

ServiceNow Fundamentals

Course Description

This comprehensive course, "ServiceNow Fundamentals," provides an in-depth exploration of the ServiceNow platform, encompassing its overview, user interface, form and list controls, incident management, tables and fields, workflow, and reports and dashboards. Participants will gain practical insights into ServiceNow's architecture, features, and its evolution over various versions. The course covers essential topics such as user administration, configuration, customization, and specific modules like incident management. Through hands-on lab exercises and interactive sessions, participants will develop the skills needed to effectively navigate and leverage ServiceNow for IT Service Management (ITSM).

Audience

This course is designed for IT professionals, system administrators, and anyone interested in understanding and utilizing the ServiceNow platform for IT service management. Whether you're a newcomer to ServiceNow or seeking to enhance your existing knowledge, this course caters to a broad audience looking to harness the power of ServiceNow in their organizations.

Pre-requisite Knowledge/Skills

Basic familiarity with IT service management concepts is recommended but not mandatory. Participants should have access to a ServiceNow instance for hands-on exercises.

Course Objectives

- Understand the ServiceNow platform's overview, features, and evolution.
- Navigate and work effectively within the ServiceNow user interface.
- Learn the fundamentals of form and list controls for efficient data management.
- Gain insights into incident management processes and configurations.
- Explore tables, fields, and columns, including out-of-the-box tables.
- Delve into workflow creation, core activities, and the workflow editor.
- Master the art of generating reports, creating dashboards, and sharing insights.

Course Outline

Module 1: ServiceNow Overview and UI

- Introduction to ServiceNow
- Overview of ITSM
- What is ServiceNow?
- Why and who can use ServiceNow
- History of ServiceNow
- ServiceNow Versions
- ServiceNow Features
- ServiceNow Objectives
- Evolution of ServiceNow
- Architecture of ServiceNow
- Prerequisites for ServiceNow
- Login and User Interface of ServiceNow
- User Interface (UI)
- User Profile
- Introduction to User Administration
- Creating Users
- Types of User Interfaces in ServiceNow
- Difference Between End User, ITIL user, User Roles
- Working with Groups
- Working with Roles
- Assigning roles to Users and Groups
- User Preferences
- Basic Configuration
- Purpose of Impersonate User
- Use of Global Search

Module 2: Forms and List controls

- Quick Recap of previous sessions
- List view and Form view
- What is Form & Records?
- Form Header and Fields

- Configuring & Personalizing Forms
- Form Design and Form Layout
- Work with Form Sections
- Field Properties
- Creating Custom Fields from Design and Form Layout
- Form Customization and Personalization
- Lists View & Administration
- Filters and Search Conditions in Lists
- Condition Builder
- Breadcrumbs and Usage
- Context Menus
- Personalizing and Customizing Lists
- Filters Add to Favorite
- Configure List Layout
- List Controls
- List Calculations
- Purpose of Wild Card Entries
- Filters & Searches
- Update Multiple Records
- Wild Card Entries

Module 3: Incident Management

- Incident Management Overview
- Incident Management Process
- Lifecycle of an incident
- Incident Management Plugins
- Configuring Incident
- Managing Incident
- Incident reporting
- Major Incident Management
- Lab exercise for Incident Management

Module 4: Tables, Fields, and Columns Overview

- Introduction to Table
- Fields
- Columns
- Out of the Box Tables
- Q n A

Module 5: Workflow

- Introduction to Workflow
- Workflow Core Activities
- Creating New Workflow
- Workflow Editor
- Q n A

Module 6: Reports and Dashboards

- Introduction to Reports
- Types of Reports
- Creating New Report
- Deleting Report
- Reports add to Dashboard
- Report Sharing
- Scheduling Reports
- Working with Gauges
- Introduction to Dashboards
- Create New Dashboard
- Q n A