

ServiceNow Cookbook.: Manage and automate your workflow for efficient IT service management (Paperback)



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Reviews

A really awesome publication with perfect and lucid reasons. I was able to comprehend every thing using this published e pdf. It is extremely difficult to leave it before concluding, once you begin to read the book.
(Prof. Patsy Blanda)

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Packt Publishing Limited, United Kingdom, 2018. Paperback. Condition: New. 2nd Revised edition. Language: English . Brand New Book ***** Print on Demand *****. Over 60 practical and immediately applicable recipes to help you manage services in your enterprise environment efficiently Key Features One-stop solutions to all the problems encountered while using ServiceNow Covers all the pillars of ServiceNow platform, that is, ITSM, ITOM, and so on Explore new and trending features such as ServiceNow cloud integration and end-to-end security Book Description ServiceNow is the ideal platform from which to create enterprise-level applications, giving both requesters and fulfillers better visibility and access to a process. With this book, we ll guide you through the world of ServiceNow, letting you take on the best the platform offers you with the least amount of hassle. Starting with core configuration and management tasks, this book will help you build data-driven apps and also explores development best practices. You will learn to set up email notifications for users and work with the database view for reporting. Next, you will build/design data-driven apps where you will learn to implement the new Automated Testing framework. You will also be guided through creating various tasks from workflows and how to make the most of workflow utilities available in ServiceNow. Following this, you will learn about Service Portal (new with Helsinki) where you will learn how to configure the portal and how to perform integrations with different cloud platforms, along with tips and tricks on using the portal effectively. Finally, you will learn to use paid plugins such as Discovery, Orchestration, and Service Mapping. By the end of this book, you will have acquired immediately applicable skills to rectify everyday problems encountered on the ServiceNow platform. What you will learn Grasp the basics, such as entering and navigation, required...



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