**Service Now Admin :- 30 Days**

* **Functional, Administrators and Implementers**
* **Any Programmers**
* **Database Developers/Administrators**
* **Testing Professionals**
* **Enterprise Resource Planning Professionals**
* **Customer Relationship Management Professionals**
* **Business Intelligence Professionals**
* **Business Process Management Professionals**
* **Middleware TL consultants professionals**
* **Any degree Fresher’s**
* **HP Service managers professionals**
* **BMC Remedy professionals**
* **Computer Associates Service Desk Managers professionals**
* **IBM Smart Cloud Desk Engineers professionals**
* **ITSM/ITIL professionals**
* **Ticketing tl Professionals**
* **Business Analyst/System analyst**

**Introduction to Service Now**

* **What is Service Now**
* **Why and who can use Service Now**
* **Concept of cloud computing in Service Now**
* **Introduction to ITIL foundation**
* **Navigation and users**
* **Helpful portals, releases**

**Incident Management**

* **Overview**
* **Incident management process**
* **Continual service improvement to incident management**

**Change Management**

* **Overview**
* **Change management process (Raising, planning and Authorize)**
* **Change management workflow and change task**
* **Continual service improvement to change management**

**Problem Management**

* **Overview**
* **Problem management process (identify, Investigate, Resolve)**
* **Problem management workflow and problem task types**
* **Continual Service improvement to problem management**
* **Context menu**

**Asset and Configuration management**

* **Introduction to CI and Asset**
* **Class and category CI**
* **Model and type of assets**
* **CMDB Plug-in and CI Relationships**

**Knowledge Management**

* **Overview**
* **Knowledge Management Roles**
* **Application and Modules**
* **Using Knowledge**
* **Creating Knowledge**
* **Translating Knowledge**
* **Tracking and Reporting on Knowledge**

**SLA & SDLC**

* **Introduction to SLA,OLA and UPC**
* **SLA Workflow**
* **Service Level Agreement**
* **SDLC In Service now**