



**KIET Group of Institutions, Delhi-NCR, Ghaziabad**  
**Department of Computer Applications**



**(An ISO – 9001: 2015 Certified & ‘A+’ Grade accredited Institution by NAAC)**

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# **PRESENTATION ON**

## **SERVICENOW**

- **SUBMITTED BY**
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- **SEMESTER - VI (MCA)**
- **SECTION – A**
- **DATE- 12-03-2022**

# INTRODUCTION

- ServiceNow is a platform as a service that supports IT service management and automates common business process.
- It contains a number of modular applications that can vary by instance and user..
- Who founded ServiceNow?
- It was founded in 2004 by Fred Luddy

# Product of ServiceNow

- ServiceNow provides SAAS based services to support the technical management like Asset, Licence Management
- Support IT operations of large corporations, including providing help desk functionality.

- ServiceNow is a SAAS based platform application
- Support organizations to manage their IT Service
- Established in the market with IT Service Management applications like Incident, Change, problem
- Currently in to ITSM, ITOM, CSM, HR, GRC, Security

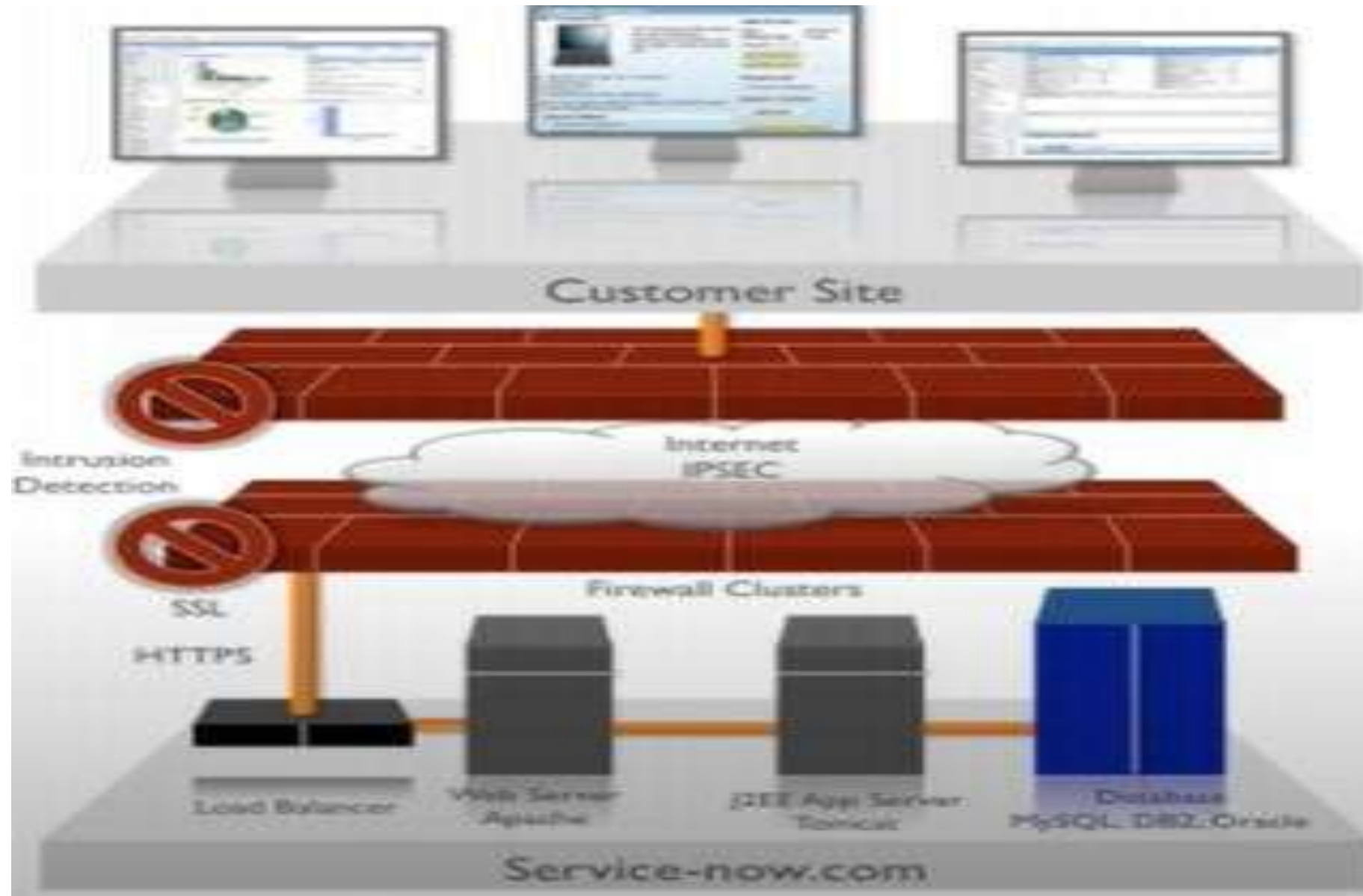
# Why ServiceNow?

- ServiceNow is not just an IT ServiceNow Management tool
- It has expanded its area of Services to support other functions of any organization like HR, Legal, Finance, Security, Governance and Risk.
- SAAS based platform with multiple enhanced features with better customization.

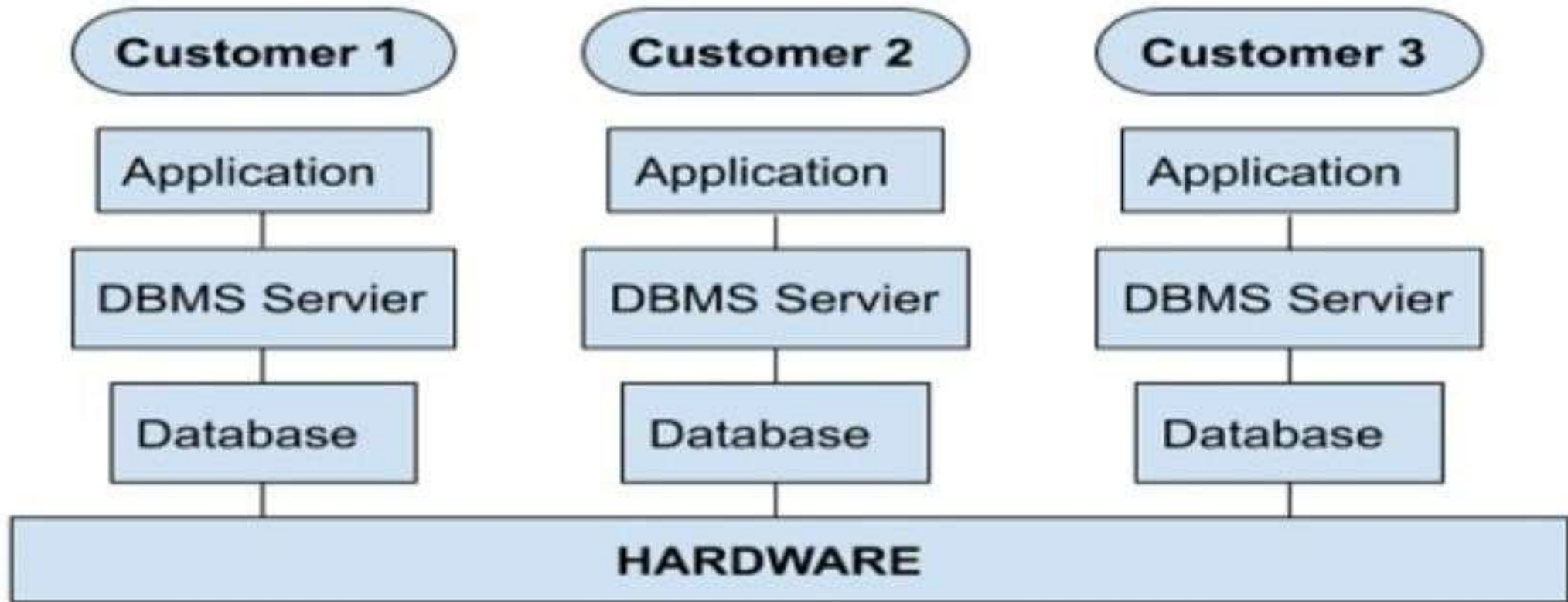
# ServiceNow Technology

- Java based platform using a tomcat web server and running on Linux
- Mysql database
- Mozilla Rhino javascript engine.

# ServiceNow Architecture



# ServiceNow Architecture





# Working of Personal Developer Instance(PDI)

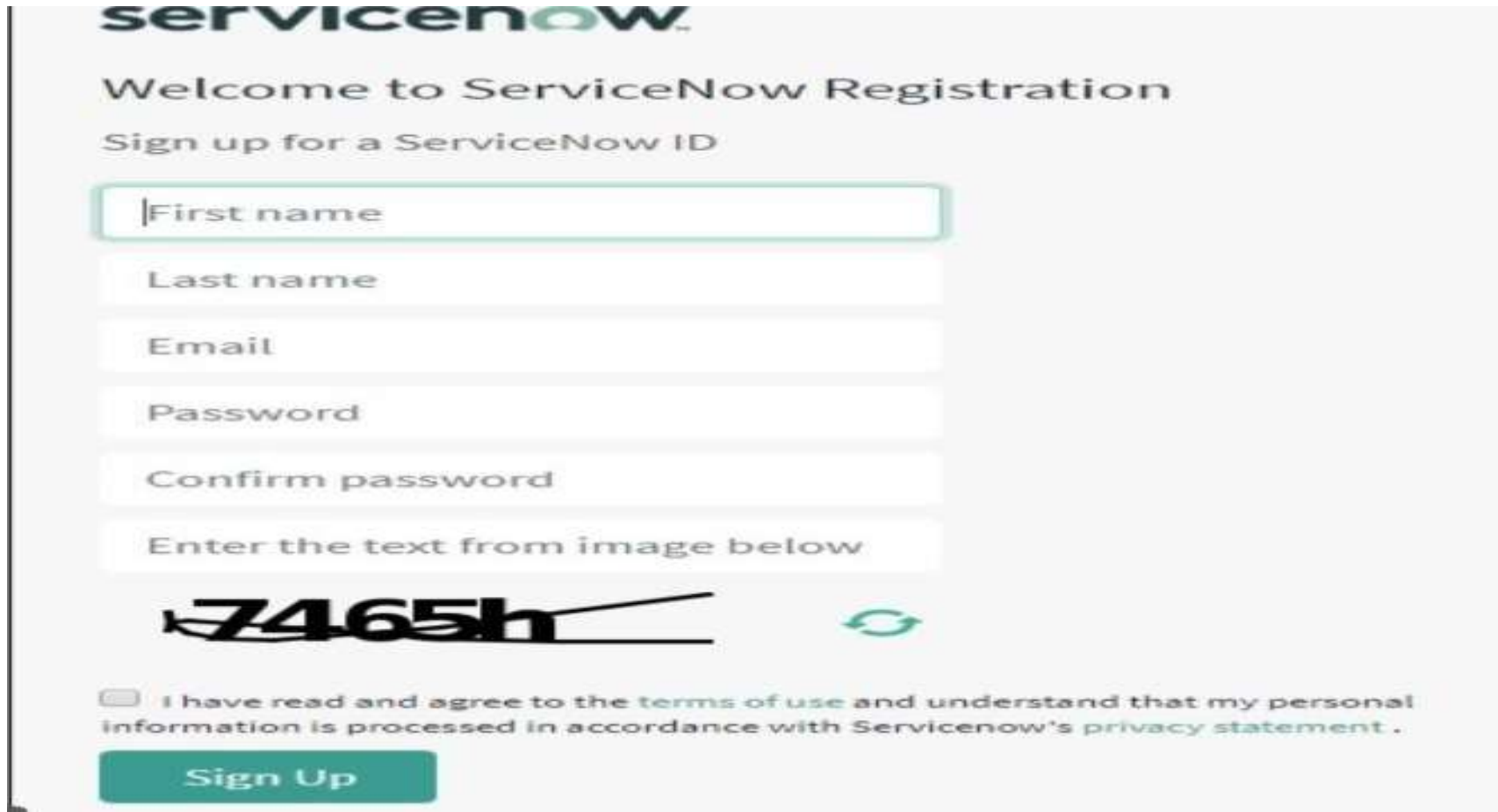
# Generating Developer Instance

- Step
- 1 Go to the URL <https://developer.servicenow.com/> and click on register. You will see a screen like the one shown below



# Generating Developer Instance continuation-

- Step 2
- ServiceNow registration form will open. Give your details and click submit, as given below.



The image shows the ServiceNow registration form. At the top is the ServiceNow logo. Below it, the text reads "Welcome to ServiceNow Registration" and "Sign up for a ServiceNow ID". The form contains several input fields: "First name", "Last name", "Email", "Password", and "Confirm password". Below these is a CAPTCHA field with the text "Enter the text from image below". The CAPTCHA image shows the text "7465h" with a green refresh icon to its right. At the bottom, there is a checkbox with the text "I have read and agree to the terms of use and understand that my personal information is processed in accordance with ServiceNow's privacy statement." and a green "Sign Up" button.

**servicenow.**

Welcome to ServiceNow Registration

Sign up for a ServiceNow ID

First name

Last name

Email

Password

Confirm password

Enter the text from image below

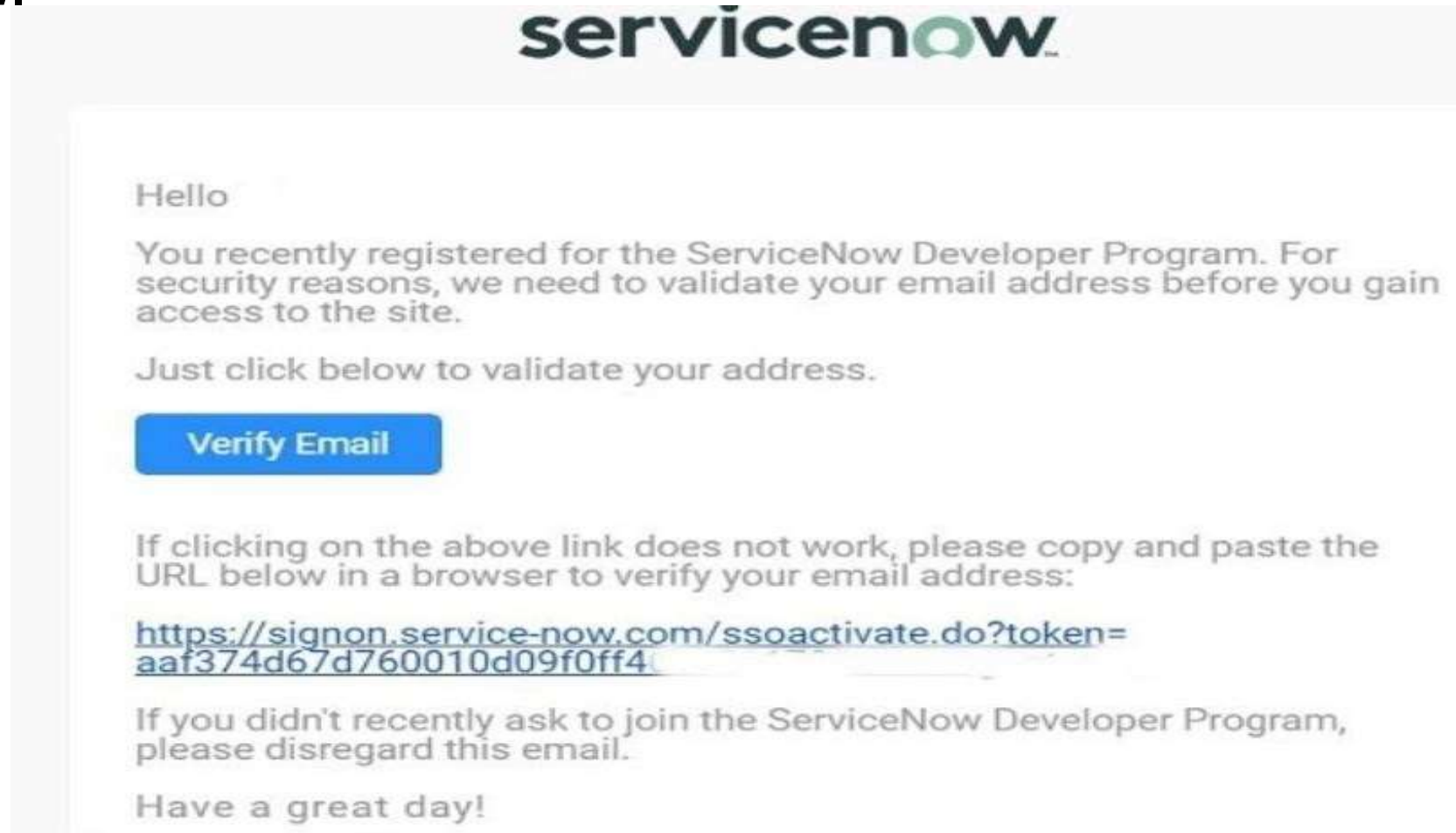
7465h

☐ I have read and agree to the [terms of use](#) and understand that my personal information is processed in accordance with ServiceNow's [privacy statement](#).

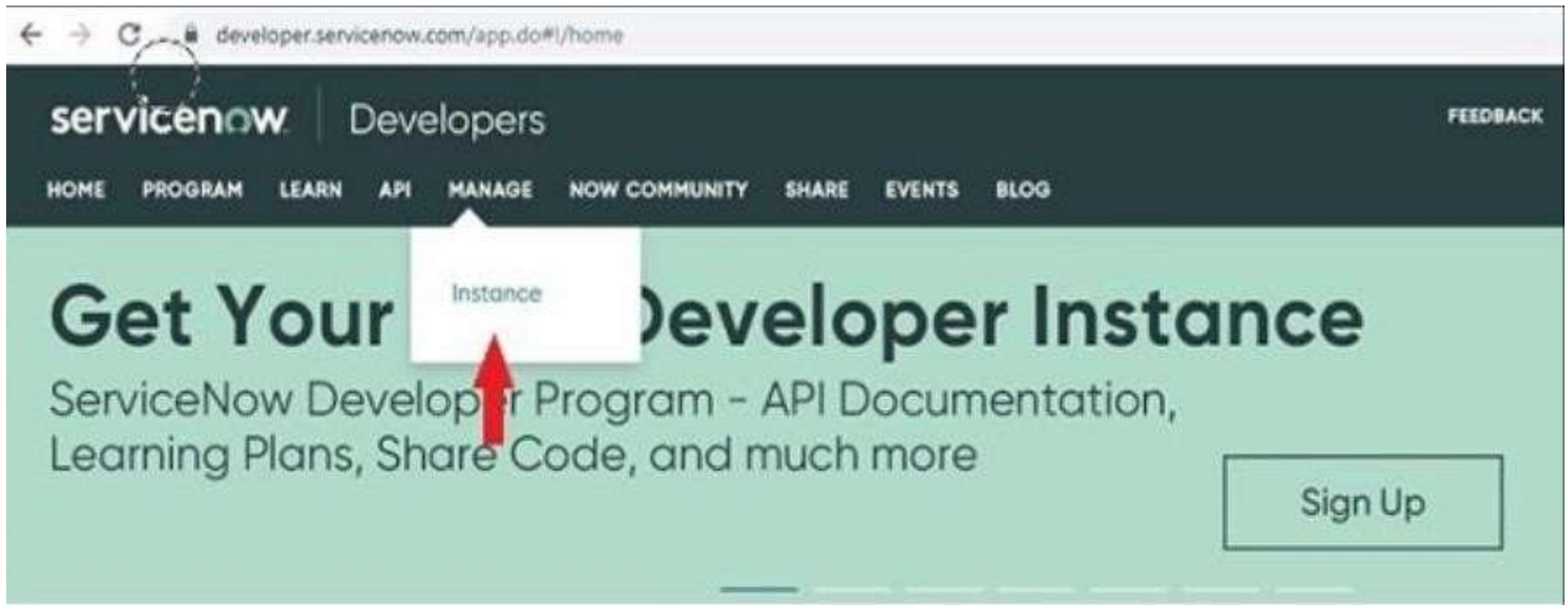
Sign Up

- Step 3
- ServiceNow will send the confirmation email. Click on the link in email to confirm the registration. Kindly refer the screen given below.

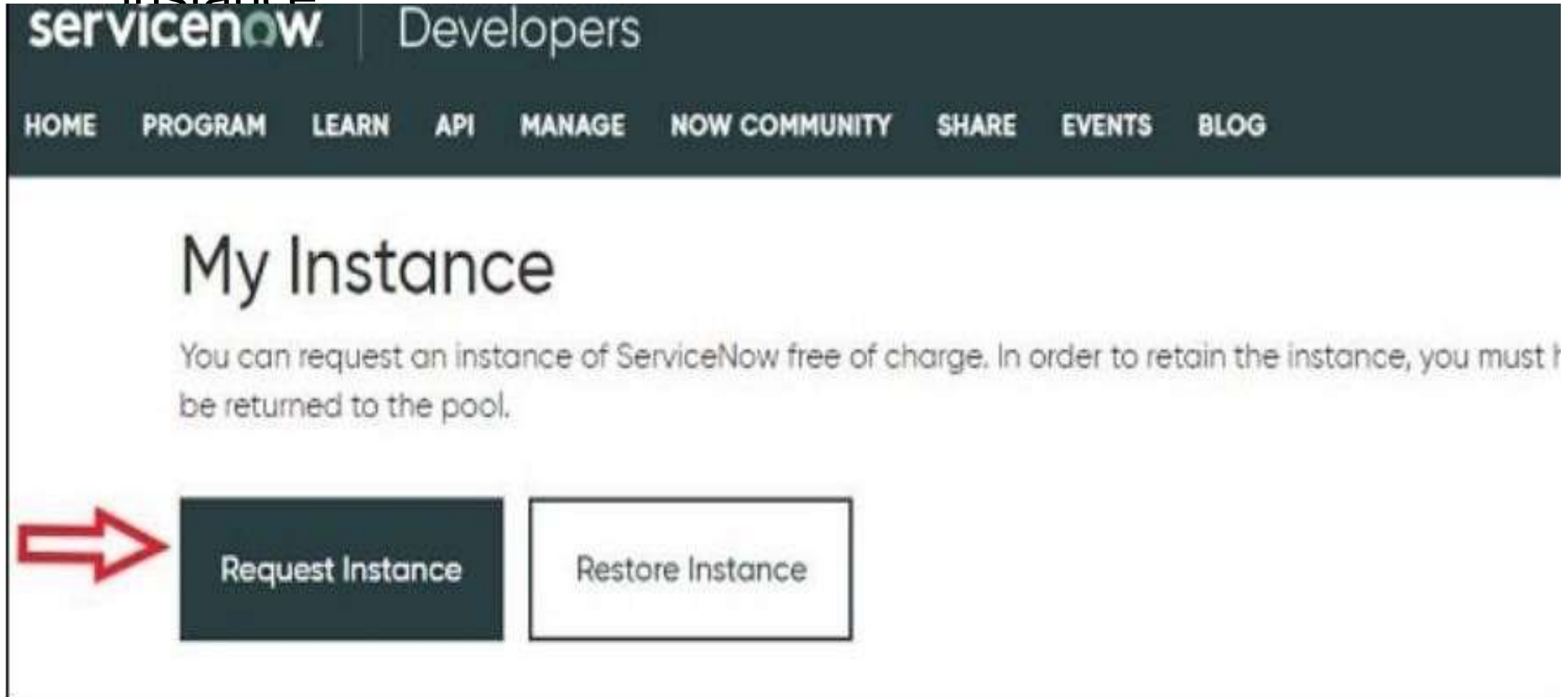
- 



- Step 4
- Now, log into your ServiceNow account. You will see the dashboard below. Go to Manage → Instance.



- Step 5
- Now, click on request instance



- Step 6
- Click on the latest release of ServiceNow and click on Request Instance. At the time of writing this tutorial, the latest version is Orlando.





User name

Password

[Forgot Password ?](#)

Login

#### About ServiceNow

ServiceNow is changing the way people work. With a service-orientation toward the activities of the enterprise, ServiceNow helps customers use our service model to define, structure and automate the flow of work, removing silos and improving management for every department in the enterprise including IT, human resources, facilities and more. To find out how, visit [www.servicenow.com](http://www.servicenow.com).



← → ↺ dev99611...

servicenow Service Management

System Administrator

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Self-Service

Homepage

Business Applications

Dashboards

Service Catalog

Knowledge

Visual Task Boards

Connect Chat

Incidents

Watched Incidents

My Requests


Requested Items

Make your life easier, create a dashboard!


Did you know you can create a dashboard version of this homepage? Dashboards are like homepages, but easier to use. Dashboards have a drag-and-drop canvas that lets you easily add, move, and resize widgets. You can also add multiple tabs. Flexible sharing lets any user view and collaborate on dashboards with you.

[Don't ask me again](#) [Remind me later](#) [Create dashboard version](#)


System Administration




**Guided Setup**  
Guided Setup tools to help you set up ServiceNow.




**System Security**  
Configure and monitor instance security settings.




**Business Logic**  
Manage workflow and behavior of applications.




**Create and Deploy**  
Create, modify and deploy applications to your instances.




**Data Management**  
Manage the way data is stored and displayed.




**Diagnostics**  
Performance, development and debugging tools.



**Email**  
Customize behavior of inbound and outbound email.

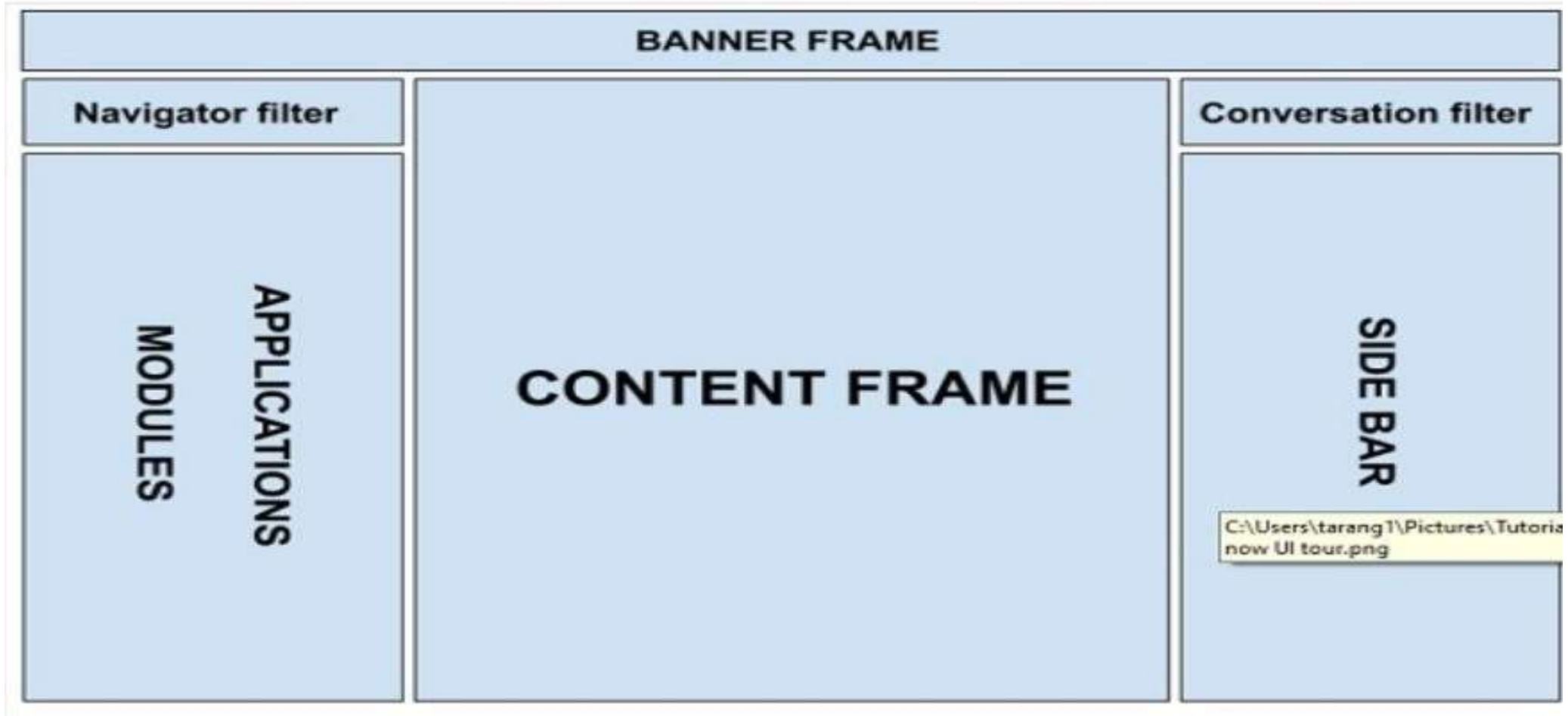


**Homepages**  
Configure homepages for Service Desk and Self-Service users.



**Integration**  
Integrate with 3rd party systems and data sources.


# ServiceNow User Interface(UI)



 Incident 



Favorites

 Self-Service - Incidents

Self-Service

Incidents



Watched Incidents

Service Desk

Incidents

Incident

Create New

 Filter navigator



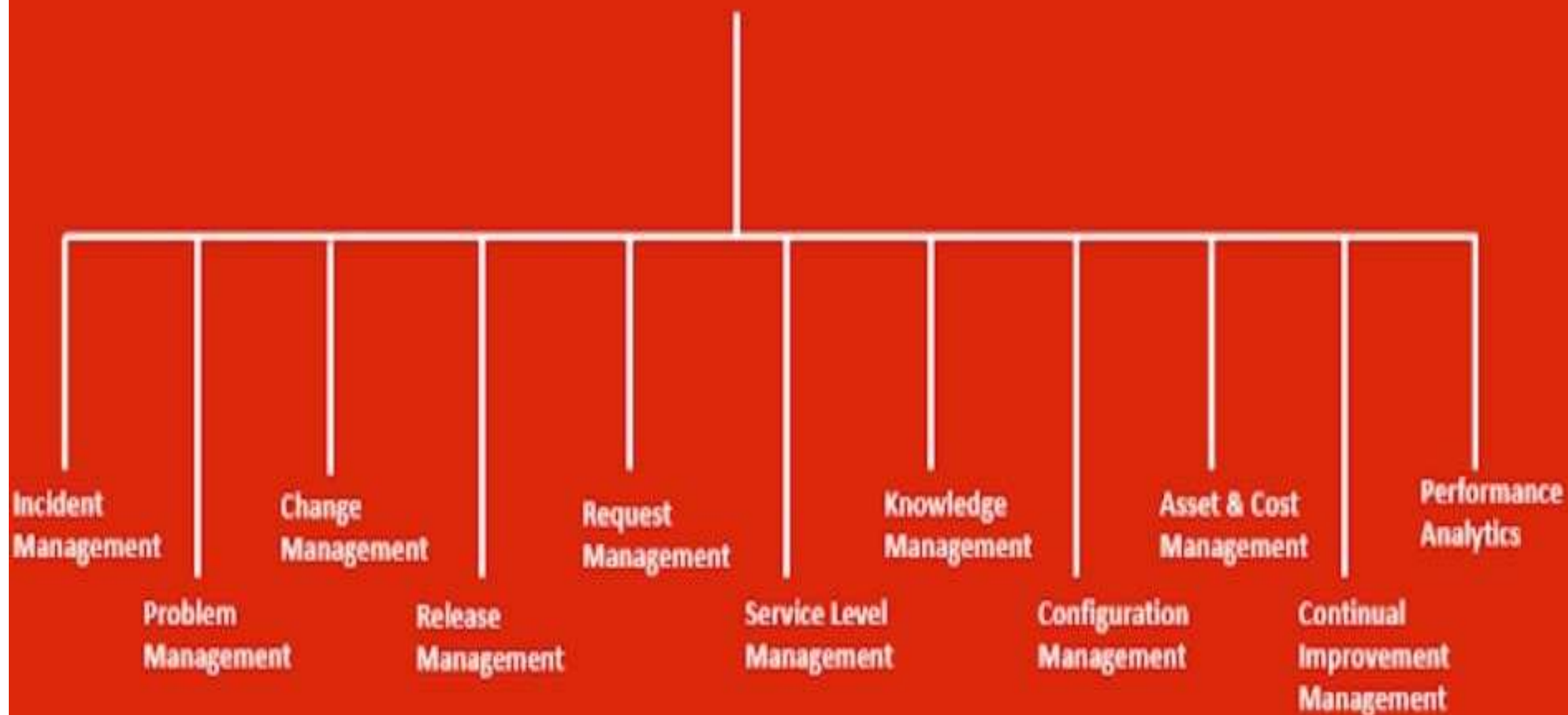
 On-Call: Application Developme...

 Self-Service - Incidents

Incidents	New	Search	Number	▼	Search		1	to 20 of 65		
All										
		Number ▼	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to
<input type="checkbox"/>		<a href="#">INC0010112</a>	2019-07-29 11:48:43	Assessment : ATF Assessor	<a href="#">survey user</a>	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0010111</a>	2019-07-22 14:04:57	ATF : Test1	<a href="#">System Administrator</a>	5 - Planning	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0009009</a>	2018-08-30 01:06:16	Unable to access the shared folder.	<a href="#">David Miller</a>	4 - Low	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0009005</a>	2018-08-31 21:35:21	Email server is down.	<a href="#">David Miller</a>	1 - Critical	New	Software	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0009004</a>	2018-09-01 06:13:30	Defect tracking tool is down.	<a href="#">David Miller</a>	3 - Moderate	Closed	Software	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0009003</a>	2018-08-30 02:17:32	Cannot sign into the company portal app	<a href="#">David Miller</a>	3 - Moderate	Closed	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0009002</a>	2018-09-16 05:49:23	My computer is not detecting the headphone device	<a href="#">David Miller</a>	3 - Moderate	Closed	Hardware	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0009001</a>	2018-09-11 20:56:26	Unable to post content on a Wiki page	<a href="#">David Miller</a>	3 - Moderate	New	Inquiry / Help	(empty)	(empty)
<input type="checkbox"/>		<a href="#">INC0007002</a>	2018-10-16 22:47:51	Need access to the common drive.	<a href="#">David Miller</a>	4 - Low	New	Inquiry / Help	(empty)	(empty)

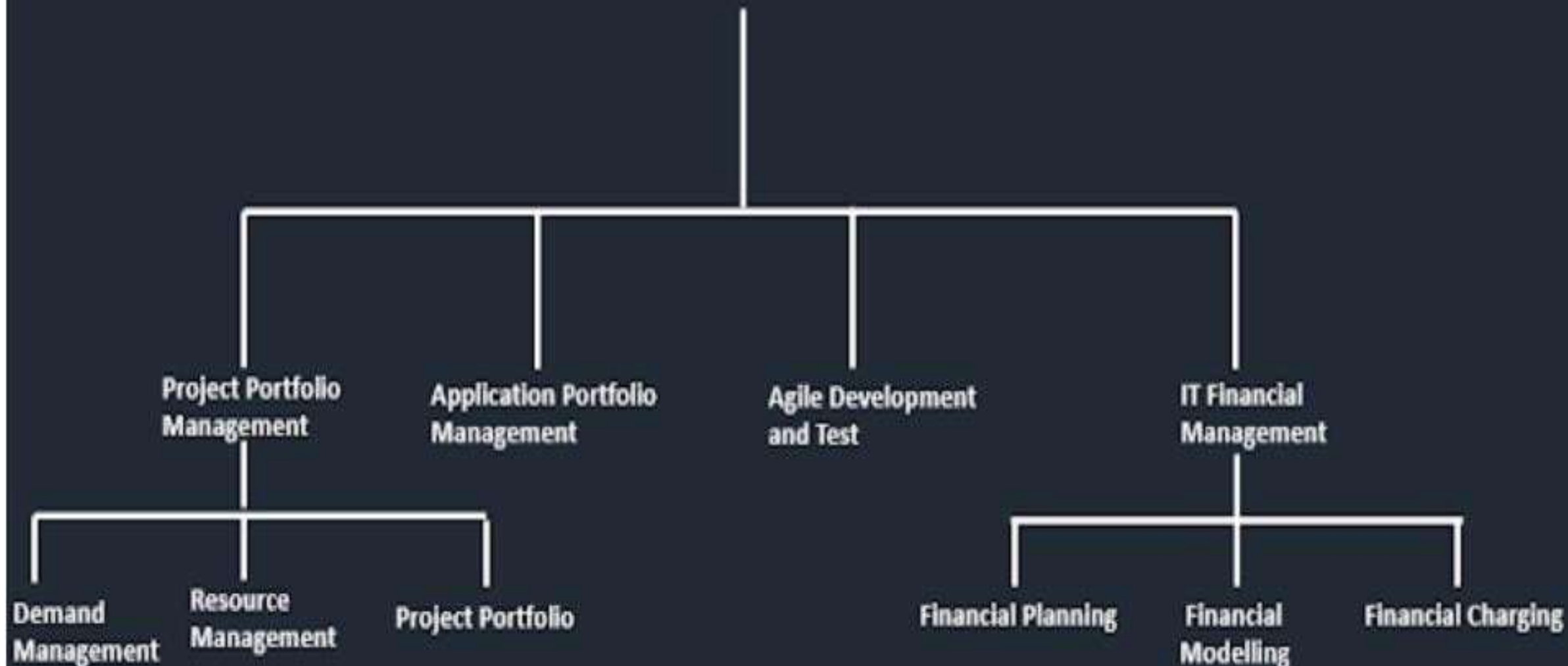
# Application Areas Of ServiceNow

# ITSM Applications in ServiceNow





# ITBM Applications in ServiceNow



# ITOM Applications in ServiceNow





# Major Customers



# CONCLUSION

- ServiceNow is not just IT management, it provide better customization.
- Easy and fast application building platform.
- Developers donot require to hazzle towards so many programming languages.
- Only javascript is enough.

**THANK YOU**