SERVICENOW ADMINISTRATOR/DEVELOPER COURSE SYLLABUS

LESSON 1 – SERVICENOW OVERVIEW AND PDI CREATION

Introduces cloud service models, ITIL and ITSM, and what ServiceNow is and who uses it, then gets every learner a working Personal Developer Instance.

- Difference between SAAS and PAAS
- Introduction to ITIL and ITSM
- What is ServiceNow
- History and Features of ServiceNow
- Why and Who can use Service Now
- New PDI Account Creation
- How to Login and Maintain PDI Account

Practice: Create a PDI, log in, and learn how to keep it active.

LESSON 2 – USER INTERFACE, FORM AND LISTS

Covers how to configure the ServiceNow interface and personalise forms and lists so records show the right information.

- Configure Navigation, Search, UI and Branding Options
- Personalizing Forms
- Creating new sections in forms
- Personalizing Lists and List controls
- Introduction to Different types of Fields
- Dependent choice field creation

Practice: Change navigation and branding options, add a form section, personalise a list, and build a dependent choice field.

LESSON 3 – TABLES, APPLICATIONS AND MODULES

Explains out of box tables and how custom tables, fields, modules and applications are created and controlled.

- Out of Box tables
- Types of Tables
- Create Custom Table and Fields
- Auditing tables and fields
- Creating modules and Applications
- Dictionary Override
- Reference Qualifier
- Related Lists

Practice: Create a custom table with fields, turn on auditing, add a module and application, and use a dictionary override and a reference qualifier.

LESSON 4 – RELATED LISTS

Covers how related lists connect records from other tables to a form.

- Working with Related lists
- Creating new Related List and adding it to form

Practice: Create a new related list and add it to a form.

LESSON 5 – USERS AND GROUPS ADMINISTRATION

Explains the types of users and how users, groups, roles and delegation control who can do what.

- Different Type of Users

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- Creating and Customizing Users and Groups
- Roles and Group Membership
- Delegation
- User Preferences and Current logged in Users

Practice: Create users and groups, assign roles and membership, set up a delegation and check the currently logged in users.

LESSON 6 – INTRODUCTION TO INCIDENT AND PROBLEM MANAGEMENT

Covers the Incident and Problem processes, their tasks and the lifecycle (state model) of each record.

- Incident Management
- Incident tasks and Lifecycle/state model
- Problem Management
- Problem task and Lifecycle/state model

Practice: Raise an incident, move it through its states and create a related problem.

LESSON 7 – CHANGE MANAGEMENT

Explains the types of change request and how a change is created from an incident or from a template.

- Types of Change Request
- Create Change Request from Incident
- Create Standard Template
- Standard Template Properties

Practice: Create a change request from an incident and build a standard template with its properties.

LESSON 8 – KNOWLEDGE MANAGEMENT

Covers how knowledge is written, organised, controlled and retired.

- Create Knowledge Article
- Create Knowledge base
- Create User Criteria
- Knowledge workflow
- Uses of Articles
- Retired Articles

Practice: Create a knowledge base and article, set user criteria, run the knowledge workflow and retire an article.

LESSON 9 – REQUEST MANAGEMENT

Introduces Request Management and its three levels, the request (REQ), requested item (RITM) and catalog task (SCTASK).

- Introduction to Request Management
- Three levels – REQ, RITM, SCTASK

Practice: Order an item and follow it through REQ, RITM and SCTASK.

LESSON 10 – DATA AND ASSIGNMENT LOOK UP RULES

Explains how data lookup rules fill in field values and how assignment lookup rules route records to the right group.

- Existing Data Look up Rules
- Assignment Look up Rules

Practice: Review the existing data lookup rules and create an assignment lookup rule.

LESSON 11 – SERVICE LEVEL MANAGEMENT

Covers how service level agreements are defined, timed and monitored.

- SLA definitions and triggering conditions

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- SLA schedules
- Retroactive start usage in SLA
- SLA workflow and Notifications on breach

Practice: Create an SLA definition with triggering conditions, attach a schedule and test breach notifications.

LESSON 12 – NOTIFICATIONS

Explains how email notifications, templates and events work together and how to find mail problems.

- Email notification Creation
- Templates
- Events creation
- Email notification through events
- Email notification in workflow via notification and events
- Debugging mail sending issues

Practice: Create a notification and template, trigger one through an event and debug a mail sending issue.

LESSON 13 – SCHEDULED JOBS

Introduces scheduled jobs and how their runs and scheduled reports are tracked.

- Introduction to scheduled jobs
- Scheduled Job log
- Scheduled reports

Practice: Create a scheduled job, read its log and schedule a report.

LESSON 14 – ACL

Explains access control lists and how they secure tables and fields.

- Create Read, Write and Create ACL on table and field level
- Debug ACLS
- Write ACL Scripts

Practice: Create read, write and create ACLs at table and field level, debug them and write an ACL script.

LESSON 15 – SERVICE CATALOG AND WORKFLOW

Covers how the Service Catalog is built from categories, items and variables and how requests are fulfilled with workflows or flows.

- Introduction to Items and Categories
- Introduction to Variables and Variable Sets.
- Creating workflows/flows
- User Criteria
- Catalog Item and Record Producer
- Order guides

Practice: Create a category, a catalog item with variables, a record producer and an order guide.

LESSON 16 – FLOW DESIGNER

Introduces Flow Designer, its architecture and how reusable actions are built.

- Overview
- Getting started with flows
- Architecture Overview
- Action Designer

Practice: Build a simple flow and create an action in Action Designer.

LESSON 17 – IMPORT SETS AND TRANSFORM MAPS

Explains how outside data is loaded into ServiceNow tables and kept up to date.

- Data load through excel

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- Transform Mapping
- Scheduled Imports
- XML import

Practice: Load an Excel file into a table, create a transform map, schedule an import and try an XML import.

LESSON 18 – SERVICENOW SCRIPTING

Introduces scripting in ServiceNow, its APIs, and the difference between client-side and server-side code.

- Introduction to Scripting Objectives
- Introduction to ServiceNow Scripting
- ServiceNow APIs
- What is Client-side Scripting
- What is Server-side Scripting

Practice: Write a small client-side script and a small server-side script and compare where each runs.

LESSON 19 – UI POLICIES

Explains UI policies and how they change form behaviour without full scripting.

- UI Policy and its use cases
- Working with scripting in UI Policy
- Working with hide Related List

Practice: Create a UI policy, add a script to it and hide a related list.

LESSON 20 – DATA POLICY

Covers data policies and how they enforce rules on data however it enters the system.

- Data Policies and its use case
- Creating Data Policy
- Difference between Data Policy and UI Policy

Practice: Create a data policy and compare it with a UI policy.

LESSON 21 – CLIENT SCRIPTS

Explains client scripts, their types and how catalog client scripts differ.

- Types of Client scripts
- Create Client scripts for each type
- Catalog Client Script
- Difference between Client script and Catalog Client script

Practice: Create one client script of each type and a catalog client script.

LESSON 22 – BUSINESS RULES

Covers business rules, the types, when each one runs and good practice.

- Types of BR
- When to run BR
- Best Practices
- Use Cases

Practice: Create business rules that run before, after and async, and review them against best practices.

LESSON 23 – SCRIPT INCLUDE

Explains how reusable server-side code is stored in script includes and called from other scripts.

- Introduction to Script Include
- Calling script include into Business rule
- Calling script include into Client script

Practice: Create a script include and call it from a business rule and from a client script.

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LESSON 24 – UI ACTIONS

Covers UI actions, which add buttons, links and context menu items to forms and lists.

- Introduction to UI actions
- Create new UI action with examples

Practice: Create a new UI action and test it on a form.

LESSON 25 – INBOUND EMAIL ACTIONS

Explains how incoming email can create or update records automatically.

- Introduction to Inbound email actions
- Create new Inbound Email

Practice: Create an inbound email action and test it with a sample email.

LESSON 26 – UPDATE SETS

Covers how update sets capture changes and move them between instances.

- Introduction to update set
- Creating an update set
- Using an update set
- Retrieving update sets
- Moving changes between instances
- Advantages and best practices

Practice: Create an update set, make changes, retrieve it on another instance and apply it.

LESSON 27 – OTHER SCRIPTING IN SERVICENOW

Introduces the other scripting tools available on the platform.

- FIX SCRIPT
- BACKGROUND SCRIPTS
- UI SCRIPT
- UI PAGE
- UI MACRO

Practice: Run a background script, create a fix script and a UI script, and build a UI page and a UI macro.

LESSON 28 – REPORTS AND DASHBOARDS

Explains the report types and how reports are collected and shared in dashboards.

- Types of Reports
- Create Dashboards
- Add Reports to Dashboard
- Report/Dashboard Sharing

Practice: Create reports of different types, build a dashboard, add the reports and share it.

LESSON 29 – PORTAL

Introduces the Service Portal and its building blocks.

- Widget
- Pages
- New Portal

Practice: Create a new portal with a page and a widget.

LESSON 30 – INTERVIEW PREPARATION

Prepares learners for hiring, covering interview skills and questions, resume writing and certification.

- Tips to clear an Interview
- Common Interview questions and answers
- ServiceNow Development Interview Questions and Answers

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- Resume Building Guide
- Certifications

Practice: Practise common questions, answer ServiceNow development questions and build a resume.

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