Servicenow Administration and Development Training Course content

Servicenow Course Modules

1. User Interface & Navigation
- Ui essentials
- Configuration essentials
- Branding of Instance

2. User Administration
- Creating Users
- Creating groups
- Creating Roles and best practices

3. Ongoing Maintenance
- Updateset
- Retrieved Update Set XML
- Upload Updateset XML
- Update source

4. Tables & relationships
- Base Tables
- Core Tables

5. Data Management
- Tables creation
- Forms
- Sections
- Lists
- Filters
- Views
- Configuring Forms
- Personalizing Forms

6. Import sets
- Import sets
- Transform Maps
- Coalesce
- Data sources

7. Events & Notifications
- Email Notifications
- Properties
- Email Scripts
- Email Template

8. Service level Managements
- SLA
- OLA
- UC

1. Designing and creating an application.
- Designing an Application
- Database Schema and Tables
- Application scope and the
- Application Picker

2. Service catalog management
- Creating catalogs
- Creating Categories
- Creating Items
- Record produces
- Order guides

3. Workflow
- Creating workflow

4. Core Development Concepts
- Ui Policies
- Data policies
- UI Actions
- Client Scripts
- Business rules
- Script Includes

5. Client side API's
- Glide form
- Glide List

6. Server side API's
- Glide Record
- Glide System

7. Assignment rules
- Assignment rules

8. Server side scripts
- Business rules
- Script includes
- Scheduled Jobs
- Workflow scripts
- Inbound Actions

9. Integrations

9. Access Controls(ACL)

- Access Controls list
- Types of ACL's
- Operations of ACL'S
- Conditions of ACL's

10. Knowledge Management

- KB Bases
- KB Articles

11. Reporting in Servicenow

- Create and administer reports
- Schedule and publish reports
- Reporting for homepage
- Creating Dashboards
- Database views

- Integration Methods
- Rest Integration
- Authentication Methods
- Inbound Email Actions

11. Projects(Agile methodology)

1. IPC Implementation(100 stories)
2. Service catalog implementation(100 stories)

12. Mock Interviews(10)

Tech Troop

— LEARN ANY THING FASTER AND SMARTER —