



SERVICE NOW ADMINISTRATION CURRICULAM

Introduction to Service Now

- What is Service Now
- Why and who can use Service Now
- Concept of cloud computing in Service Now
- Introduction to ITIL foundation
- Navigation and users
- Helpful portals, releases

Incident Management

- Overview
- Incident management process
- Continual service improvement to incident management

Change Management

- Overview
- Change management process (Raising, planning and Authorize)
- Change management workflow and change task
- Continual service improvement to change management

Problem Management

- Overview
- Problem management process (identify, Investigate, Resolve)
- Problem management workflow and problem task types
- Continual Service improvement to problem management
- Context menu



Asset and Configuration management

- Introduction to CI and Asset
- Class and category CI
- Model and type of assets
- CMDB Plug-in and CI Relationships

Knowledge Management

- Overview
- Knowledge Management Roles
- Application and Modules
- Using Knowledge
- Creating Knowledge
- Translating Knowledge
- Tracking and Reporting on Knowledge

SLA & SDLC

- Introduction to SLA,OLA and UPC
- SLA Workflow
- Service Level Agreement
- SDLC In Service now

Employee Self Service & Service catalog

- My Profile
- My tasks and approvals
- Introduction to Service Catalog



SERVICE NOW DEVELOPMENT CURRICULAM

Introduction to Service Now

- What is Service Now
- Why and who can use Service Now
- Concept of cloud computing in Service Now
- Introduction to ITIL foundation
- Navigation and users
- Helpful portals, releases

Customize Homepage

- Creating Gauges
- Define CSS properties, UI Properties
- Change visibility of Homepage and banner

Tables, Form, Dictionary

- Creating Application, module
- Creating table
- Personalizing form and table layout
- Creating Section, View
- Dictionary entries
- Dictionary overrides
- Reference qualifiers
- Related lists

Update set's Creation

- Creating an update set
- Merge update set
- Retrieve Update set in another instance

Creating workflow

- Workflow editor and workflow scripts
- Workflow activities and workflow context
- Workflow stages, transitions

Service catalog management

- Use of service catalog, back end execution
- Creating catalog item, record producer, order guide
- Create RITM and catalog task
- Attaching workflow to catalog items

Importing data in Service Now

- Data sources,
- XML import
- Transform maps,
- Scheduled data import
- Import sets
- Transform scripts
- Data load automation

User Administration

- Creating groups
- Users and Departments
- Concept of delegation
- Customizing user profile
- Roles & group membership
- Fetch detail of logged in user

Email Notification

- Defining a Template
- Define notification



- Email logs
- Introduction to SMTP and POP mail servers
- Trigger email on event

Create SLA & Schedule

- SLA Definitions
- SLA Properties
- Attach SLA to tasks
- Create schedule and child schedule
- Scheduled Jobs
- Introduction to scheduled jobs
- Scheduled Job log
- Scheduled reports

Access Control List

- Create Read, Write and Create ACL on table and field level
- Debug ACLS
- Write ACL Scripts
- Concept of privileged system admin

Content Management (CMS)

- Creating site, page
- Dynamic content block
- Define Header, theme, style sheet
- Creating UI page, UI macros

Introduction to Web service

- Introduction to web services
- SOAP Messages



Debugging

- Personalize users
- Debugging Business Rule
- Debugging ACL
- Background scripts

