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Topic 01 - Demo

- Introduction to Cloud Computing
- What is Cloud Computing
- Private and Public Cloud
- What is the Difference Between SAAS and PAAS
- What are the Benefits of Cloud Computing?

Topic 02 - PDI Account Creation

- How to create a PDI account in Servicenow?
- Requesting for Instance
- How Reset Admin Password
- Who will create Developer Instance
- Use of stats.do

Module 03 - User Administration

- Introduction to User Administration
- Creating Users
- Types of User Interfaces in Servicenow
- Difference Between End User, ITIL User, Administration
- Working with Groups
- Working with Roles
- Creating Department and Company

Topic 04 - ITSM Introduction

- Introduction to ITSM
- Overview of ITSM
- Introduction of Servicenow
- What is Servicenow?
- Why and who can use Servicenow
- History of Servicenow

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- Servicenow Features
- Servicenow Objectives
- Servicenow Lifecycle
- Architecture of Servicenow
- Servicenow Market Trends
- Prerequisites for Servicenow
- Servicenow Versions

Topic 05 - Incident Management Life Cycle And State Model

- Introduction to Incident Management
- What is Incident
- Life Cycle of Incident Management
- Working with State Model

Topic 06 - Problem Management Lifecycle and State Model

- Brief Introduction to Problem
- Problem Definition
- Creating Problem Record
- Add associated Incidents to Problem
- Problem Life Cycle and State Model
- Default States in Problem
- Knowledge Article Usage in Problem
- Communicate Workaround for Problem
- Communicate a Fix
- Create Known Article in Problem
- Working with Problem Task
- Root Cause Analysis
- Problem Management Properties

Topic 07 - Change Management Life Cycle And State Model

- Introduction to Change Management
- Create Change Request

- Change Request Table
- Create change request from Incident
- Types of Changes
- Elaborate Simple, Standard and Emergency Changes
- Standard Change Catalog
- Change Lifecycle and State Model
- Create Standard Template add to Catalog
- Working with Risk Calculation
- Working with Risk Assessment
- Change Management Plugins
- Unauthorized Change Request
- Change Properties

Topic 08 - Knowledge Management Life Cycle And State Model

- Introduction to Knowledge Management
- Use of Knowledge Articles
- Knowledge Management Lifecycle and State Model
- Configure Knowledge Management
- Create New Article and Publish
- Retired Article
- Create Knowledgebase
- Knowledge Management Roles
- Working with Open Submission
- Working with Feedback Management
- Knowledge Administration
- User Criteria in Knowledge Management
- Integrating Knowledge Articles in Incident and Service Portal
- Knowledge Articles Workflow's
- Instant Publish and Retired
- Approval Publish and Retired
- Knowledge Coach

Topic 09 - Tables and Fields and Columns

- Introduction to Table

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- Out of the Box Tables
- Types of Tables in Servicenow
- Extended Table and Referenced Tables
- Major Table in Servicenow
- Schema Map
- Creating Custom Table
- Deleting Custom Tables
- Defaults Fields in Custom Table
- Describe u_
- Dictionary Entries
- Configure Label and Choices
- Configure Styles
- Working with Choice List
- Rollback and Delete Recovery
- Importance of Delete Record Module
- Data Dictionary Tables
- Default Fields created in Custom Fields
- Use of Task Table
- Dictionary Override
- Decision Tables
- Remote Tables

Topic 10 - Dictionary Override

- Override Mandatory
- Override Default Value
- Override Display Value
- Override Calculated Value
- Override Dependent Value

Topic 11 - Forms

- What is Form & Records?
- Form Header and Fields
- Configuring & Personalizing Forms
- Form Design and Form Layout

- Work with Form Sections
- Override ReadOnly
- Override Reference Qualifier
- Override Attributes
- Field Properties
- Working with Annotation
- Creating Custom Fields from Design and Form Layout
- Configure Dot Walking
- Form Customization and Personalization

Topic 12 - Formatters

- What is Introduction Formatter?
- Types of formatters are available in base system
- Working with all Formatters
- Create process flow formatter for Incident Table
- Filters and Search Conditions in Lists
- Types of Record Searches
- Condition Builder
- Breadcrumbs and Usage
- Context Menus
- Personalizing and Customizing Lists
- Filters Add to Favorite
- Configure List Layout
- List Controls
- List Calculations
- Purpose of Wild Card Entries
- Filters & Searches
- Update Multiple Records
- Wild Card Entries

Topic 14 - Data Lookup Rules

- Introduction to Data Lookup Rules
- Creating New Data Lookup Rule
- Modify Existing Data Lookup Rule

- Data Lookup Rule Tables of Incident and Problem
- Working with Data Lookup Definition
- Work with Record Macher

Topic 15 - Assignment Lookup Rules

- Introduction to Assignment Lookup Rule
- Defining Assignment Rules
- Creating New Assignment Rule
- Precedence Between Data Lookup and Assignment and Business Rules

Topic 16 - UI Policy

- Introduction to UI Policy
- Use of UI Policy
- Create UI Policies for Incident Table
- Working with More UI Policies
- UI Policy Terminology
- Converting an UI Policy to Data Policy
- Describe Global, On Load, Reverse If false and Inherit for UI Policy
- Working with Hide Related Lists

Topic 17 - Data Policy

- Introduction to Data Policy and Usage
- Creating Data Policy Rules
- Converting Data Policy to UI policy
- Applying Data Policies to Incident Table
- Difference between UI policy and Data Policy

Topic 18 - Client Scripts

- Introduction to Client Scripts
- Purpose of Client Scripts and Where These are Run
- Types of Client Scripts

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- Elaborate onLoad, onChange, onSubmit and onCellEdit Client scripts
- Create New Client Script
- Working with More Client Script Examples
- Catalog Client Script
- Difference Between Client Scripts and Catalog Client Scripts

Topic 19 - Script Include with Glide Ajax

- Introduction to Glide Ajax
- Importance of Glide Ajax
- How to Call Script Include with Glide Ajax?

Topic 20 - UI Actions

- Introduction to UI Actions
- Importance of UI Action
- Working with Existing UI Actions
- Create new UI Action
- Creating UI Actions into Different Places
- Working with Client Side UI Actions
- Importance of gsftsubmit in UI Action
- Working with more Examples

Topic 21 - UI Pages

- Create a page
- Call a page from Client Script
- Call a page from UI action
- Call a page from Module

Topic 22 - UI Macros

- Create a Macro
- Call a Macro in Formatter
- Call a macro in dictionary

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- Call a Catalog Variable

Topic 23 - Glide API's

- Introduction to Glide API's
- Overview of Glide API's
- Client Side Glide API's and Server Side Glide API's
- Working with Important Glide API's
- Glide Record
- Working with Glide Record Methods
- Glide Form
- Working with Glide Form Methods
- Glide User
- Working with Glide User Methods
- Glide Session
- Working with Glide Session Methods
- Glide Date
- Working with Glide Date Methods

Topic 24 - Fix Scripts

- Introduction to Fix Script
- Create Fix Script
- Run Fix Script
- Testing Fix Scripts

Topic 25 - Update Sets

- Introduction to Update Sets
- Importance of Update Sets
- Update Sets Tables
- What Update Sets Captured and Does Not Captured
- Default Update Sets
- Update Sets Administration
- Create New Local Update Sets

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- Working with Retrieved Update Sets
- Glide Data and Time
- Working with Glide Date and Time Methods
- Glide List
- Working with Glide List Methods
- Glide Element
- Working with Glide Elements Methods
- Glide Dialog Window
- Working with Glide Dialog Window Methods
- Glide Aggregation
- Working with Glide Aggregation Methods
- Glide Ajax

Topic 26 - Business Rules

- Introduction to Business Rules
- Importance of Business Rules
- Working with Display and Query Business Rule
- Working with Async and Sync business rule
- Business Rule Actions
- Prevent recursive business rules
- Working with existing business rules in PDI
- Create new business rule
- Global variables in Business Rule
- Working with more example

Topic 27 - Scheduled Jobs

- Introduction to Scheduled jobs
- Schedule jobs States
- Create new Schedule job
- Run Schedule jobs
- View Schedule Items

Topic 28 - Email Notifications & Scripts

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- Introduction to System notifications
- Purpose of Email Notifications
- Creating New Email Notification
- Email Notification Tabs
- Preview Notification
- Email Templates
- Notifications on Event is fired
- Notifications on Triggered
- Configure Email Notification
- Working with Notification Email Scripts
- Omit Watermarks in Email Notifications
- Send Email Notification to CC
- Allow Digest
- Email Subscription
- Push Notifications

Topic 29 - Inbound Email Actions

- Introduction to Inbound Email Action
- Overview of Inbound Email Action
- Types of Incoming Email
- Create Inbound Email Action
- Importance of New, Reply and Forward

Topic 30 - Access Control List

- Introduction to System Security
- Importance of Elevate Roles and Security Admin
- Creating New ACL Rule
- Levels of ACL (Table and Field)
- ACL Operations
- ACL Execution Order
- Types of ACL's
- Describing Table and None
- Describing * and None
- Describing * and *

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- Describing Table and Field

Topic 31 - Service Catalog

- Introduction to Service Catalog
- Configure Service Catalogs
- Configure Categories
- Create Catalog Item
- Adding Service Catalog to Service Portal
- Types of Catalog Item
- Record Producers
- Types of Variables
- Order Guides
- Working with Rule Base
- Working with Cascade Variable

Topic 32 - Workflow

- Introduction to Workflow
- Workflow Core Activities
- Creating New Workflow
- Workflow Editor
- Stages Sets
- Active Contexts
- Workflow Administration

Topic 33 - Record Producer

- Creating with Variable Sets
- Working with User Criteria
- Catalog UI Policy
- Catalog Client Scripts
- Creating Variable Attributes
- Working with Reference Qualifier
- Service Catalog Properties

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- Fulfillment Groups
- Catalog Request Report
- Variable Default Sizes
- Working with Regular Expressions
- Activity Definition
- Workflow Versions
- Workflow Properties
- Validate Workflow
- Scheduled Workflow
- Add workflow to Catalog Item

Topic 34 - Order Guide

- Create a Order Guide
- Submit Multiple Catalog Items
- Rule Base
- Cascade Variable

Topic 35 - Import Sets

- Introduction to Import Sets
- Data Import Process
- Preparing Data for Import
- Data Loading
- Creating Transform Map
- Fields Mapping
- Work with Coalesce
- Working with Multiple Coalesce
- Run Transform Map
- Importing Data Sources
- Schedule Import Sets
- Transform Event Scripts
- Transformation Event Script Variable

Topic 36 - Flow Designer

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- How to create a Flow
- How to create a Action
- How to create a Subflow
- How to call subflow
- How to call action
- Trigger conditions
- Data pills

Topic 37 - Service Level Management

- Introduction to Service Level Management (SLM)
- Describing SLA
- Types of SLA's
- Working with SLA, OLA and UC
- Understand Existing SLA Definition
- Creating New SLA Definition for Incident Table
- SLA Targets
- Schedule SLA Definitions
- Importance of Retroactive Start and Pause
- SLA Calculation
- Tracking of SLA Definition

Topic 38 - Related Lists

- Introduction to Related Lists
- Working with Related Lists
- Creating New Related List and Add to Form

Topic 39 - Transform Map & Scripts

- Introduction to Transform Event Scripts
- Types of Event Scripts
- Working with All Types of Event Scripts
- Test Coalescing and The Transform Script

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Topic 40 - Scripts Actions

- Fire a script action from event
- Run the server script asynchronously

Topic 41 - Data Sources

- Load the data from different sources
- Load the data from ORACLE
- Load the data from OIDC

Topic 42 - Reports & Dashboards

- Introduction to Reports
- Types of Reports
- Creating New Report
- Deleting Report
- Reports add to Dash Board
- Report Sharing
- Scheduling Reports
- Publish and Unpublish the Reports
- Report Properties
- Reports Statistics
- Working with Gauges
- Introduction to Dashboards
- Create New Dashboard
- Responsive Non Responsive Dashboards
- Difference Between Home Page and Dashboard

Integrations

Outbound Integrations with REST Message:

- Send request from Servicenow to 3rd party.
- Validations.

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- Authentication.
- Understand JSON Body

Outbound Integrations with SOAP Message:

- Send request from Servicenow to 3rd party.
- Validations.
- Understand XML

Inbound Integrations with Table API:

- Create a record in Service Now.
- Validations.
- Understand JSON Body

Inbound Integrations with Import Set API:

- Create a record in Service Now in Import Set table.
- Validations.
- Understand JSON Body.

Inbound Integrations with Scripted REST API:

- Create a record in Service Now using Scripted REST API.
- Validations.
- Understand JSON Body

ServiceNow CMDB, Discovery & Service Mapping – Module Syllabus

1. CMDB Fundamentals

- Introduction to Configuration Management
- What is CMDB?
- Configuration Items (CI)
- CI Lifecycle
- CMDB Data Model
- Base Table (cmdb_ci) & Class Hierarchy
- CI Relationships & Dependency Mapping
- CMDB vs Asset Management
- Identification & Reconciliation Engine (IRE)
- Data Normalization Concepts

2. CMDB Administration

- CMDB Class Manager
- Extending CI Classes
- Creating Custom CI Classes
- Adding Attributes to CI Classes
- Table Inheritance
- Managing CI Identifiers
- Best Practices for CMDB Customization

3. CMDB Query & Analysis

- CMDB Query Builder

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- Relationship Queries
- Impact Analysis
- Service Dependency Visualization
- Using CMDB for Incident & Change Impact Assessment

4. CMDB Health & Governance

- CMDB Health Dashboard Overview
- Completeness, Compliance, Correctness
- Data Certification
- CMDB Governance Model
- Data Ownership & Accountability

5. MID Server Architecture

- What is MID Server?
- MID Server Installation & Configuration
- MID Server Capabilities
- Secure Communication with Instance
- Troubleshooting MID Server Issues

6. Discovery Fundamentals

- Introduction to Discovery
- Discovery Process Flow (Scan, Classify, Identify, Explore, Relate)
- Credentials Management
- Discovery Schedules
- Probes & Sensors
- CI Identification Rules

7. Horizontal Discovery

- Infrastructure Discovery
- Server Discovery (Windows/Linux)
- Network Device Discovery
- Database Discovery
- CI Relationship Creation
- Troubleshooting Discovery Failures

8. Cloud Discovery

- Cloud Discovery Overview
- AWS Discovery
- Azure Discovery
- GCP Discovery
- Discovering Cloud Resources as CIs
- Cloud Relationship Mapping

9. Service Mapping

- Introduction to Service Mapping
- Business Service vs Technical Service
- Top-Down Discovery
- Entry Points
- Traffic-Based Mapping
- Application Dependency Mapping
- Service Impact Analysis

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ServiceNow HRSD (Human Resources Service Delivery) – Module Syllabus

1. HRSD Foundation

- Introduction to HR Service Delivery
- HR Shared Services Model
- HRSD Architecture Overview
- HR Roles & Security Model
- Activating HRSD Plugin
- HRSD Navigation Overview

2. HR Profiles & Data Management

- HR Profile Configuration
- Employee Data Structure
- HR Tables Overview
- Centers of Excellence (COE)
- Managing Sensitive Employee Data

3. HR Agent Workspace

- HR Workspace Navigation
- Case Queues & Assignment
- SLA Tracking in HR Cases
- Confidential Case Handling
- Task Management in Workspace

4. HR Case Management

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- Introduction to HR Case Lifecycle
- HR Services Configuration
- Creating HR Cases
- Skills-Based Routing
- Assignment Rules
- Case Resolution Process
- Case Security & Access Control

5. HR Knowledge Management

- HR Knowledge Base Structure
- Knowledge Categories
- Publishing Workflow
- Versioning & Retiring Articles
- User Criteria & Visibility Controls
- Knowledge Integration with Cases

6. Employee Service Center (ESC)

- Overview of Employee Service Center
- HR Portal Configuration
- Creating HR Catalog Items
- Variables & Forms
- Workflow & Approvals
- Testing HR Services

7. Lifecycle Events

- Introduction to Lifecycle Events
- Onboarding Configuration
- Offboarding Configuration

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- Activity Sets & Tasks
- Automating Cross-Department Activities
- Managing Transitions

8. HR Reporting & Dashboards

- HR Case Reports
- SLA Reports
- COE Performance Reports
- Designing HR Dashboards
- Sharing & Publishing Reports

9. HRSD Implementation Best Practices

- Role-Based Access Control
- Data Privacy & Confidentiality
- Segregation of Duties
- Governance Model
- HRSD Deployment Strategy