

ServiceNow Kb Templates

Sam Newman

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Microsoft Azure Essentials - Fundamentals of Azure Michael Collier, Robin Shahan, 2015-01-29 Microsoft Azure Essentials from Microsoft Press is a series of free ebooks designed to help you advance your technical skills with Microsoft Azure. The first ebook in the series, Microsoft Azure Essentials: Fundamentals of Azure, introduces developers and IT professionals to the wide range of capabilities in Azure. The authors - both Microsoft MVPs in Azure - present both conceptual and how-to content for key areas, including: Azure Websites and Azure Cloud Services Azure Virtual Machines Azure Storage Azure Virtual Networks Databases Azure Active Directory Management tools Business scenarios Watch Microsoft Press's blog and Twitter (@MicrosoftPress) to learn about other free ebooks in the "Microsoft Azure Essentials" series.

Badass: Making Users Awesome Kathy Sierra, 2015-01-29 Note for ebook customers: The design and layout of this book play a key role in conveying the author's message. When creating the ebooks, we've tried to keep the look and feel of the print edition, but this means that not all e-reading devices will support the files. The EPUB format is optimized for iPad. The Mobi files are optimized for Kindle Fire tablets and phones and for Kindle reading apps. Imagine you're in a game with one objective: a bestselling product or service. The rules? No marketing budget, no PR stunts, and it must be sustainably successful. No short-term fads. This is not a game of chance. It is a game of skill and strategy. And it begins with a single question: given competing products of equal pricing, promotion, and perceived quality, why does one outsell the others? The answer doesn't live in the sustainably successful products or services. The answer lives in those who use them. Our goal is to craft a strategy for creating successful users. And that strategy is full of surprising, counter-intuitive, and astonishingly simple techniques that don't depend on a massive marketing or development budget. Techniques typically overlooked by even the most well-funded, well-staffed product teams. Every role is a key player in this game. Product development, engineering, marketing, user experience, support—everyone on the team. Even if that team is a start-up of one. Armed with a surprisingly overlooked science and a unique POV, we can reduce the role of luck. We can build sustainably successful products and services that rely not on unethical persuasive marketing tricks but on helping our users have deeper, richer experiences. Not just in the moments while they're using our product but, more importantly, in the moments when they aren't.

ServiceNow Cookbook John Benedetti, Ashish Rudra Srivastava, 2018-01-26 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 to implement ServiceNow Use ServiceNow plugins to manage development Build and publish custom applications for service management Design data-driven apps to connect with the outside world by getting into client and server scripting Start using the Service Portal to easily create portals for end users Configure alerts and notifications and understand e-mail troubleshooting and watermarking Build and configure reports to set up your dashboard as per requirements Who this book is for If you are an IT professional or an administrator with some experience of working with ServiceNow already and are looking to solve regular or unique problems that surface when using ServiceNow, then this book is for you. It's advisable to have a basic level of administration experience with ServiceNow. Familiarity with JavaScript is assumed.

Mastering CloudForms Automation Peter McGowan, 2016-08-22 Learn how to work with the Automate feature of CloudForms, the powerful Red Hat cloud management platform that lets you administer your virtual infrastructure, including hybrid public and private clouds. This practical hands-on introduction shows you how to increase your operational efficiency by automating day-to-day tasks that now require manual input. Throughout the book, author Peter McGowan provides a combination of theoretical information and practical coding examples to help you learn the Automate object model. With this CloudForms feature, you can create auto-scalable cloud applications, eliminate manual decisions and operations when provisioning virtual machines and cloud instances, and manage your complete virtual machine lifecycle. In six parts, this book helps you: Learn the objects and concepts for developing automation scripts with CloudForms Automate Customize the steps and workflows involved in provisioning virtual machines Create and use service catalogs, items, dialogs, objects,

bundles, and hierarchies Use CloudForm's updated workflow to retire and delete virtual machines and services Orchestrate and coordinate with external services as part of a workflow Explore distributed automation processing as well as argument passing and handling

Winners Dream Bill McDermott,2014-10-14 A leadership and career manifesto told through the narrative of one of today's most inspiring, admired, 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.

Engineering DevOps Marc Hornbeek,2019-12-06 This book is an engineering reference manual that explains How to do DevOps?. It is targeted to people and organizations that are doing DevOps but not satisfied with the results that they are getting. There are plenty of books that describe different aspects of DevOps and customer user stories, but up until now there has not been a book that frames DevOps as an engineering problem with a step-by-step engineering solution and a clear list of recommended engineering practices to guide implementors. The step-by-step engineering prescriptions can be followed by leaders and practitioners to understand, assess, define, implement, operationalize, and evolve DevOps for their organization. The book provides a unique collection of engineering practices and solutions for DevOps. By confining the scope of the content of the book to the level of engineering practices, the content is applicable to the widest possible range of implementations. This book was born out of the author's desire to help others do DevOps, combined with a burning personal frustration. The frustration comes from hearing leaders and practitioners say, We think we are doing DevOps, but we are not getting the business results we had expected. *Engineering DevOps* describes a strategic approach, applies engineering implementation discipline, and focuses operational expertise to define and accomplish specific goals for each leg of an organization's unique DevOps journey. This book guides the reader through a journey from defining an engineering strategy

for DevOps to implementing The Three Ways of DevOps maturity using engineering practices: The First Way (called Continuous Flow) to The Second Way (called Continuous Feedback) and finally The Third Way (called Continuous Improvement). This book is intended to be a guide that will continue to be relevant over time as your specific DevOps and DevOps more generally evolves.

Day One Sean Sawtell,2018-09

SIAM: Principles and Practices for Service Integration and Management Dave Armes,Niklas Engelhart,Peter McKenzie,Peter Wiggers,2015-11-23 For trainers free additional material of this book is available. This can be found under the Training Material tab. Log in with your trainer account to access the material.The increasing complexity of the IT value chain and the rise of multi-vendor supplier ecosystems has led to the rise of Service Integration and Management (SIAM) as a new approach. Service Integration is the set of principles and practices, which facilitate the collaborative working relationships between service providers required to maximize the benefit of multi-sourcing. Service integration facilitates the linkage of services, the technology of which they are comprised and the delivery organizations and processes used to operate them, into a single operating model.SIAM is a relatively new and fast evolving concept. SIAM teams are being established in many organizations and in many different sectors, as part of a strategy for (out)sourcing IT services and other types of service.This is the first book that describes the concepts of SIAM. It is intended for: ITSM professionals working in integrated multi-sourced environments; Service customer managers, with a responsibility to secure the business supply of IT services in a multi-sourced environment; Service provider delivery managers with a responsibility to integrate multiple services to meet the demands of the customers business and users; Service provider managers with responsibilities to manage integrated services, participating in a multi-sourced environment.

Operationalizing VMware NSX Kevin Lees,2017-08-25

Hyperconverged Infrastructure Data Centers Sam Halabi,2019-01-18 Improve Manageability, Flexibility, Scalability, and Control with Hyperconverged Infrastructure Hyperconverged infrastructure (HCI) combines storage, compute, and networking in one unified system, managed locally or from the cloud. With HCI, you can leverage the cloud's simplicity, flexibility, and scalability without losing control or compromising your ability to scale. In *Hyperconverged Infrastructure Data Centers*, best-selling author Sam Halabi demystifies HCI technology, outlines its use cases, and compares solutions from a vendor-neutral perspective. He guides you through evaluation, planning, implementation, and management, helping you decide where HCI makes sense, and how to migrate legacy data centers without disrupting production systems. The author brings together all the HCI knowledge technical professionals and IT managers need, whether their background is in storage, compute, virtualization, switching/routing, automation, or public cloud platforms. He explores leading solutions including the Cisco HyperFlex platform, VMware vSAN, Nutanix Enterprise Cloud, Cisco Application-Centric Infrastructure (ACI),

VMware's NSX, the open source OpenStack and Open vSwitch (OVS) / Open Virtual Network (OVN), and Cisco CloudCenter for multicloud management. As you explore discussions of automation, policy management, and other key HCI capabilities, you'll discover powerful new opportunities to improve control, security, agility, and performance. Understand and overcome key limits of traditional data center designs Discover improvements made possible by advances in compute, bus interconnect, virtualization, and software-defined storage Simplify rollouts, management, and integration with converged infrastructure (CI) based on the Cisco Unified Computing System (UCS) Explore HCI functionality, advanced capabilities, and benefits Evaluate key HCI applications, including DevOps, virtual desktops, ROBO, edge computing, Tier 1 enterprise applications, backup, and disaster recovery Simplify application deployment and policy setting by implementing a new model for provisioning, deployment, and management Plan, integrate, deploy, provision, manage, and optimize the Cisco HyperFlex hyperconverged infrastructure platform Assess alternatives such as VMware vSAN, Nutanix, open source OpenStack, and OVS/OVN, and compare architectural differences with HyperFlex Compare Cisco ACI (Application-Centric Infrastructure) and VMware NSX approaches to network automation, policies, and security This book is part of the Networking Technology Series from Cisco Press, which offers networking professionals valuable information for constructing efficient networks, understanding new technologies, and building successful careers.

Customer Education Adam Avramescu, 2019-01-10 Today's software companies can't afford to be passive with their customers. As software moves to the web and becomes more consumerized, software companies can only grow if their current customers renew and grow over time. Otherwise those customers will leave, creating a leaky bucket of revenue. So, what are smart, innovative companies doing before they end up with severe churn problems? Forward-thinking companies invest in Customer Education early as a way to drive customer growth and maximize lifetime value in a scalable way. Over time, this function has the potential to differentiate a company in the market. Consider this book a survival guide to investing in a Customer Education function, including: -How to drive a Customer Education strategy across your customer lifecycle- Tips for creating killer content that will actually lead to customer performance-What tools to implement as part of your technology stack-Measurement strategies for improving your content and showing ROI-And more...

Monolith to Microservices Sam Newman, 2019-11-14 How do you detangle a monolithic system and migrate it to a microservice architecture? How do you do it while maintaining business-as-usual? As a companion to Sam Newman's extremely popular *Building Microservices*, this new book details a proven method for transitioning an existing monolithic system to a microservice architecture. With many illustrative examples, insightful migration patterns, and a bevy of practical advice to transition your monolith enterprise into a microservice operation, this practical guide covers multiple scenarios and strategies for a successful migration, from initial planning all the way through application and database decomposition. You'll learn several tried and tested patterns and techniques that you can use as you migrate your existing architecture. Ideal for

organizations looking to transition to microservices, rather than rebuild Helps companies determine whether to migrate, when to migrate, and where to begin Addresses communication, integration, and the migration of legacy systems Discusses multiple migration patterns and where they apply Provides database migration examples, along with synchronization strategies Explores application decomposition, including several architectural refactoring patterns Delves into details of database decomposition, including the impact of breaking referential and transactional integrity, new failure modes, and more

Information and Communication Technology for Intelligent Systems Tomonobu Senjyu, Parikshit N. Mahalle, Thinagaran Perumal, Amit Joshi, 2020-10-29 This book gathers papers addressing state-of-the-art research in all areas of information and communication technologies and their applications in intelligent computing, cloud storage, data mining and software analysis. It presents the outcomes of the Fourth International Conference on Information and Communication Technology for Intelligent Systems, which was held in Ahmedabad, India. Divided into two volumes, the book discusses the fundamentals of various data analysis techniques and algorithms, making it a valuable resource for researchers and practitioners alike.

Learning 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.

Securing Remote Access in Palo Alto Networks Tom Piens,2021-07-02 Explore everything you need to know to set up secure remote access, harden your firewall deployment, and protect against phishing Key FeaturesLearn the ins and outs of log forwarding and troubleshooting issuesSet up GlobalProtect satellite connections, configure site-to-site VPNs, and troubleshoot LSVPN issuesGain an in-depth understanding of user credential detection to prevent data leaks Book Description This book builds on the content found in Mastering Palo Alto Networks, focusing on the different methods of establishing remote connectivity, automating log actions, and protecting against phishing attacks through user credential detection. Complete with step-by-step instructions, practical examples, and troubleshooting tips, you will gain a solid understanding of how to configure and deploy Palo Alto Networks remote access products. As you advance, you will learn how to design, deploy, and troubleshoot large-scale end-to-end user VPNs. Later, you will explore new features and discover how to incorporate them into your environment. By the end of this Palo Alto Networks book, you will have mastered the skills needed to design and configure SASE-compliant remote connectivity and prevent credential theft with credential detection. What you will learnUnderstand how log forwarding is configured on the firewallFocus on effectively enabling remote accessExplore alternative ways for connecting users and remote networksProtect against phishing with credential detectionUnderstand how to troubleshoot complex issues confidentlyStrengthen the security posture of your firewallsWho this book is for This book is for anyone who wants to learn more about remote access for users and remote locations by using GlobalProtect and Prisma access and by deploying Large Scale VPN. Basic knowledge of Palo Alto Networks, network protocols, and network design will be helpful, which is why reading Mastering Palo Alto Networks is recommended first to help you make the most of this book.

Mastering Microsoft Azure Infrastructure Services John Savill,2015-04-20 Understand, create, deploy, and maintain a public cloud using Microsoft Azure Mastering Microsoft Azure Infrastructure Services guides you through the process of creating and managing a public cloud and virtual network using Microsoft Azure. With step-by-step instruction and clear explanation, this book equips you with the skills required to provide services both on-premises and off-premises through full virtualization, providing a deeper understanding of Azure's capabilities as an infrastructure service. Each chapter includes online videos that visualize and enhance the concepts presented in the book, and access to a Windows app that provides instant Azure updates and demonstrates the process of going from on-premises to public cloud via Azure. Coverage includes storage customization, connectivity, virtual networks, backing up, hybrid environments, System Center management, and more, giving you everything you need to understand, evaluate, deploy, and maintain environments that utilize Microsoft Azure. Understand cost, options, and applications of Infrastructure as a Service (IaaS) Enable on- and off-premises

connectivity to Azure Customize Azure templates and management processes Exploit key technologies and embrace the hybrid environment Mastering Microsoft Azure Infrastructure Services is your total solution.

Zabbix 5 IT Infrastructure Monitoring Cookbook Nathan Liefting, Brian van Baekel, 2021-02-26 Discover practical recipes to help you efficiently monitor enterprise IT infrastructure for Windows, Linux, and networking Key Features Find out how you can leverage some of the most exciting features of Zabbix 5 Perform professional IT infrastructure and application monitoring on multiple platforms Discover easy-to-follow, practical solutions to problems in network monitoring with Zabbix Book Description Zabbix offers useful insights into your infrastructure performance and issues and enables you to enhance your monitoring setup with its variety of powerful features. This book covers hands-on, easy-to-follow recipes for using Zabbix 5 for effectively monitoring the performance of devices and applications over networks. The book starts by guiding you through the installation of Zabbix and using the Zabbix frontend. You'll then work your way through the most prominent features of Zabbix and make the right design choices for building a scalable and easily manageable environment. The book contains recipes for building items and triggers for different types of monitoring, building templates, and using Zabbix proxies. As you advance, you'll learn how to use the Zabbix API for customization and manage your Zabbix server and database efficiently. Finally, you'll find quick solutions to the common and not-so-common problems that you may encounter in your everyday Zabbix monitoring work. By the end of this Zabbix book, you'll have learned how to use Zabbix for all your monitoring needs and be able to build a solid Zabbix setup by leveraging its key functionalities. What you will learn Explore the different types of monitoring available in Zabbix 5 Find out how to build your own Zabbix templates Use Zabbix proxies for effective load balancing/scaling Work with custom integrations and the Zabbix API Set up triggers and alerting with Zabbix 5 Maintain your Zabbix setup for scaling, backups, and upgrades Discover how to perform advanced Zabbix database management Monitor cloud-based products such as Amazon Web Services (AWS), Azure, and Docker Who this book is for This book is for IT engineers who want to get started with Zabbix and anyone with an intermediate understanding of Zabbix looking to extend their knowledge. Although not necessary, prior experience with Zabbix will help you to make the most of this book.

Microsoft Azure Infrastructure Services for Architects John Savill, 2019-10-29 An expert guide for IT administrators needing to create and manage a public cloud and virtual network using Microsoft Azure With Microsoft Azure challenging Amazon Web Services (AWS) for market share, there has been no better time for IT professionals to broaden and expand their knowledge of Microsoft's flagship virtualization and cloud computing service. Microsoft Azure Infrastructure Services for Architects: Designing Cloud Solutions helps readers develop the skills required to understand the capabilities of Microsoft Azure for Infrastructure Services and implement a public cloud to achieve full virtualization of data, both on and off premise. Microsoft Azure provides granular control in choosing core infrastructure components, enabling IT administrators to deploy

new Windows Server and Linux virtual machines, adjust usage as requirements change, and scale to meet the infrastructure needs of their entire organization. This accurate, authoritative book covers topics including IaaS cost and options, customizing VM storage, enabling external connectivity to Azure virtual machines, extending Azure Active Directory, replicating and backing up to Azure, disaster recovery, and much more. New users and experienced professionals alike will: Get expert guidance on understanding, evaluating, deploying, and maintaining Microsoft Azure environments from Microsoft MVP and technical specialist John Savill Develop the skills to set up cloud-based virtual machines, deploy web servers, configure hosted data stores, and use other key Azure technologies Understand how to design and implement serverless and hybrid solutions Learn to use enterprise security guidelines for Azure deployment Offering the most up to date information and practical advice, Microsoft Azure Infrastructure Services for Architects: Designing Cloud Solutions is an essential resource for IT administrators, consultants and engineers responsible for learning, designing, implementing, managing, and maintaining Microsoft virtualization and cloud technologies.

Exam Ref AZ-103 Microsoft Azure Administrator Michael Washam,Jonathan Tuliani,Scott Hoag,2019-01-02 Prepare for Microsoft Exam AZ-103—and help demonstrate your real-world mastery of deploying and managing infrastructure in Microsoft Azure cloud environments. Designed for experienced cloud professionals ready to advance their status, Exam Ref focuses on the critical thinking and decision-making acumen needed for success at the Microsoft Certified Associate level. Focus on the expertise measured by these objectives: Manage Azure subscriptions and resources Implement and manage storage Deploy and manage virtual machines (VMs) Configure and manage virtual networks Manage identities This Microsoft Exam Ref: Organizes its coverage by exam objectives Features strategic, what-if scenarios to challenge you Assumes you are an experienced Azure administrator who understands and manages diverse storage, security, networking and/or compute cloud services About the Exam Exam AZ-103 focuses on skills and knowledge needed to manage Azure subscriptions; analyze resource utilization and consumption; manage resource groups; establish storage accounts; import/export data; configure Azure files; implement backup; create, configure, and automate VM deployment; manage VMs and VM backups; implement, manage, and connect virtual networks; configure name resolution; create and configure Network Security Groups; manage Azure AD and its objects; and implement and manage hybrid identities. About Microsoft Certification Passing exam AZ-103 earns your Microsoft Certified: Azure Administrator Associate certification, demonstrating your skills in implementing, monitoring, and maintaining Microsoft Azure solutions, including major services related to compute, storage, network, and security.

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