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SERVICENOW ADMINSTRATION CONTENT

1. User and Access Management:
   - Creating and managing user accounts
   - Assigning roles, groups, and permissions
   - Configuring access controls and security settings
   - Managing user profiles and preferences

2. Configuration Management Database (CMDB) Management:
   - Configuring CMDB classes, attributes, and relationships
   - Defining CI (Configuration Item) types and categories
   - Importing and reconciling CI data
   - Establishing CI relationships and dependencies

3. Incident Management:
   - Configuring incident states, categories, and priorities
   - Customizing incident forms and fields
   - Defining SLAs (Service Level Agreements)
   - Managing incident assignment and escalation rules

4. Problem Management:
   - Configuring problem states and priorities
   - Creating and managing problem records
   - Analyzing root causes and implementing workarounds
   - Establishing problem resolution processes

5. Change Management:
   - Configuring change states, types, and categories
   - Defining change workflows and approval processes
   - Managing change schedules and calendars
   - Auditing and tracking changes for compliance

6. Service Catalog Management:
   - Designing and maintaining the service catalog
   - Creating and publishing service catalog items
   - Configuring item variables and workflows
   - Managing catalog categories and visibility

7. Knowledge Management:
   - Configuring knowledge bases and categories
   - Creating and organizing knowledge articles
   - Establishing article workflows and approvals
   - Promoting knowledge sharing and collaboration

8. Service Level Management:
   - Defining and managing SLAs, OLAs (Operational Level Agreements), and UCs (Underpinning Contracts)

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- Monitoring SLA performance and compliance
- Analyzing SLA metrics and generating reports
- Continually improving service levels and customer satisfaction
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10. Reporting and Analytics:

- Designing and creating custom reports and dashboards
- Configuring report schedules and subscriptions
- Defining and monitoring key performance indicators (KPIs)
- Analyzing data trends and identifying areas for improvement

11. Integration and Data Management:

- Configuring inbound/outbound integrations with external systems
- Establishing data imports and exports
- Mapping and transforming data between systems
- Monitoring integration performance and troubleshooting issues

SERVICENOW DEVELOPMENT CONTENT

1. ServiceNow Fundamentals:

- Understand the core concepts and architecture of the ServiceNow platform.
- Learn about the various ServiceNow products and modules.
- Familiarize yourself with ServiceNow's user interface and navigation.

2. ServiceNow Development Environment:

- Set up your development environment, including installing the necessary software and tools.
- Learn about ServiceNow's development methodologies and best practices.
- Understand the different types of ServiceNow instances (e.g., production, development, test) and how to work with them effectively.

3. ServiceNow Data Model:

- Explore the ServiceNow data model, including tables, fields, and relationships.
- Understand the different types of fields and their properties.
- Learn how to extend the data model by creating new tables and relationships.

4. ServiceNow Scripting:

- Gain proficiency in JavaScript, as it is the primary scripting language used in ServiceNow.
- Learn about client-side scripting and server-side scripting in ServiceNow.
- Understand how to write business rules, script includes, UI policies, and other types of scripts.

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5. ServiceNow UI Development:
- Learn how to customize the user interface using UI policies, UI actions, and client scripts.
- Explore the different types of ServiceNow forms, lists, and views.
- Understand how to create and modify ServiceNow widgets and portals.

6. ServiceNow Integration:
- Learn how to integrate ServiceNow with external systems using web services (SOAP and REST APIs).
- Understand the various integration methods available in ServiceNow, such as MID Server and ServiceNow Connector.
- Explore ServiceNow's integration capabilities with other applications and platforms, such as LDAP, Active Directory, and Microsoft Azure.

7. ServiceNow Application Development:
- Learn how to develop custom applications in ServiceNow using the Application Designer.
- Understand application scoping and how to create application modules and tables.
- Gain proficiency in creating application-specific business rules, workflows, and UI components.

8. ServiceNow Automated Processes:
- Explore ServiceNow's workflow engine and learn how to create custom workflows.
- Understand how to automate processes using ServiceNow's Orchestration and Flow Designer.
- Learn about ServiceNow's event management and how to create event-driven automations.

9. ServiceNow Reporting and Analytics:
- Learn how to create reports and dashboards in ServiceNow.
- Understand ServiceNow's reporting tools, such as Performance Analytics and Predictive Intelligence.
- Gain proficiency in creating meaningful visualizations and analyzing data within ServiceNow.

10. ServiceNow Performance Optimization and Security:
- Learn about performance optimization techniques for ServiceNow applications.
- Understand ServiceNow's security model and best practices for securing your applications and data.
- Explore ServiceNow's performance analytics and monitoring capabilities.

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