout of the ServiceNow instance
* Settings

A screenshot of a computer

Description automatically generated