

ServiceNow Certification Training Course Content

Course Duration - 45-50 Hrs., 7-8 Weeks

Course Information

Batch Options

Weekday Batch
Mon - Fri - 1.5 Hr./Day

About the Trainer

Industry Expert Trainer with 15+ Years
Real Time Work Experience at Top US
Based Product and Consulting Firms

Contact Us

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Introduction To ServiceNow Training

ServiceNow

ServiceNow allows employees to work the way they want to, not how software dictates they have to. And customers can get what they need, when they need it.

What you'll learn

- ServiceNow Certified System Administrator (CSA) Course Content
- Master Flow Designer, Reports, Forms etc.
- Manage Data, Performance Analytics and Scripting etc.
- ServiceNow Certified Advanced Developer (CAD) Course Content
- ServiceNow App Engine Studio, PAD, Create App, Modules & Forms
- Import Data, UI Build, Theming & Data Policies
- Clear CSA and CAD Exams and get Job Ready
- Resume & Interview Preparation and Job Assistance

Course Content

Module 1: Introduction to ServiceNow

- Introduction to ServiceNow
- ServiceNow Overview
- Concept of Cloud Computing in ServiceNow
- Access and Navigation
- Lists and Filters
- Forms
- Tasks
- Reporting
- Service Catalog

***** ServiceNow Admin Training Modules *****

Module 2: ServiceNow Platform Administration

- Instance Configuration
- Install Applications - Part 1
- Install Applications - Part 2
- Install Applications - Part 3

Module 3: Configure Applications for Business

- Configure Applications for Business Introduction
- Classic Environment Lists and Filters - Part 1
- Classic Environment Lists and Filters - Part 2
- Workspace Lists and Filters
- Workspace Lists and Filters Demo

Module 4: Configure Applications for Business - Forms

- Form Configuration
- Form Configuration - Demo 1
- Form Configuration - Demo 2
- Form Configuration - Demo 3
- Advanced Form Configuration

Module 5: Configure Self Service

- Configure Self Service - Introduction
- Service Catalog
- Service Catalog - Demo 1
- Service Catalog - Demo 2
- Flow Designer
- Flow Designer - Demo

Module 6: Enable Productivity

- Reporting - Part 1
- Reporting - Part 2
- Reporting Demo
- Form Templates, Quick Messages, and Notifications 8 minutes
- Notifications Demo

Module 7: Manage an Instance

- Monitor an Instance
- Perform basic instance monitoring functions.
- Extending Value
- Exploring Administrator spaces along with release and upgrades.

Module 8: Manage Data

- Data Schema
- Working directly with data in the Platform and exploring table relationships.
- Exploring data and schema maps.
- Application/Access Control
- Restrict access to the Infinity HHD and secure records in the Platform.
- Import Data
- Importing data through import sets in the Platform.
- Configuration Management Database (CMDB)

Module 9: Package Enhancements for Testing

- Migration and Integration 7 minutes
- Creating update sets within your instance.
- Migration and Integration - Demo 14 minutes
- Demonstration of migration and integration in the Platform.
- UI Policies and Business Rules 15 minutes
- Require specific support data to speed up resolution time.
- Applying an Update Set and Knowledge Check 7 minutes
- Make configuration changes to a form and move those changes to a new instance.

Module 10: Flow Designer

- Introduction to Flow Designer
- Accessing Flow Designer
- Navigating Flow Designer
- Create a Flow
- Create Sub flows & Actions
- Flow Designer: Error Handling

Module 11: ServiceNow Reporting

- Introduction to Custom App
- Report Fundamentals
- Get an introduction to ServiceNow Reporting
- Report Types
- Practice report creation using different report types
- Report Styling and Sharing
- Style your report and share it on a dashboard

Module 12: Performance Analytics (PA) Essentials

- Identify the Performance Analytics components and solution architecture
- Recognize the metrics that matter
- Define key terms and deployment milestones
- Distinguish between Reporting and Performance Analytics
- Accelerate deployment with Analytics Solutions
- Implement Perform Analysis for continual service improvement
- Validate Sources and Review Indicators
- Configure Incident Collection
- Modify and Share the Incident Management Dashboard
- Enable Performance Analytics - Content Pack - Change Management
- Configure Change Management Collection
- View and Share Change Management Dashboard
- Add Dashboard Breakdown Sources
- Configure Widget Filtering

Module 13: Learn JavaScript on ServiceNow

- Obtaining a personal developer's instance
- JavaScript Statement Syntax introduction
- Working with String variables
- Arithmetic Operations
- Comments and Comparisons
- Conditional Logic Statements
- Loops
- Functions

Module 14: Subscription Management on ServiceNow

- Describe subscription types and how groups are allocated
- Explain subscription properties
- Allocate a group to a subscription
- Manage custom applications and tables
- Analyse subscription dashboards, allocation, and usage

Module 15: Automated Test Framework (ATF)

- Introduction
- Run Tests and Test Suites
- Create and Schedule Tests and Test Suites
- Additional Tips, Techniques, and Resources
- Administration

***** ServiceNow Developer Training Modules *****

Module 16: ServiceNow App Engine Studio

- Describe how the full-stack development process maps to the Now Platform
- Create an application without the use of code by utilizing App Engine Studio
- Create a table within ServiceNow by importing data from a spreadsheet
- Use Table Builder to add and configure fields within a table
- Discuss how to edit form layouts from within App Engine Studio
- Explain how to create and configure application roles and permissions
- Use Catalog Builder to create and configure a record producer
- Identify how to create an experience within App Engine Studio
- Recall how to use Flow Designer to update records

Module 17: Playbooks and Process Automation Designer (PAD)

- Explore Playbooks and Process Automation Designer interfaces
- Add a Playbook button to Agent Workspace
- Create a process definition using Process Automation Designer
- Build on the Onboarding Playbook Experience in the Platform

Module 18: Scripting in ServiceNow

- Scripting Overview
- Client Scripts
- UI Policies
- Catalog Client Scripts and Catalog UI Policies
- Business Rules
- Business Rules Demo
- GlideSystem

- GlideRecord/GlideQuery
- Flow Designer Scripting

Module 19: Integration Hub Essentials

- Introduction to Integration Hub
- How to use Use Store Spokes
- Create New Spokes
- Create Data Stream Actions

Module 20: Application Development Overview

- Application Development Overview
- Application Development Concepts
- Scoped Application Model
- Application Development vs Application Deployment

Module 21: Application Analysis and Design

- Application Analysis and Design
- Business Logic & User Interface
- Build a Scoped Architecture Data Model - Database Logic
- The Loaner Request Application

Module 22: Create Application and Modules

- Create Application and Modules
- Application Development Tools Overview
- Create a Custom Application (Tables and Data) Using Guided App Creator (GAC)
- Create an application
- Link Loaner Application to GitLab Repository
- Link Loaner Application to GitLab Repository
- Configure Application Menu, Create Files, Commit Changes

Module 23: Work with Application Forms

- Application Forms
- Fields, Lists, Forms, and Views
- Working with Fields and Views
- Scripting
- Create a UI Policy and Scripting
- Application Management
- Commit Changes and Migrate Application

Module 24: Control Access

- Controlling Access
- Configure Application Security
- Set Application Access

Module 25: Automate Work

- Automate Work
- Flow Designer to Manage Deployment States
- Create Application Properties
- Scheduled Script Execution and Email Notifications
- Script Include and Commit Changes to the GitLab Repository

Module 26: Import and Integrate External Data

- Import Data
- Importing Records from a Spreadsheet
- Web Services
- Web Service Consumer and Commit Changes

Module 27: UI Builder Essentials

- Create and configure workspace and custom portal experiences using UI Builder
- How to create pages and page variants within an experience
- Add and configure components within a page
- Discuss page parameters and how to utilize them
- How to create and use data resources to fetch data
- How to define and use events, client state parameters, and client scripts
- Apply styling and theming to an experience
- Identify additional Next Experience UI Builder resources available

Module 28: Data Policies

- Define Data Policy Rules to control mandatory and read-only states for a field
- Explore how Data Policy conditions can be used to control when to apply Data Policy Rules
- Determine when to use a Data Policy or a UI Policy
- Create Data Policies to behave dynamically on form - Use as UI Policy on client config option
- Convert UI Policies to Data Policies and Data Policies to UI Policies

Module 29: ServiceNow Theming

- Personalize Your ServiceNow Theme
- Customize an Organization's ServiceNow Theme
- Create a Service Portal Theme
- Create a Workspace Theme

Module 30: ServiceNow CSA and CAD Certification Exam Prep

- Explain ServiceNow CSA and CAD Certification Options
- Discuss 50+ Important ServiceNow CSA and CAD Certification Questions
- Practice ServiceNow CSA and CAD Certification questions

Module 31: Resume Preparation, Interview and Job Assistance

- Prepare Crisp Resume as ServiceNow Admin & Developer
- Discuss common interview questions in ServiceNow
- Explain students what jobs they should target and how