

ServiceNow Advanced Course Curriculum

Day : 1

Unit 1: Introduction to ITIL

Topics- Introduction to ITSM, Incident Management, Problem Management and change management, Service Request Management, Configuration Management Database, SLA's and OLA's

Unit 2: Introduction to Service-Now

Topics- Tool Introduction, Current Competitors, Releases, User Licenses, Using Wiki and Community

Unit 3: Basic administration

Topics- 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, creating tickets and raising Requests, Creating SLA's, Performance Metrics

Day : 2

Unit 4: Advanced Administration

Topics- 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

Unit 5: Scripting

Topics- Business Rules, Client Scripts, UI Actions, Script Includes, Jelly Scripting

Day : 3

Unit 6: Reporting

Topics- Bar Charts, Pie Charts, List Reports, Pivot Tables, using scripting in Reporting, Scheduling Reports, Making Gauges

Unit 7: Cloning and upgrades

Topics- Need for cloning and ways to implement, Upgrading the instance for new Release.

Day: 4

Unit 8: Configuration management

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

Unit 9: Import sets

Topics- Loading Data of different Formats, Using Data Sources, Using Transform Maps and Transform scripts

Day : 5

Unit 10: Service catalog

Topics- 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

Unit 13: Workflows

Topics- Creating Workflows on different tables, Approvals using workflows, Using Different Activities in workflows