ServiceNow Online Training at KBS Training Institute

ServiceNow Online Training is conducted by KBS Training Institute all over India such as Hyderabad, Madurai, Chennai, Mumbai, Goa, Arunachal Pradesh, Chandigarh, Himachal Pradesh, Sikkim, Aurangabad and etc. Our training solutions designed to match student’s skill levels, schedules and learning styles. KBS Training Institute provides certification for students interested in demonstrating effective mastery of ServiceNow products.

**ServiceNow Training Course Curriculum**

**Introduction to ITIL**

Introduction to ITSM, Incident Management, Problem Management and change management, Service Request Management, Configuration Management Database,  SLA’s and OLA’s

**Introduction to Service-Now**

Tool Introduction, Current Competitors, Releases, User Licenses, Using Wiki and Community

**Basic Administration**

Customizing Home Pages, Form Layouts and list layouts, Adding Users to Groups, Granting Roles to Users, Introducing Applications and Modules,  Creation of tables and Modules,  Creating tickets and raising Requests,  Creating SLA’s,  Performance Metrics

**Advanced Administration**

UI Policies, Notifications, Dictionary Entries and Overrides, Data Policies,  List Control and Calculations,  Exporting the Data from Service-Now,  Update sets imports and Exports,  Scheduling Jobs

**Scripting**

Business Rules, Client Scripts, UI Actions, Script Includes, Jelly Scripting

**Reporting**

Bar Charts, Pie Charts, List Reports, Pivot Tables, Using scripting in Reporting, Scheduling Reports, and Making Gauges

**Cloning and Upgrades**

Need For cloning and ways to implement, Upgrading the instance for new Release

**Integrations**

Web Services: Direct Web Services, Transform Map Web Services, Scripted Web Services, Email Integration: Inbound Actions, Event Registry, Creating and Triggering Events

**Content Management**

Introduction to CMS,  Creating Sites,  Creating Pages,  Creating Blocks using Scripting,  Login Rules

**Configuration Management**

Classes in CMDB, Mapping Configuration Item to Asset Records, Loading the CI’s into Service-Now, Relating Configuration items

**Import Sets**

Loading Data of different Formats, Using Data Sources, Using Transform Maps and Transform scripts

**Service Catalog**

Creating Catalog Items using Variables and Variable sets, Creating Record Producers,  Design the flow using Workflow,  Creating Execution Plans,  Writing Catalog Client Scripts and Catalog UI Policies

**Workflows**

Creating Workflows on different tables, Approvals using workflows,  Using Different Activities in workflows

**MID Server Installation**

Installing MID server on a instance, Testing the Mid Server using another Logins,  Importing Files by Using MID Server