

# **Service-Now Training**

**This document is elaborate description of the contents we are going to cover as part of 30 days service-now training course. We will be sharing class room videos and documents as well. This training will cover both theory and practical understanding of each and every concept.**

**Apart from the topics we will also take the student through resume preparation, interview and certification preparation.**

**Day 1:**

- Overview of Service-now
- History of the tool
- Architecture of the tool
- ITIL Basic
- SAAS Basic
- Key Applications:::
  - a) Incident  
Creating an incident, field level understanding, Resolving an incident, Reopening an incident, Moving incident to “awaiting problem” , closing an incident.
  - b) Problem  
Creating a problem, field level understanding, Relating incidents to problem, Solving a problem.
  - c) Change  
Creating a Change, Field level understanding, Closing a change.
  - d) Service catalog  
Concept of service catalog, creating a request, creating a requested item, understanding of description, price.

**Day 2/3:**

- Type of users
- User interface
  - a) Banner frame,  
Content and understanding of terms.
  - b) Application navigator  
Modules and Applications, searching.
  - c) content frame  
Welcome page, homepage, service catalog
- Form header, fields, sections
- List title bar, breadcrumbs, column heading, fields
- Searching tools  
List, Global text search, knowledge base, navigator filter
- Self-Service
- Knowledge management  
Roles, concept
- Reports

**Day4/5:**

- Design a service catalog
- Understanding different fields concept
- Creating variable.
- Different types of variables.
- Understanding of order, mandatory, default value
- Create a reference field.

Day6/7:

- Understanding difference between client script and business rule
- g\_form concept
- get and set values.
- Making a field readonly, mandatory, visible
- Concept of UI Policy
- Designing UI policy and client script
- Difference between UI policy and client script

Day8:

- Gliderecord understanding.
- Table hierarchy
- Sys id concept
- Understanding business rule

Day 9:

- Understanding display business rule
- Debug business rule(addInfoMessage and logs)
- Script includes
- Async and sync difference

Day 10:

- Notification
- Events and queue
- Email templates

Day 11:

- Sent/outbox

- Received/inbox
- Inbound email actions
- Dot walking concept

Day 12/Day 13:

- Number maintenance
- List of records
- Update set(creating and migrating)
- Understanding XML concepts
- UI Macro

Day 14:

- HTML concept
- UI Page
- Using UI page in a service Catalog.
- Container concept in service catalog.

Day 15:

- UI action
- Table creation and extension
- List view of records
- OOB fields and “u\_” concept

Day 16/Day 17:

- Display field concept
- SLA
- Schedule and business day concept

Day 17/18:

- Workflow

Day 19/Day 20:

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- Survey
- Data source
- Transform map
- Coalesce concept

Day 21:

- Localization concept
- Enable plugins
- Concept of web service

Day 22:

- Web service
- SOAP
- Scripted web service

Day 23:

- Data Policy
- Difference between Data and UI policy
- Debuggers

Day 24:

- Delegate
- Views
- Relationships

Day 25:

- Order guide
- Record producer

Day 26/27:

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- Discovery and CMDB
- JSON and Jelly
- REST web service

Day 28:

- Cloning
- Resource management

Day 29/30:

- Interview Preparation
- Certification preparation