

## Topics for ServiceNow System Administrator:

### Module 1: Core Configuration and User Interface

- 1.1 UI Essentials
- 1.2 Configuration Essentials
- 1.3 Mobile Platform

### Module 2: User Administration

- 2.1 Configure User Accounts, Groups, Roles

### Module 3: Data Management

- 3.1 Tables and the App Creator
- 3.2 Import Sets

### Module 4: Service Automation Platform

- 4.1 Knowledge Base
- 4.2 Service Catalog
- 4.3 Workflow Activities and Administration
- 4.4 SLAs
- 4.5 Reporting

### Module 5: Core Application Administration

- 5.1 Policies and Interactions
- 5.2 Application Security
- 5.3 Events and Notifications

### Module 6: Ongoing Maintenance

- 6.1 Update Sets
- 6.2 Upgrades, Performance and Troubleshooting

## Topics for Scripting In ServiceNow :

### Module 1: ServiceNow Scripting Overview

### Module 2: Preparing to Script

2.1 Using the Script Editor

2.2 Syntax Checking

### Module 3: Client Scripts

3.1 Two Simple Client Scripts

3.2 g\_form and g\_user

3.3 Debugging Client Scripts

3.5 Client Scripting with Reference Objects

3.6 Script Versions

### Module 4: UI Policies

4.1 UI Policies

### Module 5: Business Rules

5.1 Business Rule Debugging

5.2 Current and Previous

5.3 Display Business Rule and Dot Walking

### Module 6: GlideSystem

6.1 Glide System

6.2 Date Validation

### Module 7: GlideRecord

7.1 GlideRecord Query

7.2 RCA Attached

7.3 gs.addEncodedQuery()

## Module 8: Managing Events

8.1 Responding to a Baseline Event

8.2 Incident State Event

## Module 9: Scheduled Jobs

9.1 Scheduled Job

## Module 10: Workflow Scripting

10.1 SLA

10.2 Trigger an Event

10.3 Scripted Approvers List

10.4 Majority Approval

## Module 11: UI Actions

11.1 Client UI Action

11.2 Server UI Action

## Module 12: Script Includes

12.1 Classless Script Include

12.2 Glide Ajax

12.3 Now Date Time