**Service Now Development :-**

* **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**

**Customize Homepage**

* **Creating Gauges**
* **Define CSS properties, UI Properties**
* **Change visibility of Homepage and banner**

**Tables, Form, Dictionary**

* **Creating Application, module**
* **Creating table**
* **Personalizing form and table layout**
* **Creating Section,**
* **View**
* **Dictionary entries**
* **Dictionary overrides**
* **Reference qualifiers**
* **Related lists**

**Update set’s Creation**

* **Creating an update set**
* **Merge update set**
* **Retrieve Update set in another instance**

**Creating workflow**

* **Workflow editor and workflow scripts**
* **Workflow activities and workflow context**
* **Workflow stages, transitions**

**Service catalog management**

* **Use of service catalog, back end execution**
* **Creating catalog item, record producer, order guide**
* **Create RITM and catalog task**
* **Attaching workflow to catalog items**

**Importing data in Service Now**

* **Data sources,**
* **XML import**
* **Transform maps,**
* **Scheduled data import**
* **Import sets**
* **Transform scripts**
* **Data load automation**

**User Administration**

* **Creating groups**
* **Users and Departments**
* **Concept of delegation**
* **Customizing user profile**
* **Roles & group membership**
* **Fetch detail of logged in user**

**Email Notification**

* **Defining a Template**
* **Define notification**
* **Email logs**
* **Introduction to SMTP and POP mail servers**
* **Trigger email on event**

**Create SLA &Schedule**

* **SLA Definitions**
* **SLA Properties**
* **Attach SLA to tasks**
* **Create schedule and child schedule**

**Scheduled Jobs**

* **Introduction to scheduled jobs**
* **Scheduled Job log**
* **Scheduled reports**

**Access Control List**

* **Create Read, Write and Create ACL on table and field level**
* **Debug ACLS**
* **Write ACL Scripts**
* **Concept of privileged system admin**

**Content Management (CMS)**

* **Creating site, page**
* **Dynamic content block**
* **Define Header, theme, style sheet**
* **Creating UI page, UI macros**

**Introduction to Web service**

* **Introduction to web services**
* **SOAP Messages**

**Debugging**

* **Personalize users**
* **Debugging Business Rule**
* **Debugging ACL**
* **Background scripts**