Servicenow Curriculum

1. Introduction to Service Now:

- What is Service Now?
- Why and who can User Service Now
- Concept of Cloud Computing in Service Now
- Introduction to ITIL Foundation
- Navigation and Users
- Helpful Portals, Releases

2. Creating Homepage

- Creating Gauges
- Define CSS Properties, UI Properties
- Change Visibility of Homepage and Banner

3. Tables, Form, Dictionary

- Creating Application , module
- Creating Table
- Personalizing form and table layout
- Creating Section
- View
- Dictionary Overrides
- Reference Qualifiers
- Related Lists

4. User Administration

- Creating groups
- Users and Departments
- Concept of delegation
- Customizing user profile
- Roles & group membership
- Fetch detail of logged in user

5. Update Set

- Creating an Update Set
- Merge update set
- Retrieve Update set in another instance

6. Scripting:

- Client Scripts
- Business Rules
- UI Actions
- UI Policies
- Data Polices
- Script Includes
- Data Lookup rules
- UI pages
- UI Macros
- Dictionary
- Coding best practices

7. Debugging

- Debugging
- Personalize users
- Debugging business rule
- Debugging ACL
- Background Scripts
- Debug -client scripts

8. Creating workflow

- Workflow editor and workflow scripts

- Workflow activities and workflow context

- Workflow stages, Transitions

9. Service catalog management

- User of Service catalog, Back and end execution

- Creating catalog item, record producer, order guide

- Create RITM and catalog task

- Attaching workflow to catalog items

10. Importing data in Service Now

- Data Sources

- XML Report

- Transform Maps

- Schedule data import

- Import sets

- Transform Scripts

- Data Load automation

11. Email Notification:

- Defining a template

- Define notification

- Email Logs

- Introduction to SMTP and POP mail Servers

- Trigger email and even

12. Create SLA & Schedule

- SLA Definitions
- SLA Properties
- Attach SLA to tasks
- Create Schedule and child Schedule

13. Schedules Jobs

- Introduction to Scheduled jobs
- Schedule job Log
- Scheduled reports

14. Access control List

- Create Read, Write and create ACL on table and field Level.
- Debug ACLS
- Write ACL Scripts
- Concept of Privileged system admin

15. Introduction to Web Service:

- Introduction to web services
- SOAP Messages
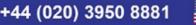- Rest Messages
- Demo using Soap/Rest protocol

16. SSO & LDAP Integration

- SSO integration
- LDAP integration

17. Flow Designer

- Overview of flow designer
- Demo

18. Service Portal

- Pages

- Widgets controller

- Demo

19. Upgrade

- Release notes

- Upgrade approach

KEY FEATURES

- Instructor-led Sessions
- Learn from Experts
- Assignments
- 24 x 7 Support
- Real-time Case Studies
- Get Certified

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