- Shaik Nannu Imran
- Having 7.0 years of experience in IT that too in ServiceNow
- Experience in ServiceNow Development and Administrative Project Delivery
- Experienced modules are ITSM , CSM, CMDB , Rest Inbound Integration

Course Curriculum

Lesson 01 - Cloud Computing Basics

➤ Introduction to Cloud Computing
➤ What is Cloud Computing
➤ Private and Public Cloud
➤ What is the Difference Between SAAS and PAAS
➤ What are the Benefits of Cloud Computing?

Lesson 02 - Introduction to ITIL

➤ What is ITIL
➤ Introduction to ITIL Foundation
➤ ITIL Versions
➤ Benefits of ITIL Standards
➤ ITIL Approaches
➤ Roles and Responsibility of IT Help Desk
➤ Modules in ITIL

Lesson 03 - Servicenow Overview and Introduction

➤ Introduction to ITSM
➤ Overview of ITSM
➤ Introduction of Servicenow
➤ What is Servicenow?
➤ Why and who can use Servicenow
➤ History of Servicenow
➤ Servicenow Features
➤ Servicenow Objectives
➤ Servicenow Lifecycle
➤ Architecture of Servicenow
➤ Servicenow Market Trends
➤ Prerequisites for Servicenow
➤ Servicenow Versions

Lesson 04 - PDI Account Creation

➤ New PDI Account Creation
➤ Request for Developer Instance
➤ How do we reset admin Password
➤ Who will create Developer Instance
➤ Use of stats.do

Lesson 05 – User Interface

➤ What is User Interface (UI)?
➤ Difference Between UI15 and UI16
➤ User Profile
➤ Basic Configuration
➤ Purpose of Impersonate User
➤ Use of Global Search
➤ Toggle Connect Sidebar
➤ Settings (Available Component)

Lesson 06 - Forms

➤ What is Form & Record?
➤ Form Headers and Fields
➤ Form Design and Form Layout
➤ Work with Form Sections
➤ Field Properties
➤ Working with Annotation
➤ Creating Custom Fields from Design and Form Layout
➤ Configure .Dot Walking
➤ Form Customization and Personalization

Lesson 07 - Lists

➤ Filters and Search Conditions in Lists
➤ Types of Record Searches
➤ What about Condition Builder
➤ Breadcrumbs and Usage
➤ Context Menus
➤ Personalizing and Customizing Lists
➤ Filters Add to Favorite
➤ Configure List Layout
➤ List Controls
➤ List Calculations
➤ Purpose of Wild Card Entries
➤ Filters & Searches
➤ Update Multiple Records
➤ Wild Card Entries

Lesson 08 - Plugins

- What is Plugin?
- Predefined Plugins Installed in servicenow
- Activate and Deactivating Plugins
- Upgrading Plugins
- Importance of Dependency Plugins
- Importance of Load Demo Data
- Who will Request Plugins?
- Repair and Upgrade Plugins
- How to Request Plugin in Real Time?
- HI Service Portal (Now Support)

Lesson 09 - Tables and Fields and Columns

- Introduction to Table
- Out of the Box Tables
- Types of Tables in Servicenow
- Extended Table and Referenced Tables
- Major Table in Servicenow
- Importance of Schema Map
- Creating Custom Table
- Deleting Custom Tables
- Defaults Fields in Custom Table
- Describe u_
- Dictionary Entries

Lesson 10 - User Administration

- Introduction to User Administration
- Creating Users
- Types of User Interfaces in Servicenow
- Difference Between End User, ITIL User, Administration
- Working with Groups
- Working with Roles
- Creating Department and Company
- Creating Countries and Locations
- Assign roles to Users and Groups
- Delegate Users
- Current Logged in Users
- Active Transitions
- User Preferences

Lesson 11 – Incident Management Life Cycle and State Model

➤ Introduction to Incident Management
➤ What is Incident
➤ Life Cycle of Incident Management
➤ Working with State Model

Lesson 12 – Data Lookup Rules

➤ Introduction to Data Lookup Rules
➤ Creating New Data Lookup Rule
➤ Modify Existing Data Lookup Rule
➤ Data Lookup Rule Tables of Incident and Problem
➤ Working with Data Lookup Definition
➤ Work with Record Macher

Lesson 13 – Assignment Lookup Rules

➤ Introduction to Assignment Lookup Rule
➤ Defining Assignment Rules
➤ Creating New Assignment Rule
➤ Precedence Between Data Lookup and Assignment and Business Rules

Lesson 14 – UI Policy

➤ Introduction to UI Policy
➤ Use of UI Policy
➤ Create UI Policies for Incident Table
➤ Working with More UI Policies
➤ UI Policy Terminology
➤ Converting an UI Policy to Data Policy
➤ Describe Global, On Load, Reverse If false and Inherit for UI Policy
➤ Working with Hide Related Lists

Lesson 15 – Data Policy

➤ Introduction to Data Policy and Usage
➤ Creating Data Policy Rules
➤ Converting Data Policy to UI policy
➤ Applying Data Policies to Incident Table
➤ Difference between UI policy and Data Policy

Lesson 16- Related Lists

➤ Introduction to Related Lists
➤ Working with Related Lists
➤ Creating New Related List and Add to Form

Lesson 17 – Service Level Management

➤ Introduction to Service Level Management (SLM)
➤ Describing SLA
➤ Types of SLA's
➤ Working with SLA, OLA and UC
➤ Understand Existing SLA Definition
➤ Creating New SLA Definition for Incident Table
➤ SLA Targets
➤ Schedule SLA Definitions
➤ Importance of Retroactive Start and Pause
➤ SLA Calculation
➤ Tracking of SLA Definition

Lesson 18 – Import Sets

➤ Introduction to Import Sets
➤ Data Import Process
➤ Preparing Data for Import
➤ Data Loading
➤ Creating Transform Map
➤ Fields Mapping
➤ Work with Coalesce
➤ Working with Multiple Coalesce
➤ Run Transform Map
➤ Importing Data Sources
➤ Schedule Import Sets
➤ Transform Event Scripts
➤ Transformation Event Script Variable

Lesson 19 - Update Sets

- Introduction to Update Sets
- Importance of Update Sets
- Update Sets Tables
- What Update Sets Captured and Does Not Captured
- Default Update Sets
- Update Sets Administration
- Create New Local Update Sets
- Working with Retrieved Update Sets
- Update Sets Practical Exercise
- Preview and Commit Update Sets
- Migrating Update Sets
- Merge Update Sets
- Back oOut Changes from Target Instance
- Update Sets Precautions
- Update Sets States

Lesson 20 - Service Catalog

- Introduction to Service Catalog
- Configure Service Catalogs
- Configure Categories
- Create Catalog Item
- Adding Service Catalog to Service Portal
- Types of Catalog Item
- Catalog Client Scripts
- Catalog UI Policy
- Service Catalog Properties
- Catalog Request Report
- Types of Variables
- Working with Variable Sets
- Working with User Criteria
- Creating Variable Attributes
- Working with Reference Qualifier
- Variable Default Sizes
- Working with Regular Expression

Lesson 21 - Orderguide

- Introduction to order guide
- Configure order guide
- Create order guide
- Order Guides
- Working with Rule Base
- Working with Cascade Variable
- Fulfillment Groups

Lesson 22 – Record procedure

- Record Producers

Lesson 23 - Workflow

- Introduction to Workflow
- Workflow Core Activities
- Creating New Workflow
- Workflow Editor
- Stages Sets
- Active Contexts
- Workflow Administration
- Activity Definition
- Workflow Versions
- Workflow Properties
- Validate Workflow
- Scheduled Workflow
- Add workflow to Catalog Item

Lesson 24 – Reports

- Introduction to Reports
- Types of Reports
- Creating New Report
- Deleting Report
- Reports add to Dash Board
- Report Sharing
- Scheduling Reports

- ➤ Publish and Unpublish the Reports
- ➤ Report Properties
- ➤ Reports Statistics
- ➤ Working with Gauges
- ➤

Lesson 25 Dash Boards

- ➤ Introduction to Dash Boards
- ➤ Create New Dash Board
- ➤ Responsive Non Responsive Dash boards
- ➤ Difference Between Home Page and Dash Board

Lesson 26 - Access Control List

- ➤ Introduction to System Security
- ➤ Importance of Elevate Roles and Security Admin
- ➤ Creating New ACL Rule
- ➤ Levels of ACL (Table and Field)
- ➤ ACL Operations
- ➤ ACL Execution Order
- ➤ Types of ACL's
- ➤ Describing Table and None
- ➤ Describing * and None
- ➤ Describing * and *
- ➤ Describing Table and Fiel

Lesson 27 - Email Notifications

- ➤ Introduction to System notifications
- ➤ Purpose of Email Notifications
- ➤ Creating New Email Notification
- ➤ Email Notification Tabs
- ➤ Preview Notification
- ➤ Email Templates
- ➤ Notifications on Event is fired
- ➤ Notifications on Triggered
- ➤ Configure Email Notification
- ➤ Working with Notification Email Scripts
- ➤ Omit Watermarks in Email Notifications
- ➤ Send Email Notification to CC
- ➤ Allow Digest
- ➤ Email Subscription ,
- ➤ Push Notifications

Lesson 28- Problem Management Lifecycle and State Model

- Brief Introduction to Problem
- Problem Definition
- Creating Problem Record
- Add associated Incidents to Problem
- Problem Life Cycle and State Model
- Default States in Problem
- Knowledge Article Usage in Problem
- Communicate Workaround for Problem
- Communicate a Fix

- Create Known Article in Problem
- Working with Problem Task

Lesson 29 - Change Management Lifecycle and State Model

- Introduction to Change Management
- Create Change Request
- Change Request Table
- Create change request from Incident
- Types of Changes
- Elaborate Simple, Standard and Emergency Changes
- Standard Change Catalog
- Change Lifecycle and State Model
- Create Standard Template add to Catalog
- Working with Risk Calculation
- Working with Risk Assessment
- Change Management Plugins
- Unauthorized Change Request
- Change Properties

Lesson 30 - Knowledge Management Lifecycle and State Mode

- Introduction to Knowledge Management
- Use of Knowledge Articles
- Knowledge Management Lifecycle and State Model
- Configure Knowledge Management
- Create New Article and Publish
- Retired Article
- Create Knowledgebase
- Knowledge Management Role

Working with Open Submission

Working with Feedback Management

- Knowledge Administration
- User Criteria in Knowledge Management
- Integrating Knowledge Articles in Incident and Service Portal
- Knowledge Articles Workflow's
- Instant Publish and Retired

Lesson 31 - Glide API's

- Introduction to Glide API's
- Overview of Glide API's
- Client Side Glide API's and Server Side Glide API's
- Working with Important Glide API's
- Glide Record
- Working with Glide Record Methods
- Glide Form
- Working with Glide Form Methods
- Working with Glide User Methods
- Glide Session
- Working with Glide Session Methods
- Glide Date
- Working with Glide Date Methods
- Glide Data and Time
- Working with Glide Date and Time Methods
- Glide List
- Working with Glide List Methods
- Glide Element
- Working with Glide Elements Methods
- Glide Dialog Window
- Working with Glide Dialog Window Methods
- Glide Aggregation
- Working with Glide Aggregation Methods
- Glide Ajax

Lesson 32- Client Scripts

- Introduction to Client Scripts
- Purpose of Client Scripts and Where These are Run
- Types of Client Scripts
- Elaborate onLoad, onChange, onSubmit and onCellEdit Client scripts
- Create New Client Script
- Working with More Client Script Examples
- Catalog Client Script

Difference Between Client Scripts and Catalog Client Scripts

Lesson 33 - UI Actions

➤ Introduction to UI Actions
➤ Importance of UI Action
Working with Existing UI Actions
➤ Create new UI Action
➤ Creating UI Actions into Different Places
➤ Working with Client Side UI Action

Lesson 34 - Business Rules

➤ Introduction to Business Rules
➤ Importance of Business Rules
➤ Working with Display and Query Business Rule
➤ Working with Async and Sync business rule
➤ Business Rule Actions
➤ Prevent recursive business rules
➤ Working with existing business rules in PDI
➤ Create new business rule
➤ Global variables in Business Rule
➤ Working with more example

Lesson 35 - Scheduled Jobs

➤ Introduction to Scheduled jobs
➤ Schedule jobs States
➤ Create new Schedule job
➤ Run Schedule jobs
➤ View Schedule Item

Lesson 36 - Script Include

➤ Introduction to Script Include
➤ Use of Script Include
➤ Types of Script Include
➤ Server Side Script Include
➤ Client Side Script Include
➤ Difference Between Global Business Rule and Script Include
➤ Create New Script Include
➤ Calling Script Include into Business Rules
➤ Calling Script Include into Client Side

Lesson 37 – Script Include with Glide Ajax

➤ Introduction to Glide Ajax
➤ Types of Glide Ajax
➤ Importance of Glide Ajax
➤ How to Call Script Include with Glide Ajax?

Lesson 38 – Best practices of ServiceNow

➤ Techincal best practices of client side script
➤ Techincal best practices of Server side script
➤ Techincal best practices of other elements

Lesson 39 – AI with Integrtion

➤ Introduction to AI with integration