**ServiceNow Training Course - Detailed Curriculum**

**MODULE 1: ServiceNow Basics**

**Overview**

This module introduces beginners to the ServiceNow platform, focusing on basic navigation, interface familiarity, and UI personalization.

**Topics Covered (With Definitions)**

* **ServiceNow Introduction**: A cloud-based workflow automation platform that enables organizations to improve operational efficiency by digitizing and automating workflows.
* **ServiceNow UI Overview**: The main components of the interface include the Banner Frame (top navigation), Application Navigator (left-side menu), and Content Frame (main work area).
* **Application Navigator**: The section that lists all applications and modules; users can browse or search to quickly navigate.
* **Branding (UI16 Configuration)**: Customizing the interface with themes, logos, and colors to align with company branding.

**Useful Resources**

* <https://docs.servicenow.com/>
* <https://developer.servicenow.com/dev.do#!/learn>
* <https://community.servicenow.com/>

**Use Case**

Customize a ServiceNow developer instance to include your company logo and preferred theme color.

**Practice Tasks**

1. Log in to your developer instance.
2. Navigate to "System UI > Branding".
3. Change the logo and color scheme.
4. Bookmark frequently used modules.

**MODULE 2: Lists, Forms, and Plugins**

**Overview**

Learn how to manage and visualize records using lists and forms, and extend ServiceNow functionality with plugins.

**Topics Covered (With Definitions)**

* **Lists**: Views showing multiple records from a table in rows and columns.
* **Forms**: Interfaces to create or modify a single record.
* **Filters**: Conditions used to display specific records from a table.
* **Configure Filters**: Add multiple filter conditions to refine data views.
* **Create and Apply Filters**: Save and reuse filter configurations.
* **Creating the View**: Design custom list/form layouts.
* **Configuring List/Form View**: Add/remove fields and adjust their order.
* **Plugin Introduction**: Add-on features to enhance platform functionality.

**Resources**

* <https://docs.servicenow.com/en-US/bundle/tokyo-platform-user-interface/page/use/using-lists/concept/c_ListOverview.html>
* <https://docs.servicenow.com/en-US/bundle/tokyo-platform-user-interface/page/use/using-forms/concept/c_FormsOverview.html>
* <https://docs.servicenow.com/en-US/bundle/tokyo-release-notes/page/release-notes/servicenow-platform/pluggable-features/reference/r_Plugins.html>

**Use Case**

Use filters to find high-priority incidents assigned to a specific team.

**Practice Tasks**

1. Open the Incident table.
2. Apply a filter: Priority is High and Assigned To is [Team Name].
3. Save the filter.
4. Enable a plugin (e.g., Performance Analytics).

**MODULE 3: User and Role Management**

**Overview**

This module focuses on how to manage users, groups, roles, and access permissions.

**Topics Covered (With Definitions)**

* **Users/Groups**: Users represent individual people; groups are collections of users with common roles.
* **Role**: Grants specific access permissions to data and functionalities.
* **Assignment Rule**: Automatically assigns tasks based on pre-set conditions.
* **Tables**: Structured database-like objects used to store records.
* **OOO Tables**: Default tables like Incident, Task, Change, provided by ServiceNow.
* **Parent Table Concept**: Data inheritance from a base table to specialized tables.

**Resources**

* <https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/users-and-groups/concept/c_UserAndGroupAdmin.html>
* <https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/roles/reference/r_Roles.html>
* <https://developer.servicenow.com/dev.do#!/reference/api/tokyo/server/no-namespace/c_TableAPI>

**Use Case**

Automatically assign all high-priority incidents to the "Service Desk" group.

**Practice Tasks**

1. Create a user and assign to a group.
2. Assign roles to the group.
3. Create an assignment rule.
4. Add records to a custom table.

**MODULE 4: Import Set and Knowledge Management**

**Overview**

Understand how to import data and manage information using knowledge bases.

**Topics Covered (With Definitions)**

* **Import Set**: Loads data from external sources into ServiceNow.
* **Transform Map**: Maps import data to ServiceNow table fields.
* **Configuration Item (CI)**: IT assets tracked in the CMDB.
* **Knowledge Management**: Organizes and provides searchable content.
* **Catalogs**: List of services and products available for request.

**Resources**

* <https://docs.servicenow.com/en-US/bundle/utah-platform-administration/page/administer/import-sets/concept/c_ImportSets.html>
* <https://docs.servicenow.com/en-US/bundle/tokyo-it-service-management/page/product/service-catalog-management/concept/c_ServiceCatalogs.html>

**Use Case**

Import employee records and publish related articles in the internal knowledge base.

**Practice Tasks**

1. Create a new Import Set table.
2. Upload Excel data.
3. Define a transform map.
4. Create a knowledge article and link to a catalog item.

**MODULE 5: Catalogs and Record Producers**

**Overview**

Learn how to create user-friendly request interfaces using catalog items and record producers.

**Topics Covered (With Definitions)**

* **Service Catalogs**: Interfaces for users to request services.
* **Variables**: Input fields to gather user data.
* **Knowledge Article Attachments**: Attach supporting docs to catalog items.
* **Record Producers**: Simplified forms that create records in a specified table.
* **Order Guides**: Collection of related catalog items grouped under one request.

**Resources**

* <https://docs.servicenow.com/en-US/bundle/tokyo-it-service-management/page/product/service-catalog-management/task/t_CreateRecordProducer.html>

**Use Case**

Create a "Request Laptop" form with RAM and storage size as variables.

**Practice Tasks**

1. Create a record producer.
2. Add variables for RAM, HDD.
3. Attach a knowledge article.
4. Group items in an order guide.

**MODULE 6: Workflows, SLAs, and Reports**

**Overview**

Implement workflows, define service levels, and generate reports.

**Topics Covered (With Definitions)**

* **Catalog Workflow**: Automated process for catalog item fulfillment.
* **SLA Definition**: Defines expected response/resolution time.
* **Reports**: Tools to visualize and analyze data.

**Resources**

* <https://docs.servicenow.com/en-US/bundle/tokyo-platform-user-interface/page/use/reports/concept/c_Reports.html>

**Use Case**

Define and track SLA for critical incident resolution and create report.

**Practice Tasks**

1. Create an SLA for Incidents.
2. Build a workflow for approval process.
3. Design a report using bar chart.

**MODULE 7: Update Sets and Development Introduction**

**Overview**

Learn the basics of ServiceNow development and how to package changes.

**Topics Covered (With Definitions)**

* **Update Sets**: Containers used to capture and transfer customizations.
* **Export/Import XML**: Technique to share configuration changes.
* **Scripting Basics**: Intro to JavaScript used within ServiceNow.
* **Client Side**: Scripts executed on the user’s browser.

**Resources**

* <https://docs.servicenow.com/en-US/bundle/tokyo-application-development/page/build/applications/concept/c_DevelopAppsUpdateSets.html>

**Use Case**

Modify Incident form and move to production instance via update set.

**Practice Tasks**

1. Create a new update set.
2. Capture changes (e.g., form field addition).
3. Export and import XML.
4. Write a client-side script.

**MODULE 8: Client-side Scripting (UI Policies, Client Scripts)**

**Overview**

Enhance the user experience with dynamic field behavior using client-side scripts.

**Topics Covered (With Definitions)**

* **UI Policy**: Show/hide or make fields read-only/mandatory based on conditions.
* **Data Policy**: Validate data consistency on forms.
* **Client Script**: JavaScript snippets that enhance form interactivity.
  + **onLoad**: Executes when form loads.
  + **onSubmit**: Executes before form submission.
  + **onChange**: Executes on field value change.
  + **onCellEdit**: Executes when a list cell is edited.
* **Client-side API**: g\_form manipulates form fields; g\_user provides user info.

**Resources**

* <https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow/app_store_learnv2_basics_tokyo_client_side_scripting>

**Use Case**

Use UI Policy to make a field mandatory if a checkbox is checked.

**Practice Tasks**

1. Write an onLoad script to prefill values.
2. Use UI Policy to hide/show a field.
3. Use g\_form to set field values dynamically.

*Modules 9–17 will follow in the next update.*