

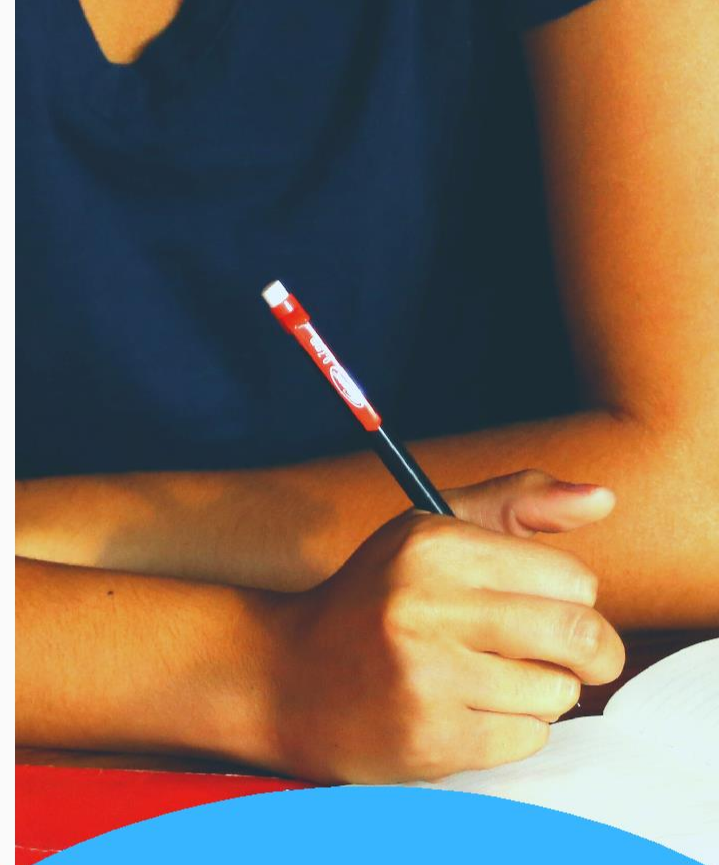
# BBS Technologies

## Contact us:

No-3499,14th Main road,Hal 2nd Stage  
Indiranagar , Bangalore-560008,Karnataka  
(INDIA) Cont.No:+91-8040927430  
Email: Info@bbstechnologies.in

ServiceNow

BBS Technologies  
<http://bbstechnologies.in/>



# ServiceNow Course Content

## 1. Introduction to ITIL and ITSM

## 2. Introduction to Service Now

- Introduction to service now instances & Process& versions
- SNC Navigations
- SNC Applications and Modules
- Forms, Lists and Tables

## 3. Tables & Columns and Administration

## 4. Basic Forms and List Modifications and Administration

- Personalizing Forms
- Creating new sections in forms
- Personalizing Lists and List controls
- Introduction to Different types of Fields
- Creating New Views

## 5. Configuring Users and Groups and Administration

- Users& Delegating users & VIP users
- Groups

- Roles
- Roles tagging to users and groups

## **6.Applications and Modules Administration**

- Creating and modifying applications and modules and other related activities
- Limiting access of Applications and modules to specific set of roles

## **7.Introduction on different Modules**

- Incident Management
- Problem Management
- Change Management and it's workflows
- Service Level Management
- Knowledge & Asset Management
- Configuration Management DataBase (CMDB)

## **8.Change Management**

- Different types of change requests and their significance
- Change Types and Respective workflows
- Approvals debugging in workflows

## 9. Service Level Management

- SLA definitions and triggering conditions
- SLA schedules
- Excluding and Including holidays in Schedules
- Retroactive start usage in SLA
- SLA workflow and Notifications on breach

## 10. Service Catalog

- Introduction to Items, Categories & Catalogs
- Record Producers vs Catalog Items
- Introduction to Variables and Variable Sets.
- Creating workflows and attaching the workflows to the Catalog items
- Associating workflows to other tables.

## 11. Email Notifications and Events

- Email notification creation (when to trigger, whom to trigger, What content to send)
- Templates utilization in email notification & Notification Scripts
- Events creation
- Email notification through events

- Email notification in workflow via notification and events

## **12. Import sets and Transform Maps**

- Data load through excel
- Transform Mapping(Auto and Manual mapping)
- Data source creation (like excel,csv)
- Utilizing data source in Data loads
- Scheduled Imports

## **13. Scripting**

- Client Side scripting
- Client Scripts (Intro, How to write and use)
- UI Policies (Intro, How to write and use)
- Server Side scripting
- UI Actions (Intro, How to write and use)
- Business Rules and Global Business Rules (Intro, How to write and use)

## **14. Script Includes**

## **15. Update Set& Update Sources**

- Introduction to update set
- Creating an update set
- Using an update set
- Creating update source
- Retrieving update sets
- Moving changes between instances
- Errors skipping and checking
- Advantages and best practices

## **16. Reports, Gauges and Homepage**

- Creating Quick reports from lists
- Creating Reports, Gauges and Homepages
- Various types of reports and usage
- Scheduling reports
- Report Administration

## **17. Creating Inbound Email Actions**

- Email to ticket creation

## **18. Creating Schedule Jobs**

## **19. Access Control Rules (ACL)**

## **20. Introduction to CMDB & CI**

## **21. Relationship between the different CI's**

## **22. Usage of MID Server & SSO & LDAP Process**

- Bringing the Active Directory users information in the ServiceNow
- Updating the records in the ServiceNow

## **23. Introduction to CMS Portal (Older Version)**

- Creating a New Site
- Creating Different Pages in ESS Portal
- Bringing the Catalog items& Record producers in ESS Portal
- Creating Iframes

## **24. Introduction to Service Portal (Newer Version)**

- Creating a New Site
- Creating Different Pages in Service Portal
- Bringing the Catalog items& Record producers in Service Portal

## **25. Introduction to Web services (REST, SOAP)**

- Creating a Connection between the 2 ServiceNow Instances using web services.
- Transfer the Data from One instance to another Instance