

SERVICENOW COURSE CONTENT

ServiceNow Introduction

- Introduction
- Features
- Applications

ServiceNow Personal Development Instance (PDI)

- Steps to raise a request for PDI

Administration

- ServiceNow UI and Screen Elements
 - Banner Frame, Application Navigator, Content Frame
 - Impersonation
 - Elevated privileges
- Users Administration
 - Managing Users
 - Methods of Users creation
 - Managing Groups
 - Managing Roles
 - Best Practices for Users Administration
- Forms, Lists and Filters.
 - Definition for Forms, Records and Tables
 - Record Identifier Sys ID
 - Working with Lists
 - Working with List controls, Column Controls and Record Controls
 - Understanding Filters
- Tables
 - Understanding Extended tables and Non Extended tables
 - Tables creation
 - Tables configuration
- Catalog Items, Record Producers, Order Guides
 - Creation of Catalog Items
 - Understanding variables and variable sets
 - Catalog UI Policies and Client Scripts
 - User criteria

- **Understanding Record producers**
- **Understanding the Order guides**
- **Cascade variable, Rule base**

- **Import sets**
 - **Block diagram of Import sets**
 - **Load Data**
 - **Transform Maps**
 - **Understanding Coalesce**
 - **Discuss Import Sets with use cases**

- **Service Level Agreement**
 - **SLA Types**
 - **SLA**
 - **OLA**
 - **Underpinning Contracts**
 - **Understanding SLA's on Incidents**

- **Workflows**
 - **Understanding the Workflow activities**
 - **Configure workflow for Catalog Items.**

- **Events and Notifications**
 - **Event Registration**
 - **Email Properties**
 - **Notification Types**
 - **Configuration of Event based Notifications**
 - **Notification Email scripts**

- **Update sets**
 - **Update sets naming convention**
 - **Methods of Update sets migration**
 - **Export to XML**
 - **Update Sources**
 - **Steps for Update sets migration**
 - **Understanding migration issues**

- **Reports**
 - **Types of Reports**
 - **Scheduled reports**
 - **Dashboards**

Javascript Basics

- **Variables**

- **Data Types**
 - **String**
 - **Number**
 - **Arrays**
 - **JSON Object**
- **Functions**

Development

- **Server-Side Scripting**
 - **GlideRecord**
 - **Understanding GlideRecord using background scripts with use cases like Create, Update, Read and Delete Records**
 - **GlideAggregate**
 - **Understanding GlideAggregate using background scripts with use cases using COUNT, SUM, MAX, MIN, AVG**
 - **GlideDateTime**
 - **Understanding GlideDateTime with use cases**
 - **Business Rules**
 - **Business Rule Types**
 - **Before**
 - **After**
 - **Async**
 - **Display**
 - **Discuss Business Rules with use cases**
 - **Script Includes**
 - **Discuss script include with use cases**
 - **Fix Scripts**
 - **Discuss Fix scripts with use cases**
 - **Scheduled Jobs**
 - **Discuss Scheduled Jobs with use cases**
 - **Flow Designers**
 - **Flows, Subflows and Actions**
 - **Discuss Flow designers with use cases**
 - **Inbound Actions**
 - **Understanding Inbound Actions configuration on the Incidents**
 - **Access Control Lists (ACL)**
 - **ACL Types**
 - **ACL Evaluation**
 - **Discuss ACLs with use cases**
- **Client-Side Scripting**
 - **Client Scripts**
 - **Types of Client Scripts**

- **OnLoad**
 - **OnChange**
 - **OnSubmit**
 - **OnCellEdit**
 - **Discuss Client scripts with use cases**
 - **Discuss g_form object methods with use cases**
 - **Discuss g_user object methods with use cases**
 - **Discuss GlideAjax with use cases**
 - **Discuss g_form object methods with use cases**
 - **Discuss g_user object methods with use cases**
 - **UI Policies**
 - **Discuss UI policies with use cases**
 - **UI Actions**
 - **Discuss UI Actions with use cases**
- **Integrations**
 - **REST Webservices**
 - **Outbound Integration**
 - **REST Message**
 - **Inbound Integration**
 - **Table API**
 - **Scripted REST API**
 - **REST API Explorer**
 - **Establish the Integration between ServiceNow and 3rd Party Applications for tickets data exchange**
- **ITSM Modules Overview**
 - **Incident Management**
 - **Problem Management**
 - **Change Management**