



service**now**

ServiceNow Implementation Specialist Curriculum



1. Engagement Methodology and Project Planning

- Project Management
- Project Scope
- Release Strategy
- Requirements Definition and Management

2. Core System Setup

- Instance Properties and Core Settings
- Common Integrations (LDAP, Single Sign-on, Multi-factor Authentication)
- Web Services and REST Integrations

3. Security

- Application Security Model
- Contextual Security
- Encryption
- VPN

4. Tuning and Performance

- Cloud Infrastructure Model
- High Availability and Disaster Recovery
- Diagnostic Tools
- Performance Best Practices

5. Configuration

- Fields, Forms, Views, Lists
- UI Actions and Policies
- Business Rules
- Client and Server-side Scripts
- Data Management