**2.ServiceNow Platform Overview**

ServiceNow is a cloud-based platform designed to streamline various business processes. Here’s a quick look at its main features and functionalities:

**User Interfaces:**

1. **Now Platform UI:**
   * The main web interface where users interact with the platform, manage tasks, and access applications.
2. **ServiceNow Mobile Apps:**
   * Mobile apps that allow users to access the platform from their smartphones and tablets, making it easy to manage tasks on the go.
3. **Service Portal:**
   * A user-friendly web portal for end-users to request services, find information, and use self-service features.

**Role-Based Access Control:**

* **User:**
  + An individual with access to the platform. They can view and interact with various features based on their access level.
* **Groups:**
  + Collections of users who share common access needs. Groups can be assigned roles to manage permissions collectively.
* **Role:**
  + A set of permissions that determine what users or groups can see and do. Roles are assigned to manage access efficiently and are usually given to groups rather than individual users.

**User Authentication:**

* **Authentication Process:**
  + When users log in to ServiceNow, they must verify their identity through authentication to ensure that only authorized users can access the platform.