What is ServiceNow?

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- ServiceNow is a cloud-based software as a service (SaaS) platform that uses artificial intelligence (AI) to automate management workflows in enterprises.
- ServiceNow is a software company to solve problems of large enterprises With traditional IT delivery by providing a robust, simple to use, cloud-based environment in which businesspeople can solve the business problems themselves.

History

- Founded by Fred Luddy in 2003 as Glide Soft.
- In 2006 Company name changed to ServiceNow.
- In 2019 Bill McDermott became the CEO of the ServiceNow.

ServiceNow provides a suite of applications for various business functions

namely: -

- IT Service Management (ITSM): Automates and Streamlines IT operations like incident management, problem management, change management, asset management.
- Human resources (HR): Supports HR teams in managing employee lifecycle, recruiting, onboarding and performance management.
- Customer Service Management (CSM): Improves customer satisfaction by automating customer support processes, handling inquiries, and managing knowledge bases.
- Field Service Management (FSM): Optimize field service operations by scheduling technicians, managing work orders, and tracking asset maintenance.

Key Features of Service now: -

- *Cloud-based:* Provides easy access and updates.
- *Automation:* Reduces manual tasks and improve efficiency.
- *Integration:* Connects with other systems and applications.
- *Customization:* Can be customized to meet business needs.
- *Scalability*: Grows with the organization.

ServiceNow is widely used by the organization across various industries, including IT, finance, healthcare, and manufacturing. For Example-Netflix (for IT service management and employee service), Toyota (For IT service management and Field service management), Cognizant (IT operations and business processes).

ServiceNow Platform Overview

The founder, Fred Luddy decided to build of suite of software that would allow the business people to solve their own problems. The suite of applications is categorized into 4 primary workflows: -

- IT Workflows: 79 applications that support internal IT functions.
- Employee Workflows: 43 applications targeted at the needs of employees.
- Customer Workflows: 93 applications that supports functions related to customers.
- Creator Workflows: 23 applications designed to enable ServiceNow platform development.

The Now platform is an application platform as a service(aPaaS) delivery model. It is cloud-based and provides the infrastructure, platform, and applications. ServiceNow is built on a multi-instance architecture. You have your own instance and platform to work with, from the application servers down to the database. Your data in not inter-mingled with other companies' data as there are independent databases/instances of every client/company.

Redundancy is built into every layer including devices, power and network resources. ServiceNow provides 4 weekly full data backups and 6 days of daily differential backups. ServiceNow provides 3 different ways to interact with the now platform:

- Now platform UI

- ServiceNow Mobile Apps

- Service Portal

ServiceNow uses role-based access to ensure that a user can get the information that it needs, and no more. The primary components include:

- Users

- Groups

- Roles

When a user attempts to login to an instance, ServiceNow validates their identity and enables access to functions and data based on their related roles and groups. Few ways for validation are:

- External single sign-on (SSO)

- Local database authentication

- OAuth 2.0

ServiceNow User Interface Overview

The UI is a web-based interface that offers a variety of features to help users navigate and interact with the platform.

Key Features of the ServiceNow UI:

- Layout and Screen Elements: The UI has a consistent layout, with common elements such as the user menu, global search, and application navigator.

- Common Tools: The UI provides a range of tools for users, including:

  o User Menu: Allows users to access their profile, preferences, and other personal settings.

  o Global Search: Enables users to search for records, applications, and other items within the platform.

  o Connect Chat: Provides a platform for real-time communication with other users.

  o Contextual Help: Offers in-line assistance and guidance for specific tasks.

  o System Settings: Allows users to configure various system settings.

  o Application Navigator: Provides a list of available applications and modules.

  o Favourites: Enables users to bookmark frequently used items.

  o History: Keeps track of recently accessed items.

ServiceNow Branding Overview

What is branding in ServiceNow?

> ➢ Applying your distinct corporate identity across the Now Platform UI to create a shared identity, build trust, and speed adoption.

ServiceNow provides guided setup wizards to help with branding, including the company guided setup wizard. Guided setup provides a System Admin step-by-step instructions to configure various Applications and modules within your instance to suit the needs of the users. To access the guided setup, locate the guided setup application in the Application Navigator.

In addition to the guided setup wizard, you can also use the service portal (Widget-based tool) and UI builder to customize the user interface.

Steps to Brand Your ServiceNow Instance:

- **Access the Guided Setup Wizard:** Navigate to the guided setup application and select the company guided setup wizard.

- **Configure System Settings:** Customize settings such as time zones, date and time formats, logos, banner frames, and browser tab text.

- **Customize the Welcome Page:** Add a welcome message or other content to the welcome page that appears when users log in.

- **Mark as Complete:** Once you have completed the branding process, mark the steps as complete in the guided setup wizard.

ServiceNow Lists and Filters

What are Lists?

A list is a content page displaying zero or more records from the same table. Rows and columns organize the list. Each row is a record and each column is a field from the record.

Lists are essential tools in ServiceNow for displaying and managing data from database tables. They provide a visual representation of information, making it easier to understand and analyse.

Lists Views: enable users to quickly display the same list or form in multiple ways. System administrators can create views for lists or forms. For example, different views can be created and used on Incident for an ESS user, an ITIL user, and a mobile user. For list views, the number of records displayed for the table does not change. However, the fields and their order may differ.

Accessing Lists:

There are two primary methods to access lists in ServiceNow:

- **Application Navigator:** The application navigator is the main navigation menu where lists are typically located. Users can click on a list name to open it.

- **Dot List Command:** For more advanced use cases, the dot list command can be used to create lists programmatically. This is often used in scripts and workflows.

ServiceNow offers various tools for filtering and sorting lists to refine the displayed data:

- **Condition Builder:** This powerful tool allows users to create complex filter conditions using operators like AND, OR, and NOT. It's useful for finding specific records based on multiple criteria.

- **Column Search Row:** Each column in a list has a search row where users can enter text to quickly filter the data within that column.

- **Breadcrumbs:** Breadcrumbs provide a navigation trail at the top of a list, showing the current context and allowing users to navigate back to previous levels.

Forms in ServiceNow

What are Forms?

A form is a content page displaying fields and values for a single record from a database table. Forms have a 1-column layout, a 2-column layout, or a mix of both. Forms are made up of Sections that organize the fields and other data.

A related list is a special form element that displays a list of records from another table that is related to the current record (a one-to-many relationship). A formatter is a special form element that displays information that is not a field in the record.

Form views provide the ability to display and organise fields, related lists, and formatters in different ways to meet the needs of specific users.

Form personalisation allows the user to select which fields are displayed on a particular form view. These changes do not impact any other users.

Form templates are used to simplify the process of creating new records by populating some form fields automatically. Any user can toggle on/off the template bar and create templates. The templates a user can access are dependent on the access controls set within each template. Templates can set the value of fields regardless of their visibility in the form view. The template bar provides shortcuts to apply, edit, and create templates for the current form.

Two tools exist for creating and managing form views:

- **Form Design**: GUI method of creating views and laying out sections and fields.

- **Form Layout**: Simpler method of creating views and adding or removing fields.

A Hands-on ServiceNow Tool Demo

The process of logging into a ServiceNow instance is that you need a user account and appropriate roles to access the platform.

The primary UI for the applications and the platform is called the Next Experience UI. This is where you'll spend most of your time working. Other UIs include mobile applications and a service portal.

The various components of the ServiceNow UI:

- **Navigation bar:** This bar at the top of the screen contains menus for accessing common functions like the user menu, contextual help, application scope picker, global search, workspaces, history, favourites, and the All menu.

- **Contextual app pill:** This section shows the current location within the platform.

- **Star:** This icon allows you to add screens to your favourites list for quick access.

- **Admin menu:** This menu contains tools for administrators.

- **Workspaces:** Workspaces are customizable screens with widgets for specific tasks.

- **History:** This section keeps track of recently accessed screens.

- **Applications:** This menu lists all available applications.

Other key aspects of ServiceNow:

- **Forms:** Forms are used to view, create, and edit records. They consist of a header bar, main section with fields, and additional sections for related lists and formatters.

- **Attachments:** Documents can be attached to records.

- **Templates:** Templates can be used to pre-populate fields when creating new records.

- **Form design tools:** These tools allow you to create and modify form views.

- **Database:** ServiceNow uses a single database to store all data. The core of the database is the configuration management database (CMDB).

Introduction to Importing Data in ServiceNow

- The process of importing data normally involves pulling data from a source data entity and loading it into a target data entity.
- Three data entities are involved in the ServiceNow data import process: the source data, the staging table, and the target data.
- The data that you are attempting to import is known as the source data. When you begin your imports, ServiceNow automatically builds an intermediary table for you called the staging table.
- The data store within ServiceNow where you want the data to ultimately wind up is known as the target data.
- Establishing a data source is the first stage in developing a data import.