Neha Preneeth

2110030016cse@gmail.com

DN 3.0 ServiceNow

WEEK 3

What is ServiceNow?

- Cloud-based platform for IT Service Management (ITSM).

- Automates business processes across IT, human resources, security, and customer service.

- Integrates workflows to improve efficiency and reduce operational costs.

Services of ServiceNow:

- IT Service Management (ITSM)

- IT Operations Management (ITOM)

- IT Business Management (ITBM)

- Customer Service Management (CSM)

- HR Service Delivery

- Security Operations

- Governance, Risk, and Compliance (GRC)

Career and Growth in ServiceNow:

- **High Demand**: SNOW developers and administrators are in high demand in ITSM, HR, and security industries.

- **Lucrative Career**: Competitive salaries and opportunities for growth.

- **Certifications**: Continuous certification and specialization lead to senior roles.

- **Expanding Ecosystem**: Career opportunities in multiple domains (IT, HR, Security, etc.).

ServiceNow UI Overview:

- **Navigation Bar**: Provides access to applications and modules.

- **Content Frame**: Displays forms, lists, and dashboards.

- **Application Navigator**: Lets users search and access applications quickly.

- **User Profile**: For settings, logout, and preferences.

ServiceNow Components:

- **Forms**: Used for data input, updates, and processing.

- **Lists**: Display records from a table.

- **Dashboards**: Visual representation of data and KPIs.

- **Workflows**: Define process automation.

- **Reports**: Track performance and metrics.

ServiceNow Modules:

- **Incident Module**: Manages and tracks incidents to restore normal service operations.

- **Problem Module**: Focuses on identifying and resolving the root cause of incidents.

- **Change Module**: Manages changes to the IT environment to minimize disruption.

Incident Module:

- Used to log, track, and resolve incidents.

- Incident lifecycle: logged -> triaged -> resolved -> closed.

- Helps in reducing downtime.

Problem Module:

- Investigates the root causes of incidents.

- Provides permanent solutions to recurring issues.

- Tracks known errors and workarounds.

Change Module:

- Manages changes with minimal disruption.

- Uses a structured approach to plan, test, and implement changes.

- Tracks changes through Request, Approval, and Implementation stages.

List in ServiceNow:

- **Lists** in ServiceNow display a set of records from a table in a tabular format.

- Each row in a list represents a record, and each column represents a field in that record.

- **List Layout**: Can be customized to show relevant columns based on user roles or preferences.

- **Inline Editing**: Allows users to modify records directly from the list view without opening individual forms.

- **Filters**: Users can apply filters to narrow down records based on specific conditions (e.g., date range, status).

- **Personalization**: Users can personalize their list views by adding, removing, or rearranging columns.

- **Context Menus**: Right-clicking on a list row provides additional actions like delete, update, or assign.

- **Bulk Actions**: Users can select multiple records and perform mass updates or deletions.

- **Security**: List visibility and actions can be restricted based on roles and permissions.

- **Exporting Lists**: Lists can be exported to various formats like Excel, PDF, or CSV for reporting purposes.

Admin vs. Developer in ServiceNow:

- **ServiceNow Admin**:

  o Responsible for platform management and configuration.

  o Manages user roles, permissions, and data access.

  o Performs upgrades, maintenance, and instance performance tuning.

  o Configures UI elements like forms, lists, and menus.

  o Implements basic workflows, automations, and business rules.

- **ServiceNow Developer**:

  o Focuses on advanced customizations and development.

  o Writes scripts in **JavaScript** for client-side and server-side development.

  o Creates and maintains custom applications and modules.

  o Works on integrations with third-party tools via APIs.

  o Develops and configures workflows, UI actions, and custom business rules.

Major Customers of ServiceNow:

- **Fortune 500 companies**: Includes top brands in finance, healthcare, retail, technology, and manufacturing.

- **Government Agencies**: ServiceNow is used for IT service management and business automation.

- **Universities and Healthcare Institutions**: For service delivery, process automation, and IT support.

- Examples: **Coca-Cola, Verizon, Siemens, Deloitte**, and many others.

ServiceNow Growth:

- **Rapid Expansion**: ServiceNow has been growing its platform offerings beyond ITSM to HR, security, and operations management.

- **Revenue Growth**: The company has seen steady revenue growth year-over-year, often surpassing $4 billion.

- **Adoption**: Widely adopted across industries due to its ability to streamline business processes and automate workflows.

- **Innovation**: Continuous innovation in AI, machine learning, and automation drives its growing influence in the enterprise space.

ServiceNow Architecture:

- **Cloud-Based**: ServiceNow runs on a cloud platform with multi-instance architecture.

- **Data Layer**: Built on relational databases for structured data management.

- **Application Layer**: Includes modules for ITSM, HR, customer service, and more.

- **Integration Layer**: Supports integrations with external systems using REST, SOAP APIs.

- **User Interface**: Accessible via web browsers, mobile apps, and APIs.

- **Security**: In-built robust security model with roles, ACLs, and encrypted communications.

Who Uses ServiceNow:

- **IT Departments**: For IT service management, incident, problem, and change management.

- **HR Teams**: To manage HR services like onboarding, payroll, and employee requests.

- **Security Teams**: For security operations, vulnerability management, and threat detection.

- **Customer Support Teams**: For handling customer service and support requests.

- **DevOps Teams**: For managing releases, builds, and continuous integration.

What is a Catalog:

- **Service Catalog**: A user-friendly portal where employees or customers can request services or products.

- Offers predefined items like software, hardware, access requests, etc.

- **Self-Service**: Users can browse, request, and track the status of their service requests.

- **Automated Workflows**: Upon request submission, workflows automate approvals and fulfillment processes.

- Customizable to match specific organizational needs.

Dashboard Creation in ServiceNow:

- **Dashboards**: Provide a visual overview of key metrics, reports, and KPIs.

- Users can create customized dashboards to monitor performance and track progress.

- **Widgets**: Add interactive components like charts, reports, and lists.

- **Roles**: Dashboards can be role-specific, showing relevant information based on user permissions.

- **Data Sources**: Pull data from various ServiceNow modules (e.g., incidents, problems, changes).

- **Sharing**: Dashboards can be shared with specific teams or stakeholders to keep them updated.