ServiceNow Developer Training

Course Contents

Introduction to ServiceNow Developer Course

- What is Service Now
- Why and who can use Service Now
- Concept of cloud computing in Service Now
- Introduction to ITIL foundation
- Navigation and users
- Helpful portals, releases

Customize Homepage

- Creating Gauges
- Define CSS properties, UI Properties
- Change visibility of Homepage and banner

Tables, Form, Dictionary

- Creating Application, module
- Creating table
- Personalizing form and table layout
- Creating Section,
- View
- Dictionary entries
- Dictionary overrides
- Reference qualifiers
- Related lists

Update set's Creation

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

Creating workflow

- Workflow editor and workflow scripts
- Workflow activities and workflow context
- Workflow stages, transitions

Service catalog management

- Use of service catalog, back end execution
- Creating catalog item, record producer, order guide
- Create RITM and catalog task
- Attaching workflow to catalog items

Importing data in Service Now

- Data sources,
- XML import
- Transform maps,
- Scheduled data import
- Import sets
- Transform scripts
- Data load automation

User Administration

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

Email Notification

- Defining a Template
- Define notification
- Email logs
- Introduction to SMTP and POP mail servers
- Trigger email on event

Create SLA &Schedule

- SLA Definitions

- SLA Properties
- Attach SLA to tasks
- Create schedule and child schedule

Scheduled Jobs

- Introduction to scheduled jobs
- Scheduled Job log
- Scheduled reports

Access Control List

- Create Read, Write and Create ACL on table and field level
- Debug ACLS
- Write ACL Scripts
- Concept of privileged system admin

Content Management (CMS)

- Creating site, page
- Dynamic content block
- Define Header, theme, style sheet
- Creating UI page, UI macros

Introduction to Web service

- Introduction to web services
- SOAP Messages

Debugging

- Personalize users
- Debugging Business Rule
- Debugging ACL
- Background scripts