

Learning ServiceNow



BOOK DETAILS

- Author : Tim Woodruff
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BOOK SYNOPSIS

Get started with ServiceNow to manage and automate your IT infrastructure. About This Book* Leverage ServiceNow's capabilities to achieve improved service management and excellent results in your IT operations by following step-by-step, practical instructions* Build core administration, management, and maintenance skills with IT service management and IT operations management* Improve your workflow efficiency by designing and creating responsive and automated workflows. Who This Book Is For This book is for IT professionals and administrators who are planning to or are already trying to implement ServiceNow in their organization for Enterprise IT service management tasks. Some familiarity with web technologies (JavaScript) would be helpful. System administration experience is necessary. What you will learn* Acquire and configure your own free personal developer instance of ServiceNow* Read (and write!) clear, effective requirements for ServiceNow development* Avoid common pitfalls and missteps that could seriously impact future progress and upgradeability* Know how to troubleshoot when things go wrong using debugging tools* Discover developer "tips and tricks"* Pick up great tips from top ServiceNow development and administration professionals, and find out what they wish they knew when they were starting out. In Detail ServiceNow is a powerful automation and process workflow platform that has made significant inroads in the Enterprise market due to its robust set of features and capabilities, its extensibility, and its ease of performing IT service management and operations management. This book shows you how to put important ServiceNow features to work in the real world. We will introduce key concepts and examples on managing and automating IT services, and help you build a solid foundation towards this new approach. We'll demonstrate how to effectively implement various system configurations within ServiceNow. We'll show you how to configure and administer your instance, and then move on to building strong user interfaces and creating powerful workflows. We also cover other key elements of ServiceNow, such as alerts and notifications, security, reporting, and custom development. You will learn how to improve your business workflow, processes, and operational efficiency. By the end of this book, you will be able to successfully configure and manage ServiceNow within your organization.

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