WEEK-3:

**What is ServiceNow:**

ServiceNow allows employees to work the way they want to, not how software dictates they have to. And customers can get what they need, when they need it.

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 becames publicly traded company.
* 2018 : It becames 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.

**Services of ServiceNow:**

**1.A business service** is a service type that is published to business users. It typically supports one or more business capabilities. A business capability is a high-level capability (or a set of specific tasks) that an organization requires to execute its business model or fulfill its mission.

**2.An application service** is a service type that is a logical representation of a deployed application stack. Note: An application service is different from an application, and there is no one-to-one relationship between them. (See the example in the figure below.)

3. **A technical service** is a service type that is published to service owners. It typically underpins a business or application service.

**How to get free SNOW instances:**

Here are some steps to create a personal ServiceNow test instance:

1. Log in for the first time.
2. Change the admin password, which must be at least eight characters long and include a digit, uppercase letter, and lowercase letter.
3. The instance will open to the System Administration homepage.
4. To test features, navigate to the Service Portal by adding "sp" after "service-now.com/". You can also type "Service Portal" in the top left search box and click on it in the results list.

**How to become a SNOW developer:**

To become a ServiceNow developer, you can:

* Get a degree: A bachelor's degree in computer science or information technology can provide a foundation for the role.
* Gain relevant experience: IT experience can help you understand the systems you'll be developing.
* Learn ServiceNow: ServiceNow offers a variety of resources to learn the platform, including self-paced online learning and instructor-led courses.
* Get certified: Earning ServiceNow certifications can validate your skills.
* Develop technical skills: You'll need to be proficient in programming languages like JavaScript, SQL, and others. You should also have knowledge of markup languages like HTML and XML, and stylesheet languages like CSS.
* Develop problem-solving skills: You'll often need to troubleshoot and debug programs.
* Develop communication skills: You'll need to be able to communicate well with your team and clients.
* Develop an understanding of the ITIL framework: The ITIL framework is used to set best practices for IT service management.

**ServiceNow components** :

* JavaScript framework

A framework built on web components standards that lets developers create custom web components and modern UI for users.

* List component

Displays records in configurable columns with sorting and filtering capabilities.

* Tectonic module loader

A specific ServiceNow code that loads and imports a component into the ServiceNow UI.

**ServiceNow also has a number of modules, including:**

* IT Service Management (ITSM): Manages IT services and support.
* IT Operations Management (ITOM): Focuses on service operation and infrastructure.
* IT Business Management (ITBM): Aligns IT with business goals.
* Human Resources Service Delivery (HRSD): Manages HR processes.

**Incident Management module:**

ServiceNow's Incident Management module is a feature of its IT Service Management (ITSM) suite that helps organizations restore normal IT service operations after a disruption. Here are some of the benefits of ServiceNow's Incident Management:

* Incident management process

ServiceNow's Incident Management helps with the entire incident management process, including identifying, logging, classifying, prioritizing, assigning, escalating, resolving, and reporting incidents.

* Incident deflection

ServiceNow's Incident Management provides self-service portals and chatbots to help employees solve their own issues without involving IT.

* Incident resolution

ServiceNow's Incident Management uses machine learning and AI to automatically assign incidents to the right resolution group and provide recommended solutions.

* Incident restoration

ServiceNow's Incident Management helps restore services quickly and automatically.

* Employee productivity

ServiceNow's Incident Management provides self-service and two-way communication to help boost employee productivity.

**Problem Management Module:**

ServiceNow Problem Management is a cloud-based platform that helps identify and resolve issues that affect services. It uses automated workflows to help:

* Identify root causes

Diagnose the underlying cause of an issue to prevent it from happening again.

* Document solutions

Create a record of solutions and workarounds so IT teams can focus on other tasks .

* Consolidate information

Provide a single view of incidents, issues, and changes to help IT respond faster .

* Reduce disruptions

Minimize the impact of unexpected issues and reduce service disruptions over time.

**Change Management Module:**

ServiceNow Change Management is a critical component in modern enterprises. It ensures that changes to IT services and infrastructure are systematically managed.

This guide aims to provide comprehensive insights into ServiceNow Change Management, covering its importance, processes, benefits, and real-world applications.

THANK YOU..