

MODULE - 2

Platform Overview and Architecture

ServiceNow is a software that is implemented on request and provides IT service management applications, assists with client problems, and shares human resource issues. It employs a service-oriented architecture (SOA) enabling it to be more adaptable and to grow in capacity.

Key architectural components:

Service Catalog: An extensive collection of services that users can request.

Service Desk: A portal through which users submit their requests and track their status.

Configuration Management Database (CMDB): A central store housing data related to IT assets and services.

Workflow Engine: A tool that automates business processes and manages them automatically.

Reporting Tools and Analytics: Generates reports and makes sense of the data using various tools.

User Interface and Branding

ServiceNow provides a user interface that can be customized according to the organization's brand name. This entails changing colors, logos, and themes.

List & Filters and Forms: In ServiceNow, lists are used to show data while forms serve as the means for displaying such information. While lists allow viewing several records concurrently, forms help in seeing one individual record at once. Additionally, filters may come in handy when trying to find something within a list.

Task Management: The provision of the task management module by ServiceNow allows users to assign, create and track the tasks. Such tasks may be related to incidents, problems, changes or any other records.

Notifications: In ServiceNow, users can set notifications which will be sent out when specific events occur, for instance when a record is updated or a task assigned.

Knowledge Management: The module for knowledge management in ServiceNow enables the user to create as well as administer knowledge articles. Such articles are applicable for offering information and support to end users.

Service Catalog: The Service Catalog is a self-service portal that contains requests from users for services and their history in service delivery.

Tables and Fields: In ServiceNow's data storage utilize tables formatting, with each table having certain defined fields that illustrate what type of data may be stored within it.

Access Control List (ACL): Access control lists (ACLs) are tools that help regulate who gets access to various components of ServiceNow platform.

Data Import: The platform also has some data importation tools for other systems into ServiceNow.

CMDB: The Configuration Management Database (CMDB) serves as a central database for storing details about IT assets plus services.

Integration: Using application programming interfaces (APIs), connectors or middleware, there is possibility for integrating ServiceNow with other systems.

APIs, connectors or middleware can be used to connect ServiceNow with other systems for integration.

Change packages for records on ServiceNow can be delivered to other instances in update sets.

ServiceNow employs events to activate actions if some conditions are satisfied.

The performance of the platform can be tracked by different types of reports and statistics provided by ServiceNow.