**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:::
1. Incident

Creating an incident, field level understanding, Resolving an incident, Reopening an incident, Moving incident to “awaiting problem” , closing an incident.

1. Problem

Creating a problem, field level understanding, Relating incidents to problem, Solving a problem.

1. Change

Creating a Change, Field level understanding, Closing a change.

1. 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
1. Banner frame,

Content and understanding of terms.

1. Application navigator

Modules and Applications, searching.

1. 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:

* 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:

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

Day 28:

* Cloning
* Resource management

Day 29/30:

* Interview Preparation
* Certification preparation