- Shaik. Nannu Imran
- Having 10 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 - Service now Overview and Introduction

➤ 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 service now
- 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 Service now
- 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 Matcher

Lesson 13 – Assignment Lookup Rules

- Introduction to Assignment Lookup Rule
- Defining Assignment Rules
- Creating New Assignment Rule
- Precedence between Data Lookup, 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 out Changes from Target Instance
- Update Sets Precautions
- Update Sets States

Lesson 20&21&23 - Service Catalog

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

Lesson 24 - 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 25 – Reports & Dash Boards)

- 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
- 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
- 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&32&33 - 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 34- 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 35 - UI Actions

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- 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 36 - 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 37 - Scheduled Jobs

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

Lesson 38 - 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 39 – 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?