Why VISHMUK technologies?

We helped many professionals to accelerate their career by getting servicenow training from us.

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Service now

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SERVICENOW TRAINING MODULES

Vishmuk Technologies Private Limited is a Delhi-based company having a staff of ServiceNow experts with a variety of levels of experience.

We are APaaS, that provide the infrastructure, platform, applications, workflows required to support business IT needs.

We offer our services all over the world.

Modules

Module 1
*Cloud basic computing
*What is Cloud?
*Private and Public Cloud
*What is Sass and Pass

Module 2

*INTRODUCTION TO ITIL
*What is ITIL
*Introduction to ITIL foundation
*Benefits of ITIL standards
*ITIL Approaches
*Roles and responsibility of IT Help desk
*Modules in ITIL

Module3

SERVICE NOW OVERVIEW AND INTRODUCTION
- Overview Of ITSM
- Introduction of Service Now
- What is Service Now?
- Why and who can use Service Now
- History of Service Now
- Service Now Features
- Service Now Objectives
- Service Now Lifecycle
- Architecture of Service Now
- Service Now Market Trends
- Prerequisites for Service Now
- Agile Methodology
- Navigation and users
- Helpful portals, releases

Module4
ACCOUNT CREATION AND UI COMPONENTS
- How to create a development account in service now
- Requesting for instance
- Difference between UI 15 and UI16
- User interface all features

Module5

FORMS AND LIST
- What is form & Records?
- Form Header and Fields
- Configuring & Personalizing forms
- Difference between Forms and Lists
- Filter and Search conditions in lists
- Condition Builder
- Context Menus
- Personalizing and Customizing Lists

Module6
PLUGINS
- What is plugin?
- Predefined plugins installed in service now
- Activing plugins
- Upgrading
- ITOM plugins

Module7

TABLES AND FIELD AND COLUMNS
- What is table?
- Out of the box Tables
- Extended table and referenced tables
- Schema Map
- Creating custom table

Module8
CORE CONFIGURATION OF SERVICE NOW FORMS AND LISTS
- Forms and Lists
- Designing form and Lists
- Customization and Personalization
- Different ways in filter condition
- Creating and removing the sections
- Creating fields
- Create, design, and customize forms
- Add/Remove fields from forms and tables
- Write, test, and debug client-side scripts for desktop and mobile
- Write, test, and debug server-side scripts

Module9
USER ADMINISTRATION
- Creating users and groups and roles
- Configure User Accounts
- Assign roles to users and assign them to groups
- Licensing

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Module10
INTRODUCTION TO KNOWLEDGE
- Introduction to knowledge
- Creating Knowledge articles
- Importing them into service now
- Review and Publishing articles
- Retire the articles

Module11
SERVICE CATALOG
- What is Service Catalog
- Create Service Catalogs
- Create Categories
- Create Catalog Item
- Types of Variables
- Create Variable and Variable Sets
- Creating Variable Attributes
- Working with Reference Qualifier
- Creation of Order Guides
- Creation of Record Producers
- Workflow Administration
- Execution Plans
- Perform workflow activities and administration
- Catalog UI policy

Module12
IMPORT SETS
- What are import sets?
- Load the data
- Create the transform map
- Transform map Scripting
- Fields mapping assist Run transform
- Coalesec key
- Multiple Coalesce
- Data importing into sys_user table
- Working with JDBC

Module13
SYSTEM UPGRADES
- Introduction to system upgrades
- View upgrade history and status
- Best practices
- Homepage administration
- System Administration Best Practices

Module14
CREATE SLA & SCHEDULE
- SLA and OLA and UP
- SLA Definitions
- SLA Properties
- Attach SLA to tasks
- Types of SLA
- Data Lookup Tables
- Working With SLA Start, Stop, Pause
- Working With Retroactive Start and Pause

Module15
EVENTS AND NOTIFICATIONS AND SCHEDULED JOBS
- How to register the events
- Types of notification
- Send notifications
- Email notification and SMS
- Introduction to scheduled jobs
- Scheduled Job log
- Send Notification through business Rules
- Scheduled reports

Module16
ACCESS CONTROL LIST
- What is ACL?
- Creating ACL Rules
- Create Read, Write and Create ACL on table and field level
- Debug ACLS
- Write ACL Scripts
- Concept of privileged system admin

Module17
WORKING WITH REPORTING
- Create the reports
- Scheduling reports
- Bar charts
- Pie Charts
- Legends
- Advanced reporting features

Module18
CONFIGURING DICTIONARY
- Creating Fields and lables
- Working with dictionary record

Module19
SDLC & AGILE METHODOLOGY
- What is Agile?
- What scrum and Sprints
- How to create story and assigned to Developers

Module20
APPLICATIONS ARE COVERED
- Incident Management
- Problem Management
- Change Management
- Knowlodge base
- Release management
- Aglie Management
- Self Service Application
- Service Catalog
- Asset Management
- Configuration Management

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DEVELOPMENT MODULE OVERVIEW

Module1
GLIDE OBJECTS
- Glide Record and Methods
- Glide Form and Methods
- Glide System and Methods
- Glide User and Methods
- Glide Aggregation
- Glide Date and Time
- Glide Ajax

Module2
UPDATE SETS AND CLONING INSTANCES
- Create update
- Merge Update sets
- Review and Committing update sets
- Export and Imort update sets
- Remove Update Sets
- Move changes Dev instance to Test instance
- Cloning Instance

Module3
CORE CONFIGURATION
- Create and modify UI Policies
- Client Scripts
- Business Rules
- Script Includes
- UI Actions
- Data Policy
- Create events and configure email notifications
- Set up Access Control Rules

Module13
SYSTEM UPGRADES
- Introduction to system upgrades
- View upgrade history and status
- Best practices
- Homepage administration
- System Administration Best Practices

Module4
CUSTOMIZING HOMEPAGE
- Creating Gauges
- Define CSS properties, UI Properties
- Change visibility of Homepage and banner
- Determine if an application is a good fit with Service Now
- Design and implement a data model
- Create modules
- Create mobile versions of applications
- Use Application Scope

Module5
WORKFLOW ACTIVITIES
- What is Workflow?
- Workflow Editor
- How to create a new workflow
- Modifying Existing workflow
- Checkout and Publishing workflow
- Core Activities - Working with Activities
- Copying existing one and create new one

Module6
SECURITY AND RESTRICTING ACCESS
- Restrict access to applications and application modules
- Automatically create application Access Controls.
- Manually create, test, and debug Access Controls
- Use Glide System methods to script security
- Use Application Scope to protect application artifacts

Module7
APPLICATION AUTOMATION
- Write, test, and debug Workflow
- Implement and use Document Feeds
- Create and use Application Properties
- Create Events, Scheduled Script Executions (Scheduled Jobs), and Utils (application) Script Includes
- Send and receive email and Design and create Homepages and reports.

Module8
WORKING WITH EXTERNAL DATA
- Import data in CSV or Excel format Integrate to, including testing and debugging, an external data source using SOAP
- Integrate to, including testing and debugging, an external data source using REST

INTEGRATION

Module1
REST AND SOAP INTEGRATION
- What REST?
- What is API
- Types Of Rest API in Service Now
- Table API
- Email API

Module2
CMDB INTEGRATION
- What is CMDB?
- Overview of CMDB
- What is CI
- How to configure the items in CMDB

Module 3
LDAP INTEGRATION WITH ACTIVE DIRECTORY

IMPLEMENTATION (WITH REAL TIME PROJECT)

Creating Scope Application
Creating Modules
Module Link Types
Creting Scope Tables
Implementing UI policys,UI Actions, Business Rules, Data policys,Script Include, Client Scripts
Applying Import Sets
Using Update Sets
Creating Workflow
Scheduling Jobs
Creating Reports
Scheduling Reports
Sending Notifications
Exporting the service Now data into Different file formats

ITOM (OPERATION MANAGEMENT) OPTIONAL

- Midserver Creation and Configuration
- Service Mapping
- Event Management
- Discovery
- Orchestration
- Cloud Management
- Performance Analytics

SERVICE PORTAL (OPTIONAL)

- What is Service Portal
- Service Portal Overview
- Widgets Portal Pages
- Scripting in Widgets
- Branding
- Configurations of widgets
- Configuration of Pages