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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.