

ServiceNow Course Details:

ServiceNow Administrator-

Introduction to Servicenow

- What is Service Now
- Navigation and users
- Helpful portals, releases
- Forms, Lists and Tables

ITIL overview on servicenow

- What is Service Management
- What is ITIL
- Difference between ITIL and ITSM
- What is Incident, Problem and Change
- Types of SLA- SLA, OLA and Underpinning Contract

User

- Administration
- Create User
- Create Role
- Create Group
- Add new Group Automatically Associated with New User Record,
- Add Users to new Groups

Basic Forms and List Modification

- Personalizing Forms
- Personalizing Lists
- Introduction to Fields
- What is a Plugins
- How to clear the ServiceNow database cache
- How to remove the attachment from incident/problem or change

Applications and Modules – Overview and Administration

- Modifying Menu Categories
- Creating Application Menus
- Creating Modules
- Creating Sub Modules
- Update Set
- Creating Update Sets
- Merging Update Sets

Service Level Management

- SLA Components
- SLA Definition
- Difference between SLA, OLA and Underpinning contracts
- Task SLA (SLA Stages, Time based fields)
- SLA Workflow
- SLA Conditions
- Installing SLA plugins
- Use Retro-Restart option

Access Control List (ACL)

- What is ACL
- How to create ACL
- What is ACL Configuration

Service Catalog

- Introduction to Items and Categories
- Introduction to Variables and Variable Sets.
- Creating workflows
- Associating workflows to Items
- Record Producers

Scheduled Jobs and Imports

- Data Imports
- Creating and defining transform maps
- Creating transform scripts

UI Policies, Scripts and Actions

- Overview
- Creating a UI Policy
- Defining Client Scripts
- The On load Check Box
- View-Specific UI Policy
- Converting a UI Policy to a Data Policy
- Service Catalog UI Policy
- Switching between UI15 and UI16
- Branding you instance
- Creating a custom homepage

User Administration and Security

- Groups and Roles
- Emails and notification
- User preferences

Servicenow Knowledge Management

- Create a knowledge article
- Select a knowledge article category

Understanding Data and Relationship

- One to many relationship in servicenow
- One to many relationship in servicenow
- Enforcing one to one relationship
- Defining Custom relationship
- Database table inheritance

Asset Management and CMDB

- Introduction
- Benefits of CMDB
- CI-CI relationships
- Key CMDB Tables
- CMDB Schema

Service Portal

- Understanding Service Portal
- Understanding Widgets
- Service Portal components

ServiceNow Development-

Introduction to Scripting

- To script, or not to script ?
- Client side versus server side APIs
- Where scripting is supported
- Integrated development environment

The Client-Side Glide API- (Application Program Interface)

- OnLoad
- OnChange
- OnSubmit
- OnCellEdit

The Server-Side Glide API (Application Program Interface)

- The structure of API Class
- Server -side APIs
- Glide Record
- Glide Element
- Glide Date and Time
- Glide Session
- Glide System
- Glide User
- GlideAjax
- GlideForm (g_form)

Server -side Scripting

- Dot-walking
- Script Rules, Business Rules

Client -side Scripting

- Client Scripts
- Security
- Compatibility
- Build for performance
- UI scripts
- Scripts files from the server

Advance Client-Side Scripting

- Client-side UI action
- Calling Server side script
- Client side AJAX
- Server -side AJAX

Overview-Integration – Testing-

Integration

- Create an integration
- Tips for writing integrations
- Integration troubleshooting

Introducing the MID Server

- Configure an IP address range for the MID Server
- Map an IP address to a DNS name
- Select the default MID Server for Orchestration

- Configure an IP address range for the MID Server

LDAP-Lightweight Directory Access Protocol

- LDAP integration
- LDAP authentication
- LDAP listener
- LDAP integration requirements
- Importing Users from LDAP Server

Introduction to Domain Separation

- Defining a Domain
- Organizing Domain
- Creating more Domain Relationship

Servicenow ATF Testing

- Introduction and Overview
- Suite and ATF Task
- Application Navigator Testing
- Form Testing
- Server Testing