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 being to a domain can see domain-specific records.

**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, dashbords,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.

**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.

**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

1. 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.

**FORMS:**

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

## 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.

**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.

**NOTIFICATION MANAGEMENT:**

Use ServiceNow Notifications to manage system email, create system notifications, and configure how your system responds to inbound email.

# Email Administration

All email notifications use the email properties that you define for your instance and the email accounts that you set up. Your email service can also affect the successful transmission of incoming and outgoing email.

# System notifications

Set up notifications to alert users of record changes that may concern them. You can notify users via email, SMS text message, push notification, or messaging app.

# Provider notifications

Send notifications directly to recipients via the provider on supported channels. Notifications can be simple messages for review, or actionable messages with buttons that users can select to perform certain actions.

**Knowledge Management** :

Knowledge Management (KM) is a module that helps organizations create, store, and share knowledge. It's a cloud-based platform that uses a Knowledge Management System (KMS) to help employees access information more easily. This can help employees work more efficiently and improve customer support.

## **Tables**

After creating an application in Studio, the next step is to start the development work. Typically, but not required, the first application files to be developed are the application tables. For each application table, a decision must be made on whether or not to extend an existing table.

## **Create a Table Without Extending Another Table**

Creating a table without extending an existing table means that the application developer has complete control over the table's columns and business logic. This type of table is often used for tables containing reference/lookup data. For example, a flight tracking application may have a table that contains airport locations and airport codes.

ServiceNow adds 6 fields to all tables, including those that do not extend an existing table:

* Created by
* Created
* Sys ID
* Updates
* Updated by
* Updated

**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-compatable 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.

**Configuration Management Database (CMDB)**

The ServiceNow Configuration Management Database (CMDB) is a centralized repository for IT asset and configuration item (CI) data.

It helps improve IT asset management (ITAM) by:

* Centralizing data

A CMDB provides a single system of record for all IT assets and configurations. This makes it easier to track and manage assets across an organization.

* Tracking inventory

A CMDB helps ITAM teams accurately track hardware and software inventory, including purchase date, location, and usage.

* Mapping dependencies

A CMDB allows ITAM teams to map dependencies between IT assets, apps, and services.

* Improving efficiency

A CMDB can help improve efficiency by sharing accurate data across the enterprise.

* Connecting multiple systems

A CMDB can integrate relevant IT systems with certified Service Graph Connectors.

* Managing digital lifecycles

A CMDB can break down digital product silos with a unified system of record and action.

**Integration :**

Integration in ServiceNow is the exchange of information between the Now Platform and another system or source. Integrations can help businesses:

* Optimize IT service management
* Modernize IT operations and services
* Use existing software, workflows, and investments

**Update sets:**

Update sets in ServiceNow are groups of configuration changes that can be moved between instances. They are a key feature for deploying changes from development to production.

**EVENTS:**

Events in ServiceNow are actions or occurrences that can happen on a page, or notifications from a CI in your IT system or cloud about an issue:

* User actions

Events can be generated by user actions such as logging in, impersonating a user, viewing a record, or modifying a record.

* Page actions

Events can be generated by actions a user takes on a page, such as clicking a data visualization, selecting a radio button, or having a page load.

* System events

Events can be generated by server-side scripts, workflows, and ServiceNow processes.

* External monitoring tools

Events can be generated by external monitoring tools such as SCOM, Nagios, and SolarWinds.

* Web service or Rest API integration

Events can be generated by web service or Rest API integration.

**platform stats:**

Here are some ways to view platform stats in ServiceNow:

* Platform Analytics

A feature built into the Now Platform that provides reporting and analytics. It can help you:

* + Monitor user experience analytics across Now Platform applications

* + Get notified when a business process behaves unexpectedly

* ServiceNow Performance dashboard

Provides access to graph sets for monitoring performance. It allows you to view performance metrics for your instance and the machine it runs on.

* Stats Tools

A plugin that records statistics for system activities that affect performance. It records statistics for the execution of queries, scripts, and transactions. The Stats Tools plugin is activated by default.

THANK YOU……