**ServiceNow Training Course - Detailed Curriculum**

**MODULE 1: ServiceNow Basics**

* Introduction to ServiceNow
* Overview of the ServiceNow User Interface
* Application Navigator and Filter
* Branding and Configuration (UI16)
* Basic System Settings and Configuration

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

* Understanding Lists and Forms
* Filters: Creating and Applying
* Creating and Managing Views
* Configuring List View and Form View
* Introduction to Plugins and Their Uses

**MODULE 3: User and Role Management**

* Creating Users and Groups
* Role Management
* Assigning Users to Groups and Roles
* Understanding Assignment Rules
* Creating Assignment Rules
* Tables: Creation, Configuration, and OOTB Tables
* Parent Table Concepts
* Adding and Managing Table Data

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

* Overview of Import Sets and Transform Maps
* Creating Import Set Example with Transform Map
* Configuration Items Overview
* Knowledge Management: Overview and Article Creation
* Service Catalog: Creation and Types with Variables
* Attaching Knowledge Articles to Catalog Items

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

* Deep Dive into Knowledge Management
* Detailed Service Catalog Configuration
* Record Producers
* Order Guides and Their Configuration

**MODULE 6: Workflows and Reporting**

* Service Catalog Workflows
* SLA Definitions and Usage
* Creating and Managing Reports in ServiceNow

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

* Introduction to Update Sets and Their Functionality
* Importing and Exporting Update Set XML
* Basics of Scripting in ServiceNow
* Client-Side Development Overview

**MODULE 8: Client-Side Scripting**

* UI Policies and Data Policies
* Client Scripts:
  + onLoad
  + onSubmit
  + onChange
  + onCellEdit
* Introduction to Client-Side Scripting APIs
  + GlideForm (g\_form)
  + g\_user Class

**MODULE 9: Business Rules**

* Business Rule Types:
  + Before
  + After
  + Async
  + Display
* Examples and Use Cases for Each Type

**MODULE 10: Server-Side APIs**

* Introduction to Glide APIs
* GlideRecord: Querying and Updating Data
* Query Conditions and Encoded Queries
* GlideDateTime Class and Its Use Cases
* Practical Coding Examples

**MODULE 11: Notifications and Events**

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

**MODULE 12: Access Control and Scheduling**

* Access Control List (ACL) Overview
  + Read, Write, and Create Permissions
* Scheduled Jobs: Creation and Configuration

**MODULE 13: APIs and Integration Basics**

* Doubt Clearing Sessions
* Introduction to REST and SOAP APIs
* Overview of Table API

**MODULE 14: API Demonstrations and Tools**

* Table API: Using HTTP Methods (GET, POST, UPDATE)
* Integration Using Postman
* Hands-on with Postman: GET and POST Methods

**MODULE 15: Scripted REST APIs**

* Overview of Scripted REST APIs
* Use Cases and Best Practices
* Demonstration of GET Methods with Scripted REST APIs

**MODULE 16: Email and Server Configuration**

* Inbound and Outbound Email Configuration
* Email Properties in ServiceNow
* MID Server Overview
* Code Debugging Techniques

**MODULE 17: Course Wrap-up**

* Summary of All Modules
* Practice Mock Interview Sessions
* Final Q&A and Feedback Collection

**End of Document**