Servicenow

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Introduction to ITIL

- Introduction to ITSM
- Incident Management
- Problem Management & change management
- Service Request Management
- Configuration Management Database
- SLA's and OLA's

Introduction to SERVICENOW

- Tool Introduction
- Current Competitors
- Releases
- User Licenses
- Using Wiki and Community

Basic Administration

- Customizing Home Pages
- Form Layouts and list layouts
- Adding Users to Groups
- Granting Roles to Users
- Introducing Applications and Modules
- Creation of tables and Modules
- Creating tickets and raising Requests
- Creating SLA's
- Performance Metrics

Advanced Administration

- UI Policies, Notifications
- Surveys
- Domain Seperation
- Plugins
- Dictionary Entries and Overrides
- Data Policies
- ACL
- Exporting the Data from Service-Now
- Update sets
- Import sets

Scripting

- Business Rules
- Client Scripts
- UI Actions
- Script Includes
- Scheduling Jobs
- Event management
- Events
- Alerts
- Mid server

Reporting

- Bar Charts
- Pie Charts
- List Reports
- Pivot Tables
- Scheduling Reports
- Making Gauges

Cloning & Upgrades

- Need For cloning & ways to implement
- Upgrading the instance for new Release

Import Sets

- Loading Data of different Formats
- Using Data Sources
- Using Transform Maps & Transform scripts

Service Catalog

- Creating Catalog Items using Variables and Variable
- Creating Record Producers
- Design the flow using Workflow
- Creating Execution Plans
- Writing Catalog Client Scripts and Catalog UI Policies
- Basic knowledge of Service portal

Workflows

- Creating Workflows on different tables
- Approvals using workflows
- Using Different Activities in workflows

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Integration:
SOAP, REST, LDAP Integration
Service now to third party tool Integrations

Additional Work

- SeriviceNow Administrator Certification
- Project work for 2weeks

Attendees will learn how to

- ▶ Perform core configuration tasks
- ▶ Work with user interface (UI) policies, data policies, UI actions, business rules and client scripts
- ▶ Add users, groups and roles
- ▶ Work with two key process applications: Knowledge Base and ServiceNow Service Catalog
- ▶ Create workflow activities and approvals
- ▶ Configure alerts and notifications
- ▶ View upgrade history and status
- ▶ Control system access and data security
- ▶ Create baseline performance metrics
- ▶ Run reports, configure service level agreements
- ▶ (SLAs) and perform instance branding and
- ▶ customization
- ▶ learn Best Practice

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