ServiceNow - Week 1

1. Define what ServiceNow is and explain its purpose in IT service management.

-> ServiceNow is a software company based in Santa Clara, California, founded by Fred Luddy in 2003 to solve large problem faced by IT Delivery by providing simple robust and simple to use cloud-based environment in which business people can solve the business problem themselves.

Its purpose in IT service Management occur in in different form -

Infrastructure - Service now infrastructure include Security both physical and virtual. Secure via multiple technology and have been certified by third party organization. Paired data centers provide redundancy and fail over. It also provides 4-day full backup per week and 6 days of daily different backup.

Platform – Platform underpin by single enterprise data model and database. It comes out of box with robust data useful for it support. It also creates a custom application and work flow.

Application/Workflows -

1 –> IT Workflow – 79 applications that supports IT functions some of them are Service Management (24), Business Management (10), Operation Management (13)

2-> Employee Workflow –43 applications targeted at the need of employee some of them are HR Service Delivery (16), Workspace Service Delivery (10)

3 –> Customer Workflow – 93 applications that supports functions related to customers some of them are Customer Service Management (29), Connected Operation (4)

4 –> Creator Workflow - 29 applications designed to enable ServiceNow platform developed and operations support some of them are App Engine (15), Integration Hub (8)

2. Identify the core components and architecture of the ServiceNow platform.

-> The core components of the ServiceNow platform include:

• **ServiceNow Application**: The various modules and applications, such as ITSM, IT Operations Management (ITOM), IT Business Management (ITBM), and more, are built on the ServiceNow platform.

• **Database**: ServiceNow uses a multi-instance, multi-tenant architecture, where each instance has its own database. This ensures data isolation and security.

• **ServiceNow Interface**: The user interface, which includes dashboards, forms, lists, and portals, allows users to interact with the platform.

• **Integration and APIs**: ServiceNow offers REST and SOAP APIs to integrate with third-party tools and services.

• **Workflow Engine**: The workflow engine automates business processes by defining workflows that guide tasks through a defined process.

3. Describe the infrastructure for deploying and utilizing ServiceNow services.

->ServiceNow operates on a cloud-based infrastructure, provided by ServiceNow's own data centres, which are located globally. This infrastructure supports high availability, disaster recovery, and scalability. Customers access ServiceNow through a web-based

interface, with no need for on-premises installations. ServiceNow provides security, compliance, and regular updates as part of its managed service model

4. Navigating the ServiceNow Platform and Mastering ServiceNow User Interfaces

Navigating the ServiceNow platform involves using its various user interfaces, such as:

• **Homepage/Dashboard**: Provides an overview of the user's tasks, reports, and other widgets.

• **Application Navigator**: Allows users to access different modules and applications.

• **Forms and Lists**: Forms are used to create or update records, while lists display multiple records in a tabular format.

• **Service Portal**: A self-service interface for end-users to access services and submit requests.

• Mastery of these interfaces is key to efficiently managing tasks and processes within ServiceNow.

5. Data Imports and Integrations, Report Creation and Management

ServiceNow supports importing data from external sources through various methods like data import sets, integration with external databases, and API-based integrations. Once data is in ServiceNow, users can create and manage reports using the built-in reporting tools. Reports can be generated in different formats (e.g., bar charts, pie charts, tables) and can be shared with relevant stakeholders.

6. Understand the platform data model that supports reporting capabilities in ServiceNow.

The sys_report table is the base table that stores all saved reports. Every report that is created in the ServiceNow platform is retained as a unique record in this specific table.
Associated Tables:

Report Source Table - A table which houses saved queries for re-use in multiple reports, known internally as report sources, which serve the function of predefined instructions on how to obtain data.

Scheduled Email of Reports Table: Automatically creates reports and then sends them over email to specific users or groups of users on a scheduled-frequency basis.

The Users and Groups Table for Reporting: Manages the assignment of reports, allowing selected users or groups to receive and run reports as needed.

Dashboard Table: Allows the combining of reports with dashboards; it enables end-to-end views of data when combined with other widgets.

7. Demonstrate how to create, manage, and share different types of reports within

ServiceNow to present data effectively.

To create a report in ServiceNow:

Defining a Report:

A report can be built from the "Create New" module in the Reports application, using ServiceNow Studio, or directly from the data list view to be analysed.

Report Type:

Indicates whether a table is used, or a specific data source used in the report.

Table: Indicates the database table from which the report will extract data.

Group By Field: Field by which the data will be grouped, necessary for creating meaningful views.

Types of Visualizations: ServiceNow has several ways to do visualization, such as pie charts, bar charts, line charts, histograms, heat maps, among many more. The video describes in detail each of these types and when they should be used.

Report Configuration:

Several properties of reports can be changed, among which are the filters, grouping fields, and styling attributes. These types of configurations make it easier to configure reports for proper representation of data.

Field Description: The video explains the role of several fields in the report table, such as the filters (used for refining data) and the type of field (which is key in determining the format of visualization).

Share Reports:

Reports can be shared with the world, with a specific user, or with groups to enable the desired stakeholder to get report access.

8. Discuss the importance of data visualization in decision making.

Advanced users can edit the details, settings, and configuration options of visualizations to tweak the look and feel of reports.

9. ServiceNow Branding and Customization:

-> Applying your distinct corporate identity across the Now Platform UI to Create a shared identity is Called Branding in ServiceNow. This includes customizing the logo, colour schemes, and layout of the user interface.

10. Explain the process of customizing the ServiceNow user interface through branding tools.

-> Service Portal and UI Builder are two additional tools can be used to brand the interface.

Service Portal is a widget-based tool that allows creation of intuitive, user – friendly interfaces to the now Platform.

UI Platform allows you to build out a functional page by choosing from a library of components.

11. Demonstrate how to apply a corporate identity to the ServiceNow portal, using Company Guided Setup and UI Builder.

-> Customization like changing logo, company name can be done using the system properties

ALL - System Properties - System Configuration - Set time zone, date, colour

ALL - System Properties - My Company - UI Banner - logo - Banner Text

ITSM Guided Setup complete the task inside it move to system configuration and enter the detail as per your detail then save it. Then Enter the welcome page if you want to enter some Message it can be done by adding the message in the list view.

12. Define Low Code No Code development and its relevance in the context of digital

transformation.

-> Low Code/No Code (LCNC) is all about breaking down technical barrier that keep business people to solve the business themselves eliminate the skill gap hide the complexity.

LCNC is relevant in digital transformation as it accelerates the development process, reduces costs, and empowers non-technical users to contribute to software development.

13. Discuss the benefits and limitations of following a Low Code No Code approach in software development.

-> Its benefits include:

Speed: Significantly faster development process compared to traditional coding.

Accessibility: Enables non-technical users to create and deploy applications.

Economically Efficient: Reduces the need for hiring specialized developers for simple development tasks.

Flexibility: allows for rapid changes and iterative processing.

Its Limitations are:

Limited Configurability: The systems may not support complex or highly customized applications.

Scalability: The applications developed on LCNC platforms may have some problems when scaling up.

Dependency: Users may get dependent on the platforms themselves at the cost of long-term flexibility.

Security Concerns: Implementation of strong security would be a challenge.

14. Identify the career opportunities available in the Low Code No Code development space.

LCNC developers: Non-technical contributors to the development of applications with no-code platforms.

Low-Code Developers are developers who add programming to Low Code platforms in order to further advanced applications.

Platform Specialists: Low Code/No Code platform domain experts who can train others or optimize the processes.

Consultants: Professional advisers on the best LCNC platforms and practices for an enterprise.