

## **Cognizant Digital Nurture 3.0**

### **Service Now Week 3 Summary**

#### **Introduction to ServiceNow**

**1. What is ServiceNow?:**

- ServiceNow is a powerful cloud platform that provides a wide range of services for IT service management (ITSM), IT operations management (ITOM), and IT business management (ITBM). It helps organizations automate workflows, manage IT assets, and improve overall efficiency. The platform is modular, allowing businesses to choose the specific applications that suit their needs.

**2. Core Services Offered by ServiceNow:**

- **IT Service Management (ITSM):** This includes modules like incident management, problem management, and change management, which are vital for maintaining smooth IT operations.
- **IT Operations Management (ITOM):** Focuses on infrastructure and service availability, performance, and security, ensuring that IT services are delivered effectively.
- **IT Business Management (ITBM):** Helps organizations align their IT services with business goals, manage projects, portfolios, and resources, and optimize investments.

**3. How to Obtain Free ServiceNow (SNOW) Instances:**

- One of the key components of the courses is teaching participants how to access free ServiceNow instances. These instances are crucial for hands-on practice, allowing learners to explore the platform's capabilities in a real-world setting. This practical experience is essential for mastering the platform and becoming proficient in its use.

#### **Path to Becoming a ServiceNow Developer**

**4. Education and Prerequisites:**

- While a bachelor's degree is typically required to start a career as a ServiceNow developer, it doesn't have to be in computer science or IT. The courses are designed to be inclusive, welcoming individuals from non-IT backgrounds as well. Basic knowledge of JavaScript or ITIL is helpful but not mandatory, as these skills are covered during the training.

**5. Learning ServiceNow's Scripting Language – Glide:**

- ServiceNow uses a specific scripting language called Glide, which is integral to customizing and automating workflows on the platform. The courses provide comprehensive training in Glide, helping participants develop the coding skills needed to create tailored solutions within ServiceNow.

**6. Certification Training and Opportunities:**

- The courses prepare individuals to pursue various ServiceNow certifications, which are highly regarded in the industry. The most foundational certification is the ServiceNow System Certified Administrator (CSA), which validates a candidate's ability to configure and manage a ServiceNow instance. Participants

are also guided on how to access free voucher codes for certification exams, further reducing the barriers to entry.

## **ServiceNow Components and Modules**

### **7. Incident Management Module:**

- This module focuses on restoring normal service operations as quickly as possible after an incident occurs. Participants learn how to log, manage, and resolve incidents using best practices, ensuring minimal disruption to business operations.

### **8. Problem Management Module:**

- The problem management module aims to identify the root causes of incidents and prevent their recurrence. The courses teach how to create and manage problem records, conduct root cause analysis, and implement permanent fixes.

### **9. Change Management Module:**

- Managing change is critical to maintaining the stability of IT services. Participants learn how to create and process change requests, understand the different types of changes (emergency, normal, and standard), and navigate the approval processes, often involving the Change Advisory Board (CAB).

### **10. Request Management Module:**

- This module enables users to submit service requests, such as ordering new equipment or software. Participants are trained on how to manage and fulfill these requests efficiently, ensuring that user needs are met promptly.

## **Mastery of ServiceNow's User Interface and Customization**

### **11. User Interface Overview:**

- The ServiceNow user interface is a critical aspect of using the platform effectively. Participants learn how to navigate the application filter/navigator, use the favorites bar and history for quick access, and leverage global search to find items across the instance.

### **12. Application and Update Set Pickers:**

- Understanding how to select the appropriate application or update set is essential for working within ServiceNow. These tools allow users to manage different aspects of their instances efficiently, such as tracking changes or deploying updates.

### **13. Profile Information and Settings Customization:**

- Customizing the user experience is an important part of mastering ServiceNow. Participants learn how to set their preferences, manage notification settings, and personalize their profiles, leading to a more efficient and tailored experience on the platform.

## **Data Management and List Views**

### **14. List View and Form View Mastery:**

- List views in ServiceNow display records in a table format, which is essential for managing data. The courses cover how to filter, sort, and edit records directly within the list view. Participants also learn how to switch to form view for detailed information on individual records.

### **15. Advanced List Controls:**

- The courses delve into advanced list controls, such as grouping records by specific columns, sorting records in various orders, and saving custom views as favorites. This knowledge enhances a user's ability to manage and manipulate data effectively within ServiceNow.

### **16. Activity Stream and Breadcrumb Navigation:**

- Participants are taught how to use the activity stream to track recent actions and updates on records. The breadcrumb navigation feature helps users understand their current location within the platform, making it easier to backtrack or move through different modules.

## **The Growing Demand for ServiceNow Skills**

### **17. High-Demand Job Market:**

- There is a growing demand for professionals with ServiceNow expertise across various industries, including healthcare, government, finance, and technology. The increasing adoption of ServiceNow by organizations seeking to improve their IT services and operations creates numerous career opportunities.

### **18. Diverse Career Paths:**

- Beyond the role of a ServiceNow developer, the platform offers a variety of career paths, including roles in administration, implementation, project management, and consultancy. The courses provide a strong foundation for individuals to pursue these diverse opportunities.

### **19. Continued Learning and Specialization:**

- ServiceNow is a constantly evolving platform, with new features and updates being released regularly. The courses encourage participants to engage in continued learning and specialization, such as becoming an expert in a particular module (e.g., HR service delivery or IT asset management), to stay competitive in the job market.

## Overview of ServiceNow: Administration and Developer Roles

**ServiceNow** is a robust cloud-based platform designed to streamline and automate workflows and processes across various business functions, adhering to ITIL (Information Technology Infrastructure Library) principles. It offers a unified framework for managing IT services, security operations, HR service delivery, customer service, and business applications. The platform is modular, providing solutions tailored to the specific needs of different departments within an organization.

### 1. Workflow and Process Automation with ServiceNow

- **ITIL Principles:** ServiceNow is built on ITIL guidelines, which are best practices for managing IT services. These principles ensure that processes are standardized, efficient, and aligned with business goals.
- **Automation Capabilities:** ServiceNow automates repetitive tasks, such as incident management, request fulfillment, and change management, reducing manual effort and improving efficiency. This automation is crucial for IT departments to handle large volumes of requests and incidents effectively.

### 2. ServiceNow in Different Domains

- **IT Service Management (ITSM):** ServiceNow provides comprehensive tools for managing incidents, problems, changes, and service requests. It helps organizations maintain IT service continuity, minimize disruptions, and improve overall service quality.
- **Security Operations:** The platform enhances security by automating threat detection, incident response, and vulnerability management processes. ServiceNow integrates with various security tools to provide a unified view of security incidents and risks.
- **HR Service Delivery:** ServiceNow streamlines HR processes by automating tasks such as employee onboarding, offboarding, and case management. This improves the employee experience by providing timely and efficient HR services.
- **Customer Service Management (CSM):** ServiceNow helps organizations deliver superior customer service by automating case management, tracking customer issues, and providing self-service options through portals.
- **Business Applications:** Beyond IT, ServiceNow extends its automation capabilities to other business functions, enabling organizations to create custom applications that cater to specific business needs.

### 3. Exploring ServiceNow Admin and Developer Roles

- **ServiceNow Administrators:**
  - **Role Overview:** Administrators are responsible for configuring, maintaining, and optimizing ServiceNow instances. They ensure that the platform is running smoothly, manage user accounts, permissions, and access controls, and implement workflows according to organizational requirements.

- **Key Responsibilities:** Admins configure modules, manage data imports, set up notifications, and create dashboards for monitoring key performance indicators (KPIs). They also manage system updates and integrations with other enterprise systems.
- **ServiceNow Developers:**
  - **Role Overview:** Developers customize the ServiceNow platform to meet specific business needs. They build custom applications, develop scripts to automate processes, and create complex workflows that go beyond the standard capabilities of the platform.
  - **Key Responsibilities:** Developers work with scripting languages such as Glide to enhance functionality, design data models, and integrate ServiceNow with external systems. They also develop user interfaces, portals, and dashboards tailored to end-user requirements.

#### 4. ServiceNow's Major Customers and Market Growth

- **Major Customers:** ServiceNow is trusted by large organizations across various industries, including finance, healthcare, government, and technology. Notable customers include the likes of Deloitte, Accenture, and the U.S. Department of Veterans Affairs, who use ServiceNow to manage IT services and improve operational efficiency.
- **ServiceNow Growth:** The platform has seen significant growth due to the increasing demand for digital transformation and workflow automation. ServiceNow's market expansion is driven by its ability to provide scalable, flexible solutions that cater to the needs of enterprises of all sizes.

#### 5. Understanding ServiceNow Architecture

- **Platform Architecture:** ServiceNow is built on a multi-instance architecture, meaning each customer has their own instance with dedicated resources, ensuring data security and customization flexibility. The architecture is designed to support high availability and disaster recovery.
- **Core Components:** The platform consists of a database layer, application layer, and user interface layer. The database layer stores all the data, the application layer processes workflows and automation, and the user interface layer provides access to end-users via web browsers or mobile apps.

#### 6. Who Uses ServiceNow?

- **Industries:** ServiceNow is used by organizations in various sectors, including IT, finance, healthcare, education, and government. It is particularly popular among enterprises that require robust IT service management and business process automation tools.
- **Roles:** ServiceNow is utilized by IT professionals, HR personnel, security analysts, customer service agents, and business managers. It serves a wide range of users, from technical staff to end-users seeking self-service capabilities.

## 7. Key ServiceNow Features

- **Catalog:** The ServiceNow Catalog is a centralized repository of services and items that users can request. It simplifies the process of submitting requests for IT services, hardware, software, and other resources. The catalog is customizable, allowing organizations to tailor it to their specific needs.
- **Dashboard Creation:** Dashboards in ServiceNow provide a visual representation of data and key metrics. Users can create custom dashboards to monitor performance, track progress, and gain insights into various aspects of their operations. Dashboards are interactive and can be shared with others, facilitating collaboration and decision-making.