CROMA LEARNING CAMPUS ®

ServiceNow Development
Training Curriculum

STRUCTURE

ServiceNow Development Training Curriculum

"Become a skilled ServiceNow 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 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.
- The ServiceNow development certification training online will help the learners to develop, test, or open apps in the ServiceNow environment.
- Learn to create and enhance various activities or procedures for a specific project.
- After the completion of the ServiceNow developer placement course, get a chance to work with top industries at a handsome salary package.

Course Description:

The ServiceNow development training course is intended to facilitate the learning process easier and further helping the learners to master the fundamentals of ServiceNow to flourish their career in the IT sector. The course primarily focuses on providing insights into the topic that include ServiceNow basics, defining CSS properties, creating apps, modules, sections, workflows, etc.

Understanding the technology thoroughly is crucial and executing it in the workplace is even more important. Our ServiceNow development certification training course online is crafted in such a way through its real-time projects and practical knowledge on workflows that it makes the learning more effective.

Some of the topics covered as a part of the training program include incident management, configuration management, lists, layouts, forms, modules, tables, scripted web services, create pages/sites, installing or testing MID servers, or many more. ServiceNow online training also helps the learners to create SLAs, service catalog, jobs scheduling, etc.

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.

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