SERVICENOW – COMPLETE COURSE

Module 1: Introduction to ServiceNow
• What is ServiceNow?
• Who Can Use ServiceNow and Why?
• Role of Cloud Computing in ServiceNow
• Introduction to ITIL Foundation Concepts
• Navigation in ServiceNow
• Understanding Users and Roles
• Helpful Portals & ServiceNow Release Cycles

Module 2: UI Customization & Homepages
• Creating and Customizing Homepages
• Creating Gauges and Widgets
• Defining CSS & UI Properties
• Managing Homepage Visibility and Banner Settings

Module 3: Tables, Forms & Dictionaries
• Creating Applications and Modules
• Creating Custom Tables
• Personalizing Form and Table Layout
• Adding Sections and Views
• Dot-Walking in Forms
• Data Lookup Definitions
• Dictionary Overrides
• Reference Qualifiers
• Related Lists Setup

Module 4: Update Sets & Workflows
• What are Update Sets?
• Creating, Merging, and Retrieving Update Sets
• Using Update Sets across Instances
   Workflow Management
• Creating and Editing Workflows
• Workflow Editor and Scripts
• Workflow Activities, Context, and Stages
• Transitions and Approvals

Module 5: Service Catalog Management
• Introduction to Service Catalog
• Front-End vs. Back-End Catalog Execution
• Creating Catalog Items, Record Producers, and Order Guides
• Creating RITMs and Catalog Tasks
• Attaching Workflows to Catalog Items

Module 6: Data Import & Transformation
- Importing Data into ServiceNow
- Defining Data Sources
- Using XML Reports
- Creating Transform Maps
- Scheduling Data Imports
- Import Sets and Transform Scripts
- Automating Data Load

Module 7: User Administration
- Creating and Managing Users, Groups & Departments
- Delegation and Role Assignments
- Customizing User Profiles
- Group Membership & Role Inheritance
- Fetching Logged-In User Details

Module 8: Email Notifications
- Defining Email Templates and Notifications
- Managing Email Logs
- Introduction to SMTP and POP Mail Servers
- Triggering Events and Notifications
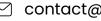
Module 9: SLA & Scheduling
- SLA Definitions & Properties
- Attaching SLAs to Tasks
- Creating Parent and Child Schedules
- Introduction to Scheduled Jobs
- Schedule Job Logs and Scheduled Reports
- Working with Interactive Filters

Module 10: Access Control & Security
- Creating Read, Write, and Create ACLs
- Field-Level ACL Configuration
- Debugging ACLs and Writing ACL Scripts
- Privileged System Admin Access

Module 11: Web Services & Integrations
- Introduction to ServiceNow Web Services
- Working with SOAP Messages
- Debugging Integration Issues
- Overview of REST (if required)

Module 12: Debugging & Scripting Essentials
• Debugging Business Rules, ACLs, and Background Scripts
• Scripting in ServiceNow
– Client Scripts
– Business Rules
– UI Actions
– UI Policies
– Data Policies
• Script Includes and Data Lookup Rules

Module 13: UI Components & Reports
• Creating UI Pages and Macros
• Using SOAP Messages for Integrations
• Building Reports and Dashboards
• Setting Up Interactive Filters

Module 14: CMDB, MID Server, Discovery & SAM
• Introduction to CMDB (Configuration Management Database)
• MID Server – Overview and Setup
• Discovery using MID Server
• SAM – Software Asset Management (Intro Level)

Thank you

**Thank You for Going Through ServiceNow Curriculum
We hope this guide has provided a clear and structured learning path
to strengthen your skills in ServiceNow.**

📌 **NEXT STEPS**

• Start practicing with real-world use cases and hands-on exercises
• Build personal or client-based projects for your portfolio
• Keep exploring updates and best practices in the industry
• Join discussions and stay connected with the community

📞 **Need Help or Guidance?**
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