

servicenow

World's #1
Admin / Developer
Certification Training



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 www.gauthamit.com

Bangalore / Hyderabad

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Training and Consulting

Course Highlights

- Highly Qualified Trainers
- 55+ Hours Live Sessions
- Life Time Access
- 100+ Case Studies
- 2 Implementation Projects
- 100+ Real Case Scenarios
- Real Time Assignments
- Interview questions On Chapter Wise
- Certification Of Completion
- Live Recordings

Training Modes

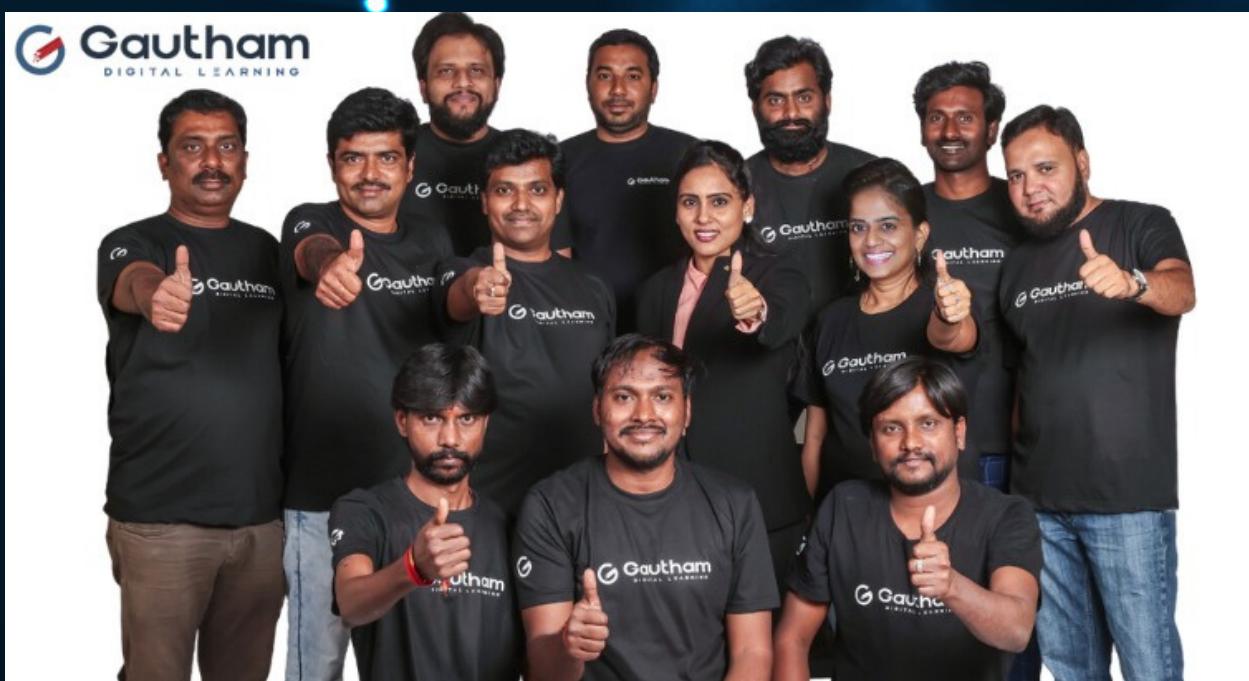
Corporate / Online / Class Room / One to One

About Gautham Digital Learning

Gautham Digital Learning is a World #1 Servicenow Training Academy. Online studies are designed for students whose scheduling commitments would otherwise make it difficult to enroll in a full-time higher education program. Offered for individual Courses, Diplomas, Associate's degrees and certificate programs, online studies are a valuable option. The resulting qualification a graduate receives after successfully completing.

80,000+ Professionals trained and 16,00+ Students placed in various MNC's by Gautham Digital Learning

Gautham Digital Learning Team





Mr. Srinivas Sunkara

About Our Trainer

Srinivas Sunkara is a ServiceNow Solution Architect and Corporate Trainer. His educational background includes a Master of Computer Application (MCA) from Acharya Nagarjuna University, India.

With over 13 years of IT expertise, Srinivas Sunkara's career began as a Lotus Notes Developer. He has previously worked on various technical platforms including SharePoint, Oracle Business Intelligence, and Robotic Process Automation. For the past seven years, he has been involved in software development and implementation within ServiceNow. He has trained over 90,000 working professionals.

Bangalore / Hyderabad



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Administration Course Curriculum

Lesson 01 - Cloud Computing Basics

- ▶ Introduction to Cloud Computing
- ▶ What is Cloud Computing
- ▶ Private and Public Cloud
- ▶ What is the Difference Between SAAS and PAAS
- ▶ What are the Benefits of Cloud Computing?

Lesson 02 - Introduction to ITIL

- ▶ What is ITIL
- ▶ Introduction to ITIL Foundation
- ▶ ITIL Versions
- ▶ Benefits of ITIL Standards
- ▶ ITIL Approaches
- ▶ Roles and Responsibilities of IT Help Desk
- ▶ Modules in ITIL

Lesson 03 - Servicenow Overview and Introduction

- ▶ Introduction to ITSM
- ▶ Overview of ITSM
- ▶ Introduction of Servicenow
- ▶ What is Servicenow?
- ▶ Why and who can use Servicenow
- ▶ History of Servicenow
- ▶ Servicenow Features
- ▶ Servicenow Objectives
- ▶ Servicenow Lifecycle
- ▶ Architecture of Servicenow
- ▶ Servicenow Market Trends
- ▶ Prerequisites for Servicenow
- ▶ Servicenow Versions

Lesson 04 - PDI Account Creation

- ▶ New PDI Account Creation
- ▶ Request for Developer Instance
- ▶ How do we reset admin Password
- ▶ Who will create Developer Instance
- ▶ Use of stats.do

Lesson 05 – User Interface

- ▶ What is User Interface (UI)?
- ▶ Difference Between UI15 and UI16
- ▶ User Profile
- ▶ Basic Configuration
- ▶ Purpose of Impersonate User
- ▶ Use of Global Search
- ▶ Toggle Connect Sidebar
- ▶ Settings (Available Component)

Lesson 06 - Forms

- ▶ What is Form & Record?
- ▶ Form Headers and Fields
- ▶ Form Design and Form Layout
- ▶ Work with Form Sections
- ▶ Field Properties
- ▶ Working with Annotation
- ▶ Creating Custom Fields from Design and Form Layout
- ▶ Configure .Dot Walking
- ▶ Form Customization and Personalization

Lesson 07 - Formatters

- ▶ What is Formatter?
- ▶ Types of formatters in base system
- ▶ Working with all types of Formatters
- ▶ Create process flow formatter for Incident Table

Lesson 08 - Lists

- ▶ Filters and Search Conditions in Lists
- ▶ Types of Record Searches
- ▶ What is Condition Builder?
- ▶ Breadcrumbs and Usage
- ▶ Context Menus
- ▶ Personalizing and Customizing Lists
- ▶ Adding Filters to Favorite
- ▶ Configure List Layout
- ▶ List Controls
- ▶ List Calculations
- ▶ Purpose of Wild Card Entries
- ▶ Filters & Searches
- ▶ Update Multiple Records
- ▶ Wild Card Entries

Lesson 09 - Plugins

- ▶ What is Plugin?
- ▶ Predefined Plugins Installed in ServiceNow
- ▶ Activating and Deactivating Plugins
- ▶ Upgrading Plugins
- ▶ Importance of Dependency Plugins
- ▶ How to Load Demo Data
- ▶ Who can Request Plugins?
- ▶ Repair and Upgrade Plugins
- ▶ How to Request Plugin in Real-time?
- ▶ HI Service Portal (Now Support)

Lesson 10 - Tables and Fields and Columns

- ▶ Introduction to Tables
- ▶ Out of the Box Tables
- ▶ Types of Tables in ServiceNow
- ▶ Extended Table and Referenced Tables
- ▶ Major Table in ServiceNow
- ▶ Importance of Schema Map
- ▶ Creating Custom Tables
- ▶ Deleting Custom Tables
- ▶ Defaults Fields in Custom Table
- ▶ Describe u_
- ▶ Dictionary Entries



Lesson 11 - User Administration

- ▶ Introduction to User Administration
- ▶ Creating Users
- ▶ Types of User Interfaces in Servicenow
- ▶ Difference Between End User, ITIL User, Administrator
- ▶ Working with Groups
- ▶ Working with Roles
- ▶ Creating Department and Company
- ▶ Creating Countries and Locations
- ▶ Assign Roles to Users and Groups
- ▶ Delegate Users
- ▶ Current Logged in Users
- ▶ Active Transitions
- ▶ User Preferences

Lesson 12 – Incident Management Life Cycle and State Model

- ▶ Introduction to Incident Management
- ▶ What is Incident
- ▶ Life Cycle of Incident Management
- ▶ Working with State Model

Lesson 13 – Data Lookup Rules

- ▶ Introduction to Data Lookup Rules
- ▶ Creating New Data Lookup Rule
- ▶ Modify Existing Data Lookup Rule
- ▶ Data Lookup Rule for Tables of Incident and Problem
- ▶ Working with Data Lookup Definition
- ▶ Working with Record Matcher

Lesson 14 – Assignment Lookup Rules

- ▶ Introduction to Assignment Lookup Rules
- ▶ Defining Assignment Rules
- ▶ Creating New Assignment Rule
- ▶ Precedence between Data Lookup, Assignment and Business Rules

Lesson 15 – UI Policy

- ▶ Introduction to UI Policy
- ▶ Use of UI Policy
- ▶ Creating UI Policies for Incident Table
- ▶ Working with More UI Policies
- ▶ UI Policy Terminology
- ▶ Converting UI Policy to Data Policy
- ▶ Describe Global, On Load, Reverse If false, and Inherit for UI Policy
- ▶ Working with Hide Related Lists

Lesson 16 – Data Policy

- ▶ Introduction to Data Policy and Usage
- ▶ Creating Data Policy Rules
- ▶ Converting Data Policy to UI policy
- ▶ Applying Data Policies to Incident Table
- ▶ Difference between UI policy and Data Policy

Lesson 17 – Metrics

- ▶ Introduction to Metrics
- ▶ What are Metrics and Usage
- ▶ Creating New Metric Definition

Lesson 18 – Related Lists

- ▶ Introduction to Related Lists
- ▶ Working with Related Lists
- ▶ Creating new Related List and Add it to Form

Lesson 19 – Service Level Management

- ▶ Introduction to Service Level Management (SLM)
- ▶ Describing SLA
- ▶ Types of SLA's
- ▶ Working with SLA, OLA and UC
- ▶ Understand Existing SLA Definition
- ▶ Creating New SLA Definition for Incident Table
- ▶ SLA Targets
- ▶ Schedule SLA Definitions
- ▶ Importance of Retroactive Start and Pause
- ▶ SLA Calculation
- ▶ Tracking of SLA Definition

Lesson 20 – Import Sets

- ▶ Introduction to Import Sets
- ▶ Data Import Process
- ▶ Preparing Data for Import
- ▶ Data Loading
- ▶ Creating Transform Map
- ▶ Fields Mapping
- ▶ Work with Coalesce
- ▶ Working with Multiple Coalesce
- ▶ Run Transform Map
- ▶ Importing Data Sources
- ▶ Schedule Import Sets
- ▶ Transform Event Scripts
- ▶ Transform Event Script Variable

Lesson 21 - Update Sets

- ▶ Introduction to Update Sets
- ▶ Importance of Update Sets
- ▶ Update Sets Tables
- ▶ What Update Sets are Captured and Which Ones are Not Captured
- ▶ Default Update Sets
- ▶ Update Sets Administration
- ▶ Create new Local Update Sets
- ▶ Working with Retrieved Update Sets
- ▶ Update Sets Practical Exercise
- ▶ Preview and Commit Update Sets
- ▶ Migrating Update Sets
- ▶ Merge Update Sets
- ▶ Back Out Changes from Target Instance
- ▶ Update Sets Precautions
- ▶ Update Sets States

Lesson 22 - Service Catalog

- ▶ Introduction to Service Catalog
- ▶ Configure Service Catalogs
- ▶ Configure Categories
- ▶ Create Catalog Item
- ▶ Adding Service Catalog to Service Portal
- ▶ Types of Catalog Item
- ▶ Record Producers
- ▶ Types of Variables
- ▶ Order Guides
- ▶ Working with Rule Base
- ▶ Working with Cascade Variable
- ▶ Working with Variable Sets
- ▶ Working with User Criteria
- ▶ Catalog UI Policy
- ▶ Catalog Client Scripts
- ▶ Creating Variable Attributes
- ▶ Working with Reference Qualifier
- ▶ Service Catalog Properties
- ▶ Fulfillment Groups
- ▶ Catalog Request Report
- ▶ Variable Default Sizes
- ▶ Working with Regular Expressions

Lesson 23 - Workflow

- ▶ Introduction to Workflow
- ▶ Workflow Core Activities
- ▶ Creating New Workflow
- ▶ Workflow Editor
- ▶ Stage Sets
- ▶ Active Contexts
- ▶ Workflow Administration
- ▶ Activity Definition
- ▶ Workflow Versions
- ▶ Workflow Properties
- ▶ Validate Workflow
- ▶ Scheduled Workflow
- ▶ Add workflow to Catalog Item

Lesson 24 – Execution Plan (Optional)

- ▶ Introduction to Execution Plan
- ▶ Create Execution Plan Task
- ▶ Create Execution Plan Variables

Lesson 25 – Reports & Dash Boards

- ▶ Introduction to Reports
- ▶ Types of Reports
- ▶ Creating New Report
- ▶ Deleting Report
- ▶ Adding Reports to Dash Board
- ▶ Report Sharing
- ▶ Scheduling Reports
- ▶ Publish and Unpublish the Reports
- ▶ Report Properties
- ▶ Reports Statistics
- ▶ Working with Gauges
- ▶ Introduction to Dash Boards
- ▶ Create new Dash Board
- ▶ Responsive and Non Responsive Dash boards
- ▶ Difference between Home Page and Dash Board

Lesson 26 – Access Control List

- ▶ Introduction to System Security
- ▶ Importance of Elevate Roles and Security
- ▶ Admin Creating new ACL Rule
- ▶ Levels of ACL (Table and Field)
- ▶ ACL Operations
- ▶ ACL Execution Order
- ▶ Types of ACL's
- ▶ Describing Table and None
- ▶ Describing * and None
- ▶ Describing * and *
- ▶ Describing Table and Field

Lesson 27 – Email Notifications

- ▶ Introduction to System Notifications
- ▶ Purpose of Email Notifications
- ▶ Creating new Email Notification
- ▶ Email Notification Tabs
- ▶ Preview Notification
- ▶ Email Templates
- ▶ Notifications on Event is fired Notifications
- ▶ on Triggered
- ▶ Configure Email Notification
- ▶ Working with Notification Email Scripts
- ▶ Omit Watermarks in Email Notifications
- ▶ Send Email Notification to CC
- ▶ Allow Digest
- ▶ Email Subscription
- ▶ Push Notifications

Lesson 28 – Configure MID Server

- ▶ Introduction to MID Server
- ▶ Create MID Server User Record
- ▶ Download MID Server Windows 64 bit
- ▶ Install MID Server in ServiceNow Instance
- ▶ Validating MID Server
- ▶ MID Server Capabilities
- ▶ MID Server Dash Board

Lesson 29 – Cloning Instance

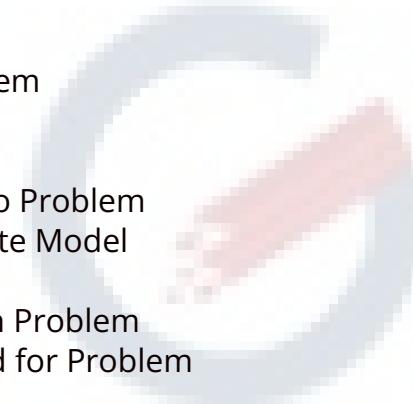
- ▶ Introduction to Cloning
- ▶ Use of Cloning
- ▶ Cloning Instance

Lesson 30 – Working with Major Incident Management

- ▶ Introduction to Major Incident Management
- ▶ Creating Major Incident Candidate
- ▶ Creating Major Incident
- ▶ Importance of Candidates
- ▶ Major Incident Trigger Rules
- ▶ Properties of Major Incidents
- ▶ Promote to Major Incident
- ▶ Propose Major Incident

Lesson 31- Problem Management Lifecycle and State Model

- ▶ Brief Introduction to Problem
- ▶ Problem Definition
- ▶ Creating Problem Record
- ▶ Add associated Incidents to Problem
- ▶ Problem Life Cycle and State Model
- ▶ Default States in Problem
- ▶ Knowledge Article Usage in Problem
- ▶ Communicate Workaround for Problem
- ▶ Communicate a Fix
- ▶ Create Known Article in Problem
- ▶ Working with Problem Task



Lesson 32 - Change Management Lifecycle and State Model

- ▶ Introduction to Change Management
- ▶ Create Change Request
- ▶ Change Request Table
- ▶ Create Change Request from Incident
- ▶ Types of Changes
- ▶ Elaborate Simple, Standard and Emergency Changes
- ▶ Standard Change Catalog
- ▶ Change Lifecycle and State Model
- ▶ Create Standard Template and Add to Catalog
- ▶ Working with Risk Calculation
- ▶ Working with Risk Assessment
- ▶ Change Management Plugins
- ▶ Unauthorized Change Request
- ▶ Change Properties

Lesson 33 - Knowledge Management Lifecycle and State Model

- ▶ Introduction to Knowledge Management
- ▶ Use of Knowledge Articles
- ▶ Knowledge Management Lifecycle and State Model
- ▶ Configure Knowledge Management
- ▶ Create New Article and Publish
- ▶ Retired Article
- ▶ Create Knowledge base
- ▶ Knowledge Management Role
- ▶ Working with Open Submission
- ▶ Working with Feedback Management
- ▶ Knowledge Administration
- ▶ User Criteria in Knowledge Management
- ▶ Integrating Knowledge Articles in Incident and Service Portal
- ▶ Knowledge Articles Workflow's
- ▶ Instant Publish and Retired
- ▶ Approval Publish and Retired
- ▶ Knowledge Coach





What is ServiceNow developer do

A ServiceNow developer is a software developer who specializes in working with the ServiceNow platform. They design, code, and troubleshoot applications. In addition to working on custom applications, ServiceNow developers may manage the platform and infrastructures.

Servicenow developer shoud have

- Ability to program in JavaScript fundamentals
- Expertise on Glide API's
- Problem-solving
- Project management & Communication

Lesson 1 - Javascript Fundamentals

- ▶ Javascript Introduction
- ▶ History of Javascript
- ▶ Client-Side Javascript and Server-Side Javascript
- ▶ Javascript Templates
- ▶ Use of template .print
- ▶ Working with Single Line Comment and Multi Line Comment
- ▶ Types of Variable
- ▶ Working with String and String Concatenation
- ▶ Working with Arrays
- ▶ Javascript Assignment Operators
- ▶ Variables in Javascript
- ▶ Working with Mathematical Operations
- ▶ Work with Conditions (if, else if and else)
- ▶ Working with Switch Loop
- ▶ Working with Functions
- ▶ Javascript Objects
- ▶ Working with Random and Math
- ▶ Javascript Error Handling



Lesson 2 - Glide APIs

- ▶ Introduction to Glide APIs
- ▶ Overview of Glide APIs
- ▶ Client-side Glide APIs and Server-side Glide APIs
- ▶ Working with Important Glide APIs
- ▶ Glide Record
- ▶ Working with Glide Record Methods
- ▶ Glide Form
- ▶ Working with Glide Form Methods
- ▶ Glide User
- ▶ Working with Glide User Methods
- ▶ Glide Session
- ▶ Working with Glide Session Methods
- ▶ Glide Date
- ▶ Working with Glide Date Methods
- ▶ Glide Date and Time
- ▶ Working with Glide Date and Time Methods
- ▶ Glide List
- ▶ Working with Glide List Methods

- ▶ Glide Element
- ▶ Working with Glide Element Methods
- ▶ Glide Dialog Window
- ▶ Working with Glide Dialog Window Methods
- ▶ Glide Aggregation
- ▶ Working with Glide Aggregation Methods
- ▶ Glide Ajax

Lesson 3 - Client Scripts

- ▶ Introduction to Client Scripts
- ▶ Purpose of Client Scripts and Where these are Run
- ▶ Types of Client Scripts
- ▶ Elaborate onLoad, onChange, onSubmit and onCellEdit Client Scripts
- ▶ Create new Client Script
- ▶ Working with More Client Script Examples
- ▶ Catalog Client Script
- ▶ Difference between Client Scripts and Catalog Client Scripts

Lesson 4 - UI Actions

- ▶ Introduction to UI Actions
- ▶ Importance of UI Action
- ▶ Working with Existing UI Actions
- ▶ Create new UI Action
- ▶ Creating UI Actions in different Places
- ▶ Working with Client Side UI Actions
- ▶ Importance of gsftsubmit in UI Action
- ▶ Working with more Examples

Lesson 5 - Business Rules

- ▶ Introduction to Business Rules
- ▶ Importance of Business Rules
- ▶ Working with Display and Query Business Rules
- ▶ Working with Async and Sync business rules
- ▶ Business Rules Actions
- ▶ Prevent Recursive Business Rules
- ▶ Working with existing Business Rules in PDI
- ▶ Create new Business Rule
- ▶ Global Variables in Business Rule
- ▶ Working with more Examples

Lesson 6 - UI Script

- ▶ Introduction to UI Scripts
- ▶ Working with Global UI Scripts
- ▶ Creating new UI Script
- ▶ Run UI Scripts
- ▶ UI Scripts on Client Side

Lesson 7 - Scheduled Jobs

- ▶ Introduction to Scheduled jobs
- ▶ Schedule jobs States
- ▶ Create new Schedule job
- ▶ Run Schedule jobs
- ▶ View Schedule Item

Lesson 8 - Script Include

- ▶ Introduction to Script Include
- ▶ Use of Script Include
- ▶ Types of Script Include
- ▶ Server Side Script Include
- ▶ Client Side Script Include
- ▶ Difference between Global Business Rule and Script Include
- ▶ Create new Script Include
- ▶ Calling Script Include into Business Rules
- ▶ Calling Script Include into Client-side



Lesson 9 - Script Include with Glide Ajax

- ▶ Introduction to Glide Ajax
- ▶ Types of Glide Ajax
- ▶ Importance of Glide Ajax
- ▶ How to call Script Include with Glide Ajax?

Lesson 10 - Inbound Email Actions

- ▶ Introduction to Inbound Email Action
- ▶ Overview of Inbound Email Action
- ▶ Types of Incoming Email
- ▶ Create Inbound Email Action
- ▶ Importance of New, Reply and Forward

Lesson 11 – Fix Scripts

- ▶ Introduction to Fix Script
- ▶ Create Fix Script
- ▶ Run Fix Script
- ▶ Testing Fix Scripts

Lesson 12 – Transform Event Scripts

- ▶ Introduction to Transform Event Scripts
- ▶ Types of Event Scripts
- ▶ Working with All Types of Event Scripts
- ▶ Test Coalescing and Transform Script

Lesson 13 – Implementation

- ▶ Introduction to Implementation
- ▶ Working with Scope or Custom Applications
- ▶ Using all ServiceNow Components to Implement Custom Application

Lesson 14 – Integration(Optional)

- ▶ Out of the Box REST API

Who Should Enroll in this Course?

This program is aimed to those who are looking to enter the world of ServiceNow as it is designed and structured to accommodate various IT backgrounds. Although there are no prerequisites for taking up this course, individuals in the following roles and disciplines are ideal for this course:

- Fresh graduates and Post Graduates who intend to take the course into the ServiceNow job market
- Every IT and Non IT Professional experience who are working in either technical or non-technical job roles and wish to build your successful careers in the cloud computing domain ServiceNow
- Leading platform in the world



ServiceNow Roles

- Administrator
- Developer
- Implementation
- Specialist
- Integration Specialist
- Architect

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About Gautham Digital Learning

Gautham Digital Learning is the world's #1 Digital Learning Platform (100% Job Assistance in Career Courses), and We are the best providers of Information Technology skills training. We deliver authentic competency-based programs & ensure to lower your expenses, all at the same time. We are the most Advised IT Digital Learning Center... We are working very sincerely and trained 5,00,000+ students professionally.

Our online studies are designed for students whose scheduling commitments would otherwise make it difficult to enroll in a full-time higher education program. Offered for individual Courses, Diplomas, Associate's degrees, and certificate programs, online studies are a valuable option at Gautham Digital Learning.



Corporate Training

Our students have been placed in



Cognizant



genpact

Schneider
Electric

Proadapt.



AtoS

Deloitte.

Certificates





"The mind is everything.
What you think, You become"

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