ServiceNow Fundamentals

1: User Interface & Navigation

Objectives:

- Demonstrate how to navigate to applications and modules in ServiceNow using the Application and Filter Navigators Create views and filters for a table list
- Update records using inline editing
- Configure a form view using Form Layout and Form Designer
- Describe how to create and update records in a form view
- Understand how to modify the colors in an instance for the logged-in user as well as for users in the instance

Labs:

- Lab 1.1 – Navigate the platform utilizing the Application Navigator
- Lab 1.2 – Configure a list view and create a shareable list filter
- Lab 1.3 – Configure a form view and update records
- Lab 1.4 – Use the Basic Configuration UI16 module to apply branding to the platform

2: Collaboration

Objectives:

- Explain how to access the service portal for the instance
- Understand how to submit an incident through the service portal
- Discuss when the My Work and My Groups Work modules should be used
- Demonstrate how to use work notes, additional comments, and connect chat to collaborate on a task
- Describe the differences between events and notifications
- Create a reporter by modifying an existing report using the Report Designer
- Share a report with a group

Labs:

- Lab 2.1 – Practice group task management by using form work notes and chat
- Lab 2.2 – Create, test, and verify a notification
- Lab 2.3 – Create a simple report and share it with a group of users

3: Database Administration

Objectives:

- Explain the hierarchy of tables, records, and fields
- Differentiate the classes of tables in ServiceNow
- Identify different field types in a record
- Demonstrate how to create access control rules
- Discuss how access controls are evaluated
- Explain how to use import sets to populate data in a table
- Describe the purpose of the CMDB
- Create a new CI class in the CMDB along with relationships to other CIs

Labs:

- Lab 3.1 – Create a new table with accompanying lists and forms
- Lab 3.2 – Practice restricting access to data by defining security controls
- Lab 3.3 – Populate a table with data records using Import Sets
- Lab 3.4 – Establish relationships in the configuration management database

4: Self-Service & Process Automation

Objectives:

- Create a Knowledge Base article by importing a Word document
- Explain how to locate and approve knowledge base articles
- Define, apply, and test user criteria on the knowledge base
- Demonstrate how to create a catalog item with variables
- Use the Try It functionality to test catalog item ordering
- Create a Flow Designer Flow and associate it with a service catalog item

- Test the flow by ordering a catalog item

Labs:

- Lab 4.1 – Import knowledge content and practice publishing an article
- Lab 4.2 – Create a catalog item
- Lab 4.3 – Create a Flow and associate it to the catalog request process, then test it

5: Introduction to Development

Objectives:

- Demonstrate how to create a UI Policy and UI Policy Action to make a field read-only, mandatory, or visible
- Explain how a business rule can be used to display messages to the user
- Understand which changes are captured in Update Sets
- Create an update set to capture form changes
- Outline the process of completing and exporting an update set
- Identify the steps to retrieve, preview, and commit an update set

Labs:

- Lab 5.1 – Practice implementing various script types
- Lab 5.2 – Work with update sets to capture configuration changes
- Lab 5.3 – Register a developer instance and work with Update Sets