

ServiceNow Administration, Scripting and Integration

32 Hours + 16 Hours

Course Description

This comprehensive course is designed to equip participants with the essential skills and knowledge required for effective ServiceNow administration and scripting. Whether you are new to ServiceNow or seeking to deepen your expertise, this course covers key concepts, practical demonstrations, and hands-on labs to ensure a thorough understanding of the ServiceNow platform.

Audience

This course is suitable for IT professionals, system administrators, and individuals responsible for managing and configuring ServiceNow instances. It is also beneficial for those looking to enhance their scripting capabilities in client-side and server-side environments.

Pre-requisite Knowledge/Skills

Basic understanding of IT service management concepts and familiarity with web technologies is recommended.

Course Objectives

- Gain functional awareness and configuration skills for ServiceNow applications, including ITSM, Service Operations Workspace, and Employee Center.
- Explore the modernized work experience and understand user access and personas within the ServiceNow platform.
- Configure applications for business needs, including classic list views, form configurations, and advanced settings.
- Learn data management techniques, including table administration, access controls, and importing data.
- Configure self-service functionalities, such as knowledge management, service catalog, and flow designer.
- Enhance productivity through reporting, dashboard creation, and notification configurations.
- Package enhancements for testing, including UI policies, business rules, and system update sets.
- Undertake a capstone project to apply learned skills in a real-world scenario.

Course Outline

Module 0: Welcome and Orientation

- Locate and download class resources
- Review the overall class scenario
- Explore the ServiceNow Platform
- Gain functional awareness and configuration of applications including ITSM, Service Operations Workspace, and Employee Center

Module 1: The Modernized Work Experience

- Explore the Modernized Work Experience
- Labs working with Incidents
- Knowledge Check

Module 2: Explore the Power of the ServiceNow Platform

- Configure an Instance
- Knowledge Check

Module 3: Configure Applications for Business

- Create Classic List Views
- Form Configuration Lesson and Demo
- Advanced Configuration Lesson and Demo
- Knowledge Check

Module 4: Manage Data

- Table Administration Lesson and Demo
- Application/Access Control Lesson and Demo
- Import Data Lesson and Demo
- CMDB Lesson and Demo
- Knowledge Check

Module 5: Configure Self Service

- Knowledge Management Lesson and Demo
- Service Catalog Lesson

- Flow Designer Lesson and Demo
- Knowledge Check

Module 6: Enable Productivity

- Reporting Lesson and Demo
- Notifications Lesson
- Additional Configurations Lesson and Demo
- Knowledge Check

Module 7: Package Enhancements for Testing

- UI Policies and Business Rules Lesson
- Migration and Integration Lesson
- Applying an Update Set Lesson and Demo
- Additional Administrator Resources

Module 8: Capstone Project

- Capstone Project

Additional Resources:

- ServiceNow Administration Fundamentals - Additional Practice
- Certified System Administrator Voucher Info
- Instance Help - Optional

Scripting Modules:

1. Client-side Scripting Module:

- Objectives
- About This Learning Module
- Exercise: Fork Repository and Import Application
- Introduction to Client-side Scripting
- Client Script Types
- Creating Client Scripts
- The GlideForm (g_form) Class
- The GlideUser (g_user) Class
- UI Policies

- UI Policy Actions
- UI Policy Scripts
- Client Scripts vs. UI Policies
- Test Your Client-side Scripting Knowledge
- Module Recap

2. Server-side Scripting Module:

- Objectives
- About This Learning Module
- Exercise: Fork Repository and Import Application
- Introduction to Server-side Scripting
- Business Rules
- Controlling When Business Rules Run
- Business Rule Actions
- Business Rule Scripts
- Dot-Walking
- Server-side APIs
- GlideSystem
- GlideRecord
- GlideDateTime
- Debugging Business Rules
- Script Includes
- On Demand Script Include
- Extend a Script Include
- Utilities Script Include
- Other Server-side Script Types
- Test Your Server-side Scripting Knowledge
- Module Recap

3. Outbound REST Integrations Module:

- Objectives
- About This Learning Module
- ServiceNow as a Web Service Consumer
- Outbound REST Messages
- Creating an Outbound REST Message
- Authenticating in an Outbound REST Message
- HTTP Methods
- Testing HTTP Methods

- Debugging HTTP Methods
- Parsing Data from the Response
- Scripting REST Messages
- Test Your Outbound REST Integrations Knowledge
- Module Recap

4. Inbound REST Integrations Module:

- Objectives
- About This Learning Module
- ServiceNow as a Web Service Provider
- Introduction to the REST API Explorer
- Selecting an API
- Request Parameters
- Testing
- ServiceNow API Request
- ServiceNow API Response
- Adding Security to Inbound Requests
- CORS Rules
- Code Samples
- Test Your Inbound REST Integrations Knowledge
- Module Recap

5. Scripted REST APIs Module:

- Objectives
- About This Learning Module
- Exercise: Fork Repository and Import Application
- What Are Scripted Web Services?
- Creating Scripted REST APIs
- Security, Content Negotiation, and Documentation
- Request Headers and Query Parameters
- Scripted REST API Resources
- Resource Security, Content, and Documentation
- Resource Request Header and Query Parameter Associations
- Scripted REST API Error Objects
- API Versions
- API Analytics
- Test Your Scripted REST APIs Knowledge
- Module Recap

