



## ServiceNow Admin and Development

### Course description

ServiceNow Developer and Admin training will help you to get started with ServiceNow Scripting also in this training, you will learn to implement various system administration functions, configure and perform fundamental administration tasks.

### Student Take away

Study Material

Learning stuff

Sample project for practice

### ServiceNow Admin and Development Online Training Curriculum

#### Introduction to ServiceNow

- What is ServiceNow?
- What are its services?
- What are its benefits?
- ServiceNow Architecture

#### UI Components

- Banner
- Navigation
- User Administration
- Update Sets
- Tables & Dictionary
- Forms
- Lists
- Views
- Field Types
- Relationships
- Notifications
- System Properties

#### Client Side Scripting

- UI Policies
- Client Scripts
- G Form

#### Server Side Scripting

- Glide System
- Glide Record

### **Server Side Scripting** continues...

- Business Rules
- UI Actions
- Data Policy
- Script Includes
- Glide Ajax
- Scheduled Jobs

### **Access Controls**

#### **System Import Sets**

- Import Sets
- Transform Maps
- Transform Map Scripts

### **SLA's**

#### **Service Catalog**

- Catalog Items
- Workflow
- Record producers
- Order guides

#### **Reporting & PA**

- Reports
- Dashboards
- Metrics
- Database Views
- Performance Analytics Basics

### **Service Portal**

### **Custom Application Development**

#### **Integrations**

- Direct web services
- Import Set web services
- Scripted web services
- SOAP
- REST
- Inbound Emails