**ServiceNow Training Course - Comprehensive Guide**

**MODULE 1: ServiceNow Basics**

**Overview:**  
This module introduces ServiceNow, a powerful cloud platform for IT Service Management (ITSM) and enterprise operations.

**Topics Covered:**

* Introduction to ServiceNow: Overview, history, key modules (ITSM, ITOM, ITBM, HRSD)
* UI Overview: Banner Frame, Application Navigator, Content Frame
* Application Navigator and Filtering
* Branding and Configuration (UI16)
* System Settings

**Use Case:**  
An IT team customizes the UI and sets system properties to improve efficiency.

**Practice Task:**  
Change theme in UI16, set time zone preferences, add favourites.

**Links:**

* [https://docs.servicenow.com](https://docs.servicenow.com/)
* [https://developer.servicenow.com](https://developer.servicenow.com/)

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

**Topics Covered:**

* Lists and Forms
* Filters (Create, Apply, Configure)
* View Creation
* List/Form View Configuration
* Plugin Introduction

**Use Case:**  
Support agents filter lists to prioritize high-impact incidents.

**Practice Task:**  
Create a filter for 'Active Incidents' and configure a new list layout.

**MODULE 3: User and Role Management**

**Topics Covered:**

* Creating Users, Groups, Roles
* Adding Users to Groups/Roles
* Assignment Rules
* Table Creation
* OOTB Tables and Parent Table Concept
* Data Entry and Configuration

**Use Case:**  
Setup a new IT support group and assign incident roles dynamically.

**Practice Task:**  
Create a custom table and apply assignment rules to route tickets.

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

**Topics Covered:**

* Import Sets and Transform Maps
* Configuration Items
* Knowledge Base Creation
* Catalog Items with Variables
* Attaching Knowledge Articles

**Use Case:**  
Import external incident data and map it to a custom table.

**Practice Task:**  
Create a simple import set and build a knowledge article.

**MODULE 5: Catalog Items and Order Management**

**Topics Covered:**

* Service Catalog Setup
* Record Producers
* Order Guides
* Knowledge Integration

**Use Case:**  
HR team uses a record producer to onboard new employees.

**Practice Task:**  
Create a record producer linked to an HR table.

**MODULE 6: Workflows and Reporting**

**Topics Covered:**

* Catalog Workflows
* SLA Definition
* Report Creation and Management

**Use Case:**  
Generate monthly reports for SLA breaches in incident management.

**Practice Task:**  
Build a workflow for a catalog item and generate an SLA report.

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

**Topics Covered:**

* Update Sets: Create, Import/Export
* Scripting Overview
* Introduction to Client Development

**Use Case:**  
Move customizations from dev to test using update sets.

**Practice Task:**  
Create and export a simple update set.

**MODULE 8: Client-Side Scripting**

**Topics Covered:**

* UI Policy, Data Policy
* Client Scripts (onLoad, onSubmit, onChange, onCellEdit)
* Client-Side APIs: GlideForm (g\_form), g\_user

**Use Case:**  
Auto-hide a field based on dropdown selection.

**Practice Task:**  
Write an onChange client script for the 'priority' field.

**MODULE 9: Business Rules**

**Topics Covered:**

* Business Rule Types: Before, After, Async, Display
* Examples and Practical Scenarios

**Use Case:**  
Create a rule that updates a field when a record is saved.

**Practice Task:**  
Build a 'before insert' business rule for incident table.

**MODULE 10: Server-Side APIs**

**Topics Covered:**

* GlideRecord, Query Conditions, Encoded Query
* GlideDateTime
* Coding Examples

**Use Case:**  
Auto-calculate resolution time on task closure.

**Practice Task:**  
Use GlideRecord to query and update incident states.

**MODULE 11: Notifications and Events**

**Topics Covered:**

* GlideAjax
* Creating Email Notifications
* Using Events
* Dictionary Overrides

**Use Case:**  
Send email when an incident is reopened.

**Practice Task:**  
Create a notification triggered by a custom event.

**MODULE 12: Access Control and Scheduling**

**Topics Covered:**

* ACLs (Read, Write, Create)
* Scheduled Jobs

**Use Case:**  
Restrict change requests to managers only.

**Practice Task:**  
Create an ACL on the change request table.

**MODULE 13: APIs and Integration Basics**

**Topics Covered:**

* REST and SOAP API Overview
* Table API Introduction

**Use Case:**  
Expose a table for integration with a third-party tool.

**Practice Task:**  
Use Table API to retrieve task records via GET.

**MODULE 14: API Demonstrations and Tools**

**Topics Covered:**

* HTTP Methods (POST, GET, PUT)
* Integration via Postman

**Use Case:**  
Test CRUD operations on the incident table using Postman.

**Practice Task:**  
Use Postman to POST a new record to a ServiceNow table.

**MODULE 15: Scripted REST APIs**

**Topics Covered:**

* Scripted REST API Overview
* Use Cases and Configuration
* GET Method Demonstration

**Use Case:**  
Custom API to return assigned tasks for a specific user.

**Practice Task:**  
Build a Scripted REST API and test with a GET call.

**MODULE 16: Email and Server Configuration**

**Topics Covered:**

* Inbound/Outbound Email
* Email Properties
* MID Server Introduction
* Code Debugging Overview

**Use Case:**  
Configure MID server for secure communication with internal tools.

**Practice Task:**  
Enable email notifications and check MID server status.

**MODULE 17: Course Wrap-Up**

**Topics Covered:**

* Summary of Concepts
* Mock Interview Preparation
* Q&A and Feedback

**Use Case:**  
Review key concepts for a ServiceNow developer interview.

**Practice Task:**  
Attend a mock interview and prepare answers using this guide.