NEXT IT CAREER
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Service now

ServiceNow Admin and Development Training Curriculum

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About Next IT Career

Next IT Career Best Software Coaching Center in Hyderabad Corporate training is a function of human resource management that aims to provide the organization's employees with the knowledge and skills required to be successful. In turn, the growth of employees also contributes to the success of the business.
In recent years, Its also seen as a long-term strategic assignment rather than a cost center for the organization. The majority of companies have embraced 'continual learning' in it to promote employee growth both professionally and personally and acquire a highly skilled workforce as a result.

Corporate Training

Classroom Training

Online Training

Why Choose Us?

Training by Certified Instructors

Mock Interviews

Weekly Assignments

Project Training

Interview cracking tips

Resume Preparation

JOB INTERVIEW TIPS

SERVICENOW ADMIN AND DEVELOPMENT COURSE

PHASE 1: INTRODUCTION TO SERVICENOW PLATFORM

MODULE 1: SETTING UP SERVICENOW INSTANCE

- What is ServiceNow?
- What is Instance mean in ServiceNow?
- Types of Instances in ServiceNow?
- Versions in ServiceNow?
- How to check ServiceNow instance version?
- Personal Developer Instance creation
- Basic essentials after PDI Creation (User Account Creation, Password Reset)

MODULE 2 : PLATFORM WALK THROUGH

- Change Logo and Browser Title
- Favorites tab & History tab
- Types of interfaces
    1. Platform interface
    2. Portal interface
    3. Mobile interface
- What are tables in ServiceNow
- What are the Important tables in ServiceNow and relations between them
- How to find table name
- Different ways to navigate to a table(Short Cuts)

PHASE 2 : SERVICENOW ADMINISTRATION

MODULE 1: ITSM AND IMPORTANT MODULES

- What is ITSM?
- What is Incident Management?
- What is Problem Management?
- What is Change Management?
- User Management
    1. How to create Users
    2. How to create Groups
    3. How to create Roles
- 4. Role and User table
- 5. Group and User table
- 6. Best Practices to assign roles.
- Different ways to apply Filters on Lists and save the filter
- Different types of views in ServiceNow
- Customize form view and save the view
- Customize list view and save the view
- How to create a View Rule
- What is User Impersonation?
- User Delegation?

MODULE 2 : ADVANCED ADMIN

- What are fields and field types
- How to create custom fields on existing tables
- Custom Table Creation
- Application Menu and Modules

- Dictionary Override
- Buttons and form menus
- Difference between Save and Submit
- Related Tabs and Related Lists
- SLA, OLA and UPC
- UI Policies
- Data Policies
- Notifications (Record Based)
- Access Control LIST (ACLs)
- Client vs Server
- Glide APIs on Client vs Server

PHASE 3: SERVICENOW DEVELOPMENT

MODULE 1 : CLIENT SIDE SCRIPTING

- Glide Form
- Glide User
- Client Script
- onLoad
- onChange
- onSubmit
- onCellEdit
- Real Time use cases on Client Scripts
- Client Script vs UI Policy

MODULE 2 : SERVER SIDE SCRIPTING

- Glide Record
- Glide Aggregate
- Glide DateTime

- Glide System

- What are Business Rules

- Before

- After

- Async (Notifications Event Based)

- Display Real time use cases on Business Rules

- UI Actions

- Scheduled Jobs

- Fix Scripts

- Background Scripts (set Workflow, autosys fields)

- Script Includes

    1. OnDemand or Classless

    2. Define a New Class

    3. Extend an existing class script include (Glide Ajax)

- Real time use cases on Script Includes Rules

- Reference Qualifiers

- Import Sets

- Transform Maps and Transform Scripts

- Script Actions

- Email Scripts

- Request Management

- Catalog Items

- Order Guides

- Record Producers

- Knowledge Management

- Asset vs Configuration Item

- Inbound Actions

- Reports and Dashboard

- Update Sets

PHASE 4: FLOW DESIGNER

- What is Flow Designer?
- What Are Flows?
- What are Subflows?
- What are Custom Actions?
- Use cases on Flows, sub flows and custom actions

Our Other Courses

Trending Software Testing courses

Manual Testing	Selenium Automation	Tocsa
ETL Testing	Performance Testing	API Testing
Load runner	J-meter	Neo load

Most Trending Courses

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Most Demand Courses

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Paytm · syngenta · Tech Mahindra · aspire SYSTEMS attention. always. · FedEx

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Our Branch

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Our Infrastructure