

servicenow

Smoothstack Candidates undertake a hands-on course that fully prepares them with the technical skills required to service and create digital environments.

The course is laser-focused on fundamental servicenow methods, but also practical application - we empower candidates to analyze and solve real-world scenarios.



ServiceNow Curriculum



ITIL and ServiceNow Intro

- Introduction To Servicenow
- What is a ServiceNow?
- Concept of Cloud Computing in Servicenow
- Introduction to ITIL Foundation
- Navigation and Users

ServiceNow Fundamentals

- Creating Homepage
- Tables, Form, Dictionary
- Update Set's creation
- Creating workflow in Servicenow

ServiceNow Advanced

- Service catalog management
- Creating catalogue item, record producer, order guide
- Create RITM and catalogue task
- Importing data in ServiceNow
- Transform Scripts
- Data Load automation
- User Administration
- Users and Departments
- Concept of delegation
- Roles & group membership
- Email Notification

ServiceNow Advanced (Contd.)

- Create SLA & Schedule
- Attach SLA to tasks
- Create Schedule and child Schedule
- Scheduled Jobs
- Scheduled reports
- Access control List
- Write ACL Scripts
- Web Services in ServiceNow
- Debugging ACL
- Background Scripts
- Scripting
- Client Scripts
- Data Policies
- Script Includes
- SSO & LDAP Integration
- Flow Designer
- Overview of a flow designer
- Service Portal
- Pages
- Widgets controller