

# Certificate Program in **servicenow**

Class Room | Online | Corporate Training





**5000+ Trainees | 20+ Countries**  
**200+ Batches | 500+ Success Stories**

# ServiceNow FAQ's

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## DURATION

60 Days

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## ELIGIBILITY

Any Graduate

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## CERTIFICATIONS

Digital Nest Certificate

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## LAPTOP CONFIGURATION

OS: Windows X, I5 7th generation Processor, Ram: 8GB, HDD: 1 TB

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## AVG PACKAGES

3-13 Lakh p.a.

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## PRE REQUISITE

ITIL, SQL, Javascript

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## WHO CAN LEARN

IT Professionals, Administrators, Developers, Graduates,  
Job Seekers, End users

# KEY HIGHLIGHTS



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Training by Real Time Experts



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Material, Case Studies & Assignments



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One-On-One with Industry Mentors



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Dedicated Student Manager



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100% Assured Placement Assistance



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Hands on Training



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Doubt Clarification Sessions



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Limited Strength



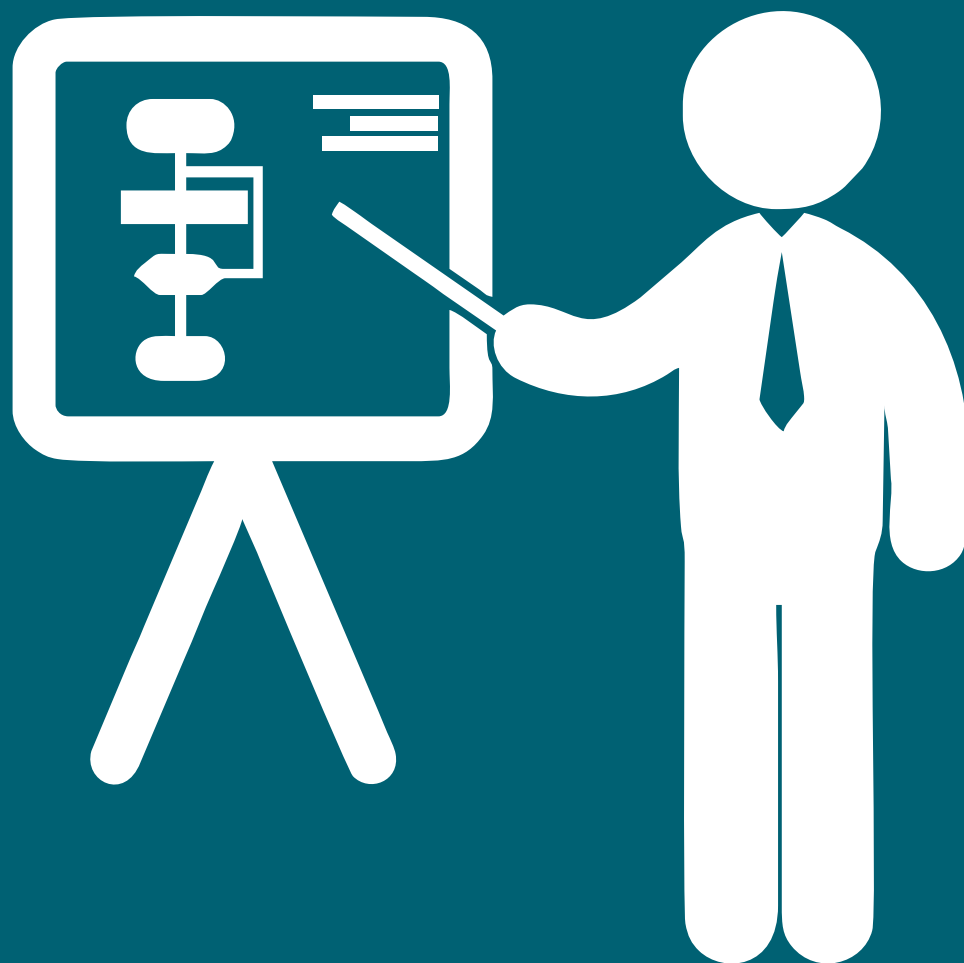
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Resume & Interview Prep Guidance



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Course is curated by subject matter experts in Salesforce



# COURSE STRUCTURE

# ServiceNow Admin

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## Unit 1: Introduction to Service Now

### Topics:

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

## Unit 2: Incident Management

### Topics:

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

## Unit 3: Change Management

### Topics:

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

## Unit 4: Problem Management

### Topics:

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

## **Unit 5: Asset and Configuration management**

### **Topics:**

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

## **Unit 6: Knowledge Management**

### **Topics:**

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

## **Unit 7: SLA & SDLC**

### **Topics:**

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

## **Unit 8: Employee Self Service & Service catalog**

### **Topics:**

My Profile,  
My tasks and approvals,  
Introduction to Service Catalog

# ServiceNow Development

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## Unit 1: Scripting

### Topics-

Business Rules,  
Client Scripts,  
UI Actions, Script Includes,  
Jelly Scripting

## Integrations

### Topics-

Web Services:  
Direct Web Services,  
Transform Map Web Services,  
Scripted Web Services,  
Email Integration:  
Inbound Actions,  
Event Registry,  
Creating and Triggering Events

## Unit 2: Content management

### Topics-

Introduction to CMS,  
Creating Sites, Creating Pages,  
Creating Blocks using Scripting,  
Login Rules

## Unit 3: Configuration management

### Topics-

Classes in CMDB,  
Mapping Configuration Item to Asset Records,  
Loading the CI's into Service-Now,  
Relating Configuration items



## **Unit 4: Import sets**

### **Topics-**

Loading Data of different Formats,  
Using Data Sources,  
Using Transform Maps and Transform scripts

## **Unit 5: Service catalog**

### **Topics-**

Creating Catalog Items using Variables and Variable sets,  
Creating Record Producers, Design the flow using Workflow,  
Creating Execution Plans,  
Writing Catalog Client Scripts and Catalog UI Policies

## **Unit 6: Workflows**

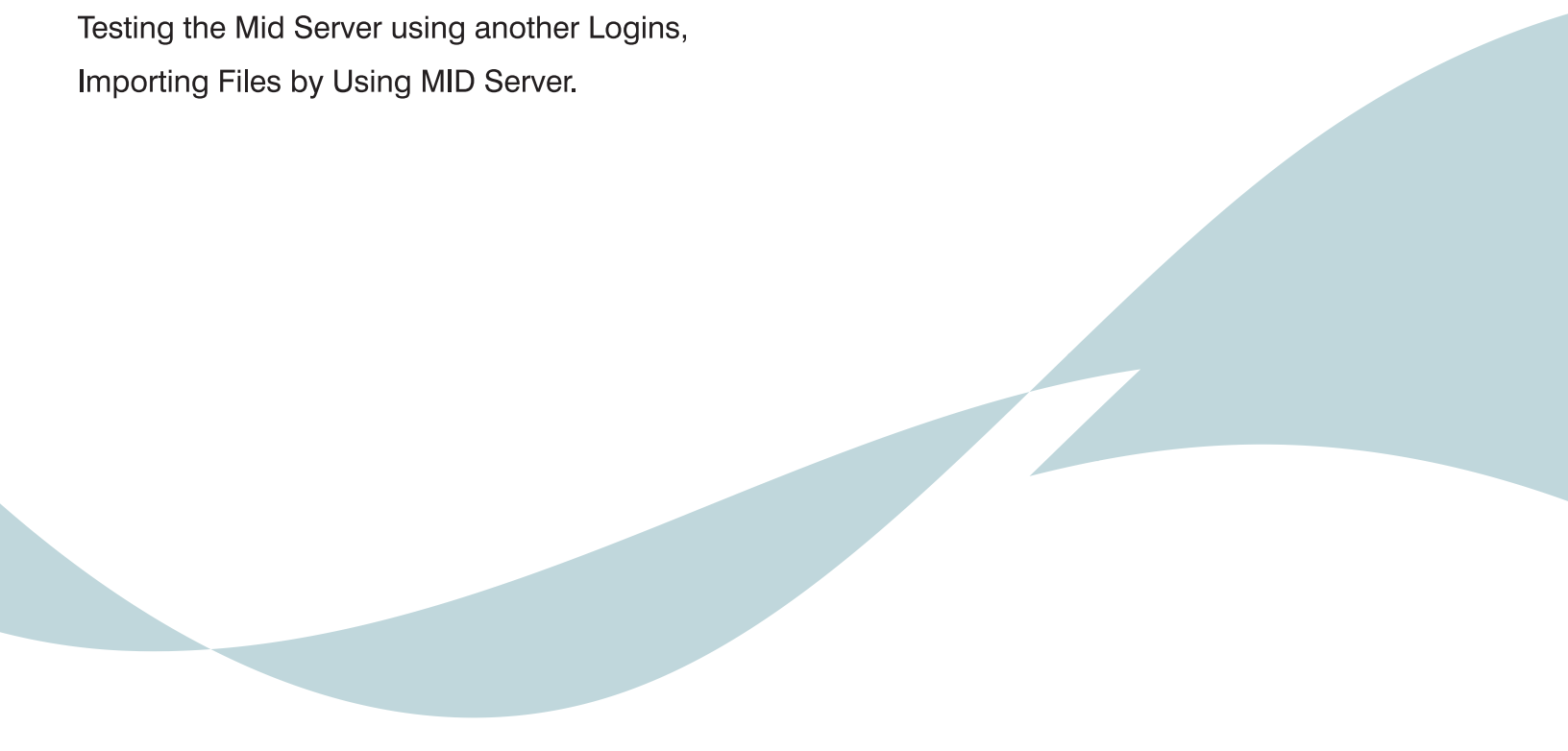
### **Topics-**

Creating Workflows on different tables,  
Approvals using workflows,  
Using Different Activities in workflows

## **Unit 7: MID Server installation**

### **Topics-**

Installing MID server on a instance,  
Testing the Mid Server using another Logins,  
Importing Files by Using MID Server.



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	 Accelerating Business Outcomes		 ingenuity at work		
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Ready to get  
incubated in  
**ServiceNow**  
Lets Start

Reach Us:

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Beside BVRIT  
City Center bus stop,  
**PANJAGUTTA**, Hyderabad.

📍 2nd Floor,  
Above Karnataka Bank,  
Silicon Valley Road,  
**HITECH-CITY**, Hyderabad.

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