

servicenow®

ITSM Admin + Dev + AI

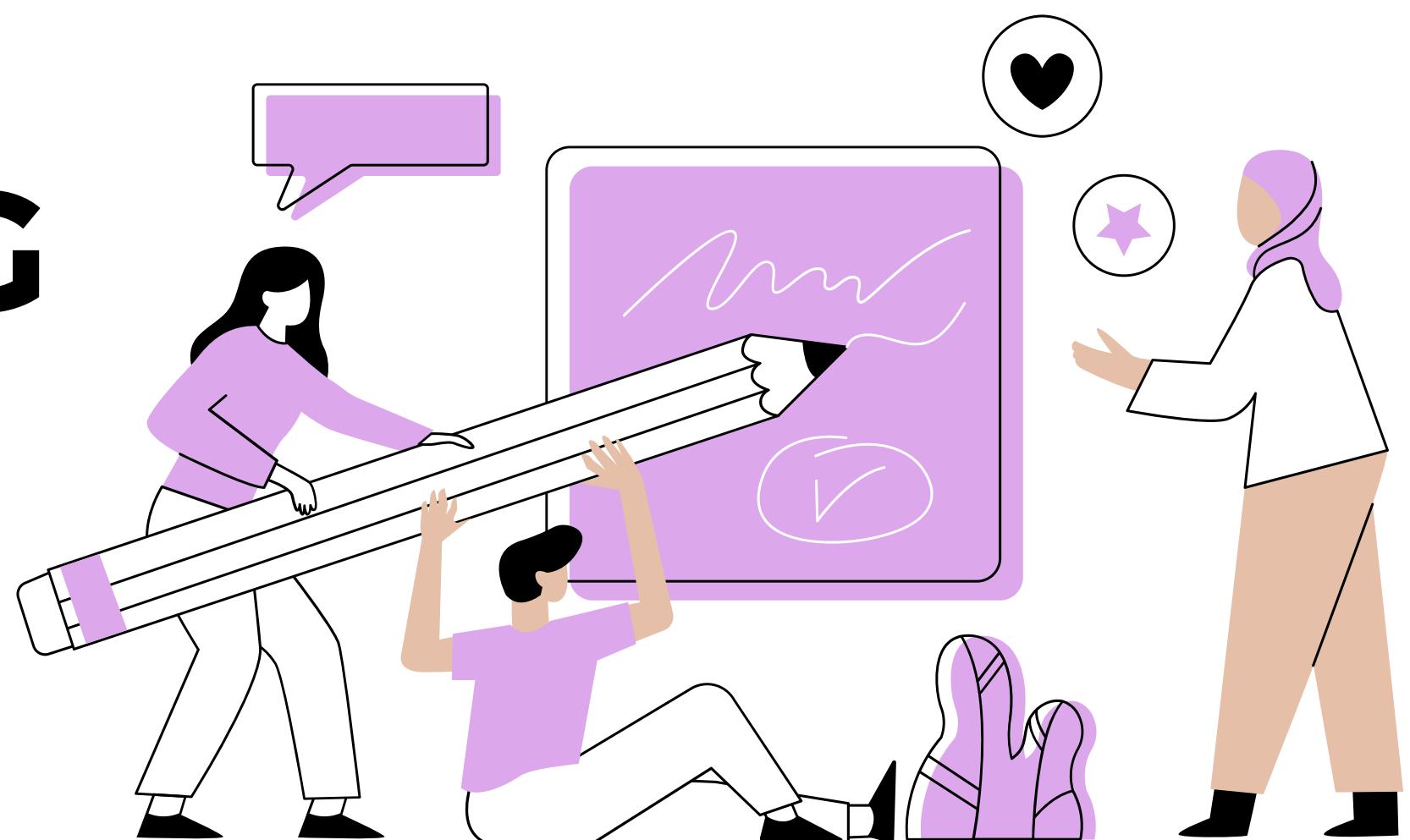
TRAINING TOPICS

Method of Teaching: **Online**

Trainer: **Beemani Shiva Prasad**



TRAINING TOPICS



01

ServiceNow User Interface

ServiceNow Overview - Releases and Hotfixes - ServiceNow User Interface o Banner Frame o Application Navigator o Content Frame o Favorite's o History o System Settings.

02

User Administration

User Administration - User Roles - User Groups - Add/Remove Roles in a group - Add/Remove Users in a group - Nested Roles

03

Introduction about Tables

Table - Difference between Core and Base tables - Custom table - How to create a custom table - Important field types - Default system fields - Exercise : Create a custom table

04

Dictionary, Lists and Forms

Dictionary - List o Sorting o Filter & Search o Breadcrumbs & Condition Builder o List Layout Personalization & Configuration o Group by a column o Shortcuts and wildcard syntax - Forms o Form Layout Configuration o Access to field dictionary entry

05

Application menu, modules

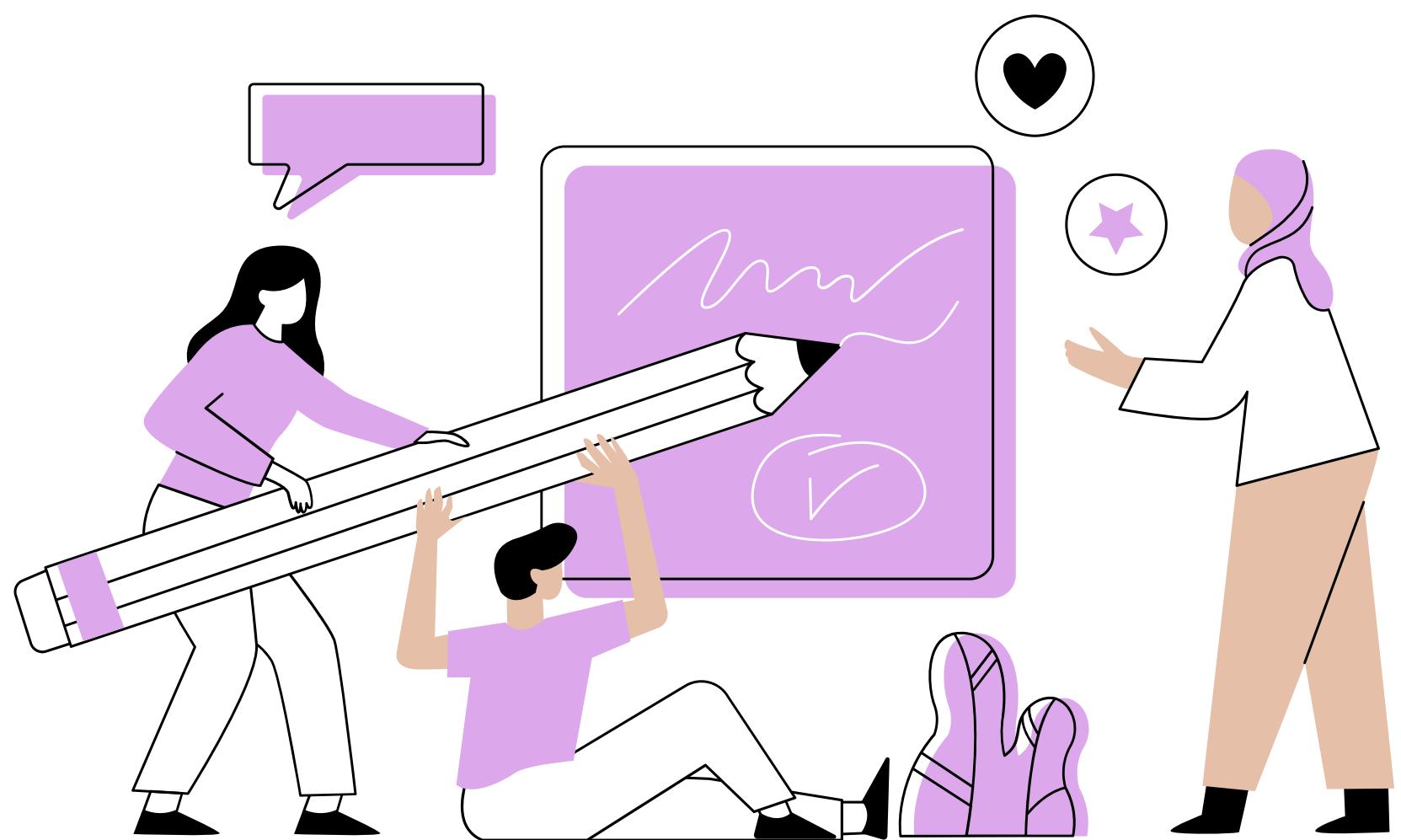
Related Lists - Application Menu and Modules - Views - View Rules

06

Plugins & UI policies

Plugins - UI Policy ▪ Make fields mandatory/non mandatory ▪ Make fields read only/editable ▪ Make fields visible/hidden – Exercises

TRAINING TOPICS



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Workshop

A food company named Foodie is looking forward to streamlining its Order process in ServiceNow and they'd require your help in the implementation.

08

JavaScript Basics

Statements - Variables ▪ Naming Convention ▪ camelCase and Underscore - Comments - Operators - Data Types - Alert & Console.log

09

Boolean - Conditional Statements

Comparison & Logical Operators - If/Else and If/else if/else - Functions/Methods - Important Methods and Properties ▪ indexOf() ▪ length ▪ slice() ▪ substr() ▪ toUpperCase() ▪ toLowerCase() ▪ toString() ▪ split() - For Loop - While Loop - Objects & JSON

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Client Script

Client and Server Side Programming - Client Script ▪ Overview ▪ onLoad() ▪ onChange() ▪ onSubmit() ▪ onCellEdit()

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Client-side APIs - Exercises

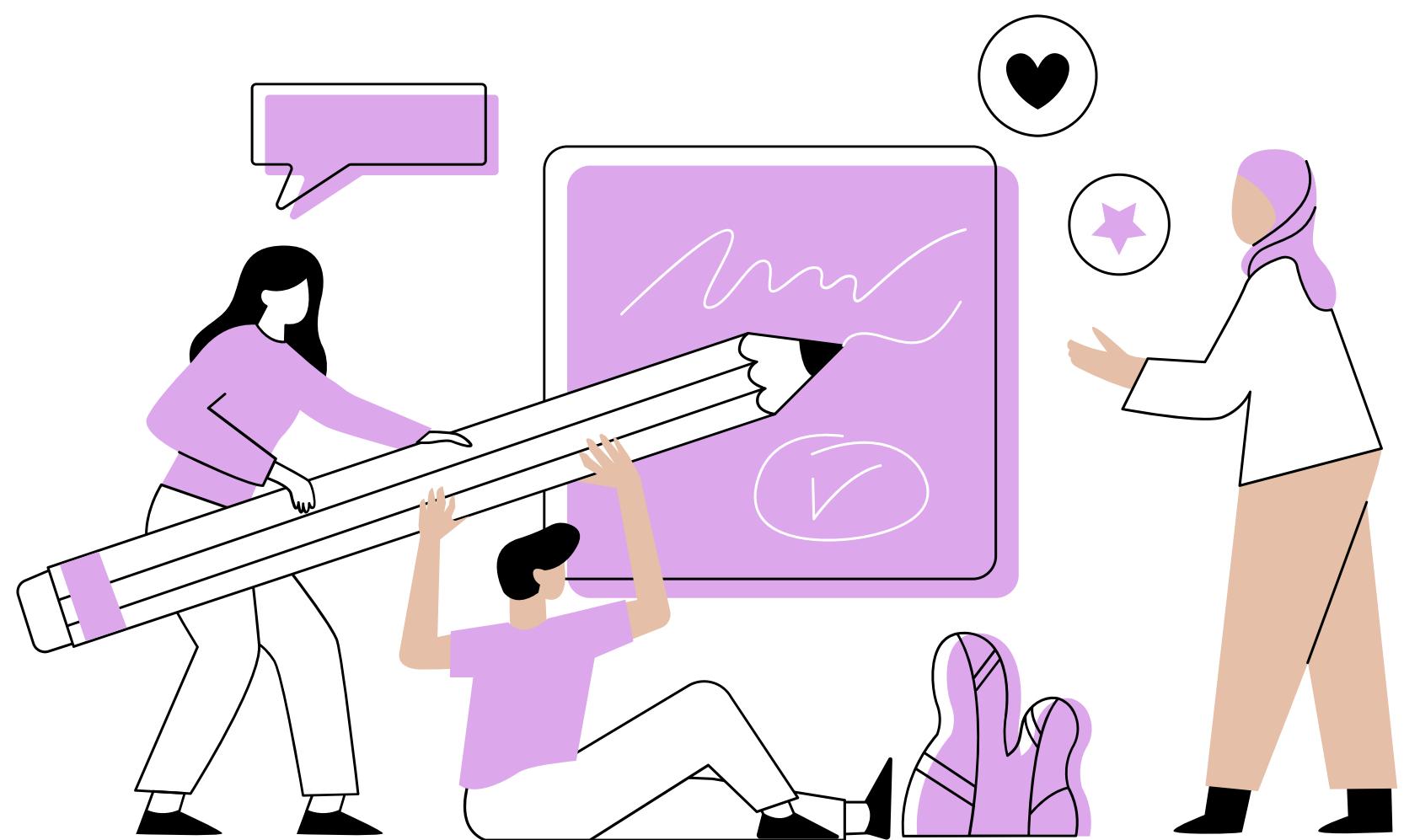
g_form.getValue() , g_form.setValue() , g_form.addInfoMessage(), g_form.addErrorMessage(), g_form.showErrorBox(), g_form.showFieldMsg(), g_form.clearMessages()

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Workshop

If customer selected Incident Category as Inquiry/Help, then Subcategory field should be hidden. 2. Remove choice 1-High from Impact and Urgency fields. 3. Display an Error Message below impact field

TRAINING TOPICS



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Update sets

What is Update Set, Why use update sets, Update set tables, Special handlers, What is captured, What it NOT captured, Default update set, Global default Update Set, Update set administration etc.

14

Reports & Dashboards

What is a Report, Types of Reports, Creating a new Report, Schedule and sharing report, Export report to PDF, Creating Dashboards

15

SLA (Service Level Agreement)

SLA Definition - Create an SLA Definition - SLA Duration - SLA Schedule - Difference between SLA, OLA and Underpinning Contract - SLA Retroactive Start & Pause - SLA engine processing

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Data Policies, Reference Qualifier

Data Policies - Difference between Data Policies and UI Policies - Convert a UI policy to a Data policy - Reference Qualifier

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Business Rule

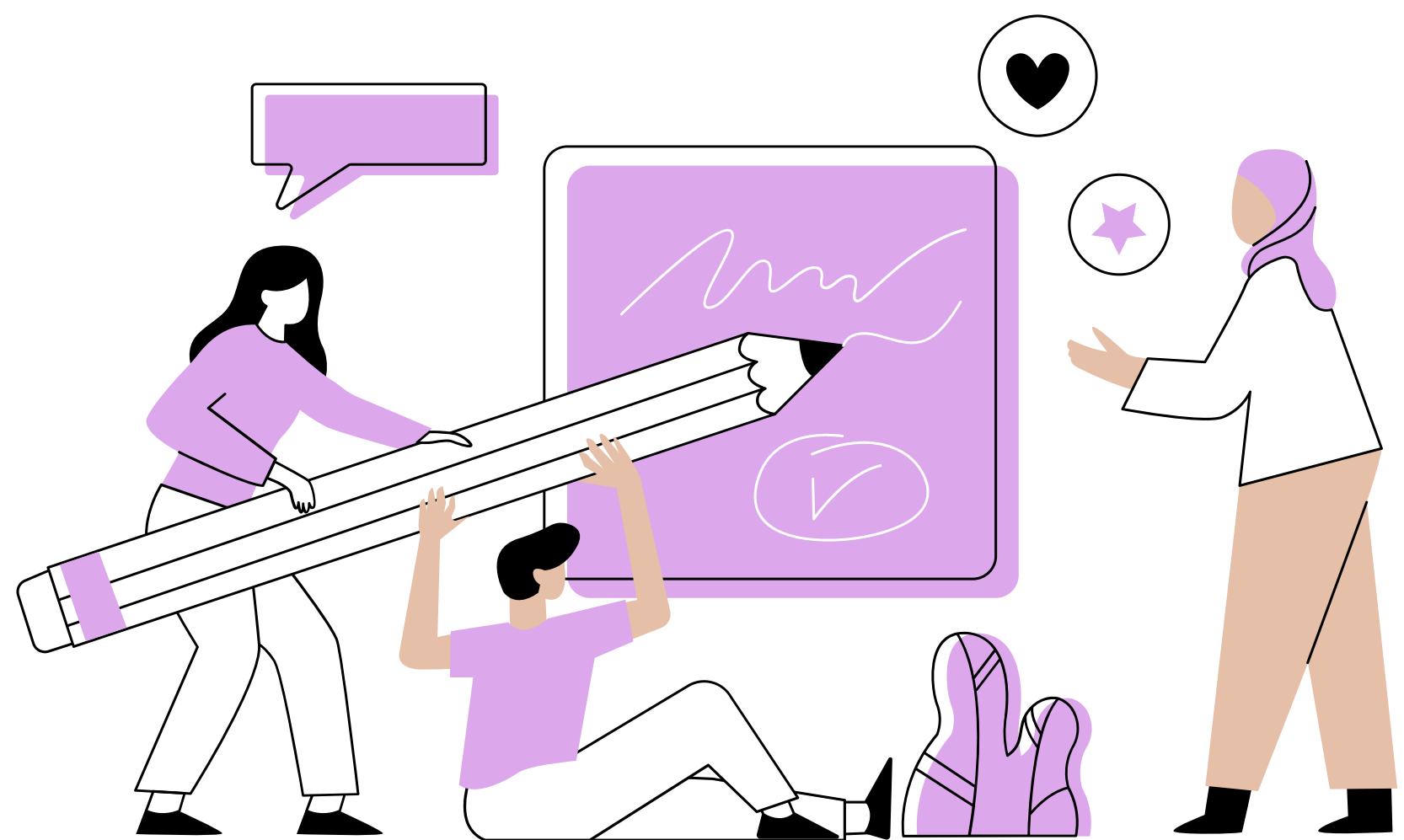
Types of Business Rules - Before, After Async and Display Business Rules, Abort Action, Dot Walking

18

Server side APIs

GlideSystem (gs), GlideUser, GlideRecord, Basic Syntax & useful methods, Insert a new record, Update record(s), Delete record(s) - Display Business Rule - Before-query Business Rule

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Script Include & UI Action

Script Include & UI Action, Name: Name of Script Include.

- API Name: The internal name of the Script Include. Used to call the Script Include from out-of-scope applications.

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ACL (Security Rules)

Overview - What will happen if ACL denies access - Record ACL Rules

- How ACLs are evaluated - Create an ACL rule

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Workflow

What is Workflow, Life cycle of Workflow, Who can create and modified Workflows . Workflow editor , Workflow Home Screen

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Email Notification-Inbound Email

Overview - Email Properties - How to create a new Notification - Email Template - Inbound Email Actions

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Workshop

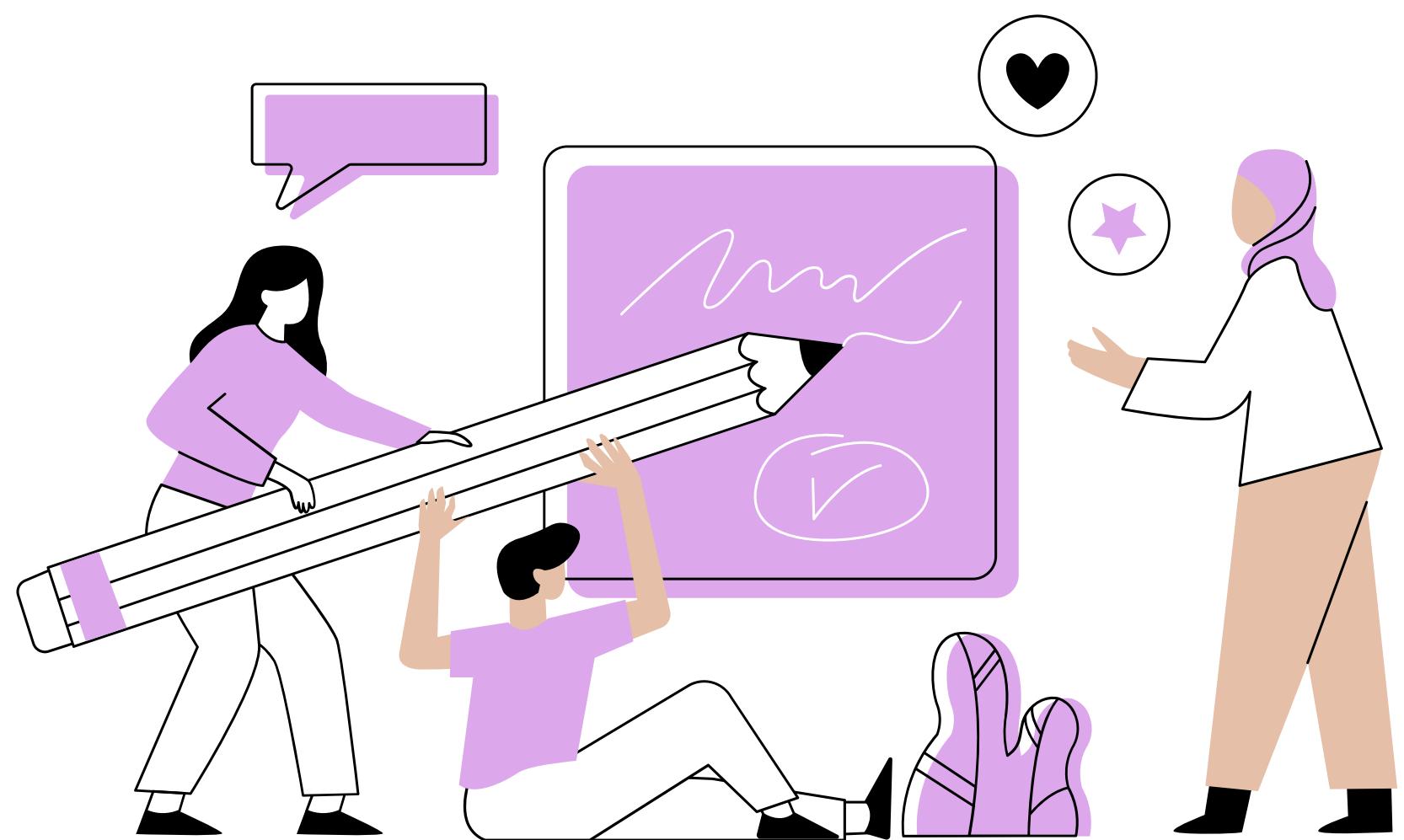
Configure ACLs to make following fields read-only in the list view through ACL.Table: Incident ,Fields: State, Caller

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Import Sets & Transform Map

Import set Overview - Import an Excel File - Import Set Terminology - Transform Script - Data Source - Scheduled Import Set

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Service Catalog

Type of Catalog Variables, Variable sets, Catalog Client Scripts, Catalog Lookup Definitions.

26

Record Producers

How to Create a catalog Item through Record Producers, Practical Method to create a catalog Items through Record Producers.

27

Order Guide

What is Order Guide, How the Catalog items are Using these Order Guides, Order Guide Lookup Definitions

28

Service Portal

Creating Custom Service Portal for Organizations. Practical Methods for creating and Updating existing Service Portals

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Portal Creations

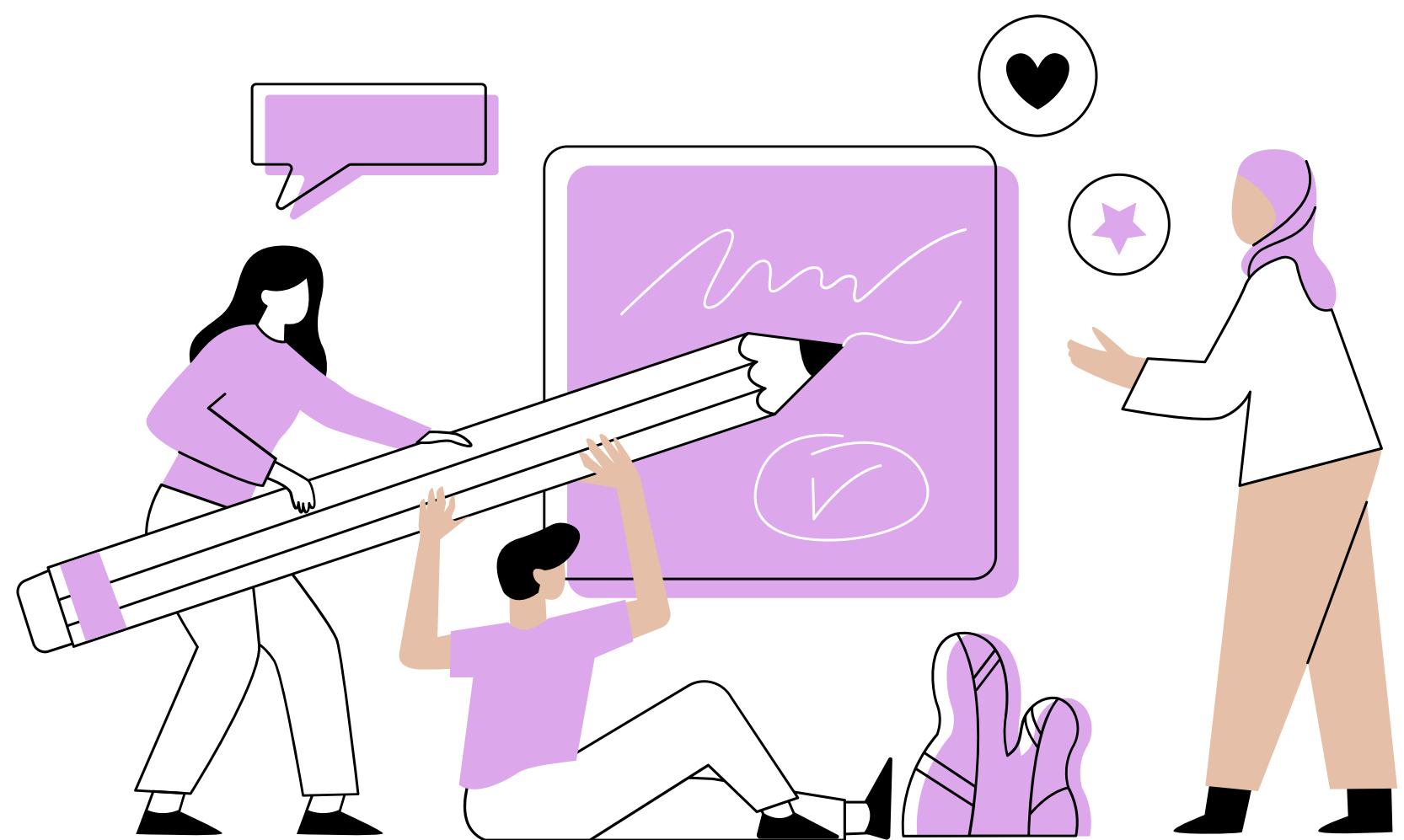
Creating New Portals. Create or Update Existing Pages. Practical Approach for creating new Portals

30

Widgets

Creation and Modifications of Existing widgets. How to clone existing widgets and How to publish the widgets for our Portal.

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Virtual Agent - User Input

Type of Catalog Variables, Variable sets, Catalog Client Scripts, Catalog Lookup Definitions.

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Virtual Agent - Bot Responses

Virtual Agent bot responses are under review for accuracy and efficiency improvements. Updates to follow.

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Virtual Agent - Utilities

Access account info, report issues, and more.

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Flow Designer - Flows

Create customize flows with flow designer

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Flow Designer - Actions

Create customize flows with flow designer and perform actions

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Flow Designer - Sub Flows

Create customize sub flows with flow designer

About Us

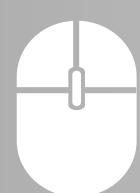
We, VARSHITHA EDUCATION, started in 2008, it is a leading institute offering a wide range of computer software courses for all. Our mission is quality training with an affordable fee structure.

Our uniquely designed curriculum makes our students employable and future ready. We have a dedicated team of skilled trainers and counsellors who make sure that regular up-gradation of courses is provided to students along with career guidance.

Our professional team works harmoniously in unison, pushing the frontiers in growth and quality in imparting education.



Why Us



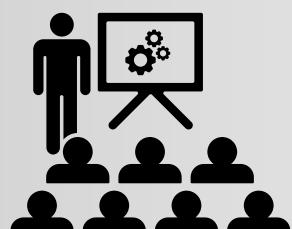
Up-Gradation
of courses



100% Job
Assistance



100% Practical
Training



Small Batches for
Personalized Attention

Director Message

Varshitha Education is committed to delivering the highest quality ServiceNow training, designed to equip individuals with the skills and knowledge necessary to excel in this in-demand platform. Our comprehensive curriculum and experienced instructors ensure a valuable and effective learning experience.



CERTIFICATE

of Appreciation

This certificate is awarded to

Samarpana Singh

in recognition of successful completion of our

ServiceNow - ITSM Admin & Dev Training Classes + Material Life Time Validity

Your hard work & dedication is sincerely appreciated!



Varshitha Education



COURSE CERTIFICATION

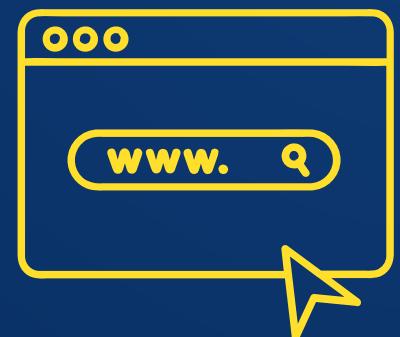
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