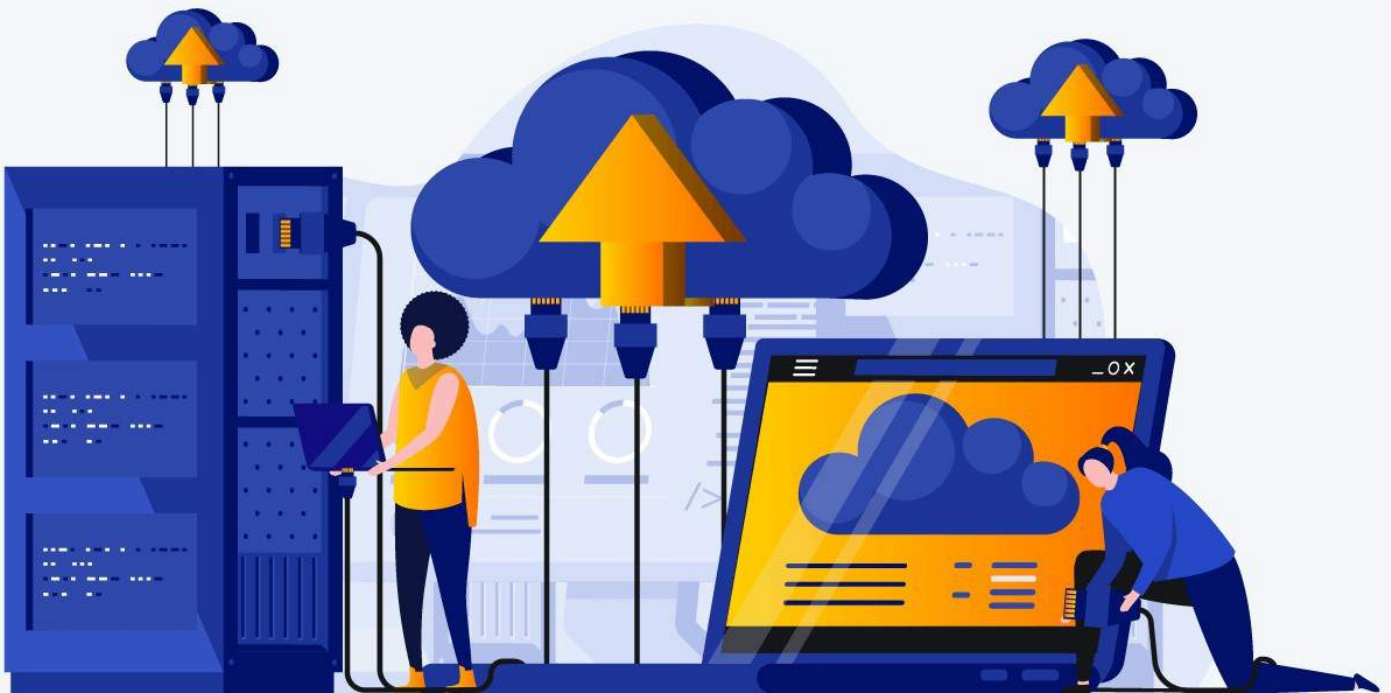


ServiceNow



SevenMentor
PVT.LTD

ServiceNow Introduction and Basics:

Introduction to ITSM tools and services
ITIL Foundation
ServiceNow Basics
ServiceNow Features
servicenow.com Architecture and Tools
Navigation and Users
Helpful portals
Releases

Basic Administration Modules:

Homepage Customization
Forms, Tables, and Fields
Addition of Users and Groups to the ServiceNow Portal
Applications and Modules of ServiceNow
Creation of Tickets, Requests and Mails
Distribution of Roles, Tickets and ROI
Generating Functions and Performance Metrics
Configure Alerts and Notifications
Security Implementations
ServiceNow Request Management
Database Configuration



Advanced Administration Modules:

Scheduling Tasks, Automation of Services

Import and Export of Data

UI Features, Policies and Customization, Data Policies,
Business Rules

Data Storage, Integration with Cloud Services and
API management.

Dictionary Entries, Data Override Policies, Controls and
Calculations

Service Catalog Coordination

User Criteria, Cart Controls, and Variables

Creation of Record Producer

New Workflow implementation using Record Producer

Control System Access and Data Security

Configuration Management Database (CMDB), Knowledge
Base and Services Catalog

Run Reports, Configure Service Level Agreements (SLAs)
and Perform Instance

Branding and Customization

Integration and Content Management:

Web Services: Direct and Indirect Integration

Transform Map and Scripted Services

Email Integration, Event Registry,
Trigger Events etc.



Introduction to CMS
Creation of Sites, Pages, and Blocks
Custom Blocks using Scripts
Set-up of Login Rules
Custom Entries and Registry
Integrate Social IT elements

Service Catalog:

Creation of Catalogs
Variables and Sets
Record Produces
Workflow Designing
Service Execution Plans
Catalog UI Policies and Client Scripting Catalogs

Workflows:

Workflow creation using Tables and Fields
Workflow activity tracking
Custom Scripting for Workflow
Advanced Workflow Design and Management



Data Reporting, Cloning and Upgrades:

Basic Data Representation (Charts, Bar Graphs and Pivot Tables)
Scripting of Reports
Gauges and Parameters
Automation of Reports
Cloning and Implementation URLs
Upgrades and Versions

Import Sets:

Managing Data Sources
Multiple Formats and Types of Data
Transform Maps and Scripts
Import Rules and Methods

MID (Discovery) Server Installation:

Installing MID Server, MID Instance
Testing MID Server
Importing of documents in MID server
Azure and AWS integration with Discovery



Advanced ServiceNow Management:

Incident Management (Overview, Practices and Continuous Services)
Change Management Processes (Planning, Authorization and Hike)
Change Management Workflow and Continuous service implementation.
Problem Management Processes (Investigation, Identification and Resolution)

Configuration Management:

Asset and Configuration Management Basics
CI and Asset Classes, and Categories, Model Assets.
CMDB Plug-ins and Add-ons
Classes of CMDB
Mapping of Asset Records
Loading CI into Services
Configuration Item Relationships

Knowledge Management:

Installing MID Server, MID Instance
Testing MID Server
Importing of documents in MID server
Azure and AWS integration with
Discovery



SLA, OLA, and SDLC Modules:

Introduction to SLA, OLA, UPC, and SDLC
SLA Frameworks and Guidelines
SLA Workflow
SDLC and UPC configuration
General Methods and Tasks of SLA

Employee Self Service & Service Catalog:

Profile management
Tasks, Schedules and Workflow approval protocols
Service Catalog Introduction
Personal Configuration and Customization

Scripting and Coding:

Basic Scripting
Client Scripting
UI Scripting
Custom Scripting Methods (Jelly Scripting, Glide Scripting)
Business Rules
Metadata Implementation
Scripting of Workflow, Configurations,
Scheduled Tasks, and Event
Management
Configuration of ServiceNow Scripting
Tools



Glide Elements (GlideSystem, GlideRecord, GlideAjax,
GlideForm, and GlideUser)

Debugging Modules

Other API and Extensions

Practical Implementation Modules:

Creating Custom Apps and Programs using ServiceNow
Modules

Fetch Creation and Extension

Application Integration protocols

Custom Software Trials and Assessments

