

## 1. Introduction to Service-now

- a. What is Service-now?
- b. What is SaaS?
- c. What is PaaS?
- d. Browser supportability
- e. Logging in to Service-now
- f. Introduction to Cloud

## 2. Basic Administration

- a. User Administration
- b. Granting Roles
- c. Creating tickets and raising Requests
- d. Crating Menus
- e. Form Layouts and list layouts
- f. Introducing Applications
- g. Creating Modules
- h. Customizing tables
- l. Dictionary Entries and Overrides
- j. List Controls

## 3. Advanced Administration

- a. UI Policies
- b. UI Actions
- c. Access Controls (ACLs)
- d. Dictionary Entries
- e. Email Notifications
- f. Import sets
- g. Data Polices
- h. Business Rules
- i. Client Scripts
- j. Transform Maps
- h. Scheduled jobs
- k. Loading Data of different Formats
- l. Creating incidents and change using record producers
- m. Creating Order Guides.

## 4. Customization

- a. Creating Custom Table
- b. Creating custom application
- c. Creating Fields and Menus
- d. Creating Workflows
- e. Approval Mapping

- f. Using other workflow activities
- g. Creating Service Catalog
- h. Creating Service Level Agreements and Operational Level Agreements

## 5. Integrations

- a. Basics of LDAP Integrations for User Import
- b. Overview on Web Services
  - I) Direct Web Services
  - II) Transform Map Web Services
- c. Overview on MID Server Installation

## 6. Reporting

- a. Bar Charts, Pie Charts, List Reports, Pivot Tables
- b. Scheduling Reports
- c. Making Gauges

## 7. System Upgrades

- a. Needs for cloning and ways to implement
- b. New Releases
- c. New Features

## 8. ITIL Process

- a. Overview on Incident Management
- b. Overview on Change Management
- c. Overview on Problem Management
- d. Overview on Knowledge Management
- e. Overview on Service Catalog

## 9. Configuration Management

- a. Classes in CMDB
- b. Mapping Configuration Item to Asset Records
- c. Relating Configuration items

## 10. Content Management

- a. Introduction to CMS
- b. Creating Sites
- c. Creating Pages
- d. Login Rules

### ITSM Modules experience

- Incident Management
- Problem Management
- Change
- Knowledge
- SLA
- Service Catalog
- Customer Service Management
- Project Portfolio
- Contract Management
- Governance and Risk Compliance
- Demand Management
- Survey Management
- Service Portal

### Non ITSM Experience

#### Integrations experience :

Integration with Monitoring tools - Nim soft and CASOI integration

Data Migration Project : API or Manually data import

- HPSM to Service now
- Remedy to Service now
- CA to Service now

LDAP and SSO Experience

#### Scripting:

Tables Creations

Field Creation

- UI policies
- Client scripts,
  - 1) OnLoad,
  - 2) OnSubmit
  - 3) OnChange
  - 4) OnCellEdit
- Glide Record
- Glide System
- Glide Form
- Business Rules
  - 1) Before
  - 2) After
  - 3) Async
  - 4) Display



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- Data Policies, Access Control, Notification mail scripts,
- Schedule jobs, Script Include, Creation of dynamic reference Qualifier
- UI actions, Views , View Rules, catalog client script
- catalog ui policy, workflows
- catalog items, record producer, Inbound actions, Templates,

#### Relationships:

- Dictionary override, defining field attribute
- Business Rules, field styles.
- Email to ticket conversion.

#### Self Preparation for Interviews

