SERVICE NOW COURSE CONTENT

Introduction To ITIL

- ➢ Introduction to ITSM
- ➢ Incident Management
- ➢ Problem Management and 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 Group

- ➢ Creating tickets and raising Requests

- ➢ Creating SLA's

- ➢ Performance Metrics

System Administration

- ➢ Create workflow activities and approvals

- ➢ Configure alerts and notifications

- ➢ View upgrade history and status

- ➢ Control system access and data security

- ➢ Create baseline performance metrics,etc.

Advanced Administration

- ➢ UI Policies, Notifications

- ➢ Dictionary Entries and Overrides Data Policies

- ➢ List Control and Calculations

- ➢ Exporting the Data from Service-Now

- ➢ Update sets imports and Exports

- ➢ Scheduling Jobs,etc.

Scripting

- ➢ Business Rules

- ➢ Client Scripts

- ➢ UI Actions
- ➢ Script Includes

    - o Jelly Scripting
    - o Determine when it is appropriate to script
    - o Configure a ServiceNow instance for scripting
    - o Script client side
    - o Client Scripts
    - o UI Policies
    - o Script server side
    - o Business Rules
    - o GlideSystem
    - o GlideRecord
    - o Scheduled Jobs
    - o Event Management
    - o Workflow Scripts
    - o Script Includes
    - o Develop scripting best practices

Reporting

- ➢ Bar Charts
- ➢ Pie Charts
- ➢ List Reports
- ➢ Pivot Tables
- ➢ Using scripting in Reporting

- ➤ Scheduling Reports

- ➤ Making Gauges

Cloning And Upgrades

- ➤ Need For cloning and ways to implement it

- ➤ Upgrading the instance for new Release

Integrations

- ➤ Web Services: Direct Web Services

- ➤ Transform Map Web Services

- ➤ Scripted Web Services

- ➤ Email Integration: Inbound Actions

- ➤ Event Registry

- ➤ Creating and Triggering Events

Content Management

- ➤ Introduction to CMS

- ➤ Creating Sites

- ➤ Creating Pages

- ➤ Creating Blocks using Scripting

- ➤ Login Rules

Configuration Management

- ➢ Classes in CMDB

- ➢ Mapping Configuration Item to Asset Records • Loading the CI's into Service-Now

- ➢ Relating Configuration items

Import Sets

- ➢ Loading Data of different Formats

- ➢ Using Data Sources

- ➢ Using Transform Maps and Transform scripts

Service Catalog

- ➢ Creating Catalog Items using Variables and Variable sets

- ➢ Creating Record Producers

- ➢ Design the flow using Workflow

- ➢ Creating Execution Plans

- ➢ Writing Catalog Client Scripts and Catalog UI Policies

Workflows

- ➢ Creating Workflows on different tables

- ➢ Approvals using workflows

- ➢ Using Different Activities in workflows

MID Server Installation

- ➢ Installing MID server on an instance

- ➢ Testing the MID Server using another Logins

- ➢ Importing Files by Using MID Server

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

Knowledge Management

SLA & SDLC

Employee Self Service & Service Catalog

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