DIGITAL NURTURE 3.0 SERVICENOW LEARNINGS

WEEK 1 : ServiceNow Platform and Development Fundamentals

(DAY1,2&3) –

TOPICS COVERED :

1.What is ServiceNow

- ServiceNow, its purpose,
- platform, and infrastructure.

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- ServiceNow Platform Architecture,
- Applications and Workflows
- User Interfaces,
- Role-based Access and
- Authentication.

3. ServiceNow User Interface Overview

- ServiceNow Platform User Interface,
- Fundamentals Lesson,
- identifying elements of the interface,
- Global Search, Connect Chat,
- Contextual Help, Application Navigator,
- Favorites, History.
- ACLs, UI policies, Business
- Rules and Client Scripting.

4. ServiceNow Branding Overview

- ServiceNow Branding Introduction,
- Company Guided Setup,
- ServiceNow Portal,
- and UI Builder.

5. ServiceNow Lists and Filters

- ServiceNow List View interface,
- Standard paradigm,
- List Control, filter conditions,
- Refresh list.

6. Forms in ServiceNow

- Forms in ServiceNow,
- The Standard Layout, Form Field
- Types, Saving Changes,
- Insert / Insert & Stay,
- Form Sections, Related Lists &
- Formatters, Form Views,
- Form Personalization,
- Adding Attachments,
- Form Templates, Creating & Editing
- Views.

ServiceNow is a cloud computing platform that provides software as a service (SaaS) for IT service management, IT operations management, and IT business management. Here's an overview of its purpose, platform, and infrastructure:

Purpose: ServiceNow's main purpose is to help organizations manage digital workflows for enterprise operations. It aims to streamline and automate various business processes, particularly in IT service management, customer service, human resources, and other departments.

Key purposes include:
1. Automating routine tasks
2. Improving service delivery
3. Enhancing operational efficiency
4. Providing better visibility into business processes
5. Facilitating digital transformation

Platform: The ServiceNow platform is designed to be flexible and extensible, allowing organizations to build custom applications and workflows. Key aspects of the platform include:

1. Now Platform: The core of ServiceNow, providing tools for app development, process automation, and integration.
2. Out-of-the-box applications: Pre-built solutions for common business needs like IT Service Management (ITSM), IT Operations Management (ITOM), and Human Resources Service Delivery (HRSD).
3. App Engine: Allows users to create custom applications without extensive coding knowledge.
4. Integration capabilities: Enables connections with other enterprise systems and third-party applications.
5. AI and machine learning features: For predictive intelligence and automated decision-making.

Infrastructure: ServiceNow operates on a cloud-based infrastructure, which includes:

1. Multi-instance architecture: Each customer gets their own dedicated database and application instance for better security and customization.
2. Global data centers: ServiceNow operates multiple data centers worldwide to ensure high availability and compliance with regional data regulations.
3. High availability and disaster recovery: The infrastructure is designed for 99.8% availability and includes robust disaster recovery mechanisms.
4. Security measures: Including encryption, access controls, and regular security audits to protect customer data.
5. Scalability: The infrastructure can scale to handle large enterprise workloads and growing data volumes.
ServiceNow's combination of purpose-built applications, flexible platform, and robust cloud infrastructure has made it a popular choice for organizations looking to digitize and automate their workflows.