ServiceNow Administration and Development Fundamentals

Course Description

ServiceNow is a powerful cloud-based platform that offers a wide range of IT Service Management (ITSM) and automation solutions. This comprehensive course is designed to provide participants with the necessary knowledge and skills to effectively administer and develop on the ServiceNow platform. The course covers various aspects, including user administration, incident management, problem management, change management, configuration management, scripting, and reporting.

Audience

This course is ideal for IT professionals, system administrators, developers, and anyone interested in learning how to administer and develop on the ServiceNow platform. No prior experience with ServiceNow is required, but basic knowledge of IT concepts and programming will be helpful.

Pre-requisite Knowledge/Skills

Basic understanding of IT concepts and processes

Familiarity with programming concepts (JavaScript will be used for scripting)

A desire to learn and explore IT Service Management and automation

Course Objectives

By the end of this course, participants will be able to:

- Navigate the ServiceNow platform and work with applications and modules
- Perform user administration and security controls
- Create tables, configure data dictionary, and work with application scopes
- Implement incident, problem, and change management processes
- Manage configuration items and understand asset management features
- Implement service catalog and service-level agreements
- Generate reports and integrate ServiceNow with other systems
- Develop client-side and server-side scripts for customization and automation

Course Outline

The course comprises 40-hours of theory and labs. It's divided into 12 different modules.

Module 1: Introduction to ServiceNow

- Basics of ServiceNow
- Login Process
- Navigation and User Interface
- Working with Applications and Modules
- Employee Self Service (ESS)
- Home Page Customization

Module 2: User Administration and Security Controls

- User Account Creation in ServiceNow
- Group Creation and Allotment
- Role Creation and Allotment
- Setting up Company, Department, and Locations

Module 3: Creating Tables and Applications

- Tables and Columns
- Creating Tables
- Working with Modules
- Configuring Related List and Form Views

Module 4: Implementation of Incident Management

- Ticket Categorization
- Managing Incident States
- Mandatory Data and Fields
- Incident Assignment Rules
- Service Level Agreements for Incidents

Module 5: Implementing Problem Management

- Configuring Problem Management
- Managing Problem State Labels
- Mandatory Data and Fields
- Auto Problem Assignment

- Managing Problem Requests (PRs)

Module 6: Implementing Change Management

- Auto Change Categorization
- Managing Black-out Windows
- Maintenance Schedules
- Change Risk Conditions
- Conflict Properties
- Managing Change Requests (RFCs)

Module 7: Implementation Configuration Management

- Introduction to Configuration Item (CI)
- Business Services and CI Class Manager
- Managing Relationship between CIs
- Advanced Topics in CMDB – Importing CIs
- Features of Asset Management

Module 8: Managing Approval Process

- Approval Rule
- Process Guide

Module 9: Implementation of Service Catalog

- Introductions, Setup, Advanced Topics
- Maintain Categories and Items
- Maintain Bundles
- Change Catalog UI

Module 10: Implementation of Service-Level Agreements (SLAs)

- SLA, OLA, and UC
- Attaching SLA
- Monitoring SLAs

Module 11: ServiceNow ITSM Platform Reporting

- Introduction to Reports in ServiceNow ITSM Platform

- ServiceNow Integration for Reports
- Business Reports
- Operational Reports
- E-mail Delivery of Reports

Module 12: Scripting in ServiceNow

- Client Script
- UI Policies
- UI Script
- Client-Side UI Action
- Server-side Scripts
- Glide System
- Business Rule
- Script Include
- Glide Ajax