

## WEEK-1:

### 1.What is ServiceNow ?

ServiceNow is a cloud-based software platform it helps businesses automate and manage workflows.

**Founder : Fred Luddy** (current board chairman)

**Current CEO: Bill McDermott**->during his tenure the company's market value increased from \$39 billion to \$156 billion.

To know what is ServiceNow in deeply we need to understand six things mainly – who, what, where, when, why, and how.

Who is ServiceNow ?

- Its there employees:  
There are 17000+ employees in the world
- Its there customers:  
There customers include like Deloitte ,Microsoft ,Coco-Cola ,etc,

When is ServiceNow ?

- 2004 : Fred Luddy founds the company as GlideSoft.
- 2006 : Company name changed from GlideSoft to ServiceNow.
- 2012 : It becomes publicly traded company.
- 2018 : It becomes No.1 in most innovative companies.
- 2019 : Bill McDermott became company CEO.

Why ServiceNow ?

- In this ,Business problems will be solved by IT solutions with the help of ServiceNow (ServiceNow is your company's IT department).

How ServiceNow ?

- It's a cloud based Application platform as a Service (APaaS) it provides the infrastructure ,platform ,applications and workflows required to support business IT needs .So business people can connect and use the platform from their PC's or mobile devices.

Where is ServiceNow ?

- Headquarters : Santa Clara ,California
- Office Locations : Across the globe including North America ,Latin America ,Europe ,Africa ,Asia Pacific ,Japan.
- Data Centers : Australia ,Hong Kong ,Japan ,Singapore ,India ,Germany ,Ireland ,Netherlands ,Switzerland ,UK,USA ,Brazil.

What is ServiceNow ?

- ServiceNow is a Software Company it will solves the large problems ,it is simple to use cloud based environment in which business people can solve the business problems themselves.

## 2.SERVICENOW PLATFORM OVERVIEW:

### ➤ The Now Platform:

- It's a Apaas.
- It's a cloud-based.
- It provides and support infrastructure, platform where you can develop your own custom solutions.
- It provides many applications and workflows to support most common business processes.

### ➤ Applications and Workflows:

- It has many applications which are categorized into 4 primary workflows:

### **1.IT Workflow:**

79 applications that support internal IT functions.

Sub divided into:

IT Service Management (24)

IT Operations Management (13)

IT Business Management (10)

IT Asset Management (4)

DevOps (4)

Security Operations (8)

Governance, Risk, and Compliance (13)

Telecommunications Network Performance Management (3)

### **2.Employee Workflow:**

43 applications finds the needs of employee.

Sub divided into:

HR Service Delivery (16)

Workplace Service Delivery (10)

Legal Service Delivery (10)

Procurement Service Management (6)

Sale Workplace Suite (1)

### **3.Customer Workflow:**

93 applications that support functions related to customers.

Sub divided into:

Customer Service Management (29)

Field Service Management (11)

Connected Operations (4)

Financial Service Operations (25)

Telecommunications Service Management(24)

#### **4.Creator Workflow:**

23 applications designed to enable ServiceNow platform development and operations.

Sub divided into:

App Engine(15)

IntegrartionHub(8)

#### **➤ Now Platform Architecture:**

When you purchase an instance, it is ServiceNow's responsibility to support the IT infrastructure and compute resources needed to enable and secure that instance.

##### **Enterprise cloud :**

- ServiceNow is built on multi-instance architecture. You have your own instance of the platform and database.

##### **Availability and redundancy:**

- All ServiceNow datacentres are paired with another datacentre to provide redundancy. redundancy is built into every layer including devices, power, and network resources.

##### **Backups & Security:**

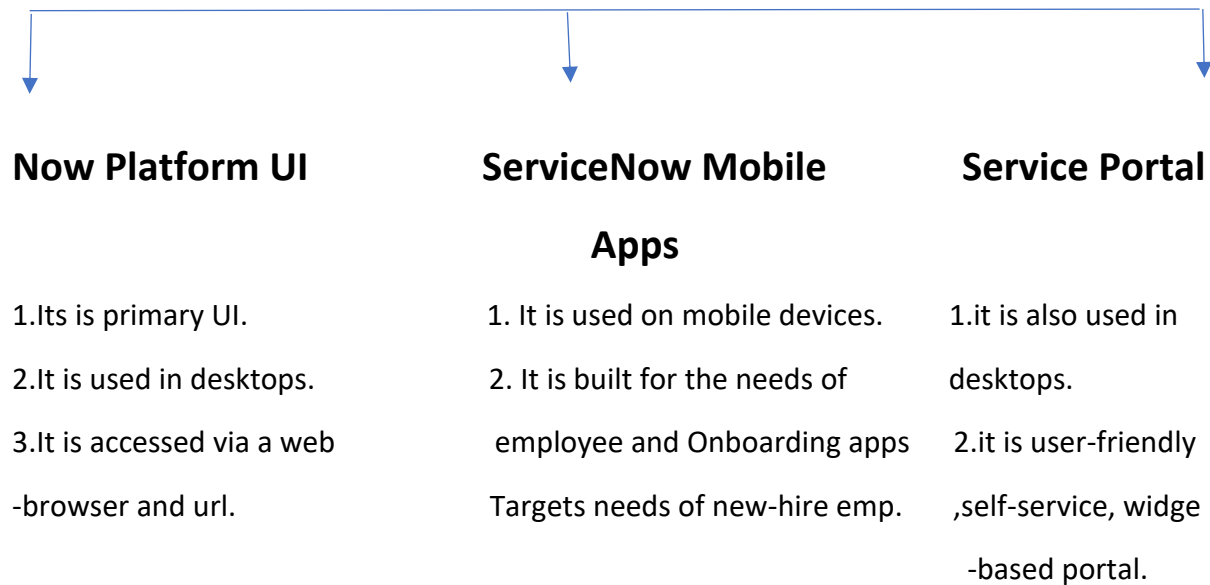
- ServiceNow provides weekly 4 times data backups and 6 days of daily differential backups. The entire platform is secured using multiple technologies which have been certified by third-party security organizations.

##### **Domain separation(multi-tenancy):**

- The ServiceNow provides the ability to separate data, processes, and administrative tasks on an instance into logical groupings called domains.
- All users can see records from the "global domain", but only users who belong to a domain can see domain-specific records.

## ➤ Now platform User-Interface:

ServiceNow provides 3 UI's to interacting with Now platform.



## ➤ Role-based Access:

Not every member of an organization needs access to all the time. ServiceNow uses role-based access to ensure a user can get the information they need,no more.

The primary componets include:

1. **Users:** usually users are assigned to 1 or more groups and can be granted multiple roles. A user with no roles assigned is called a self-sevice user. they can login and access actions like viewing the homepage, service catalog, articles and surveys.
2. **Group:** its is asset of users who share a common purpose and need access to similar data. Multiple roles can be assigned to a single group.
3. **Role:** it is the collection of permissions. A role can be assigned to an individual user, a group of users, or another role. Multiple

roles can be assigned to a single role. Its better to assign roles to a group rather than an individual user.

### ➤ **User Authentication:**

When a user attempts to login to an instance, ServiceNow validates their identity and gives the access based on their roles. The platform support several user authentication methods they are :

1. Local database authentication
2. External single sign-on(sso)
3. LDAP
4. QAuth 2.0
5. Digest Token
6. Multi-factor Authentication.

## **3.SERVICENOW USER INTERFACE OVERVIEW:**

### **A. Main screen elements:**

It is divided into 3

- 1.Banner frame:
- 2.content frame:
- 3.Application Navigator:

1.Banner frame:

#### ➤ **User menu**

User menu contains the following tools

- Profile: it contains name, phone, title, email, date format, time zone.

- Impersonate user: Access the instance as another user.
- Elevate roles: A safety mechanism for high-impact actions.
- Logout: Logout of the ServiceNow instance.

#### ➤ Tools

It contains:

- Global tool: search the entire instance for records.
- Connect chat: it's a real time messaging tool.
- Help: displays contextual help as available.

#### ➤ System settings:

It allows user to customize the UI to their preference.

- General settings: keyword shortcuts, dashboards, set time zone
- Theme settings: color for UI
- Accessibility settings: set accessibility settings.
- List settings: wrapping of long text in list columns.
- Forms settings
- Notification settings
- Developer settings: select application and update set, javascript log viewer, framework page inspector.

### 3. Application navigator:

- Navigation filter: list the all applications and modules as you type.
- All applications: it will show all applications and module.
- History: it shows last 30 recently visited items.
- Favorites: that u marked as favorites.

## 4. Branding Overview:

### 1. What is branding in ServiceNow?

The process of applying a company's corporate identity to the user interface of the

ServiceNow platform.

## 2.Guided setup:

It provides step by step instructions to configure various applications and modules within your instance to suit the needs of the user.

To access this locate the guided setup in application navigator.then select

ITSM(company, connectivity, foundation data, service catalog,) or ITOM (mid server,discovery,event management) guided setup.

## 3.Service portal, UI builder:

These are two additional tools that can be used to brand the interface.

Service portal: it is a widget based tool that allows creation of intuitive,

User-friendly interfaces to the now platform.

UI Builder: allows you to build-out a functional page by choosing from a

Library of components and layouts.

# 5.LISTS AND FILTERS:

(General understanding. )

## 1. LISTS:

A list is a content page displaying zero or more records from the same table. Rows and columns organize the list. Each row is a record and each column is a field from the record. Lists are:

- **Searchable:** Enter a value in the *Search* field
- **Sortable:** Click the column label
- **Editable** (if permissions allow): Double-click a field value

## 2. FILTERS:

Filters determine which table records are displayed in a list. When a developer creates a list module, the filter conditions are set. In the example, only records with



the *Active* field value of *true* appear in the list. The syntax *All > Active = true* is known as a breadcrumb.

## **6.FORMS:**

A ServiceNow form is a common set of tools and UI elements used to view and update a single record from the database.

### **A. Annotations:**

Some forms have annotations. Annotations are additional information on a form intended to provide on-screen instruction to users.

### **B . Views :**

Forms can have multiple views. A view is an alternate layout for presentation of a record's data.

### **C. FORM SECTIONS:**

It organizes the fields and other data ,sections can be viewed as tabs or expandable sections.

### **D.FORM RELATED LIST:**

A related list is a special form element that displays a list of records from another table that is related to the current record.

### **E. FORM FORMATTERS:**

A formatter is a special form element that displays information that is not a field in the record.

## **7. A Hands-on ServiceNow Tool Demo :**

In this we will see how we are going to perform the tasks i.e lists, forms.. what we have seen from first to till now we are going to apply them practically.

## **8. Introduction to Importing Data in ServiceNow:**

Simple Import Series

1. Simple Import Intro
2. Creating a Data Source
3. Understanding Import Sets
4. Creating a Transform Map & Field Maps

### **Source -> Staging -> Target**

The process of importing data normally involves pulling data from a Source data entity and loading it into a Target data entity.

In ServiceNow, the import process introduces an intermediary data entity between those two steps. We will refer to that entity simply as Staging (ServiceNow calls it an Import Set Table). That entity is an automatically created custom table that is used to stage the imported data prior to processing and loading into the Target. It enhances the performance of the import and provides a useful tool for designing field-level mappings and data transformations.

So, a ServiceNow import actually involves 3 data entities:

1. Source

- \* The entity containing the data to be imported into ServiceNow.

- \* ServiceNow is prepared to work with many sources including files (Excel, CSV, JSON, etc.), JDBC-compatible databases, LDAP, REST, and custom scripts.

## 2. Staging

- \* A table that ServiceNow automatically creates as part of the import process to temporarily store data pulled from the Source prior to transforming and adding to the Target.

- \* Enhances the performance of the import and provides useful tools for designing field-level mappings and data transformations.

## 3. Target

- \* The ServiceNow table into which the data will be imported.

- \* This could be an out-of-box ServiceNow table or a custom table created specifically for our purposes.



## 9. Creating a Data Source in ServiceNow:

**Data sources** are used to create an import set so that data can be processed, if necessary, prior to being mapped onto a production table.

In this we will get to know how to create data source.

## **10. Understanding Import Sets in ServiceNow :**

An import set is a staging table that contains a temporary copy of data to import into the platform.

In this we will understand how to import the sets.

We have to do this practically, we cant understand in theoretically.

## **11. ServiceNow Transform Maps & Field Maps :**

A Transform Map matches the columns from the staging table to the columns in the target table. Every import operation requires at least one transform.

We have to do this practically, we cant understand in theoretically.

## **12. ServiceNow Incident Management Tutorial and Task Administration:**

### **1. ServiceNow tasks:**

A task is some item of work that needs to get done.in

ServiceNow ,each task is represented by a record in a Database table named task.

### **2. Task Management**

- Defining and managing tasks in ServiceNow allow you to take common work that needs to be done and build repeatable processes to efficiently get it done

- Assignment Rules auto assign tasks to users or groups, making sure they are handled by the most appropriate team members
- Approvals can be created for a list of approvers (manually or automatically) according to approval rules
- Service Level Agreements track the amount of time a task has been open to ensure they are completed within an allotted time

### 3. Task Assignment

- Tasks can be assigned to an individual User or a Group of Users (or both)

## 13. ServiceNow Reporting Tutorial :

ServiceNow reports are visualizations of your data that you can share with users on dashboards and service portals, export to PDF, and email.

In this we will come to know how to create reports in detail.

## 14. What is Low Code No Code Development?

Allows users to create apps quickly and efficiently without needing extensive coding knowledge.

- Low-code development is designed to provide easy-to-use coding solutions, allowing less-technically trained users to work within a platform, using pre-built templates and drag-and-drop elements to rapidly develop custom applications.

- no-code development allows you to skip coding entirely, telling the system what you need, and then allowing the system to build the application itself.
- Essentially, low-code targets developers, while no-code targets business users.

**Pros:**

- Empowers the people that know the business to solve business problems themselves.
- Improves agility via tools for creating IT-services quickly.
- Lower costs via more apps in less time with less dependence on IT.
- Increased automation opportunities.

**Cons:**

- Requires generalization which limits flexibility.
- Limits technical improvements.

THANK YOU....

