

SERVICENOW TRAINING - FAST TRACK - HIGH-LEVEL PLAN

Servicenow Fundamentals

- Personas
- User Access
- List & Form Configuration
- Application, ACL
- Import Data, CMDB
- Knowledge, Service Catalog, Flow designer

Scripting

- UI Policy
- Business Rules
- Client Script
- Script Include
- Client-side, Server-side Scripting

ITSM Concepts

- Incident Management
- Problem Management
- Change Management
- Service Request Management

ITOM

- CMDB Overview
- Discovery
- Service Mapping
- Event Management

Schedule Plan

Day	Topic	Hours
Day 1	Servicenow fundamentals	6 Hours (Theory + Demo)
Day 2	Servicenow fundamentals	Real time use case discussions
Day 3	Servicenow fundamentals	
Day 4	Servicenow fundamentals	
Day 5	Servicenow fundamentals	
Day 6	Servicenow fundamentals	
Day 7	Scripting	3 hours (Client side scripting, Server side scripting, Coding best practices)
Day 8	Scripting	
Day 9	Scripting	
Day 10	Mock interview	1 hour (Mock interview for the concepts covered so far)
Day 11	Scripting	2 hours (Contd..Client side scripting, Server side scripting, Coding best practices)
Day 12	Scripting	
Day 13	ITSM Concepts	3 hours (Theory + Demo)
Day 14	ITSM Concepts	Real time use case discussions
Day 15	ITSM Concepts	
Day 16	Mock Interview	1 hour (Mock interview for the concepts covered so far)
Day 17	ITSM Concepts	1 hour (Theory + Demo) Real time use case discussions
Day 18	ITOM	2 hours (Concept overview, Demo)
Day 19	ITOM	
Day 20	Mock interview	1 hour Final Mock Interview

Total Duration : 20+ Hours