

ServiceNOW Development Training Course

Overview

ServiceNOW is an ITIL V3 based tool, designed to provide various functionality to support all type of Business Users of different needs like CIO Support, Asset Management and Incident Management etc. It provides the freedom to completely customize the instance and preserve the changes even after an upgrade. Being a software which is on cloud, it is easily accessible over different locations. It is built on a single platform and everything is provided as SaaS (Software as a Service).

ServiceNOW Development Training

Following are the topics that will be covered under development training:-

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

Create 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