ServiceNow

Overview

What is ServiceNow

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Architecture

Licensing

How to raise instance request?

ITIL Concepts

ITIL vs ServiceNow

UI Essentials

Service Now Administration

Tables

Dictionary

Applications / Modules

Global Vs Scoped Applications

Home Pages

List / Forms

Service Now Incident Walk Through

Problem Management Walk Through

Service Catalog Walk through

Change Management through

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Report Development

Data Importing

Import Sets & Transformation Mapping

Foundation Data Administration

User Administration

Group Administration

Roles Administration

Auto routing / Assignment

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Data Policies

Client Scripts

UI actions

Business rules

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Access Control List(ACLs)

Schedule Jobs

Background Scripts

Workflows

Service Catalog Development

Integration Approaches / Methods / Exercises

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Service Now ITSM Implementation methodologies

Incident Management

Problem Management

Change Management

Asset Management

SLAs

Knowledge Management

CMDB

MID Server