

Introduction to Service Now

- **What is Service Now**
- **Why and who can use Service Now**
- **Concept of cloud computing in Service Now**
- **Introduction to ITIL foundation**
- **Navigation and users**
- **Helpful portals, releases**

Customize Homepage

- **Creating Gauges**
- **Define CSS properties, UI Properties**
- **Change visibility of Homepage and banner**

Tables, Form, Dictionary

- **Creating Application, module**
- **Creating table**
- **Personalizing form and table layout**
- **Creating Section,**
- **View**
- **Dictionary entries**
- **Dictionary overrides**
- **Reference qualifiers**
- **Related lists**

Update set's Creation

- **Creating an update set**
- **Merge update set**
- **Retrieve Update set in another instance**

Creating workflow

- **Workflow editor and workflow scripts**
- **Workflow activities and workflow context**
- **Workflow stages, transitions**

Service catalog management

- **Use of service catalog, back end execution**
- **Creating catalog item, record producer, order guide**
- **Create RITM and catalog task**
- **Attaching workflow to catalog items**

Importing data in Service Now

- **Data sources,**
- **XML import**
- **Transform maps,**
- **Scheduled data import**
- **Import sets**
- **Transform scripts**
- **Data load automation**

User Administration

- **Creating groups**
- **Users and Departments**
- **Concept of delegation**
- **Customizing user profile**
- **Roles & group membership**
- **Fetch detail of logged in user**

Email Notification

- **Defining a Template**
- **Define notification**
- **Email logs**
- **Introduction to SMTP and POP mail servers**
- **Trigger email on event**

Create SLA &Schedule

- **SLA Definitions**
- **SLA Properties**

- **Attach SLA to tasks**
- **Create schedule and child schedule**

Scheduled Jobs

- **Introduction to scheduled jobs**
- **Scheduled Job log**
- **Scheduled reports**

Access Control List

- **Create Read, Write and Create ACL on table and field level**
- **Debug ACLS**
- **Write ACL Scripts**
- **Concept of privileged system admin**

Content Management (CMS)

- **Creating site, page**
- **Dynamic content block**
- **Define Header, theme, style sheet**
- **Creating UI page, UI macros**

Introduction to Web service

- **Introduction to web services**
- **SOAP Messages**

Debugging

- **Personalize users**
- **Debugging Business Rule**
- **Debugging ACL**
- **Background scripts**