VKTechTrainee About ServiceNow

ServiceNow is the market leader in the ITSM space. Businesses are increasingly utilizing this platform to optimize their unique needs. As a result, professionals who can easily manage all of ServiceNow's duties are in greatdemand. One can work as a ServiceNow developer, administrator, architect, or technical specialist. Enroll in our ServiceNow certification course to qualifyfor desired positions and climb the ServiceNow career ladder easily with practical expertise.

ServiceNow Course Key Features

27 Hours of Learning

22 Lab Sessions

Industry Ready Curriculum

Real-time trending Projects

Official Certification Guidance

Mock Interviews and Job Assistance

About Cute It Solutions

company offering quality training to professionals and corporates seeking skill upgrade. With more than 500 technology training to our LMS, we aim to deliver an industry-demand curriculum through live training and self-paced videos, Training Materials, Resume formats, and On Job Support. We have trained close to 500k professionalsand more than 100 corporates winning impressive feedback.

Course Overview

offers comprehensive instructor-led online and self-paced video- based training in ServiceNow Development and Administration. This **60 hours** long Servicenow training program is designed based on the features from the latest releases of ServiceNow and helps you **secure ServiceNow Certified System Administrator (CSA)** and **ServiceNow Certified Advanced Developer (CAD)** certifications. The learning will be based on **hands-on labs, Exercises**, and **multiple use-cases/Projects** and include **job-search assistance** and **Mock Interviews**, making you the best fit for ServiceNow jobs.

ServiceNow Course Content

ITSM Industry aligned ServiceNow course offers topic-basedlearning to prepare for building, testing, and deploying applications on theNOW platform. Besides building automated workflows to secure applications, Our Servicenow Online training also covers **administrative topics**. It would help you practice your skills by building apps, adding plugins, working with demo data, and relevant **job-oriented skills**.

1. Introduction To Servicenow

In this ServiceNow course introduction module, you'll be going into how ServiceNow came into the ITSM sector, as well as how it's grown to become a full-fledged enterprise cloud solution.

- What is a ServiceNow?
- Why and who can User Servicenow
- Concept of Cloud Computing in Servicenow
- Introduction to ITIL Foundation
- Navigation and Users
- Helpful Portals
- Releases

2. Creating Homepage

Find out how to customize a ServiceNow homepage, create gauges, define CSS properties, etc., through this ServiceNow Training Module.

- Creating Gauges
- Define CSS Properties, UI Properties
- Change Visibility of Homepage and Banner

3. Tables, Form, Dictionary

In this ServiceNow Certification Course module, you'll discover why tables, forms, and dictionaries in ServiceNow are so important and become aware of how to use them.

- Creating Application, module
- Creating Table
- Personalizing form and table layout
- Creating Section View
- Dictionary Overrides
- Reference Qualifiers
- Related Lists

4. Update Set's creation

Acquire the knowledge you need to easily get started with Update sets through this online ServiceNow Training module.

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

5. Creating workflow in ServiceNow

Get an introduction to workflow, find out how it works, what it can do, and how it can benefit you through this module.

- Workflow editor and workflow scripts
- Workflow activities and workflow context
- Workflow stages, Transitions

6. Service catalog management

With this ServiceNow module, learn to create Service catalogs, customize services, and much more.

- A user of Service catalogue, Back and end execution
- Creating catalogue item, record producer, order guide
- Create RITM and catalogue task
- Attaching workflow to catalogue items

7. Importing data in Service Now

In this ServiceNow Online Training Course Module, you'll discover what are the major steps involved in importing data into ServiceNow.

- Data Sources
- XML Report
- Transform Maps
- Schedule data import
- Import sets
- Transform Scripts
- Data Load automation
- User

8. User Administration

This ServiceNow course module discusses how to create users and associate them with groups. You'll also learn how to assign roles to users and groups.

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

9. Email Notification

Learn how to trigger email notifications in ServiceNow with this interactive ServiceNow Course Module.

- Defining a template
- Define notification
- Email Logs
- Introduction to SMTP and POP mail Servers
- Trigger email and even

10. Create SLA & Schedule

In this ServiceNow Training Course Module, you'll learn how to create schedules within SLA quickly and precisely.

- SLA Definitions
- SLA Properties
- Attach SLA to tasks
- Create a Schedule and child Schedule

11. Schedules Jobs

This module starts with an in-depth conceptual overview of the Schedule Jobs: how to implement it and how to automate tasks.

- Introduction to Scheduled jobs
- Schedule job Log
- Scheduled reports

12. Access control List

This online ServiceNow Training Module discusses Access control lists in ServiceNow and how they get processed when users access any object on the platform. Also, you'll learn how to create different types of ACLs practically with examples.

- Create Read, Write and create ACL on table and field Level.
- Debug ACLS
- Write ACL Scripts
- Concept of Privileged system admin

13. Introduction to web Service

This module introduces you to Web Services in ServiceNow.

- Introduction to web services
- SOAP   Messages
- Debugging
- Personalize users
- Debugging business rule
- Debugging ACL
- Background Scripts

14. Scripting

In this ServiceNow Course module, you will learn how scripts can increase an application's capabilities and how to use the Script editor.

- Client Scripts
- Business Rules
- UI Actions
- UI Policies
- Data Policies
- Script Includes
- Data Lookup rules
- UI pages
- UI Macros
- Dictionary

15. Flow Designer

In this Module, you will learn about what is flow designer in ServiceNow, flow Designer Architecture, and how flows get processed in ServiceNow.

- Overview of a flow designer
- Demo of a flow designer

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" Successfully trained **120+** enterprises around the globe! "

User Ratings on ServiceNow Course

(4.5) ★★★★☆
Google Ratings

(4.3) ★★★★☆
Trust Pilot Score

(4.5) ★★★★☆
Facebook Ratings

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Over 420K+ Happy Students   *Still growing*

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