

ServiceNow Administration and Development

Day 1

- Introduction
 - Basics of ServiceNow
 - Login Process
 - Navigation and User Interface
 - Working with Applications and Modules
 - Employee Self Service (ESS)
 - Home Page Customization
- User Administration and Security Controls
 - User Account Creation in SNC
 - Group Creation and Allotment
 - Role Creation and Allotment
 - Setting up Company, Department and Locations
- Creating Tables and Applications
 - Tables and Columns
 - Creating Tables
 - Working with Modules
 - Introduction to Data Dictionary
 - Changing field properties
 - Working with Application Scopes
 - Configuring Related List and Form Views
- Implementation of Incident
 - Ticket Categorization
 - Managing Incident States
 - Custom Close Codes
 - Mandatory Data and Fields
 - Incident Assignment Rules
 - Service Level Agreements
 - Managing an Incident Request
- Exercises

Day 2

- Implementing Problem Management
 - Configuring Problem Management
 - Managing Problem State Labels
 - Mandatory Data and Fields
 - Auto Problem Assignment
 - Managing Problem Request
- Implementing Change Management
 - Auto Change Categorization
 - Managing Black-out windows
 - Maintenance Schedules
 - Change Risk Conditions
 - Conflict Properties
 - Managing Change Request (RFC)
- Implementation Configuration Management
 - Introduction to Configuration Item (CI)
 - Business Services
 - Creation of CI Class using CI Class Manager
 - Business Service Map
 - Managing Relationship between CIs

- Advanced Topics in CMDB – Importing CIs
- Features of Asset Management
- Managing Approval Process using Approval Rule and Process Guide
- Exercises

Day 3

- Implementation of Service-Catalog
 - Introductions, Setup, Advanced Topics
 - Maintain Categories and Items
 - Maintain Bundles
 - Change Catalog UI
 - Implementation of Service-Level Agreements
- Service Level Management
 - SLA, OLA and UC
 - Attaching SLA
 - Monitoring SLAs
- ServiceNow ITSM Platform Reporting
 - Introduction to Reports in ServiceNow ITSM Platform
 - ServiceNow Integration for Reports
 - Business Reports
 - Operational Reports
 - E-mail Delivery of Reports
- Exercises

Day 4

- Scripting in ServiceNow
 - Client-side Scripts
 - Client Script
 - UI Policies
 - UI Script
 - Client Side UI Action
 - Server-side Scripts
 - Glide System
 - Business Rule
 - Script Include
 - Glide Ajax
- ServiceNow Integrations
- Web Services
- Workflow
- Rest services
- Supplemental Advanced Topics
- Debugging
- Auditing
- Exercises