

ServiceNow

service**now**

We are ready to serve Latest IT Trends, Are you ready to learn.??

QUALITY THOUGHT

The Leader in Software Training

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Ameerpet / Kondapur

Hyderabad

START DATE :

TIMINGS :

DURATION :

TYPE OF BATCH :

FEE :

FACULTY NAME :

ServiceNow Administration:

This is a training course for ServiceNow Administration, with a duration of more than 30 hours, split into 2 day's / week @ 2-3hrs, the course covers the topics which are required for ServiceNow admin certification.

In this course, we will use Jakarta Version and training will be in latest UI 16.

All topics starting from table creation to building a workflow is covered in this course. An in-depth knowledge will be provided at places wherever required, like Service Catalogs. After completing this course and having good knowledge over the topics taught in this course.

Once you successfully complete this course, you should be able to:

- ✓ Get knowledge on configuring processes from scratch
- ✓ Have Knowledge on ServiceNow platform to complete the ServiceNow System Administrator Certification Exam
- ✓ Comprehend the Admin activities in ServiceNow
- ✓ Understand Basic ITSM Processes
- ✓ Understand the Basic User Interface and Navigation in ServiceNow
- ✓ Create Tables, Fields, Form Layouts, Views
- ✓ Understand the core working of ServiceNow - Tables and Records
- ✓ Create and Administer Users, Groups and Roles
- ✓ Understand Different Types of Dictionaries/Fields
- ✓ Import Data into ServiceNow Tables
- ✓ Configure Application Menus and Modules
- ✓ Understand Basic Configurations - UI Policies, Client Scripts, UI Actions, Business Rules
- ✓ Create Security rules (ACL) to restrict user access
- ✓ Define Service Level Agreements
- ✓ Build Service Catalog Items, Record Producers and Order Guides
- ✓ Build Workflow to automate processes.
- ✓ Create different Reports and add them on to Dashboards
- ✓ Have a clear idea on Knowledge Management
- ✓ Trigger Email Notifications and Events
- ✓ Migrate Customization's from one instance to Other through Update Sets

ServiceNow Administration		
Course Overview		Insights
	Service Now Overview	
	Basics of UI	
	User Administration	
	Tables and Columns	
	Core Configurations	
	General Configurations	
	Service Catalog & Knowledge Management	
	Reports	
	Update Sets and Plugins	
	Custom Applications	
Service Now Overview		
	Service Now Basics	
	Useful links	
	Tables and Records	
Basics of UI		
	Basic UI	
	Left Navigation Pane	
	UI 15 vs UI 16	
	Forms	
	Lists	
	List V3	
	Views	
	Recap / Self Check	
User Administration		
	Users and Roles	
	User Administration	
	LDAP	
	Recap / Self Check	
Tables & Columns		
	Tables	
	Fields	
	Dictionaries	
	Table Schema	
	Extend Table	
	Unique Identifier	
	Data Import	
	Application Menus	
	Recap / Self Check	
Core Configurations		
	Scripting in ServiceNow	

	UI Policies	
	Client Script	
	UI Action	
	Business Rules	
	Server & Client Objects	
	Recap / Selfcheck	
General Configurations		
	Events	
	Email Notifications	
	ACLs's	
	OLA , SLA, UC	
	Workflow	
	Recap / Selfcheck	
ServiceNow Catalogs & Knowledge Management		
	Catalog Items	
	Record Producer	
	Order Guide	
	Workflow - Specific to Catalog items	
	Knowledge Management	
	Recap / Selfcheck	
Reports		
	Reports	
	Share and Schedule Reports	
	Homepages and Dashboards	
Update Sets and Plugins		
	Update Sets	
	Plugins	
	Recap / Selfcheck	
Custom Application		
	Understanding Application requirements	
	Design & Develop the Application	
SDLC		
	Agile Methodology	
	Scrum Framework	
	Kanban Framework	
ITIL		
	Introduction to ITSM	
	End to end workflow	
	Problem Management and change management	
	Service Request Management	