

## ServiceNow Course Content

### 1. Introduction To ServiceNow

- What Is ServiceNow?
- What Is SaaS?
- What Is PaaS?
- Browser Supportability
- Logging In To Service-Now
- Introduction To Cloud

### 2. Basic Administration

- User Administration
- Granting Roles
- Creating Tickets And Raising Requests
- Crating Menus
- Form Layouts And List Layouts
- Introducing Applications
- Creating Modules
- Customizing Tables
- Dictionary Entries And Overrides
- List Controls

### 3. Advanced Administration

- UI Policies
- UI Actions
- Access Controls (Acls)
- Dictionary Entries
- Email Notifications
- Import Sets
- Data Polices
- Business Rules
- Client Scripts

- Transform Maps
- Scheduled Jobs
- Loading Data Of Different Formats
- Creating Incidents And Change Using Record Producers
- Creating Order Guides.

#### **4. Customization**

- Creating Custom Table
- Creating Custom Application
- Creating Fields And Menus
- Creating Workflows
- Approval Mapping.
- Using Other Workflow Activities
- Creating Service Catalog
- Creating Service Level Agreements And Operational Level Agreements

#### **5. Integrations**

- Basics Of LDAP Integrations For User Import
- Overview On Web Services
  - Direct Web Services
  - Transform Map Web Services
- Overview On MID Server Installation

#### **6. Reporting**

- Bar Charts, Pie Charts, List Reports, Pivot Tables
- Scheduling Reports
- Making Gauges

#### **7. System Upgrades**

- Needs For Cloning And Ways To Implement
- New Releases
- New Features

## 8. ITIL Process

- Overview On Incident Management
- Overview On Change Management
- Overview On Problem Management
- Overview On Knowledge Management
- Overview On Service Catalog.

## 9. Configuration Management

- Classes In CMDB
- Mapping Configuration Item To Asset Records
- Relating Configuration Items

## 10. Content Management

- Introduction To CMS
- Creating Sites
- Creating Pages
- Login Rules

## ITSM Modules Experience

- a. Incident Management
- b. Problem Management
- c. Change
- d. Knowledge
- e. SLA
- f. Service Catalog
- g. Customer Service Management
- h. Project Portfolio
- i. Contract Management
- j. Governance And Risk Compliance
- k. Demand Management
- l. Survey Management
- m. Service Portal

## **Non ITSM Experience**

### **Integrations Experience:**

Integration With Monitoring Tools - Nim Soft And CASOI Integration Data Migration Project: API Or Manually Data Import

- HPSM To Service Now
- Remedy To Service Now
- CA To Service Now

LDAP And SSO Experience

### **Scripting:**

Tables Creations

Field Creation

- UI Policies
- Client Scripts,
  - a) Onload,
  - b) Onsubmit
  - c) Onchange
  - d) Oncelledit
- Glide Record
- Glide System
- Glide Form
- Business Rules
  - a) Before
  - b) After
  - c) Async
  - d) Display
- Data Policies, Access Control, Notification Mail Scripts,
- Schedule Jobs, Script Include, Creation Of Dynamic Reference Qualifier
- UI Actions, Views , View Rules, Catalog Client Script
- Catalog Ui Policy, Workflows
- Catalog Items, Record Producer, Inbound Actions, Templates



## **Relationships:**

- Dictionary Override, Defining Field Attribute
- Business Rules, Field Styles.
- Email To Ticket Conversion.
- Self Preparation For Interviews

Interactive Technology Training