# Platform Overview and Architecture

- **ServiceNow Platform:** It is a cloud-based IT Service Management (ITSM) platform that centralizes and automates IT processes.

- **Key Components:**

  - **Instances:** Independent environments where ServiceNow applications are deployed.

  - **Applications:** Pre-built modules for specific functions (e.g., Incident Management, Problem Management).

  - **Modules:** Smaller units within applications that provide specific features (e.g., tasks, forms, lists).

  - **Tables:** Data structures that store information about records (e.g., incidents, problems, changes).

- **Platform Architecture:** A multi-instance architecture with a single data model, allowing for scalability, flexibility, and high availability.

User Interface and Branding

- **User Interface:** The visual representation of ServiceNow, including forms, lists, menus, and dashboards.

- **Customization:** The ability to customize the UI to match your organization's branding and preferences, such as changing themes, layouts, and menus.

- **Branding:** Applying your organization's logo, colours, and styles to the ServiceNow platform to create a consistent and professional look.
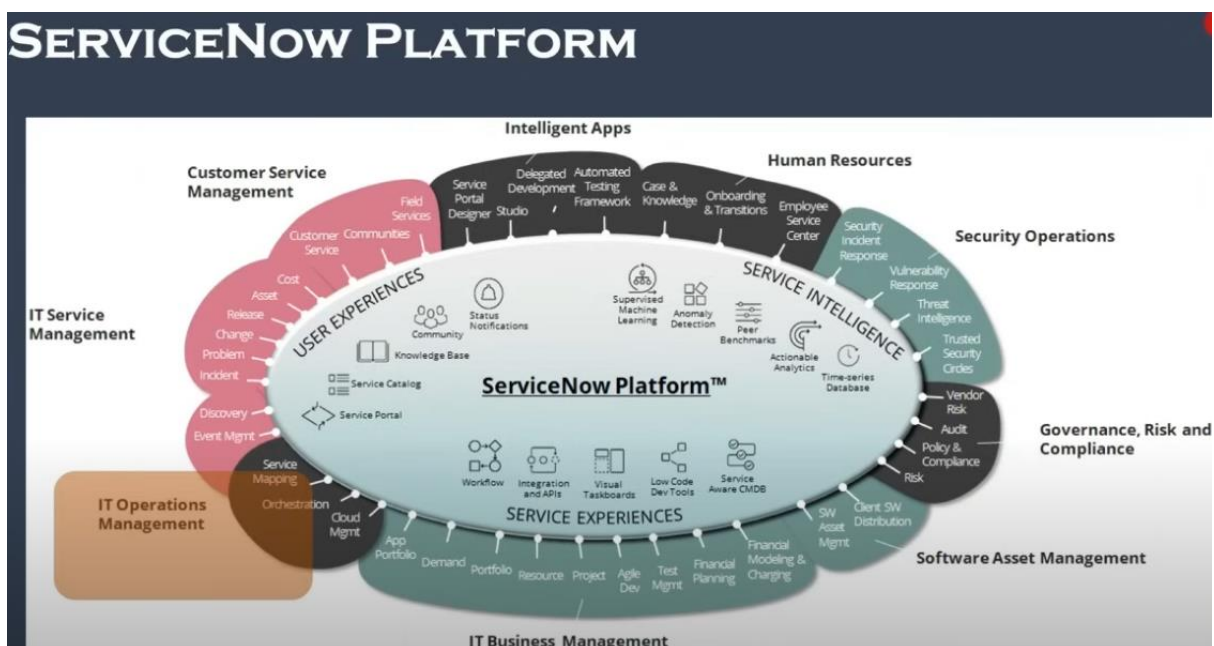
Lists & Filters

- **Lists:** Displays records in a tabular format, allowing for sorting, filtering, and grouping based on specific criteria.

- **Filters:** Used to narrow down the results of a list to find specific records. Filters can be applied based on field values, dates, and other conditions.

Forms

- **Forms:** Used to collect and display data for various records (e.g., incidents, problems, changes).

- **Form Design:** Customizing forms to meet specific requirements and improve user experience, including adding, removing, or modifying fields, changing layouts, and adding validation rules.

Task Management

- **Tasks:** Smaller, actionable units of work within a larger process.

- **Task Creation:** Creating tasks to assign work to specific users or teams.

- **Task Tracking:** Monitoring task progress, deadlines, and assignments.

- **Task Dependencies:** Defining relationships between tasks to ensure proper sequencing.

Notifications

- **Notifications:** Alerts sent to users about important events or changes.

- **Types of Notifications:** Email, in-app notifications, and SMS.

- **Configuration:** Setting up notification rules and templates to specify when and how notifications should be sent.

Knowledge Management

- **Knowledge Articles:** Documents containing information and best practices.

- **Knowledge Base:** Centralized repository for storing and managing knowledge articles.

- **Search Functionality:** Enabling users to search for relevant information using keywords or categories.

- **Article Management:** Creating, editing, and publishing knowledge articles.

Service Catalogue

- **Service Catalogue:** A catalogue of IT services that can be requested by users.

- **Catalogue Items:** Individual services offered in the catalogue, each with its own attributes and pricing.

- **Request Fulfilment:** The process of fulfilling service requests, including approval workflows, task assignment, and service delivery.

Tables and Fields

- **Tables:** Data structures that store information about records.

- **Fields:** Attributes within a table that define specific data points.

- **Data Types:** Different types of data that can be stored in fields (e.g., text, numbers, dates, Boolean values).

- **Field Validation:** Enforcing data integrity by defining validation rules for fields.

Access Control List (ACL)

- **ACLs:** Rules that control access to specific records and data.

- **Permissions:** Granting or restricting access to different users or groups based on their roles and responsibilities.

- **Security:** Ensuring data confidentiality and integrity by limiting access to authorized users.

Data Import

- **Importing Data:** Importing data into ServiceNow from external sources, such as CSV files, databases, or other applications.

- **Data Migration:** Moving data from one system to another.

- **Data Cleansing:** Cleaning and preparing data before import to ensure accuracy and consistency.

CMDB Integration

- **CMDB:** Configuration Management Database that stores information about IT assets.

- **Integration:** Connecting ServiceNow with the CMDB to ensure data consistency and provide a comprehensive view of IT assets.

- **Asset Management:** Tracking the lifecycle of IT assets, including procurement, deployment, maintenance, and retirement.

Update Sets

- **Update Sets:** Packages of changes that can be transported between ServiceNow instances.

- **Deployment:** Applying update sets to different environments (e.g., development, testing, production) to deploy changes and updates.

- **Version Control:** Managing different versions of update sets to track changes and revert if necessary.

Events

- **Events:** Occurrences that trigger actions or workflows.

- **Event Rules:** Defining conditions under which events should occur.

- **Automation:** Automating tasks based on events, such as sending notifications, creating tasks, or updating records.

Platform Stats

- **Performance Monitoring:** Tracking the performance of ServiceNow instances to identify bottlenecks and optimize performance.

- **Usage Analysis:** Analysing how ServiceNow is being used by users to identify trends and areas for improvement.

- **Optimization:** Identifying opportunities to optimize ServiceNow configurations and processes to improve efficiency and performance.