ServiceNow(WEEK-3)

ServiceNow is a cloud-based platform that provides a wide range of IT service management (ITSM) solutions, as well as other enterprise services.

It’s designed to streamline and automate business processes, improve service delivery, and enhance productivity.

🡪[Services of Service Now]

* **IT Service Management (ITSM):**

**Incident Management:** Handles the restoration of normal service operation as quickly as possible, minimizing the impact on business operations.

**Problem Management:** Identifies and manages the root causes of incidents to prevent future occurrences.

**Change Management:** Controls the lifecycle of changes, ensuring they are implemented with minimal risk.

**Request Management:** Manages service requests and automates fulfilment processes.

**Configuration Management Database (CMDB):** Maintains a repository of information related to the IT environment, including hardware, software, and documentation.

* **IT Operations Management (ITOM):**

**Even Management:** Monitors and manages events and alerts from various sources, helping to detect and respond to issues proactively.

**Discovery:** Automatically identifies and maps IT assets and their relationships in the infrastructure.

**Cloud Management:** Provides visibility and control over cloud resources and services.

* **IT Business Management (ITBM):**

**Project Portfolio Management (PPM),** **Application Portfolio Management (APM)** and

**Financial Management.**

* **Customer Service Management (CSM):**

**Case Management**, **Service portal** and **knowledge Management.**

**(Some of the other services are,)**

* **HR Service Delivery (HRSD), Governance, Risk, and Compliance (GRC**), **App Engine, Performance Analytics** etc;

🡪For getting a free Service now instances, We should **Sign Up for a developer account,** Visit the ServiceNow developer site and sign up for a free developer account. After registering, We can request a free personal developer instance. This instance is a full-featured version of ServiceNow that you can use for learning and development purposes.

Then We can access it by logging in to our instance using the credentials provided. We can start exploring the platform, building applications, and experimenting with different features.

🡪We can become the ServiceNow developer by many means of ways,

Hands-on practice by registering in ServiceNow portal, Seeing Videos and applying the modular applications, Scripting and developing, Exploring training resources etc

🡪We can start training in ServiceNow and achieve Certification by choosing a certification path and preparing for it accordingly by official training, Learning/Study materials and then finally Scheduling the exam. By webassessor account through ServiceNow portal.

[ServiceNow Components]

 **Incident Management:** Handles and resolves incidents to restore normal service operations quickly.

 **Problem Management:** Manages and resolves the root causes of incidents to prevent future issues.

 **Change Management:** Controls the process of making changes to the IT environment to minimize risk.

 **Configuration Management Database (CMDB):** Maintains a repository of configuration items and their relationships.

[ServiceNow Modules]

 **Incident Module:** Tracks and manages incidents from creation to resolution, ensuring timely restoration of service.

 **Problem Module:** Identifies the underlying causes of repeating incidents, manages known errors, and implements solutions to prevent incidents.

 **Change Module:** Manages changes to the IT environment, including planning, approval, implementation, and review of changes.

🡪[**Workflow and Process Automation in ServiceNow]**

**Workflow and Process Automation** are central to ServiceNow's capabilities, particularly in alignment with ITIL (Information Technology Infrastructure Library) principles. Looking into the ITIL principles,

(They provide framework for managing the IT services)

 **Service Strategy:** Define services and align them with business goals. ServiceNow helps automate the creation and management of service offerings.

 **Service Design:** Design services to meet customer requirements. SN automates workflows for design approvals and service catalog creation.

 **Service Transition:** Manage changes and deployments efficiently. SN’s Change Management module automates the change process, ensuring minimal risk.

 **Service Operation:** Deliver and support services effectively. SN’s incident and problem Management modules streamline issue resolution and root cause analysis.

 **Continual Service Improvement:** Enhance services based on feedback and performance data. SN’s performance analytics and reporting tools support this by providing actionable insights.

🡪**The IT process automation includes Incident, Change and Problem Management.**

**🡪The Security process automation includes Security Incident Response and Vulnerability Response.**

**[HR Service Delivery]:**

 **Employee Onboarding:** Automates the onboarding process for new hires including task assignments, documentation, and workflow approvals.

 **Case Management:** Automates HR inquiries, case management etc;

**[Customer Service Management (CSM)]:**

 **Case Management:** Automates the management of customer service requests and cases. Workflows handle ticket creation, assignment, and resolution.

 **Service Catalog:** Automates the delivery of services and products through a user-friendly interface, enabling customers to submit requests and track progress.

**[Exploring Admin and Developer Roles]:**

**🡪**The role and responsibilities of Admin are managing the SN instance, configuration, user management, system administration and setting up and maintaining modules, manage permissions, configure workflows, and oversee system performance.

🡪The role and responsibilities of Developer are building and customizing applications and workflows within SN and also creating new applications, design workflows etc;

🡪🡪The SN is mainly used by **IT Departments**, **HR Teams, Customer Service Teams, Security Teams**, **Business Analysts and Developers.**

* **Service Catalog:** A user-friendly interface where users can browse and request services and products. It provides a structured way to offer and manage services across an organization.
* **Dashboard Creation:** Create widgets, design proper layout and Configuring of the filters.

These elements enable users to efficiently manage and automate various business processes, leveraging SN’s powerful platform for enhanced productivity and operational efficiency.