DIGITAL NURTURE 3.0 SERVICENOW LEARNINGS

WEEK 3 ServiceNow Development Modules

TOPICS COVERED

1.What is ServiceNow?

ServiceNow is a cloud based platform where there is a dedicated workflow available and we should apply the logic which we are going to develop

It is Platform as a Service(PAAS) where we can create our own application and automatically our applications will be hosted by the cloud.

It is a no code environment.

2.What are the services provided by servicenow?

ITSM

HR Service management

GRC(for security features where it analyzes the risks)

Integrations

IT Asset Management

Finance operation management

IT Business management .

3.How to get instances?

- Go to the servicenow developer platform and fill up the details if you are new to the platform or just sign in
- There we can find all kind of references provided by the servicenow
- Click on new instance to develop applications

4.UI Overview?

The version now recently released is Xanadu version from this September 2024 , ServiceNow IDE is a new application introduced in the Xanadu release that allows developers to create scoped applications using a Visual Studio Code-based environment on the Now Platform.

We will be able to see the navigation filters , content frame , banner frame and components inside it as available.

Key elements of the UI in ServiceNow include:

1. **Forms**: Used to create and manage records in tables.

2. **Lists**: Displays records from a table in a list view.

3. **Modules**: Navigate to specific sections or applications within ServiceNow.

4. **Dashboards**: Provide an overview of important data with graphical elements like charts and reports.

5. **UI Actions**: Buttons or links that allow users to perform specific actions (like saving or updating records).

6. **UI Policies**: Manage how fields behave on a form (e.g., hiding or showing fields).

7. **UI Scripts**: Client-side JavaScript code that runs in the browser to enhance interactivity.

5.Modules?

Incident management

Change management

Problem and release management

Request ,cost and asset management,

Now mobile etc.

example of requesting a hard drive:

1. **Open the Service Catalog**:
The user opens the **Service Catalog** on the ServiceNow platform.

2. **Select the Item**:
The user searches for and selects "Hard Drive" from the available catalog items.

3. **Fill Out the Request Form**:
The user fills out a form specifying details like hard drive size and any additional requirements.

4. **Submit the Request**:
The user clicks **Submit**, sending the request for processing.

5. **Approval Workflow Starts**:
   The system triggers an approval process. The request may need manager approval.

6. **Approval or Rejection**:
   The approver either approves or rejects the request.

7. **Fulfillment Process**:
   Once approved, the IT team begins the process of fulfilling the request (e.g., sourcing the hard drive).

8. **Delivery and Closure**:
   The hard drive is delivered to the user, and the request is marked as **Closed**.

   This is a type of module.

   Example 2 :

   Incident :

- A building employee reports that an elevator is stuck between floors, creating a potential safety issue.
- An incident titled "Elevator malfunction on 5th floor" is logged in ServiceNow.
- The system assigns a priority based on the impact (e.g., high because of safety concerns).
- The incident is automatically assigned to the facility management team.
- A technician is dispatched to inspect the elevator and finds a mechanical failure.
- The technician repairs the elevator and confirms it's working properly.
- The incident is marked as Resolved in ServiceNow.

This is how you can raise an incident in the ServiceNow portal by filling out all the required fields.

This is a screenshot from my personal developer instance.

You can also write up the resolution needs by simply typing the work you need. And just save it.

An incident is a situation where a service is degraded or disrupted and requires recovery.

Problem module ?

Just right click on the incident record and select create problem there it will appear form of writing the problem requirements.

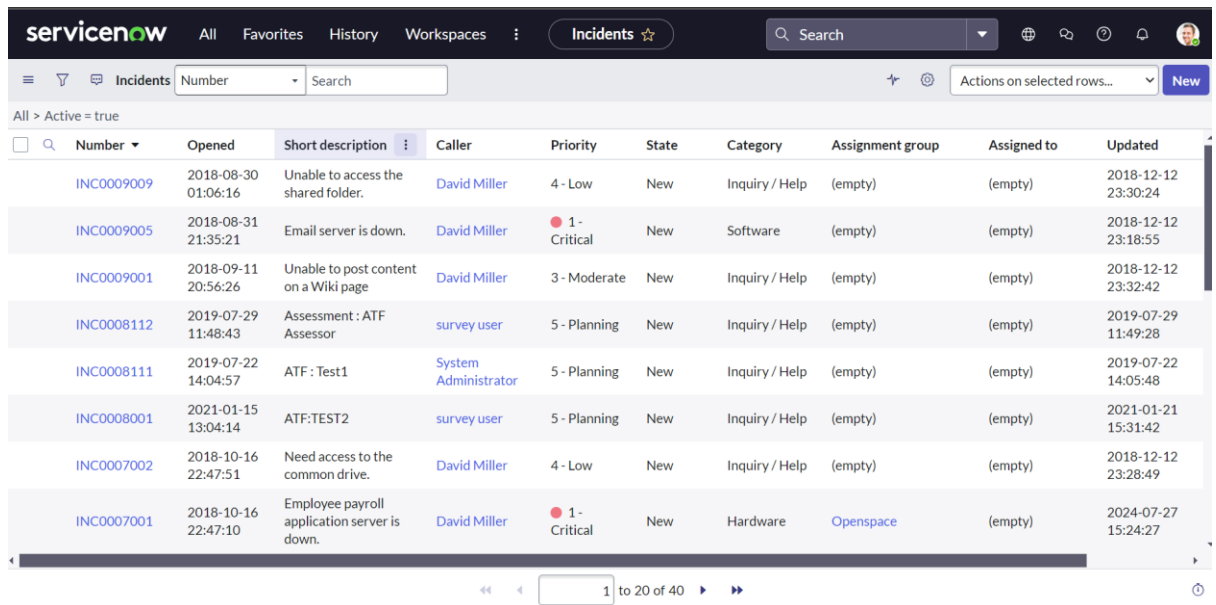The difference between the problem and incident module is?

     Incident Module:

- Focuses on restoring normal service as quickly as possible.
- Deals with single issues or disruptions affecting users (e.g., a server is down, or an elevator is stuck).

     Problem Module:

- Focuses on identifying and eliminating the root cause of incidents.
- Deals with underlying issues that may cause recurring incidents (e.g., why the server keeps going down).
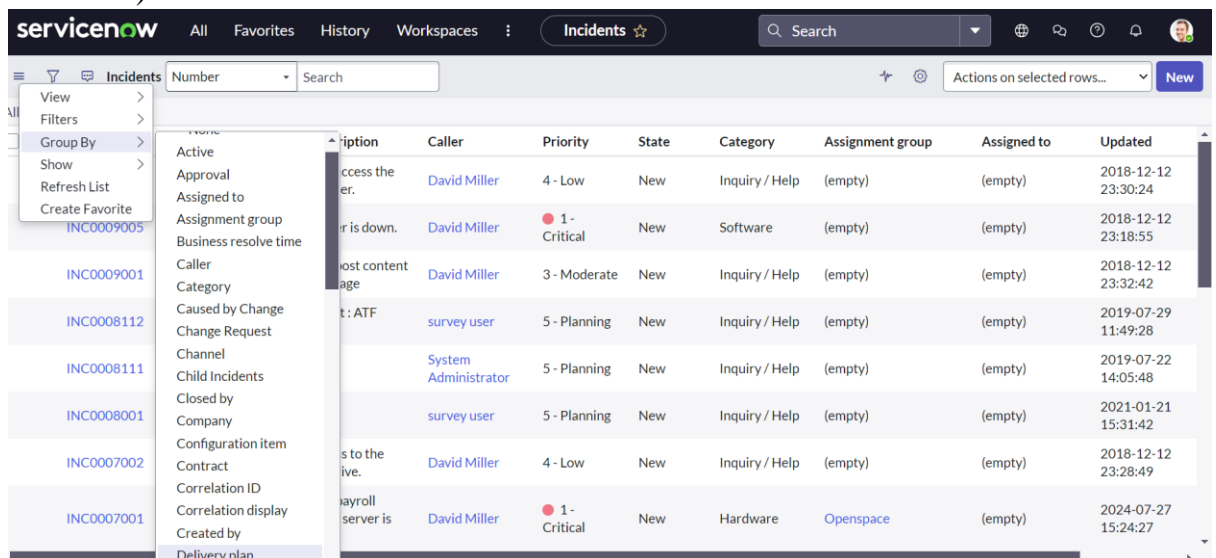
List , filters , etc,.

- Field: The column in the table you want to filter by (e.g., "Priority," "State").
- Operator: Defines the condition for the filter (e.g., "is," "contains," "greater than").
- Value: The value you're filtering for (e.g., "High" for Priority or "Open" for State).

I want to see all Open high-priority incidents, so then it would be:

- Field: Priority
- Operator: is
- Value: High AND
- Field: State
- Operator: is
- Value: Open.

Importance of ServiceNow in Various Industries

- ServiceNow is critical across many industries due to its robust ability to streamline operations, automate workflows, and improve service delivery.
- **IT Service Management (ITSM)**: Originally designed for ITSM, ServiceNow helps IT departments manage incidents, problems, changes, and requests efficiently.
- **Healthcare**: Automates administrative tasks, patient management, and incident tracking to improve service quality and operational efficiency.
- **Finance**: Supports workflow automation for compliance, financial operations, and risk management.
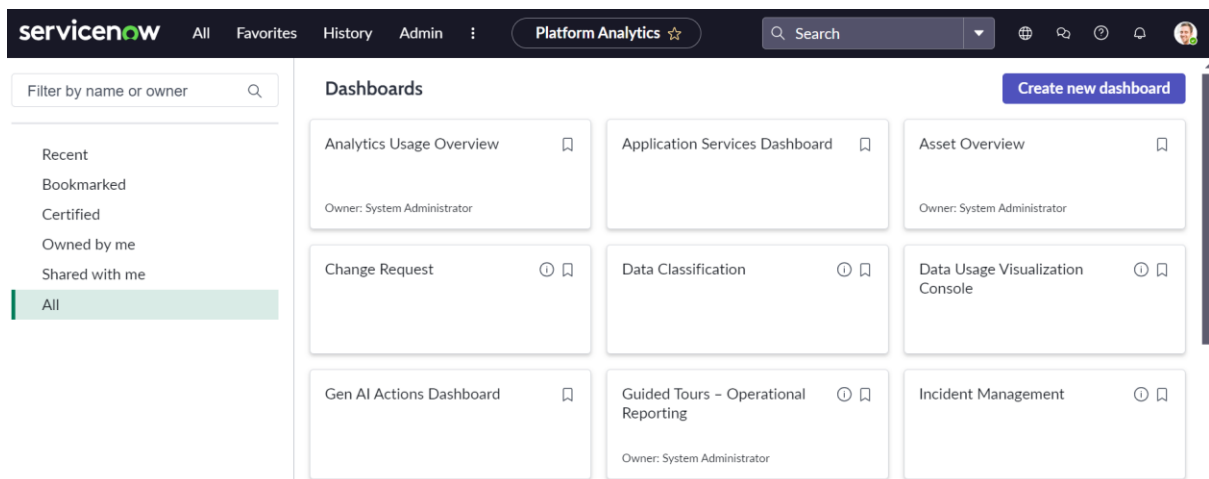
Career Growth and Potential in ServiceNow

The demand for ServiceNow professionals has grown as more organizations adopt the platform for automating workflows and optimizing services.

- **ServiceNow Developer**: Builds and customizes applications and workflows on the platform.
- **ServiceNow Administrator**: Manages the platform's day-to-day operations, user permissions, and configurations.
- **ServiceNow Architect**: Designs and implements solutions, ensuring best practices in scalability and performance.
- **ITSM Specialist**: Focuses on IT service management using ServiceNow.

Creating Dashboards :

First go to the navigation filters and type dashboards there you can create new dashboards.

Provide Dashboard Details

- **Name**: Enter a name for your dashboard (e.g., "Incident Management Overview").
- **Description**: Optionally, add a description to explain the purpose of the dashboard.
- **Owner**: Specify the owner of the dashboard.
- **Sharing Settings**: Choose whether the dashboard is private or shared with other users or groups.

Add Widgets

Dashboards in ServiceNow are made up of **widgets** that display data visually. You can add various types of widgets like charts, reports, and lists.

- Click **"Add Widgets"** on the top right of your new dashboard.
- Choose from a list of widget types, such as:
    - **Reports**: Displays a saved report (e.g., incident volume by priority).
    - **Performance Analytics Widgets**: Displays performance trends over time.
    - **Text/HTML**: Allows you to add descriptions or instructions to your dashboard.
    - **Lists**: Shows a list of records from a specific table (e.g., all open incidents).

Configure Each Widget

Once you've selected the widget type:

- **Select Data Source**: Choose the table or report from which you want to pull data (e.g., "Incident" table).
- **Configure Display Settings**: Depending on the widget, you can set filters, chart types (bar, pie, line), time ranges, and other settings.
- **Apply**: Save the widget settings after configuration.

Arrange Widgets

- Drag and drop widgets on the dashboard to arrange them as needed.
- Resize widgets by dragging the edges to make them fit the layout of the dashboard.

🔸 What i have learned during my third week is?

ServiceNow architecture, major customers, and dashboard creation , importance of ServiceNow in various industries , knowledge about incident, problem, and change management within ServiceNow.