# WEEK-3

## 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 provide 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.