

# Beginner’s User Guide for ServiceNow

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RECORD OF CHANGES

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# 1.0 Introduction

ServiceNow is a cloud-based platform that provides IT Service Management (ITSM), automating routine processes and enabling organizations to streamline operations, improve service delivery, and enhance user satisfaction. This guide will help new users get acquainted with the basic functionalities of ServiceNow.

# 2.0 What is ServiceNow

ServiceNow is a platform designed to manage workflows across various business processes, including IT, customer service, human resources, and more. It centralizes information, promotes collaboration, and offers tools to monitor and resolve issues effectively.

Key Benefits:

• User-friendly interface for managing IT services.

• Automation of repetitive tasks to improve efficiency.

• Centralized data for better decision-making.

• Customizable workflows tailored to specific needs.

# 3.0 Getting Started

## 3.1 Accessing ServiceNow

1. Open a web browser and navigate to your organization’s ServiceNow URL.

2. Log in using your assigned credentials.

• If it’s your first time logging in, you may need to set up a password or complete Multi-Factor Authentication (MFA).

## 3.2 Navigating the Interface

After logging in, you will see the ServiceNow homepage, which includes:

• Application Navigator (left panel): A menu to access modules like Incidents, Knowledge Base, and Service Catalog.

• Main Content Area (center): Displays active forms, lists, or dashboards.

• Header (top): Search bar, user profile, and settings.

# 4.0 Key Feature Overview

**• Incident Management**

* Use this feature to report and track IT issues.

• Incident: A disruption in normal operations, such as a system outage or a broken application.

**• Knowledge Base**

* A repository of articles and FAQs to help users find solutions independently.

• Example: **“How to reset your password.”**

**• Service Catalog**

* A collection of services users can request, such as hardware, software, or access to specific systems.

• Example: **“Requesting a new laptop.”**

# 5.0 Basic Task

## 5.1 Logging an Incident

1. Navigate to Incident > Create New in the Application Navigator.

2. Fill in the required fields:

• Short Description: Summary of the issue.

• Description: Detailed explanation.

• Impact and Urgency: Indicate how critical the issue is.

3. Click **“Submit”** to create the incident.

## 5.2 Searching the Knowledge Base

1. Type keywords into the Search Bar at the top of the screen.

2. Filter results by selecting categories (e.g., IT, HR).

3. Click on a relevant article to view its content.

## 5.3 Requesting Services

1. Navigate to Service Catalog in the Application Navigator.

2. Browse categories or use the search bar to find the desired service.

3. Click on the item, fill out the form, and submit the request.

# 6.0 Tips for Success

• Use Descriptive Titles: When logging incidents, provide clear and concise descriptions for faster resolution.

• Leverage the Knowledge Base: Check if your issue has a documented solution before creating a new ticket.

* Monitor Incidents and Requests: Use the “My Work” or “My Requests” module to track your submissions.

• Bookmark Frequently Used Features: Add commonly accessed modules to your favorites for quick navigation.

# 7.0 Additional Resources

• ServiceNow Documentation: [**ServiceNow Product Documentation**](https://docs.servicenow.com/)

• Training Modules: Check with your organization for available training materials.

• Support Desk: Contact your IT support team for assistance with platform-specific questions.

This guide provides the foundation to start using ServiceNow effectively. As you become more familiar with the platform, explore additional modules and functionalities to maximize its benefits.