

Cognizant

Digital Nurture

3.0

UNDERSTANDING DOCUMENT WEEK-1

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WHAT IS SERVICE NOW?

ServiceNow is a cloud-based platform designed to automate and streamline various business processes, with a strong focus on IT Service Management (ITSM). It provides a suite of tools that allow organizations to manage and automate their IT operations, including handling service requests, incident management, change management, and more.

The platform also empowers employees through self-service portals, enabling them to resolve common IT issues without direct IT intervention, which speeds up issue resolution and reduces the number of tickets IT teams must handle. This frees up IT professionals to focus on more strategic tasks, such as improving cybersecurity, deploying new technologies, and supporting business innovation. Ultimately, ServiceNow helps IT departments operate more efficiently, align more closely with business goals, and contribute more directly to organizational success.

ServiceNow is a cloud-based enterprise platform that follows a **Multi-Instance Architecture**, which means each customer gets their own dedicated instance of the platform, allowing for greater customization and control.

The ServiceNow platform consists of several layers, including:

1.User Interface Layer: This layer is responsible for rendering the user interface that end-users interact with. It includes various UI components like forms, lists, and pop-ups.

2.Application Layer: This layer contains the core applications of the ServiceNow platform, such as Incident Management, Change Management, and Service Catalog. These applications are built using the ServiceNow application development framework.

3.Database Layer: This layer is where all the data is stored. ServiceNow uses a proprietary database called the Common Service Data Model (CSDM) that allows customers to manage their IT services and infrastructure in a standardised way.

4.Integration Layer: This layer is responsible for integrating ServiceNow with other third-party systems and applications. ServiceNow supports various integration methods like REST, SOAP, and MID Server.

5.Workflow Layer: This layer provides a graphical interface for creating complex workflows that automate business processes.

6.Orchestration Layer: This layer is responsible for automating tasks across multiple systems and applications. ServiceNow's Orchestration module allows users to create workflows that automate tasks like provisioning virtual machines or executing scripts on remote servers.

ServiceNow Deployment and Utilization Infrastructure:

ServiceNow is built on a multi-instance cloud architecture, where each customer has a dedicated instance that ensures data isolation, security, and performance. The platform operates through globally distributed datacenters, providing high availability and disaster recovery capabilities. Environments for development, testing, and production are available to safely implement and validate changes. Data is encrypted both in transit and at rest, adhering to industry standards for security. Integration with other systems is facilitated through APIs and secure networking options like VPNs, ensuring seamless operation within existing IT ecosystems. The infrastructure supports scalability to handle growing business needs and includes 24/7 support, proactive monitoring, and regular backups to ensure reliability and business continuity.

Importing Data into ServiceNow:

Importing data into ServiceNow is an important step for organizations to fill the platform with relevant information needed to support business operations. ServiceNow provides various tools and methods to import data from external sources, such as spreadsheets (Excel or CSV files), external databases, or other applications.

The import process generally involves the following steps:

- 1.Data Source Creation:** Identify the data source, whether it's a file, database, or another system, and set up the import format and location in ServiceNow.
- 2.Field Mapping:** Align data fields from the source with corresponding fields in ServiceNow tables to ensure consistency.
- 3.Data Transformation:** Modify data to match the required format or combine fields before import.
- 4.Loading Data:** Import the mapped data into ServiceNow tables, either automatically or manually.
- 5.Validation and Cleanup:** Check the imported data for accuracy and make necessary corrections.

Reporting in ServiceNow enables you to create and distribute reports that show the current state of instance data, such as the number of open incidents of each priority. Reports are important for visualizing trends, tracking performance, and making informed decisions.

Users can create custom reports using various formats such as lists, charts, and pivot tables. Reports can be tailored with specific filters, criteria, and groupings to focus on relevant data.

Reports can be scheduled to run automatically, shared with specific users or groups, and accessed directly within ServiceNow. This ensures that stakeholders have timely access to critical insights.

There are various types of Reports in ServiceNow such as:

List Reports

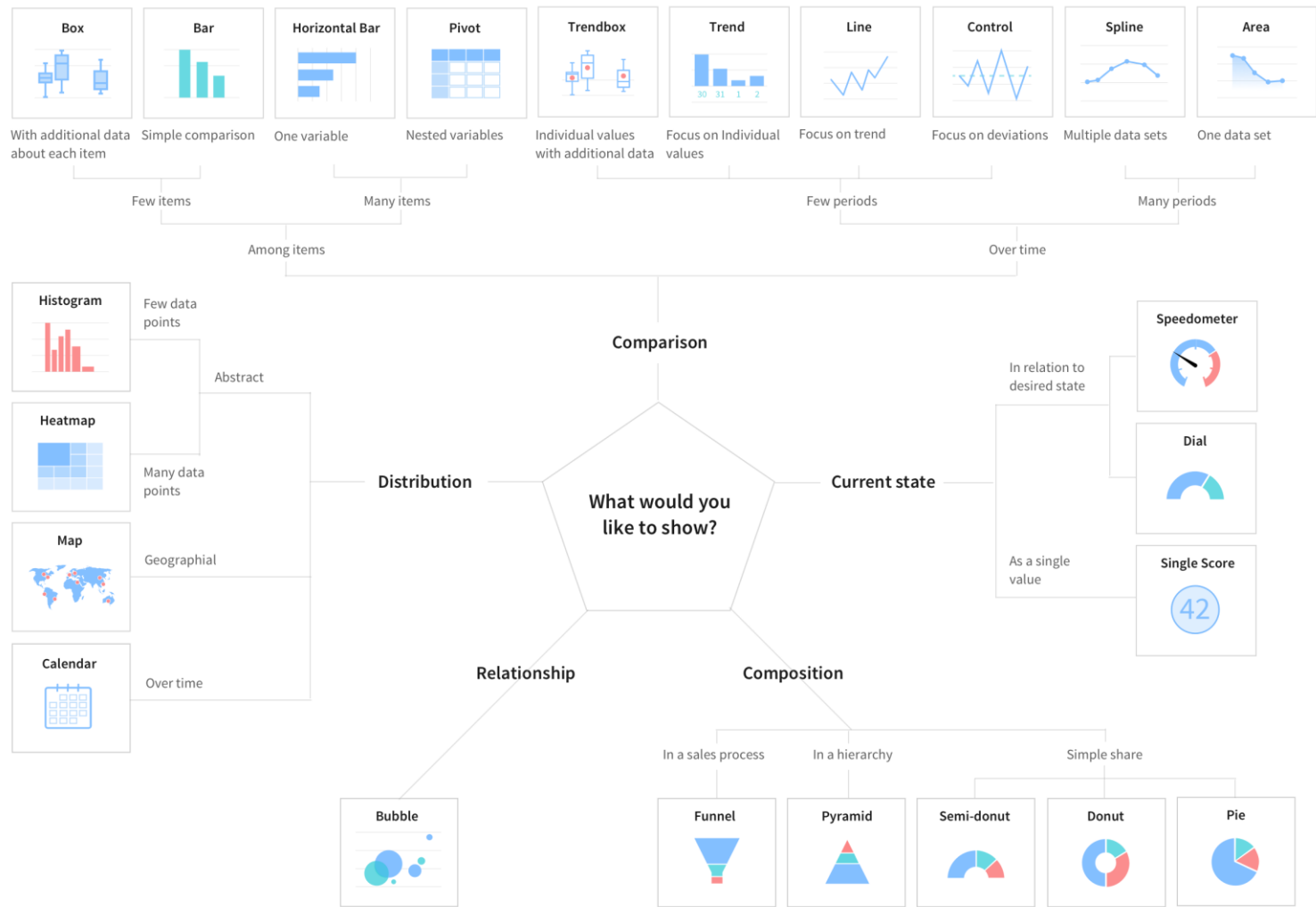
Bar Reports

Pie Chart

LineChart

PivotTable etc..

We can use different types of Reports based on the usecase .



Creating, Managing, and Sharing Reports in ServiceNow:

Managing reports in ServiceNow is as easy as arranging your desktop icons

Creating Reports:

- 1.Navigate to Reporting: Open the "Reports" application in ServiceNow.
- 2.Create New Report: Click "Create a Report" and pick the report type (e.g., List, Bar Chart, Pie Chart).
- 3.Configure Report: Choose the data source, set filters, and adjust the layout as needed.

Managing Reports:

- 1.Save and Organize: Save reports with clear names and place them in folders.
- 2.Edit and Update: Change filters, fields, or chart types to update reports.
- 3.Schedule Reports: Set up reports to run automatically on a schedule (daily, weekly, etc.).

Sharing Reports:

- 1.Share with Users or Groups: Use the "Sharing" feature to give access to others.
- 2.Export Reports: Save reports as PDF or Excel files for sharing outside of ServiceNow.
- 3.Dashboard Integration: Add reports to dashboards for quick access by others.

Branding in ServiceNow:

- Branding in ServiceNow means customizing the user interface to reflect your corporate identity.
- Align the interface with your organization's branding elements.
- Enhances user confidence and adoption of the ServiceNow platform.
- Incorporate your company logo and color scheme into the UI.

Importance of Branding:

Branding in ServiceNow personalizes the user experience, making it familiar and comfortable for users, which can increase adoption rates. A tailored UI fosters a sense of ownership among users.

Customizing ServiceNow UI:

1.Access Branding Tools:

- Go to "*Service Portal*" or "*System UI*" in the ServiceNow navigator and find branding options.

2.Customize Logos and Colors:

- *Upload Logo*: Replace the default ServiceNow logo with your company's logo.
- *Set Colors*: Apply your brand colors to headers, backgrounds, and buttons.

3.Modify Header and Footer:

- *Edit Header*: Add your company's name or additional links.
- *Edit Footer*: Include corporate information or disclaimers.

4.Adjust Service Portal Themes:

- *Select/Create Theme*: Choose or create a theme that matches your branding.
- *Customize Layouts*: Modify widget placements and portal structure.

5.Apply and Test:

- *Apply Changes*: Save and apply your branding updates.
- *Test Interface*: Ensure that customizations are displayed correctly and consistently.

6.Iterate and Refine:

- *Gather Feedback*: Get user feedback to identify areas for improvement.
- *Adjust as Needed*: Make necessary refinements based on feedback

Low Code No Code Development:

Low Code/No Code Development refers to software development approaches that allow users to create applications with minimal or no coding. These platforms provide visual interfaces and pre-built components to simplify the development process.

Key Insights of Low Code/No Code are:

- Rapid Development:** Low-code platforms enable faster application creation, drastically reducing development time, which is essential in today's fast-paced tech landscape.
- Hybrid Approach:** Like a hybrid car, low-code offers the flexibility to use visual tools for quick builds while still allowing for custom coding, making it versatile.
- Target Audience:** Understanding that low-code is designed for both seasoned developers and less technical users allows organizations to empower a broader team in their development efforts.

- **IDE Integration:** The integration of low-code tools within traditional IDEs enhances productivity, allowing developers to streamline their workflows and focus on complex tasks.
- **Web UI Enhancement:** Low-code platforms improve the creation of user-friendly web interfaces, crucial for user engagement and satisfaction in digital products.
- **Simplified Connectivity:** The ability to easily connect with external APIs and services reduces the complexity of integrations, speeding up the development process and increasing efficiency.
- **Community Engagement:** Engaging with your audience by encouraging comments and subscriptions fosters a community of learning and sharing, crucial for continuous improvement in tech discussions.

The End