1.Who is ServiceNow?

o ServiceNow is one of the companies that has over 17000 employees.

o It services Institutional class clients that include household

names like Deloitte, Delta, McDonald's, Microsoft, Overstock and Wayfair

o Bill McDermott is currently the president of the company while the founder, Fred

Luddy holds the position of Chair of the Board.

2.When is ServiceNow?

o Services were introduced in 2003 and the creator was Fred Luddy and it was

called GlideSoft.

o In the year 2006, revised to ServiceNow.

o In 2012, the company held an IPO listed company under the traded name of

NOW.

o It was ranked first in Forbes magazine most innovative companies ranking 2018.

o In 2019 Bill McDermott became the CEO.

3.Why ServiceNow?

o ServiceNow has been built to interface with IT services and

help in coming up with solutions to business problems.

1. How ServiceNow?

ServiceNow is a cloud based APaaS which seeks to address a business' IT needs by providing the necessary infrastructure, platform, applications, and workflows.

Business users have the ability to log into the platform and perform tasks using a desktop or mobile device.

ServiceNow Infrastructure:

Compute Resources: Facilities and humans with the equipment such as data centers, racks, servers, ports, network resources, fans and more

Within this security infrastructure also other security technologies incorporate an insidious proving

Security: The platform provides several protection layers, using different security technologies that have all been certified by third party security companies.

Service Level Agreements: Within ServiceNow, paired data centers facilitate redundancy and failover while all layers including devices, power and network resources have been integrated within redundancy.

power within service level agreements

o **Backups:** In serviceNow, four (4) complete backups are conducted every week and six (6) days of

quick differential backups are done.

o **Platform**: The platform contains a universal data model, database and set of tables which caters for more or less the entire .

IT operations. It also provides means to develop structures and applications for which the

standard data base is used.

Application and Workflows

 IT Workflow (79 applications): Encompasses Service Management, Operation Management, Business Management, Asset Management, DevOps, Security Operations, Risk and Compliance, Telecommunications Network and Performance Management.

Employee Workflow (43 applications): Includes HR Service Delivery, Workplace Service Delivery, Legal Service Delivery, Procurement Service Management and Safe Workplace Suite.

 Customer Workflow (93 applications): Encompasses Customer Service Management, Field Service Management, Connected Operations, Financial Service Operations and Telecommunications Service Management.

Where ServiceNow?

Headquarters: Santa Clara, California o Office Locations & Employees: Global presence across North America, Latin America, Europe, Middle East, Africa, Asia Pacific and Japan. o Data Centers: Kupol Kandy, USA, Brazil, Germany, Ireland, Netherlands, UK, Australia, Hong Kong, Japan, Singapore and India.

Definition:

ServiceNow is a software company located in Santa Clara, California, established in 2003 by Fred Luddy, who wished to fix the problems others experienced with IT services within large corporations. It offers an incredibly powerful cloud platform that is easy to use, and business users can create solutions and automate processes themselves within the organization.0

SERVICE NOW PLATFORM OVERVIEW

⬜ Now platform Architecture:

Multi-Instance architecture: Each customer has their own instance of the platform database.

Availability & Redundancy: All ServiceNow data centers are paired with another for redundancy and failover. Redundancy is built at every layer from devices to power to network resources.

Backups & Security: ServiceNow has four regular full backups done per week and six days of daily differential backups. The platform is protected by numerous technological measures that have been verified by independent foreign firms.

Now Platform User Interfaces:
1. Now Platform UI: Primarily associated with a PC and Laptop, that requires installation through the web
browser and instance URL.
2. ServiceNow Mobile Apps: It is available for mobile device. Includes ServiceNow
Agent (to address a particular request), Now Mobile (for the employees).
SNOW Onboarding (for new employees' requirem ents).
3. Service Portal: An easy to use, consumer facing, self-service, widgets based portal with an option.
electronically and remotely by Microsoft's Internet Explorer Web browser, using a specific URL address.
Role-based Access:
User: A user of an instance, one who is privileged with access to an instance. Self-service users, with no designated organizational role, can signin,and use such features as homepages and Service Catalog, Articles, and Surveys.
Group: A group of people with a similar objective, they are sometimes required to perform several functions for shared data access.
Role: A set of granted permissions for a user, group or any other function. It's preferable to assign roles to groups as opposed to individual people.
User Authentication:
Some of the ways that ServiceNow has adopted to authenticate a user include Local Database Authentication, External SSO, LDAP, Oauth2.
Some of the security solutions incorporated in the new architecture include Digest Token,

and Multifactor authentication.

SERVICENOW USER INTERFACE OVERVIEW

3 Main Screen Elements:

1. Banner Frame: Has the logo, User Menu (profile, Impersonate User,
Snack Bar includes Navigation (Elevate Roles, Logout), and Tools (Global Search, Connect
Chat, Help, System).

2. Application Navigator: Demeworlds website is easy to use and versatile that it offers
bewelcome features such as Navigation Filter, All Applications, History (up
, sort by and up to 30 items per folder such as Documents, Music, Videos, Pictures,
Downloads, and Favorites.

3. Content Frame: It reveals the content that is relevant to the given application of the
program menu.

SERVICENOW BRANDING OVERVIEW

Branding in ServiceNow:

Branding overlays your company brand over the UI of the Now Platform to give continuous
branding.

advantages: improving the experience, earning confidence and the creation of the adoption
process.

Guided Setup:

Guided Setup offers simple systematic instructions for System Administrator to set up the
switches.

different applications and modules of an instance depending on the requirement of the end
user.

Application Navigator > Guided Setup > ITSM Guided Setup: Often this is stated as: For
setting up System Configuration, Welcome Page, Connectivity, and Foundation
Information, Configuration Management Data Base, Incident Management, Problem
Management, Change

The website is divided into different sections such as Management, Service Catalog,
Knowledge Management, and so on.

Application Navigator > Guided Setup > ITOM Guided Setup: Thus, Literary Modernism, with
its strive for skepticism and ironical distance, can indeed be assessed rightly of as a reaction
to the hegemony of imaginative literature.

configuration of MID Server, Discovery, Event Management as well as Operation.

This is Intelligence, Cloud Provisioning, and Governance among others.

Service Portal and UI Builder: Service Portal and UI Builder:

Some of the interface branding tools are the Service Portal-based widget and the UI Builder.
to create functional and even beautiful pages, buttons, and layouts.

LISTS AND FILTERS

Lists:

Lists are a type of user interface page that were intended to display records from database tables, enabling
patients, doctors, and other professionals to categorize, locate, sift, and analyze data. Lists give you the capability to select some of the items.
, extensive as in form view.
Some of the common means of accessing lists are Application Navigator (For instance, Incident > All)
and the dot-list command (e. g. Task. list, Incident. list). The sys_db_object. list command opens the table's table, which saves such records for every table in the ServiceNow.
database.

ServiceNow Platform Overview
Architecture: Has multi-instance architecture, redundancy, backup,and domain. separation.

User Interfaces: Comprises of Now Platform UI, ServiceNow Mobile Apps and Service Portal.
Role-Based Access: Controls the access with the help of Users, Groups, and Roles.
User Authentication: It supports options of authentication such as SSO, OAuth 2. 0, and MFA.

Branding in ServiceNow:

In this approach, the beauty of the platform is achieved by adapting the layout of the graphical user interface that accepts inputs and returns outputs based on the aims of receiving the corporation's corporate identity.
improve user adoption.
Lists and Filters
 List View: It contains few features like filter, sort and ones that allows customizing the list view
 Key Tools:
 Hamburger Icon: Control menu of views and filters and other features using access list control.
Column Search Row: On / off switch for search queries.
 Breadcrumbs: Show and control filters that have been applied.
List Paging Controls: Search records.
Column Context Menu: Sort such as filter, and copy URL/sys_id inclusions are among the available choices.

Forms in ServiceNow

Form Components: Similarities-based tools and elements are fields such as string, boolean, choice, and reference.

for records in viewing and updating.

Field Types: Comprises of Journal fields, Onhold fields, and UI policies.

Saving Changes: It needs prior saving through the submit, update, or save buttons.

Importing Data in ServiceNow- An Overview

Populating Data in the ServiceNow with Data Source

1. Datasource (sys_data_source):

o Go to Administration then click Datasources.

o Click on New to create a new data source Click New to start a new source.

o In case the data source type is JDBC, you are called to set up format options accordingly.

o If the data source type is set to the value file then select the format options as needed.

2. Load Data:

As soon as you have defined your data source, go to Load Data.

When you are done with loading the data, please ensure that you click on Save and Update to retain theses changes.

Import Sets in ServiceNow:

Import Sets in ServiceNow can be described as the foundation of import elements and it is important to note its significance for continuous work.

To get to the import set just click on All>Importset Table Name where Table Name could be any name given for example Import_set_1. g. ,u_test_import. It is necessary to open the loaded data using the Use Transform Maps together with Field Maps (available at sys_transform_entry. list) for mapping the transferred data to the proper tables and fields within the ServiceNow.

The Coalesce option is used when it comes to carrying out the transformation to act as a primary key.

The second is the adherence to the protocols that would help avoid wrong matching or updating of records.

ServiceNow Getting Started and Administration of Incident Management Tutorial

Visual Task Boards:

Gives a more natural way of using drag drop to manage on a given task. This

The visual approach is particularly informative where one is trying to solve bottlenecks and arrange work appropriately.

ServiceNow Reporting Fundamentals

ServiceNow supports 23 different types of reports, categorized as follows:

1. Data: Paper that involves the use of tables and the preparation of reports that emanate

from such tables.

2. Type: Decide on the kind of report –pie charts, bar graphics, and so on.

3. Configure: Adjust and parametrize report Generation.

4. Style: Use styling options for formatting Report graphics.

What is Low-Code/No-Code Development?

Low-code/no-code development means the development of applications through methods that include little or no code.

These platforms have designed graphical user interface which enables drag and drop functionality and contains ready-made layouts, and graphical process maps." It allows non-technical end-users, (citizens) to develop an intuitive understanding of how the system works, which will enhance the usage of the system.

the opposite of this is that the application enables end-users, amateur (non-professional) developers, and professional developers to rapidly create and launch applications, thereby minimizing

tasks and the time that would be needed as well as the levels of technical knowledge that are necessary to develop