

MODULE - 3

ServiceNow is an IT and business process management platform hosted in the cloud that offers various applications and services. The platform has solutions for managing incidents, problems, changes among others aimed at increasing efficiency by automation with streamlined workflows.

Services of ServiceNow:

IT Service Management (ITSM): It empowers incident management as well as problem management and change management among others by making them automatic.

IT Operations Management (ITOM): This entails keeping track of things in order to know where every resource is located hence allowing the management of infrastructure, operations and services associated with them.

IT Business Management (ITBM): Helps to align IT services with business goals thereby managing projects, portfolios and financials.

Customer Service Management (CSM): This involves managing customer support services like complaints as well as queries so that customers remain satisfied.

Human Resources Service Delivery (HRSD): It aims at automating HR processes also improving employee experience.

SecOps: it incorporates dealing with security a problem, including the incident and vulnerability management; thus they can respond to them promptly.

GRC: assists in managing organizational compliance alongside its risks factors associated with it.

Customized App Development is possible through their App Engine where specific business needs can be integrated into applications and automated workflows.

How to Obtain Free ServiceNow Instances:

Personal Developer Instance: Free personal developer instances are available via ServiceNow for educational use. You can place an order at the ServiceNow Developer Site. After signing up, you will be capable of logging in as well as utilizing this instance for experimentation and practice.

ServiceNow Community: Becoming a member of the ServiceNow Community may allow you to access extra resources and temporary instances with special emphasis on learning as well as development activities sometimes depending on availability.

How to Become a ServiceNow Developer:

Start with the Basics: First, get acquainted with the ServiceNow platform. Use resources such as ServiceNow Developer Site, online tutorials, and documentation.

Take Online Courses: Websites like Coursera, Udemy, or LinkedIn Learning have courses on ServiceNow development.

Earn Certifications: Various certifications are offered by ServiceNow that can help you elevate your understanding and reputation. Begin with fundamentals then progressively proceed to more intricate ones.

Build Projects: Get hands-on experience by developing and modifying apps in your own developer instance.

Join a Community: Engage in discussions on forums and participatory networks (for example Community of ServiceNow) so that you may meet others who code and understand their thoughts.

Components of ServiceNow:

Applications: These are ServiceNow's modular parts that can be seen as ITSM, CSM and HRSD.

Modules: Every application has its own distinct modules that have certain designated works.

Key Modules:

The Incident Module: It manages and keeps track of incidents (unplanned interruptions or issues) incidents reported in the incident tracking system.

Problem Module: This module is a focus on identification and management of underlying causes of incidents. It also encompasses problem detection root-cause analysis as well as resolution.

Change Module: It is responsible for handling IT infrastructure changes. This includes planning approving and implementing them with an aim of reducing disruption while at the same time minimizing risk.

Lists in ServiceNow:

ServiceNow displays data in tables which allow users to see filter and interact with records using lists. They are used throughout different modules for displaying information about incidents

changes problems among other records. The Lists can be tailored to show particular fields arranging methods along with filtering settings.

ServiceNow and ITIL:

The aim of ITIL (Information Technology Infrastructure Library), which is a framework of best practices for IT service management, is to ensure that IT services are closely related to corporate priorities. This implies that organization of IT processes and systems to meet business needs is so important.

ServiceNow is a cloud-based framework for IT service management that streamlines workflows as well manages them. It is in harmony with ITIL principles owing to its modules and tools supporting different ITIL practices including incident management, problem management, change management among others.

IT, Security, HR Service Delivery, and Business Apps

IT Service Delivery:

Incident Management: Quickly tracks and resolves issues.

Change Management: Through which it manages all changes to IT systems.

Problem Management: Identify and resolve root causes of incidents.

Configuration Management: Maintains information about configurations and their associations.

Security:

Security Incident Response: Management and responses to security threats.

Vulnerability response: identify and defend vulnerabilities.

Governance, Risk and Compliance(GRC): Management of risks while ensuring compliance.

HR Service Delivery:

Employee Onboarding: automation of the onboarding process.

Case Management: handles HR related requests and cases.

Knowledge Management: it provides self service access to HR knowledge within the policies

Customer Care:

Case Management – handles customer inquiries and issues

Request Fulfillment - manages service requests from customers

Knowledge Base - gives customers access to information and solutions relevant to them.

Business Applications:

Application Portfolio Management: deals with lifecycle management of business applications.

Service Catalog Management: captures all services available for users in a catalog

Performance Analytics: monitor and analyze performance of business applications.

ServiceNow Architecture:

The design of ServiceNow architecture is such that it can accommodate more users and hence be increased in size

- A Cloud-based platform: Offers operating comfort and extensibility
- Multi-tenant Structure: Enables several clients to share one instance
- Application Server: Handles apps and commercial logic
- Database: Holds information as well as adjustments to it
- Front-end interface: A web-based interface for users to engage with the system as a whole.