

ServiceNow Admin & Developer Training

Regular Batch: (Monday to Thursday)

Class Duration: 2 Hr/Day

Course Duration: 2.5 Months

Weekend Batch: (Saturday & Sunday)

Class Duration: 2 Hr/Day

Course Duration: 3.5 Months

Admin Training

Module 1

- ServiceNow Introduction.
- Introduction to ITSM and ITIL.
- ServiceNow UI Overview.
- Application Navigator.
- Branding (configuration UI16 and basic configuration).

Module 2

- List.
- Forms.
- Filters.
- Configure filters.
- Create and apply filter.
- Creating the view
- Configuring the list view and form view.
- Plugin's introduction.

Module 3

- Creating Users, groups.
- Role.
- Adding users to the groups.
- Adding users and groups to role.
- Adding users to the groups.
- What is assignment rule and where we can use it?
- Creating Assign ment Rule.
- Tables (row & column) creation.
- OOO (out of the box table available in SNOW) (Parent table concept).
- Adding Data to the tables.
- Configuring the table.



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Module 4

- Overview of import set and transform map.
- Import set example and transform map.
- Over-view of configuration item.
- Knowledge management overview and creation.
- Catalogs (service creations catalog) and its type (with variables)
- Attaching Knowledge article to the catalog.

Module 5

- Knowledge management overview and creation.
- Catalogs (service creations catalog) and its type (with variables)
- Attaching Knowledge article to the catalog.
- Record Producers and order Guides.
- **Summarizing the discussed points.**
- **Mid Admin Test and Mock Interview**

Module 6

- Catalog workflow (Creation of workflow).
- Sla Definition and uses in Catalog or other tables.
- Reports
- Report creation in SNOW

Module 7

- Introduction to Update -Set and Its functionality and its uses and creations.
- Importing and Exporting of Update Set XML
- Introduction to Development
- Client-Side Introduction.

Module 8

- UI policy
- Data Policy
- Client Script

Module 9

- Notifications
- Create Notification
- Create Notification using Events
- Dictionary Override



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Module 10

- ACL Introduction

1. Read – Read Access to the field level on the form
2. Write– Write or Edit Access
3. Create – Create the ACL

- Schedule Job.

- Summarizing the discussed points.
- Full Admin Test and Mock Interview

Development Training

Module 11

- Client Script

1. Onload
2. OnSubmit
3. OnChange
4. OnCellEdit

- Coding Introduction on Client -Side Scripting.
- Client-Side Api used in Coding (GlideForm (g_form) , g_userClass)

Module 12

- Server -Side Introduction
- Business Rule
- Types and Coding Discussion: -

1. Before
2. After
3. Async
4. Display



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Summarizing the discussed points.
Mid Development Test and Mock Interview

Module 13

- Server -Side Api's
 1. GlideRecord
 2. Query -Conditions
 3. Encoded Query
 4. GlideDateTime ()
- Coding Queries and Examples

Module 14

- Glide Ajax

Module 15

- Example of Table API(using HTTP Methods
- POST, Get, Update etc
- Integration Via 3rd party tool like postman
- Via post man(get and post)method Demonstration

- Summarizing the discussed points.
- Full Development Test and Mock Interview
- Full Admin and Development Test and Mock Interview



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