

ServiceNow Training

Course Overview

ServiceNow Training Details

Duration: 30-35 hours

Type: Online Training

Includes: Course Material

AnnexIT offers online ServiceNow Training in India. We provide Service Now tool training courses like ServiceNow Administration and ServiceNow Integration Training Courses. We provide ServiceNow training with real-time ServiceNow Developers.

ServiceNow offers everything-as-a-service cloud computing, including platform-as-a-service (PaaS) enterprise service management software for human resources, law, facilities management, finance, marketing, and field operations. ServiceNow specializes in ITSM applications and provides forms-based workflow application development. ServiceNow has integration options for platforms such as Salesforce, JIRA, SharePoint, and BMC Remedy Action Request System.

Prerequisites

- None

Duration

Online

- The format is 40% theory, 60% Hands-on.
- It is a 20 days program and extends up to 2hrs each.

Corporate

- The format is 40% theory, 60% Hands-on.
- It is a 5 days program and extends up to 8hrs each.

Classroom

- Private Classroom arranged on request and minimum attendees for batch is 4.

ServiceNow Course Content

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

Customize Homepage

- Creating Gauges
- Define CSS properties, UI Properties
- Change visibility of Homepage and banner

Tables, Form, Dictionary

- Creating Application, module
- Creating table
- Personalizing form and table layout
- Creating Section,
- View
- Dictionary entries
- Dictionary overrides
- Reference qualifiers
- Related lists

Update set's Creation

- Creating an update set
- Merge update set
- Retrieve Update set in another instance

Creating workflow

- Workflow editor and workflow scripts
- Workflow activities and workflow context
- Workflow stages, transitions

Service catalog management

- Use of service catalog, back end execution
- Creating catalog item, record producer, order guide
- Create RITM and catalog task
- Attaching workflow to catalog items

Importing data in Service Now

- Data sources,
- XML import
- Transform maps,
- Scheduled data import
- Import sets
- Transform scripts
- Data load automation

User Administration

- Creating groups
- Users and Departments
- Concept of delegation
- Customizing user profile
- Roles & group membership
- Fetch detail of logged in user

Email Notification

- Defining a Template
- Define notification
- Email logs
- Introduction to SMTP and POP mail servers
- Trigger email on event

reate SLA & Schedule

- SLA Definitions
- SLA Properties
- Attach SLA to tasks
- Create schedule and child schedule

Scheduled Jobs

- Introduction to scheduled jobs

- Scheduled Job log
- Scheduled reports

Access Control List

- Create Read, Write and Create ACL on table and field level
- Debug ACLS
- Write ACL Scripts
- Concept of privileged system admin

Content Management (CMS)

- Creating site, page
- Dynamic content block
- Define Header, theme, style sheet
- Creating UI page, UI
- macros

Introduction to Web service

- Introduction to web services
- SOAP Messages

Debugging

- Personalize users
- Debugging Business Rule
- Debugging ACL
- Background scripts