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Change deployment in ServiceNow

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The goal of this presentation is to show you something different from what you are used to see.

ServiceNow is a cloud-based PaaS[1] product with many out-of-the-box Saas[2] applications built-in. Customers routinely modify these applications or create their own on top of the platform. ServiceNow is used at CERN as the Organisation's Service Management tool.

In ServiceNow, everything is stored in its database; data such as support tickets, but also the application code, and even the database structure itself.

During this presentation, I will quickly develop a very small application and rapidly deploy it from our dev server into our qa server; then, develop and deploy an additional small change.

Along the way, you will discover how changes are recorded and deployed effortlessly. You will also see how conflicts are resolved. Hint: version control in ServiceNow is *different*.

(1) Platform as a Service
(2) Software as a Service

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