

SERVICENOW KNOWLEDGE 14

MARTIN WOOD

[!\[\]\(50ba758255c5d7cec2761495a31c7c80_img.jpg\) **SPINNING UP SERVICENow**](#) GABRIELE KAHLOUT, 2017-03-10 LEARN HOW TO ONBOARD SERVICENow ITSM TOOLS BY EVANGELIZING, EDUCATING, AND COORDINATING YOUR ORGANIZATION’S SERVICE DESK, DEVELOPERS, AND STAKEHOLDERS. DRAWING ON HIS OWN STORY OF LESSONS LEARNED IN SPINNING UP THE ADOPTION OF SERVICENow THROUGHOUT THE AL JAZEERA MEDIA NETWORK, APPLICATION ARCHITECT GABRIELE KAHLOUT SHOWS IT SERVICE MANAGERS HOW TO LAUNCH AUTOMATED SERVICENow TICKETING TOOLS IN SEAMLESS INTEGRATION WITH THEIR ORGANIZATION’S EXISTING EMAIL AND ACTIVE DIRECTORY. SPINNING UP SERVICENow: IT SERVICE MANAGERS’ GUIDE TO SUCCESSFUL USER ADOPTION SHOWS YOU HOW TO ORCHESTRATE YOUR IT SERVICE DESKS AND DEVELOPERS TO FACILITATE THE ADOPTION AND CONSUMPTION OF IT SERVICES BY ALL USERS, SUPPORTING THEIR VARIOUS BUSINESS NEEDS WHILE OPTIMIZING HUMAN-COMPUTER INTERACTION AND MINIMIZING STRESS AND PRODUCTIVITY LOSS ARISING FROM POOR HUMAN-SYSTEM DESIGN. WHAT YOU’LL LEARN QUICK-START SERVICENow IN A MATTER OF DAYS WITH THE MINIMUM CONFIGURATION REQUIRED TO START PROCESSING TICKETS VIA EMAIL AVOID THE TEETHING PROBLEMS THAT CAN SPOIL YOUR USERS’ ONBOARDING EXPERIENCE WITH SERVICENow AUTOMATE THE PROCESS OF SCALING UP NEW TEAMS INTO SERVICENow SHAPE YOUR USERS’ EXPERIENCES SO THAT THEY RETAIN THEIR FAMILIAR BEARINGS IN EMAIL AND ACTIVE DIRECTORY WHILE WELCOMING THE POWER OF SERVICENow ENHANCEMENTS CREATE A STRATEGY TO AVOID COMMON PITFALLS THAT SABOTAGE ITSM PROGRAMS WHO THIS BOOK IS FOR IT MANAGERS CHARGED WITH IMPLEMENTING SERVICENow ITSM SUITES IN THEIR ORGANIZATIONS AND BUSINESS ANALYSTS DETERMINING THE REQUIREMENTS FOR SUCH IMPLEMENTATION. THE SECONDARY READERSHIP IS SYSTEM ADMINISTRATORS AND DEVELOPERS INVOLVED IN ITSM.

[!\[\]\(529949c2c3dadbaa4e538e8c643454bc_img.jpg\) **THE KNOWLEDGE CAFÉ**](#) BENJAMIN ANYACHO, 2021-07-06 KNOWLEDGE CAFÉ IS A PROCESS FOR SHARING INFORMATION, WHETHER FACE TO FACE OR VIRTUAL. THIS POPULAR AND PRACTICAL KNOWLEDGE MANAGEMENT TOOL SUPPORTS A CULTURE WHERE PROJECTS AND INNOVATION THRIVE. THE KNOWLEDGE CAFÉ IS A MINDSET AND ENVIRONMENT FOR ENGAGING, DISCUSSING, AND EXCHANGING KNOWLEDGE WITHIN A GROUP EITHER FACE TO FACE OR VIRTUALLY. AT THE CAFÉ, PARTICIPANTS CAN DISCUSS HARD-TO-SOLVE PROJECT ISSUES OR RESOLVE A FAMILY OR COMMUNITY CRISIS. THIS METAPHORICAL TOWN SQUARE SUPPORTS KNOWLEDGE CIRCULATION AND REJUVENATION AND INCREASES ITS VELOCITY—MAKING IT A BREEDING GROUND FOR INNOVATION. THE AHA MOMENTS AT ONE KNOWLEDGE CAFÉ CAN MATCH THE BENEFITS OF MULTIPLE CONFERENCES, WORKSHOPS, AND TRAINING PUT TOGETHER. WHEN KNOWLEDGE MANAGEMENT (KM) IS PART OF AN ORGANIZATION’S CULTURE, PERFORMANCE IMPROVES, COLLABORATION INCREASES, AND THE COMPETITIVE ADVANTAGE ACCELERATES. NO ONE CAN FORCE KNOWLEDGE TRANSFER. WE MUST CREATE THE RIGHT ENVIRONMENT WHERE KNOWLEDGE IS FREELY SHARED, REWARDED, AND FUN. THIS BOOK DEMONSTRATES WHY THE KNOWLEDGE CAFÉ IS SUCH AN EFFECTIVE KM TOOL AND SHOWS HOW TO DESIGN OPTIMAL CAFÉ EXPERIENCES AND INCREASE LEARNING AGILITY. THE PREMIUM ON KNOWLEDGE AND AGILITY HAS NEVER BEEN GREATER. THIS BOOK OFFERS A TECHNIQUE FOR MANAGING KNOWLEDGE TOWARD THE GREATER GOOD. TIPS; TEMPLATES; PRACTICAL AND RELATABLE EXPERIENCES; CASE STUDIES; AND EXAMPLES OF KNOWLEDGE BROKERS, CREATORS, AND SHARERS ACROSS CULTURES ARE SPRINKLED THROUGHOUT THE BOOK TO SHOW HOW THE CAFÉ INTERFACES WITH OTHER KM TECHNIQUES AND IN DIFFERENT WORK AND PROJECT SPACES.

[!\[\]\(3dfb8d66e81160ad61421a3452093d1b_img.jpg\) **EARNING SERVICENow**](#) TIM WOODRUFF, 2017-03-30 IT SERVICE MANAGEMENT AT YOUR FINGERTIPS 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 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. STYLE AND APPROACH THIS BOOK IS A STEP-BY-STEP PRACTICAL TUTORIAL TO HELP YOU QUICKLY DEPLOY AND CONFIGURE SERVICENow IN YOUR ORGANIZATION.

[!\[\]\(99f58673407353e96a019fbca558fd72_img.jpg\) **SERVICENow COOKBOOK**](#) ASHISH RUDRA SRIVASTAVA, 2017-02-28 OVER 50 PRACTICAL AND IMMEDIATELY APPLICABLE RECIPES TO HELP YOU MANAGE SERVICES IN YOUR ENTERPRISE ENVIRONMENT EFFICIENTLY ABOUT THIS BOOK SOLVE PROBLEMS AND CHALLENGES ENCOUNTERED WHILE IMPLEMENTING OR USING SERVICENow IN YOUR ORGANIZATION HELPS YOU BUILD CORE ADMINISTRATION, MANAGEMENT, AND MAINTENANCE SKILLS TO AUTOMATE AND ORCHESTRATE YOUR IT ENVIRONMENT COMES WITH RECIPES TO IMPROVE THE WAY YOU DESIGN AND CREATE AUTOMATED WORKFLOWS WHO THIS BOOK IS FOR THIS BOOK TARGETS IT PROFESSIONALS AND ADMINISTRATORS WHO HAVE SOME EXPERIENCE OF WORKING WITH SERVICENow ALREADY AND ARE LOOKING TO SOLVE REGULAR OR UNIQUE PROBLEMS THAT SURFACE WHEN USING SERVICENow. IT’S ADVISABLE TO HAVE A BASIC LEVEL OF ADMINISTRATION EXPERIENCE WITH SERVICENow. FAMILIARITY WITH JAVASCRIPT IS ASSUMED. WHAT YOU WILL LEARN GRASP THE BASICS, SUCH AS ENTERING AND NAVIGATION, REQUIRED TO IMPLEMENT SERVICENow PERFORM CORE CONFIGURATION AND MANAGEMENT TASKS USE THE SERVICENow PLUGINS TO MANAGE DEVELOPMENT BUILD AND PUBLISH CUSTOM APPLICATIONS FOR SERVICE MANAGEMENT DESIGN DATA-DRIVEN APPS TO CONNECT WITH OUTSIDE WORLDS BY GETTING INTO CLIENT AND SERVER SCRIPTING CONFIGURE ALERTS AND NOTIFICATIONS AND UNDERSTAND E-MAIL TROUBLESHOOTING AND WATERMARKING BUILD AND CONFIGURE REPORTS TO SET UP YOUR DASHBOARD AS PER THE REQUIREMENT CREATE AND CONFIGURE WORKFLOW ACTIVITIES IN DETAIL SERVICENow IS THE IDEAL PLATFORM FOR YOU TO CREATE ENTERPRISE-LEVEL APPLICATIONS, GIVING BORH REQUESTERS AND FULFILLERS BETTER VISIBILITY AND ACCESS TO A PROCESS. WITH THIS TITLE 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 THE CORE CONFIGURATION AND MANAGEMENT TASKS, THIS BOOK WILL HELP YOU BUILD DATA-DRIVEN APPS AND IT WILL ALSO EXPLORE DEVELOPMENT BEST PRACTICES. YOU WILL LEARN TO SET UP EMAIL NOTIFICATIONS FOR USERS AND WORK WITH THE DATABASE VIEW FOR REPORTING. NEXT, THE BOOK WILL GUIDE YOU THROUGH CREATING VARIOUS TASKS FROM THE WORKFLOW AND SHOW YOU HOW TO MAKE THE MOST OF THE WORKFLOW UTILITIES AVAILABLE IN SERVICENow. FINALLY, THE BOOK WILL DRIVE YOU THROUGH THE AUDITING AND DIAGNOSING ASPECTS OF SERVICENow. BY THE END OF THIS BOOK, YOU WILL ACQUIRE IMMEDIATELY APPLICABLE SKILLS TO RECTIFY EVERYDAY PROBLEMS ENCOUNTERED ON THE SERVICENow PLATFORM. STYLE AND APPROACH THIS BOOK FOLLOWS A RECIPE-BASED PROBLEM-SOLUTION APPROACH TO ADDRESS AND DISPEL CHALLENGES FACED WHEN IMPLEMENTING AND USING SERVICENow ON A REGULAR BASIS.IT WILL ACT AS A QUICK SOLUTION WHEN TRYING TO SOLVE SPECIFIC PROBLEMS WITHOUT HAVING TO READ AN EXHAUSTIVE TUTORIAL.

[!\[\]\(0f848bbd71cef6b345273b16f905912a_img.jpg\) **WINNERS DREAM**](#) BILL McDERMOTT, 2014-10-14 A LEADERSHIP AND CAREER MANIFESTO TOLD THROUGH THE NARRATIVE OF ONE OF TODAY’S MOST INSPIRING, ADMIRE, AND SUCCESSFUL GLOBAL LEADERS. IN WINNERS DREAM, BILL McDERMOTT—THE CEO OF THE WORLD’S LARGEST BUSINESS SOFTWARE COMPANY, SAP—CHRONICLES HOW RELENTLESS OPTIMISM, HARD WORK, AND DISCIPLINED EXECUTION EMBOLDEN PEOPLE AND EQUIP ORGANIZATIONS TO ACHIEVE AUDACIOUS GOALS. GROWING UP IN WORKING-CLASS LONG ISLAND, A SIXTEEN-YEAR-OLD BILL TRADED THREE HOURLY WAGE JOBS TO BUY A SMALL DELI, WHICH HE RAN BY INSTINCTIVELY APPLYING IDEAS THAT WOULD BE THE SEEDS FOR HIS FUTURE SUCCESS. AFTER PAYING FOR AND GRADUATING COLLEGE, BILL TALKED HIS WAY INTO A JOB SELLING COPIERS DOOR-TO-DOOR FOR XEROX, WHERE HE WENT ON TO RANK NUMBER ONE IN EVERY SALES POSITION HE HELD AND EVENTUALLY BECAME THE COMPANY’S YOUNGEST-EVER CORPORATE OFFICER. EVENTUALLY, BILL LEFT XEROX AND IN 2002 BECAME THE UNLIKELY PRESIDENT OF SAP’S FLAILING AMERICAN BUSINESS UNIT. THERE, HE INJECTED ENTHUSIASM AND ACCOUNTABILITY INTO THE DEMORALIZED CULTURE BY SCALING HIS DELI, SALES, AND MANAGEMENT STRATEGIES. IN 2010, BILL WAS NAMED CO-CEO, AND IN MAY 2014 BECAME SAP’S SOLE, AND FIRST NON-EUROPEAN, CEO. COLORFUL AND FAST-PACED, BILL’S ANECDOTES CONTAIN EFFECTIVE TAKEAWAYS: GUTSY CAREER MOVES; EMPATHETIC SALES STRATEGIES; INCENTIVES THAT YIELD EXCEPTIONAL TEAM PERFORMANCE; AND PROOF OF THE COMPETITIVE ADVANTAGES OF OPTIMISM AND HARD WORK. AT THE HEART OF BILL’S STORY IS A BLUEPRINT FOR SUCCESS AND THE KNOWLEDGE THAT THE REAL DREAM IS THE JOURNEY, NOT A PRECONCEIVED DESTINATION.

[!\[\]\(339a16584d5da0f0a3ca4e9ec17bf6a1_img.jpg\) **THE PRINCIPLES OF OBJECT-ORIENTED JAVASCRIPT**](#) NICHOLAS C. ZAKAS, 2014-02-14 IF YOU’VE USED A MORE TRADITIONAL OBJECT-ORIENTED LANGUAGE, SUCH AS C++ OR JAVA, JAVASCRIPT PROBABLY DOESN’T SEEM OBJECT-ORIENTED AT ALL. IT HAS NO CONCEPT OF CLASSES, AND YOU DON’T EVEN NEED TO DEFINE ANY OBJECTS IN ORDER TO WRITE CODE. BUT DON’T BE FOOLED—JAVASCRIPT IS AN INCREDIBLY POWERFUL AND EXPRESSIVE OBJECT-ORIENTED LANGUAGE THAT PUTS MANY DESIGN DECISIONS RIGHT INTO YOUR HANDS. IN THE PRINCIPLES OF OBJECT-ORIENTED JAVASCRIPT, NICHOLAS C. ZAKAS THOROUGHLY EXPLORES JAVASCRIPT’S OBJECT-ORIENTED NATURE, REVEALING THE LANGUAGE’S UNIQUE IMPLEMENTATION OF INHERITANCE AND OTHER KEY CHARACTERISTICS. YOU’LL LEARN: –THE DIFFERENCE BETWEEN PRIMITIVE AND REFERENCE VALUES –WHAT MAKES JAVASCRIPT FUNCTIONS SO UNIQUE –THE VARIOUS WAYS TO CREATE OBJECTS –HOW TO DEFINE YOUR OWN CONSTRUCTORS –HOW TO WORK WITH AND UNDERSTAND PROTOTYPES –INHERITANCE PATTERNS FOR TYPES AND OBJECTS THE PRINCIPLES OF OBJECT-ORIENTED JAVASCRIPT WILL LEAVE EVEN EXPERIENCED DEVELOPERS WITH A DEEPER UNDERSTANDING OF JAVASCRIPT. UNLOCK THE SECRETS BEHIND HOW OBJECTS WORK IN JAVASCRIPT SO YOU CAN WRITE CLEARER, MORE FLEXIBLE, AND MORE EFFICIENT CODE.

[!\[\]\(a870788d6ed9b8fd294b7654a8c8526b_img.jpg\) **MASTERING SERVICENow SCRIPTING**](#) ANDREW KINDRED, 2018-02-27 UNDERSTAND THE SERVICENow SCRIPTING AND BUILD AN EFFICIENT CUSTOMIZED SERVICENow INSTANCE KEY FEATURES CUSTOMIZE YOUR SERVICENow INSTANCE ACCORDING TO YOUR ORGANIZATION’S NEEDS LEARN TO WORK WITH INBUILT JAVASCRIPT APIS IN SERVICENow TAKE YOUR SERVICENow EXPERIENCE TO THE NEXT LEVEL BY LEARNING TO SCRIPT BOOK DESCRIPTION INDUSTRY GIANTS LIKE REDHAT AND NETAPP HAVE ADOPTED SERVICENow FOR THEIR OPERATIONAL NEEDS, AND IT IS EVOLVING AS THE NUMBER ONE PLATFORM CHOICE FOR IT SERVICE MANAGEMENT. SERVICENow PROVIDES THEIR CLIENTS WITH AN ADD-ON WHEN IT COMES TO BASELINE INSTANCES, WHERE SCRIPTING CAN BE USED TO CUSTOMIZE AND IMPROVE THE PERFORMANCE OF INSTANCES. IT ALSO PROVIDES INBUILT JAVASCRIPT API FOR SCRIPTING AND IMPROVING YOUR JAVASCRIPT INSTANCE. THIS BOOK WILL INITIALLY COVER THE BASICS OF SERVICENow SCRIPTING AND THE APPROPRIATE TIME TO SCRIPT IN A SERVICENow ENVIRONMENT. THEN, WE DIG DEEPER INTO CLIENT-SIDE AND SERVER-SIDE SCRIPTING USING JAVASCRIPT API. WE WILL ALSO COVER ADVANCE CONCEPTS LIKE ON-DEMAND FUNCTIONS, SCRIPT ACTIONS, AND BEST PRACTICES. MASTERING SERVICENow SCRIPTING ACTS AS AN END-TO-END GUIDE FOR WRITING, TESTING, AND DEBUGGING SCRIPTS OF SERVICENow. WE COVER UPDATE SETS FOR MOVING CUSTOMIZATIONS BETWEEN SERVICENow INSTANCES, JELLY SCRIPTS FOR MAKING CUSTOM PAGES, AND BEST PRACTICES FOR ALL TYPES OF SCRIPT IN SERVICENow. BY THE END OF THIS BOOK, YOU WILL HAVE HANDS-ON EXPERIENCE IN SCRIPTING SERVICENow USING INBUILT JAVASCRIPT API. WHAT YOU WILL LEARN CUSTOMIZE YOUR SERVICENow INSTANCE ACCORDING TO YOUR ORGANIZATION’S NEEDS EXPLORE THE SERVICENow-EXPOSED JAVASCRIPT APIS AND LIBRARIES DISCOVER THE METHOD FOR USING SERVICENow SCRIPTING FUNCTIONS TAKE YOUR SERVICENow EXPERIENCE TO THE NEXT LEVEL BY UNDERSTANDING ADVANCED SCRIPTING LEARN TO BUILD, TEST, AND DEBUG CUSTOM APPLICATIONS USE YOUR CUSTOMIZED INSTANCE EFFICIENTLY WITH THE HELP OF BEST PRACTICES WHO THIS BOOK IS FOR THIS BOOK IS TARGETED TOWARD SERVICENow ADMINISTRATORS OR ANYONE WILLING TO LEARN INBUILT JAVASCRIPT APIS USED TO SCRIPT AND CUSTOMIZE SERVICENow INSTANCES. PRIOR EXPERIENCE WITH SERVICENow IS REQUIRED.

📖 **CAREER REHAB KANIKATOLVER**,2020-01-21 DITCH THE JOB FOR THE DREAM If you don't love what you do, then it's time to re-think your daily grind and renovate your career. It's time for Career Rehab. This book has the tools you need to go from the job you're in to the career—and the life—you want. Professional Career and Life Coach Kanika Tolver helps you strip away the fear and doubt holding you back from living your best life and get down to the good bones of your resume so you can build your dream career. Tolver outlines simple yet innovative ways to brand, market, and sell yourself into jobs that promote work-life balance, fair compensation, and continuous career development. You'll learn how to: Brand yourself like a product fearlessly, but softly, resign from a job Identify the right career path for yourself Enhance your professional happiness Leverage your personal passions and purpose in life This collection of research, success stories, interviews, and case studies will give you a better understanding of how you can find professional and personal bliss. The time is now to build your personal brand, network like a hustler, and get the pay you deserve.

📖 **LEARNING SERVICENOW** Tim Woodruff,2018-06-20 IT SERVICE MANAGEMENT AUTOMATION AT YOUR FINGERTIPS KEY FEATURES Learn to leverage ServiceNow's capabilities for improved IT automation by following step-by-step, practical instructions Build core administration, development, and maintenance skills with IT service management in ServiceNow Improve your workflow efficiency by designing and creating responsive and automated workflows, business logic, and front-end automation Book Description This book is an updated version of Learning ServiceNow, that will cover the new and updated features of the ServiceNow platform. It will show you how to put important ServiceNow features to work in the real world, while introducing key concepts via examples of managing and automating IT services. It'll help you build a solid foundation of knowledge, and will demonstrate how to effectively implement and configure modules 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 notifications, security, reporting, and custom development. You will learn how to improve and automate your business' workflow and processes. By the end of this book, you will be able to successfully configure and manage ServiceNow like a pro. What you will learn Read and write clear, effective code for the ServiceNow platform Identify and avoid common pitfalls and missteps that could seriously impact future progress and upgradeability Use debugging tools to troubleshoot when things go wrong Discover tips and tricks from top ServiceNow developers, architects, and administrators. Find out what the pros wish they knew when they were starting out 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. Prior ServiceNow experience is not necessary.

📖 **SERVICENOW DEVELOPMENT HANDBOOK** Tim Woodruff,2018-02-09 Don't buy this one, you ninny. Buy the second edition. <http://handbook.snc.guru/> The goal of this book is to cover the standards and best-practices that most ServiceNow developers either learn the hard way, or never learn at all: the things that every developer wishes they knew from day one, and which - once learned - will make you a more effective and efficient developer. Do your future self a favor, and read this book! Having an understanding of why a given standard is what it is (and why it's important), will not only make you more likely to adhere to it, but will empower you to apply the logic and underlying concepts to other areas. It'll make you a more effective administrator, developer, or architect. That's that spirit in which this compendium was written: A spirit of teaching and explaining, not simply listing out a series of edicts under the heading of best-practice. This is a condensed developer guide, not a complete ServiceNow training course in book-form. It assumes that you've already become at least somewhat familiar with the ServiceNow platform, and that you already have at least a working knowledge of JavaScript. If you don't yet feel comfortable calling yourself a ServiceNow developer, consider reading another book by Tim to get up to speed: Learning ServiceNow (ISBN-13: 978-1785883323) which you can find at the link <http://books.sngEEK.com/>. As long as you have a basic understanding of the ServiceNow platform though, think of this book as your roadmap to ensuring that your work in ServiceNow will be clean, effective, safe, and robust

📖 **KNOWLEDGE-BASED DYNAMIC CAPABILITIES** Vaneet Kaur,2019-06-29 This book provides a knowledge-based view to the dynamic capabilities in an organization. The author integrates two existing views on gaining competitive advantage: the Knowledge View which suggests that the capability of organizations to learn faster than competitors is the only source of competitiveness; and the Dynamic Capability View which speculates that a firm's competitive advantage rests on dynamic capabilities which enable a firm to constantly renew the stock of ordinary organizational capabilities in accordance with the changes in the business environment. Using the IT sector in India as a case study, this book provides and tests a new framework--Knowledge-Based Dynamic Capabilities—in the prediction of competitive advantage in organizations.


📖 **SERVICENOW IT OPERATIONS MANAGEMENT** Ajaykumar Guggilla,2017-04-27 Align your business requirements with IT by implementing ServiceNow IT Operations with ease. About This Book Written to the latest specification, it will cover basic to advanced concepts and architecture. Take a service-centric approach to operations management and consolidate all your resource data into a single system IT record. Beat the key challenge of managing multiple business operations (even running globally) over a complex IT infrastructure and see immediate results. Who This Book Is For The book is aimed at system administrators, IT operations and IT managers who plan to implement ServiceNow IT Operations Management for their organization. They have no knowledge of ServiceNow ITOM. What You Will Learn Step by step guide in setting up each features within ServiceNow ITOM Install and configure the required application or plugin Integrate with other provider services as deemed appropriate Explore orchestration capabilities and how to analyze the data Learn about the ServiceNow graphical interface Integrate with other applications within ServiceNow Aims to cover the fundamentals concepts to advanced concepts Best practices and advanced features In detail ServiceNow ITOM enables infrastructure and processes to be managed in a highly automated manner. It contains various segments that ensure its applications and enterprise infrastructures are optimized for high performance and helps in creating a lean and agile organization through service-level visibility and automation. This book will be a comprehensive guide that will be based on Geneva release and will help you discover how IT activities can be connected to your business needs, rather than just focusing on internal IT process. It will take a service-centric approach to operations management and consolidate all your resource data into a single system IT record. You will learn about discovery, orchestration, MID server and cloud management, helping you take full advantage of ServiceNow IT Operations Management to improve the quality of service & increasing the service availability. By the end of the book, you will be able to achieve improved service availability, immediate visibility of vital business services and much more, all from the convenience of your single screen. Style and approach This will be a step by step learning guide helping readers to implement ServiceNow IT Operations Management for their organization.


📖 **THE WITCH DOCTOR'S GUIDE TO SERVICENOW: KNOWLEDGE IS AROUND TO BE SHARED, NOT TO BE FORGOTTEN** Goran Witch Doctor Lundqvist,2019-01-24 ServiceNow has grown gigantic in the last years and have taken the leading role as the enterprise service management system for the future. As the users have grown exponentially, the system has added a massive number of functionalities and only the imagination of its users sets the limit. The Witch Doctor's guide to ServiceNow is written to share the knowledge and best practices that the author Goran Lundqvist has collected over the years working with ServiceNow. Starting out as a customer and then moving over to work for a ServiceNow partner have given him insights and knowledge from both sides of the spectrum. It's knowledge from a vast number of hours in the community, learning and helping others together with creating videos and blog posts that make the foundation of this book. It might be a cliché, but the book is written in the theme of what he would say to himself if he could travel back in time to mentor himself when he started out with ServiceNow. All the small things and errors that you make on your journey in ServiceNow, both as a newbie and expert, this book contains knowledge for everyone. This book has been written and validated for the Madrid release. Things you will learn: -Tables that you didn't know exist and the benefits from using them.-What to think about when you start creating your own tables and applications.-What is created first, the request or the request items.-How to avoid performance issues in your server-side code.-How to extend baseline script includes and modify the functionality inside them.-How to use flow actions outside of a flow just like any script include.-How agent workspace works and what are the pros and cons.-How to setup mandatory notifications and how weight really works.

📖 **SERVICENOW APPLICATION DEVELOPMENT** Sagar Gupta,2017-09-25 Develop and extend efficient cloud-native applications with ServiceNow About This Book Build and customize your apps and workflows to suit your organization's requirements Perform in-depth application development from designing forms to writing business rules, client-scripts, and workflows Comprehensive guide to the end-to-end implementation of designing and extending apps with ServiceNow Who This Book Is For If you are a ServiceNow administrator and developer and need to build and customize your service management solution (apps and workflows) with ServiceNow, then this book is for you. What You Will Learn Customize the ServiceNow dashboard to meet your business requirements Use administration and security controls to add roles and ensure proper access Manage tables and columns using data dictionaries Learn how application scopes are defined within ServiceNow Configure different types of table to design your application Start using the different types of scripting options available in ServiceNow Design and create workflows for task tables Use debugging techniques available in ServiceNow to easily resolve script-related issues Run scripts at regular time intervals using the scheduled script execution module In detail ServiceNow provides service management for every department in the enterprise, including IT, human resources, facilities, field service, and more. This book focuses on all the steps required to develop apps and workflows for any of your business requirements using ServiceNow. You will start with the first module, which covers the basics of ServiceNow and how applications are structured; how you can customize the dashboard as required; and also how to create users. After you get used to the dashboard, you will move on to the next module, applications and tables, where you will learn about working with different tables and how you can create a scope other than the global scope for your application. The next module is scripting and APIs, where you will learn scripting in ServiceNow and use powerful APIs to develop applications. The final module, administration essentials, covers debugging, advanced database features, and scheduled script creation. By the end of the book you will have mastered creating organized and customer-friendly applications Style and approach A step-by-step tutorial to designing applications and workflows with ServiceNow


📖 **MACHINE LEARNING AND KNOWLEDGE DISCOVERY IN DATABASES: RESEARCH TRACK** Danaï Koutra, Claudia Plant, Manuel Gomez Rodriguez, Elena Baralis, Francesco Bonchi,2023-09-16 The multi-volume set LNAI 14169 until 14175 constitutes the refereed proceedings of the European Conference on Machine Learning and Knowledge Discovery in Databases, ECML PKDD 2023, which took place in Turin, Italy, in September 2023. The 196 papers were selected from the 829 submissions for the Research Track, and 58 papers were selected from the 239 submissions for the Applied Data Science Track. The volumes are organized in topical sections as

FOLLOWS: PART I: ACTIVE LEARNING; ADVERSARIAL MACHINE LEARNING; ANOMALY DETECTION; APPLICATIONS; BAYESIAN METHODS; CAUSALITY; CLUSTERING. PART II: COMPUTER VISION; DEEP LEARNING; FAIRNESS; FEDERATED LEARNING; FEW-SHOT LEARNING; GENERATIVE MODELS; GRAPH CONTRASTIVE LEARNING. PART III: GRAPH NEURAL NETWORKS; GRAPHS; INTERPRETABILITY; KNOWLEDGE GRAPHS; LARGE-SCALE LEARNING. PART IV: NATURAL LANGUAGE PROCESSING; NEURO/SYMBOLIC LEARNING; OPTIMIZATION; RECOMMENDER SYSTEMS; REINFORCEMENT LEARNING; REPRESENTATION LEARNING. PART V: ROBUSTNESS; TIME SERIES; TRANSFER AND MULTITASK LEARNING. PART VI: APPLIED MACHINE LEARNING; COMPUTATIONAL SOCIAL SCIENCES; FINANCE; HARDWARE AND SYSTEMS; HEALTHCARE & BIOINFORMATICS; HUMAN-COMPUTER INTERACTION; RECOMMENDATION AND INFORMATION RETRIEVAL. PART VII: SUSTAINABILITY, CLIMATE, AND ENVIRONMENT.- TRANSPORTATION & URBAN PLANNING.- DEMO.

 **INTELLIGENT COMPUTING** KOHEI ARAI,SUPRIYA KAPOOR,RAHUL BHATIA,2020-07-03 THIS BOOK FOCUSES ON THE CORE AREAS OF COMPUTING AND THEIR APPLICATIONS IN THE REAL WORLD. PRESENTING PAPERS FROM THE COMPUTING CONFERENCE 2020 COVERS A DIVERSE RANGE OF RESEARCH AREAS, DESCRIBING VARIOUS DETAILED TECHNIQUES THAT HAVE BEEN DEVELOPED AND IMPLEMENTED. THE COMPUTING CONFERENCE 2020, WHICH PROVIDED A VENUE FOR ACADEMIC AND INDUSTRY PRACTITIONERS TO SHARE NEW IDEAS AND DEVELOPMENT EXPERIENCES, ATTRACTED A TOTAL OF 514 SUBMISSIONS FROM PIONEERING ACADEMIC RESEARCHERS, SCIENTISTS, INDUSTRIAL ENGINEERS AND STUDENTS FROM AROUND THE GLOBE. FOLLOWING A DOUBLE-BLIND, PEER-REVIEW PROCESS, 160 PAPERS (INCLUDING 15 POSTER PAPERS) WERE SELECTED TO BE INCLUDED IN THESE PROCEEDINGS. FEATURING STATE-OF-THE-ART INTELLIGENT METHODS AND TECHNIQUES FOR SOLVING REAL-WORLD PROBLEMS, THE BOOK IS A VALUABLE RESOURCE AND WILL INSPIRE FURTHER RESEARCH AND TECHNOLOGICAL IMPROVEMENTS IN THIS IMPORTANT AREA.

 **MASTERING SERVICENOW** MARTIN WOOD,2016-10-27 UNLEASH THE FULL POTENTIAL OF SERVICENOW FROM FOUNDATIONS TO ADVANCED FUNCTIONS, WITH THIS HANDS-ON EXPERT GUIDE FULLY REVISED FOR THE HELSINKI VERSION ABOUT THIS BOOK GIVE YOUR SERVICENOW HELSINKI IMPLEMENTATION A POWERFUL KICK-START BY UNDERSTANDING THE DEEP CAPABILITIES OF THE PLATFORM, LEARN BY DOING WITH AN EXTENDED, COMPREHENSIVE EXAMPLE, CREATING A FEATURE-RICH, SECURE AND AUTOMATED APPLICATION FROM THE GROUND UP INTERACT WITH YOUR WHOLE ORGANIZATION BY INTEGRATING WITH REST WEB SERVICES AND BUILD A CUSTOM SERVICE PORTAL INTERFACE WHO THIS BOOK IS FOR THIS BOOK IS AIMED AT ADVANCED SERVICENOW SYSTEM ADMINISTRATORS AND DEVELOPERS WHO WOULD LIKE TO GAIN GREATER CONTROL OF SERVICENOW AND ITS ARCHITECTURE. THE BOOK EXPECTS YOU TO BE NEW TO SERVICENOW, BUT HAVE A GOOD GROUNDING IN INTERNET AND COMPUTING TECHNOLOGIES, LIKE HTML, JSON, REST AND DATABASE SYSTEMS. READERS SHOULD BE ESPECIALLY FAMILIAR WITH JAVASCRIPT, AND BE KEEN TO EXTEND AND ALTER THE PLATFORM. WITH THIS BOOK, THEY WILL BE ABLE TO DEVELOP A NEW APPLICATION FOR THEIR COMPANY. WHAT YOU WILL LEARN BUILD CUSTOM SCOPED APPLICATIONS THAT ACCESS THE FULL SERVICENOW API BUILD A MODERN, RESPONSIVE SELF-SERVICE INTERFACE WITH SERVICE PORTAL DESIGN FEATURE-RICH, RESPONSIVE, AUTOMATED WORKFLOW SYSTEMS DESIGN POWERFUL DATA-DRIVEN APPLICATIONS CONTROL INFORMATION FLOW AND APPLY BUSINESS LOGIC WITH BUSINESS RULES WRITE EFFICIENT AND EFFECTIVE CLIENT-SIDE JAVASCRIPT LEARN HOW TO AUTHENTICATE AND SECURE WEB SERVICES INTEGRATE AND EXCHANGE DATA WITH PEOPLE AND SYSTEMS CREATE AND SECURE YOUR SYSTEMS WITH PROPER ACCESS CONTROL IN DETAIL SERVICENOW IS A SaaS APPLICATION THAT PROVIDES WORKFLOW FORM-BASED APPLICATIONS. IT IS AN IDEAL PLATFORM FOR CREATING ENTERPRISE-LEVEL APPLICATIONS GIVING REQUESTERS AND FULFILLERS IMPROVED VISIBILITY AND ACCESS TO A PROCESS. SERVICENOW-BASED APPLICATIONS OFTEN REPLACE EMAIL BY PROVIDING A BETTER WAY TO GET WORK DONE. THE BOOK STEPS THROUGH THE MAIN ASPECTS OF THE SERVICENOW PLATFORM, FROM THE GROUND UP. IT STARTS BY EXPLORING THE CORE ARCHITECTURE OF SERVICENOW, INCLUDING BUILDING THE RIGHT DATA STRUCTURE. TO ADD BUSINESS LOGIC AND CONTROL DATA, AND INTERACTIVITY TO USER INTERACTION, YOU WILL BE SHOWN HOW TO CODE ON BOTH SERVER AND THE CLIENT. YOU WILL THEN LEARN MORE ABOUT THE POWER OF TASKS, EVENTS AND NOTIFICATIONS. THE BOOK WILL THEN FOCUS ON USING WEB SERVICES AND OTHER MECHANISMS TO INTEGRATE SERVICENOW WITH OTHER SYSTEMS. FURTHERMORE, YOU WILL LEARN HOW TO SECURE APPLICATIONS AND DATA, AND UNDERSTAND HOW SERVICENOW PERFORMS LOGGING AND ERROR REPORTING. YOU WILL THEN BE SHOWN HOW TO PACKAGE YOUR APPLICATIONS AND CHANGES, SO THEY CAN BE INSTALLED ELSEWHERE AND WAYS TO MAINTAIN THEM EASILY. IF YOU WISH TO CREATE AN ALTERNATIVE SIMPLE INTERFACE, THEN EXPLORE WAYS TO MAKE SERVICENOW BEAUTIFUL USING SERVICE PORTAL. BY THE END OF THE BOOK, YOU WILL KNOW THE FUNDAMENTALS OF THE SERVICENOW PLATFORM, HELPING YOU BE A BETTER SERVICENOW SYSTEM ADMINISTRATOR OR DEVELOPER. STYLE AND APPROACH EXPLORE HOW TO IMPLEMENT BUSINESS LOGIC AND AUTOMATED WORKFLOWS AND WRITE EFFECTIVE CODE BY FLEXIBLE CHOICES FOR CLIENT-SIDE SCRIPTING

 **SERVICE-ORIENTED COMPUTING – ICSOC 2021 WORKSHOPS** HAKIM HACID,MONTHER ALDWAIRI,MOHAMED REDA BOUADJENEK,MARINELLA PETROCCHI,NOURA FACI,FATMA OUTAY,AMIN BEHESHTI,LAURITZ THAMSEN,HAI DONG,2022-08-23 THIS BOOK CONSTITUTES THE SELECTED PAPERS FROM THE SCIENTIFIC SATELLITE EVENTS HELD IN CONJUNCTION WITH THE 19TH INTERNATIONAL CONFERENCE ON SERVICE-ORIENTED COMPUTING, ICSOC 2021. THE CONFERENCE WAS HELD DUBAI, UNITED ARAB EMIRATES IN NOVEMBER 2021. THIS YEAR, THESE SATELLITE EVENTS WERE ORGANIZED AROUND THREE MAIN TRACKS, INCLUDING A WORKSHOP TRACK, A DEMONSTRATION TRACK, AND A TUTORIALS TRACK. THE ICSOC 2021 WORKSHOP TRACK CONSISTED OF THE FOLLOWING THREE WORKSHOPS COVERING A WIDE RANGE OF TOPICS THAT FALL INTO THE GENERAL AREA OF SERVICE COMPUTING. • INTERNATIONAL WORKSHOP ON ARTIFICIAL INTELLIGENCE FOR IT OPERATIONS (AIOps) • 3RD WORKSHOP ON SMART DATA INTEGRATION AND PROCESSING (STRAPS 2021) • INTERNATIONAL WORKSHOP ON AI-ENABLED PROCESS AUTOMATION (AI-PA 2021)

 **HOW COMPANIES SUCCEED IN SOCIAL BUSINESS** SHAWN SANTOS,2015 THIS BOOK OFFERS A UNIQUE, UNPRECEDENTED INSIDER’S VIEW OF WHAT IT TAKES TO SUCCEED WITH SOCIAL BUSINESS. DOZENS OF BATTLE-TESTED CORPORATE PRACTITIONERS HAVE SHARED THEIR INTIMATE FIRST-HAND EXPERIENCES IN DEVELOPING, LAUNCHING AND MANAGING SOCIAL MEDIA INITIATIVES TO IMPROVE CUSTOMER CARE, MARKETING, PRODUCT DEVELOPMENT, AND OTHER KEY BUSINESS FUNCTIONS. EACH CHAPTER, WRITTEN BY A DIFFERENT SOCIAL MEDIA THOUGHT LEADER, REVEALS THEIR MOST INTENSE STRUGGLES, BIGGEST WINS, AND HARDEST-WON LESSONS IN SOCIAL BUSINESS. THESE CASE STUDIES ILLUMINATE THE DIFFERENCES BETWEEN SOCIAL MEDIA FOR SOCIAL’S SAKE AND PRACTICAL USE CASES THAT DRIVE REAL BUSINESS VALUE. HOW COMPANIES SUCCEED IN SOCIAL BUSINESS DELIVERS SPECIFIC STRATEGIES, DETAILED TACTICS, TRUE BEST PRACTICES, AND ACTIONABLE ANSWERS TO THESE AND OTHER CRUCIAL QUESTIONS ABOUT BOTH STRATEGY AND TACTICS: HOW HAVE OTHER COMPANIES BEEN SUCCESSFUL, AND WHERE HAVE THEY FAILED? HOW DO I CHAMPION SOCIAL BUSINESS INITIATIVES TO EXECUTIVES? HOW DO I MEASURE ROI AND BUILD A BUSINESS CASE? HOW DO I ATTRACT AND DEEPEN BOTH INTERNAL AND EXTERNAL PARTICIPATION? HOW DO I INTEGRATE SOCIAL MEDIA WITH MY EXISTING TECHNOLOGIES AND PROCESSES? HOW DO I ORGANIZE INTERNALLY FOR MAXIMUM EFFECTIVENESS AND EFFICIENCY? HOW WILL SOCIAL MEDIA IMPACT MY PEOPLE AND OUR CULTURE? HOW CAN I OPTIMIZE OUR CONTENT MANAGEMENT PROCESSES AND SYSTEMS? WHAT’S LURKING AROUND THE CORNER? HOW CAN I PREPARE FOR THE FUTURE OF SOCIAL BUSINESS?

 **THE PHILOSOPHY OF DISRUPTION** ALEXANDER MANU,2022-07-28 THE PHILOSOPHY OF DISRUPTION PROVIDES A STRUCTURAL UNDERSTANDING OF HOW DISRUPTION DIFFERS FROM REGULAR CHANGE, PRESENTING METHODS FOR CONCEPTUALIZING BENEFICIAL RESPONSES INTO PRODUCTS, SERVICES, OR EXPERIENCES.

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









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