

### Introduction

- BE in Electronics and Communications
- 7+ Years on the ServiceNow Platform
- Work as a ServiceNow Developer
  - 70+ Implementations & Projects
- Passionate about teaching
  - ServiceNow: Administration
  - ServiceNow: Development
- Love to travel and learn new things

### Why take this Course?

- ServiceNow Certified System Administrator exam
- • Deeper understanding of ServiceNow
- • Master administration on the platform
- • Will benefit:
  - Users
  - Administrators
  - Developers

### Admin Course Outline (25 Hrs.)

#### Course Introduction

- Introduction
- Obtaining PDI
- Additional Resources

#### ServiceNow Overview

- Overview
- Environments
- Releases
- User Interface

#### Lists, Forms, & the UI

- Records
- Lists and Forms
- Filters and Search
- Condition Builder and Breadcrumb
- Context Menus
- Modifying Lists and Forms

## SERVICENOW Admin and Development Course Content

### Tables and Fields

- o Tables
- o Fields and Field type
- o Table structure and Schema map
- o Table maintenance

### User Administrations

- o Users and Groups
- o Roles
- o Acls

### Core Applications

- o Incident
- o Problem
- o Change
- o Configuration Management
- o Service Catalog
- o Knowledge Management
- o Service portal
- o Connect and Visual task boards

### System Administrations

- o Basic Configuration and system properties
- o Dashboards and Self-services
- o Mobiles, Upgrades & HI
- o Diagnostics and Troubleshooting
- o Events and Notifications
- o Workflows
- o Import sets
- o Reporting

## Development Course Outline (35 hrs.)

### Course Introduction

- o Introduction
- o Obtaining PDI
- o Additional Resources

### Development Overview

- o Servicenow Basics
- o Tables and Fields
- o Development Introduction

## SERVICENOW Admin and Development Course Content

### Scripting and API

- o BR
- o CR
- o UI actions
- o UI polices
- o Script Includes
- o Scheduled Jobs
- o Workflow Scripting
- o Introduction to API

### GlideRecord

- o Introduction
- o Concept of dot walking and API overview
- o Common Glide Record methods and stages
- o GlideRecord Secure and Glide Aggregate

### GlideForm and GlideUser

- o Introduction
- o Common Methods
- o GlideUser Introduction

### Glide Ajax

- o Introduction
- o GlideAjax Examples
- o GlideAjax Stages

### Best Practices

- o Scripting Best practices
- o Debugging
- o Debugging Demo