**ServiceNow Platform Overview**

Now Platform Architecture: Now platform is a cloud- based Application Platform as a Service (APaaS). It supports the infrastructure of the computer resources and provides a platform upon which our own custom solutions can be developed. It has a robust set of applications and workflows to support most common business processes. Here all applications (OOB and custom) for the entire enterprise are supported by a single, common, data-model and databases.

Applications and Workflows: These are functionally categorised into four primary workflows-

* IT Workflows – There are 79 applications in it that supports the internal IT functions.
* Employee Workflows – There are 43 applications that are targeted at the needs of employees.
* Customer Workflows – There are 93 applications that are support functions related to customers.
* Creator Workflows – There are 23 applications that are designed to enable ServiceNow platform development and operations support.

On purchase of an instance; the resources are enabled and secured by:

* Enterprise Cloud: Built on a multi-instance architecture having its own instance of the platform and database.
* Availability and Redundancy: Built into every layer including devices, power and network resources.
* Backups and Security: Provides four weekly full data backups and six days of daily differential backups.
* Domain Separation: Platform provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.

User interfaces: ServiceNow platform provides three user interfaces-

* Now Platform UI – This is best used in desktop and laptop computers and is accessed via a web-browser and the instance URL.
* ServiceNow Mobile Apps – This is best used on mobile devices and can be installed via device’s app stores. The applications are *ServiceNow Agent* which targets fulfilling requests, *Now Mobile* which is built for the needs of employees and *ServiceNow Onboarding* that targets the newly hired employees.
* Service Portals – This is user-friendly, self-service, widget-based portal accessed via a web-browser and special URL.

Role-based Access: Primary components include: -

* User – An individual that has been given access to an instance. It is usually assigned to one or more groups and can be granted multiple roles.
* Groups – Set of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.
* Role – Collection of permissions that can be granted to an individual, a group of users or another role. Multiple roles can be assigned to a single role.

User Authentication: When an user attempts to login to an instance, ServiceNow validates their identity and enables access to functions and data based upon their related groups and roles. Several methods are: -

* Local Database Authentication
* External Single Sign-on (SSO)
* LDAP
* Multi-factor Authentication
* OAuth 2.0
* Digest Token