ServiceNow Course Content

Course Description:

ServiceNow is a cloud-based software platform providing technical support for IT service management, IT operations management, and business management in large organizations including help desk functionality. The main aim of ServiceNow is to develop custom applications according to the business requirements and improving the efficiency of the organization's goals and objects using workflows. This software platform is built on the basis of the ITIL framework and processes. It mainly focuses to help organizations manage business operations, activities, tasks, and processes in a service-oriented approach. Mostly it uses machine learning to control data and digital workflows to make enterprises more agile and scalable.

Our ServiceNow training caters to the needs of a cross-section of users like fulfillers, developers, administrators, process owners, trainers, etc. The course curriculum is prepared by the best trainers to teach all the core and advanced topics. One can learn the ServiceNow tool course to excel theoretical and practical knowledge with real-time scenarios and assignments to get placed in top companies.

Course Content:

Introduction to ITIL
- Introduction to ITSM
- Incident Management
- Problem Management and Change Management
- Service Request Management
- Configuration Management Database
- SLA's and OLA's

Introduction To ServiceNow
- Tool Introduction
- Current Competitors
- Releases
- User Licenses
- Using Wiki and Community

Basic Administration
- Customizing Home Pages
- Form Layouts and list layouts
- Adding Users to Groups
- Granting Roles to Users
- Introducing Applications and Modules
- Creation of tables and Modules Group

- Creating tickets and raising Requests
- Creating SLA's
- Performance Metrics

System Administration

- Perform core configuration tasks
- Work with User Interface (UI) policies, data policies, UI actions, business rules and client scripts
- Add users, groups and roles
- Manage data with tables, the configuration management database (CMDB), import sets and update sets
- Work with two key process applications: Knowledge Base and ServiceNow Service Catalog
- Create workflow activities and approvals
- Configure alerts and notifications
- View upgrade history and status
- Control system access and data security
- Create baseline performance metrics
- Run reports, configure service level agreements (SLAs) and perform instance branding and customization
- Integrate social IT elements and learn best practices

Advanced Administration

- UI Policies, Notifications
- Dictionary Entries and Overrides Data Policies
- List Control and Calculations
- Exporting the Data from Service-Now
- Update sets imports and Exports
- Scheduling Jobs
- Capture class work in Update Sets to understand their purpose and movement
- Learn how access to data is controlled within the framework of ServiceNow Contextual Security
- Define Reference Qualifiers that direct the right data to the right users at the right time
- Implement a Web Services API REST integration and learn about the possible data paths into ServiceNow
- Coordinate service catalog elements, including user criteria, cart controls, and variables
- Create a Record Producer
- Implement new workflows that use a variety of activities to understand how records are generated from workflows
- Define and use a database view as a report source, consider performance Best Practices, and try security controls that apply to reporting
- Set system controls that direct the right data to the right users at the right time

Scripting

- Business Rules
- Client Scripts
- UI Actions
- Script Includes

- Jelly Scripting
- Determine when it is appropriate to script
- Configure a ServiceNow instance for scripting
- Script client side
- Client Scripts
- UI Policies
- Script server side
- Business Rules
- GlideSystem
- GlideRecord
- Scheduled Jobs
- Event Management
- Workflow Scripts
- Script Includes
- Develop scripting best practices

Reporting

- Bar Charts
- Pie Charts
- List Reports
- Pivot Tables
- Using scripting in Reporting
- Scheduling Reports
- Making Gauges

Cloning and Upgrades

- Need For cloning and ways to implement it
- Upgrading the instance for new Release

Integrations

- Direct Web Services
- Transform Map Web Services
- Scripted Web Services
- Email Integration: Inbound Actions
- Event Registry
- Creating and Triggering Events

Content Management

- Introduction to CMS
- Creating Sites
- Creating Pages
- Creating Blocks using Scripting

- Login Rules

Configuration Management
- Classes in CMDB
- Mapping Configuration Item to Asset Records
- Loading the CI's into Service-Now
- Relating Configuration items

Import Sets
- Loading Data of different Formats
- Using Data Sources
- Using Transform Maps and Transform scripts

Service Catalog
- Creating Catalog Items using Variables and Variable sets
- Creating Record Producers
- Design the flow using Workflow
- Creating Execution Plans
- Writing Catalog Client Scripts and Catalog UI Policies

Workflows
- Creating Workflows on different tables
- Approvals using workflows
- Using Different Activities in workflows
- MID Server installation
- Installing MID server on a instance
- Testing the Mid Server using another Logins
- Importing Files by Using MID Server

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