



# ServiceNow Certification Training Curriculum

## STRUCTURE



## Service Now Certification Training Curriculum

*“Become a certified ServiceNow Certified professional by joining our comprehensive Training Program at Croma Campus”*

### **About Croma Campus:**

Croma Campus Training & Development Private Limited is an education platform since 2010 providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty and industry.

- Hands-On Live Projects
- Simulation Test Papers
- Industry Cases Studies
- 61,640+ Satisfied Learners
- 140+ Training Courses
- 100% Certification Passing Rate
- Live Instructor Classroom / Online Training
- 100% Placement Assistance

### **Course Objectives:**

- The ServiceNow training is developed to help you learn all the fundamentals of ServiceNow administration and guides you to execute them in your workplace.
- The ServiceNow system admin certification training will help the learners to configure, implement, and maintain the service now system.
- After the completion of the ServiceNow developer placement course, get a chance to work with top industries at a handsome salary package.
- The ServiceNow development training online is developed to help you learn all the fundamentals of ServiceNow and guides you to execute them in your workplace.
- To acquire substantial skills and knowledge in the web development framework.
- To get proficient in designing, developing, deploying, testing, and supporting websites.
- Learn to create and enhance various activities or procedures for a specific project.

### **Course Description:**

The ServiceNow System Certification demonstrates that a successful candidate has the skills and essential knowledge to contribute to the configuration, implementation, and maintenance of the ServiceNow system.

Successfully passing this Certification exam also establish a set of skills necessary to continue in the ServiceNow Certification paths. It is a prerequisite for advanced courses.

Our ServiceNow training is an industry-designed online course to learn the core concepts of Service Now that will help you to develop and validate your ITSM skills and also prepares you for the Service Now Admin certification exam. You'll also learn how to implement best ITSM practices through hands-on projects and real-life use cases and scenarios.

### **Croma Campus Training Program Deliverables:**

- **Session Recordings** - Original Class Room Voice & Video Recording
- **Training Material** - Soft Copy Handbooks

- **Assignments** | Multiple Hands-on Exercises
- **Test Papers** - We provide **Practice Test** as part of our course to help you prepare for the actual certification exam.
- **Live Case Studies**
- **Live Projects** - Hands-on exercises and Project work. You will work on real time industry-oriented projects and assignments for each module to practice.
- **Key focus on Hands-on exercises and Project work.** You will work on real time industry-oriented projects.
- Faculty with more than **10+ Years of Experience** in the Industry.
- **Technical Resume Designing & Job Assistance:** With more than 100+ Clients across the Globe and we help learners to get a good job in their respective field. We also help learners with resume preparation.
- **Interview Q&A**
- **About Croma Campus Training Certificate:** Croma Campus will provide you with an industry-recognized (Certified by **ISO 9001:2015 & E-Cell IIT Jodhpur**) course completion certificate which has lifelong validity.
- **How I Unlock my Croma Campus Certificate:** Attend Complete Batch & Submit at least One Completed Project.

## **ServiceNow Admin Course Content:**

### **Module 1: Introduction to Service Now**

- What is ServiceNow?
- Why and Who can use Service Now?
- Concept of Cloud Computing in Service Now
- Introduction to ITIL foundation
- Navigation and Users
- Helpful Portals, Releases

### **Module 2: User Interface & Navigation (20%)**

- ServiceNow Overview
- Lists and Filters
- Forms and Templates
- Branding

### **Module 3: Collaboration (20%)**

- Task Management
- Notifications
- Reporting

### **Module 4: Database Administration (30%)**

- Data Schema
- Application/Access Control
- CMDB

- Import Sets

### **Module 5: Self-Service & Process Automation (20%)**

- Knowledge Management
- Service Catalog
- Flow Designer

### **Module 6: Introduction to Development (10%)**

- Scripting
- Migration and Integration
- Development

## **ServiceNow Development Course Content:**

### **Module 1: Introduction to Service Now**

- What is ServiceNow?
- Why and Who can use Service Now
- Concept of Cloud Computing in Service Now
- Introduction to ITIL foundation
- Navigation and Users
- Helpful Portals, Releases

### **Module 2: Creating Dashboards**

- About Dashboards
- Creating Dashboards
- Dashboards Widgets
- Dashboards Tabs
- Dashboard Creation with Example

### **Module 3: Tables, Form, Dictionary**

- Creating Application, Module
- Creating Table
- Personalizing form and Table Layout
- Creating Section
- View
- Dictionary Entries
- Dictionary Overrides
- Reference Qualifiers
- Related Lists

### **Module 4: Update Set's Creation**

- Creating an Update Set

- Merge Update Set
- Retrieve Update set in another Instance

## **Module 5: Flow Designer**

- Overview
- Getting started with flows
- Architecture Overview
- Flows
- Action Designer
- Transform Functions
- Domain Separation and Flow Designer
- User Access to Flow Designer
- Spokes
- Change a flow or action's default title

## **Module 6: 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
- User Criteria
- UI Policy and Catalog Client Script

## **Module 7: Importing Data in Service Now**

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

## **Module 8: User Administration**

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

## **Module 9: Email Notification**

- Defining a Template
- Define notification

- Email logs
- Introduction to SMTP and POP mail servers
- Trigger email on event

### **Module 10: Create SLA & Schedule**

- SLA Definitions
- SLA Properties
- Attach SLA to tasks
- Create schedule and child schedule

### **Module 11: Scheduled Jobs**

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

### **Module 12: Access Control List**

- Create Read, Write and Create ACL on table and field level
- Debug ACLS
- Write ACL Scripts
- Concept of privileged system admin
- CRUD operations
- ACL execution flow

### **Module 13: Portal and Portal Pages**

- Service Portal Pages
- Create and edit a page using the Service Portal Designer
- Assign a homepage to a portal
- Assign a default error page
- Add SEO information to Service Portal pages
- Page navigation by URL
- Redirect a reference to a page ID
- Activate the Knowledge Article View page on upgrade
- Include font icons on a page
- Standard ticket page

### **Module 14: Introduction to Web Services**

- Introduction to web services
- SOAP Messages
- Rest Message
- Inbound Web Services
- JSON Parsing

## **Module 15: Debugging**

- Personalize users
- Debugging Business Rule
- Debugging ACL
- Background Scripts

## **Module 16: Service Now Scripting**

- Introduction to Scripting Objectives
- Introduction to ServiceNow Scripting
- ServiceNow APIs
- ServiceNow Script Editor
- Introduction to ServiceNow Scripting Modules
- Client-side Scripting
- Server-side Scripting
- Data Policies

## **Module 17: Placement Guide**

- Tips to clear an Interview
- Common Interview questions and answers
- ServiceNow Development Interview Questions and Answers
- Resume Building Guide
- Attempt for the related Global Certification Exam

Earn Credentials and Start applying for Jobs