

Introduction to ITIL and ITSM

Introduction to Service Now

Introduction to service now instances & Process& versions

SNC Navigations

SNC Applications and Modules

Forms, Lists and Tables

Tables & Columns and Administration

Basic Forms and List Modifications and Administration

Personalizing Forms

Creating new sections in forms

Personalizing Lists and List controls

Introduction to Different types of Fields

Creating New Views

Configuring Users and Groups and Administration

Users& Delegating users & VIP users

Groups

Roles

Roles tagging to users and groups

Applications and Modules Administration

Creating and modifying applications and modules and other related activities

Limiting access of Applications and modules to specific set of roles

Introduction on different Modules

Incident Management

Problem Management

Change Management and it's workflows

Service Level Management

Knowledge & Asset Management

Configuration Management DataBase (CMDB)

Change Management

Different types of change requests and their significance

Change Types and Respective workflows

Approvals debugging in workflows

Service Level Management

SLA definitions and triggering conditions

SLA schedules

Excluding and Including holidays in Schedules

Retroactive start usage in SLA

SLA workflow and Notifications on breach

Service Catalog

Introduction to Items, Categories& Catalogs

Record Producers vs Catalog Items

Introduction to Variables and Variable Sets.

Creating workflows and attaching the workflows to the Catalog items

Associating workflows to other tables.

Email Notifications and Events

Email notification creation(when to trigger, whom to trigger, What content to send)

Templates utilization in email notification& Notification Scripts

Events creation

Email notification through events

Email notification in workflow via notification and events

Import sets and Transform Maps

Data load through excel

Transform Mapping(Auto and Manual mapping)

Data source creation (like excel, csv)

Utilizing data source in Data loads

Scheduled Imports

Scripting

Client Side scripting

Client Scripts (Intro, How to write and use)

UI Policies (Intro, How to write and use)

Server Side scripting

UI Actions (Intro, How to write and use)

Business Rules and Global Business Rules (Intro, How to write and use)

Script Includes

Update Set& Update Sources

Introduction to update set

Creating an update set

Using an update set

Creating update source

Retrieving update sets

Moving changes between instances

Errors skipping and checking

Advantages and best practices

Reports, Gauges and Homepage

Creating Quick reports from lists

Creating Reports, Gauges and Homepages

Various types of reports and usage

Scheduling reports

Report Administration

Creating Inbound Email Actions

Email to ticket creation
Creating Schedule Jobs

Access Control Rules (ACL)

Introduction to CMDB & CI

Relationship between the different CI's

ITOM - Usage of MID Server&SSO &LDAP Process
ServiceNow Orchestration

Bringing the Active Directory users information in the ServiceNow
Updating the records in the ServiceNow
Introduction to CMS Portal (Older Version)

Creating a New Site
Creating Different Pages in ESS Portal
Bringing the Catalog items& Record producers in ESS Portal
Creating Iframes
Introduction to Service Portal (Newer Version)

Creating a New Site
Creating Different Pages in Service Portal
Bringing the Catalog items& Record producers in Service Portal
Introduction to Web services (REST, SOAP)

Creating a Connection between the 2 ServiceNow Instances using web services.
Transfer the Data from One instance to another Instance

ITBM Modules

PPM ,Demand Management, Agile , ITFM

Custom Application Development

RealTime Scenarios with Complete solution – ITSM Process on Incidents , Requests , Change ,
Problem management

Future demanding Modules like Service Mapping , Event Management , Asset , Performance
Analytics , HRSM , GRC , Sec Ops , Flow Designer , Virtual Agent