SERVICE NOW(WEEK-1)

The main purpose - ServiceNow primarily aims to improve and automate IT service management (ITSM). Some of the objectives:

**Enhance Efficiency, Improve Service Delivery, Increase Visibility, Integrate Operations.**

ServiceNow offers a range of applications and features built on a single, unified platform like **Cloud-Based, Modular Applications, Low-Code/No-Code Development.**

**ServiceNow Platform User Interface** which includes **Global Search**(Allows users to quickly find records, knowledge articles, and other items across the platform using keywords),**Connect Chat**(Enables real-time messaging),**Contextual Help**(Provides guidance and information relevant to the current page or action),**Application Navigator**(A sidebar that allows users to access different applications and modules within ServiceNow through a hierarchical menu),**Favorites**(Users can mark frequently used records, applications, or modules as favorites for quick access),**History**(Displays a list of recently accessed records and modules, enabling users to navigate back to previous items easily)

Some of the key concepts in the service now are ACLs (Access Control Lists**),** UI policies, Business rules, Client Scripting.

* **Service Now branding** involves customizing the platform’s appearance and user experience to align with an organization’s branding and style like changing logos, Colour schemes etc.
* **The ServiceNow Portal** is a customizable web interface where users can access services, request items, and view their tasks.
* **UI Builder** is a drag-and-drop tool that allows users to design and customize user interfaces within ServiceNow, including pages, forms, and dashboards.

There are four entities in the Service now List view Interface which are,

* **Standard Paradigm**-The List View interface displays records in a table format, allowing users to see and manage multiple records at once. It enables easy sorting, filtering, and editing.
* **List Control**-Provides options to interact with the list like sorting columns, adjusting column widths, and choosing which columns to display.
* **Filter Conditions**: Allows users to define criteria to narrow down the records shown in the list. Filters can be applied based on specific field values, date ranges, etc.
* **Refresh List**: It helps to update the list view with the most current data. This ensures that any changes made to records (e.g.updates or deletions) are reflected in the list, keeping the information up-to-date.

Coming to the forms, They are an integral part in Service now as they are used for different purposes like data Entry and Management, User Interaction, Workflow and Automation, Data Integration and Relationships. [The different elements involved in the forms are]: **The Standard Layout, Form Field Types,** **Saving Changes, Insert / Insert & Stay, Form Sections, Related Lists & Formatters,** **Form Views, Form Personalization, Form Personalization, Form Templates, Creating & Editing Forms.**

These elements collectively help in designing and managing forms effectively in ServiceNow, ensuring that users can capture, view, and interact with data efficiently.

**Importing data into Service now by Integrations:** Some of the Integration types are Rest API, Soap API, data sources. The methods used are Integration Hub, Mid Server etc.

The data importing process is done by Data Mapping, Transform Maps, Scheduled Imports.

**Creating a data source in SN** is an important task and also easy one. It helps to import the data from data source. The steps are**- Navigate to Data Sources,** **Create a Data Source Record,** **Set Connection Details,** **Define Data Format, Create an Import Set and Run it, Configure the maps and Test it.**

The following are the most used actions/elements in he Service now platform;

* Incident Management (Manages and resolves disruptions in service. Incidents are typically created when users report issues or failures in IT services and includes tracking, categorizing, prioritizing, and resolving incidents)
* Problem Management (Focuses on identifying and resolving the root causes of recurring incidents to prevent future issues like problem detection, investigation, root cause analysis)
* Change Management (Manages changes to IT infrastructure in a controlled manner to minimize disruptions and risks and involves planning, approving, scheduling, and implementing changes)
* Task creation, Assignment rules of the task and Task Collaboration including real time messages, Attachments etc

**Low code No code software development** involves using visual development tools and pre-built components like drag and drop tools to create applications with minimal coding or no code at all.

Advantages are faster development, Reduced coding, Cost-Effective, Flexibility etc

Disadvantages are Limited customization, Integration and scalability challenges etc

Some of the jobs with low code/no code are Business Analyst, Application support specialist etc