

## 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 App Engine Studio, Create App, Modules & Forms
- Import Data, UI Build, Theming & Data Policies
- Clear CSA Exam 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/ITSM Guided Setup
- 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: Manage an Instance

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

## Module 7: 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 8: 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 9: Flow Designer

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

## Module 10: 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 11: 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 12: 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 13: 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 14: 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 15: Integration Hub Essentials

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

## Module 16: Application Development Overview

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

## Module 17: 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 18: 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 19: 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 20: Control Access

- Controlling Access
- Configure Application Security
- Set Application Access



## Module 21: Import and Integrate External Data

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

## Module 22: 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 23: 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 24: ServiceNow Theming

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

## Module 25: ServiceNow CSA and CAD Certification Exam Prep

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

## Module 26: 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