

# Service Now Developer Training

## About US

Vision IT Technologies is an end-to-end Training and recruitment Company, Providing Its Services successfully for last 10 Years and best part is we are able to manage almost 100% Placement record since we started. Vision IT Technologies is an organization which has been established to overcome this crying need of skilful resources. Started by a group of young industry professionals with experience in the best companies of the country, Vision IT Technologies is the one-stop solution for all your knowledge and resource requirements. We train the raw talent available in the market over relevant technologies to make them fit to directly enter the corporate workforce.

## About Course

- **ServiceNow** is a software platform which supports IT Service Management (ITSM). It helps you to automate IT Business Management (ITBM). This cloud-based platform is designed based on ITIL guidelines.
- ServiceNow focuses on service-orientation toward the tasks, activities, and processes. It uses machine learning to leverage data and workflows to help modern enterprise becomes faster and more scalable.
- It offers the flexibility, power, and dependability to achieve the goals of the incident and problem management. Moreover, users are free to select their most comfortable support interface. It provides all the information to the technician to diagnose and repair issues while removing the dependency on spreadsheets and emails.

## Why ServiceNow

- Here are the prime reasons for using ServiceNow
- All stakeholders including employee and customer make changes to the same platform which streamlines operations and provides a single version of the truth
- Allows your employee to perform better, and the service levels will eventually improve
- Helps to reduce ITSM costs up to 60%
- Helps you to replace unstructured work patterns/business processes with intelligent workflows
- It offers many ways to get help including forms, questionnaires, chat, email, etc.
- Web services and email actions handle events from various monitoring tools and external sources.
- ServiceNow will help you work very quickly which makes your work process smarter and faster.
- Being SaaS, you do not need to worry about configuration, deployment, updates, and maintenance.
- You can offer a customer friendly self-service portal with your branding.

## Curriculum

### Java Script

- Creating and using variables Working with primitive data types
- Creating custom objects Using event handlers to handle user-triggered events
- Defining and invoking functions Using conditional constructs and loops
- Debugging JavaScript code Using arrow functions AppExchange overview
- Salesforce to Salesforce
- Page layouts Creation & Assignment
- Designing portals, reports and dashboard in Salesforce

### Service Now

- Process Application
- Work with Knowledge Base
- Create and Populate Service CatLog Items and Order Guide
- Core Application Administration
- Set up Email Notifications
- Learn about Upgrade Process and Release Cycle
- Implement Contextual Application Security
  
- Service Administration
- Create and Modify Reports
- Create and Apply SLAs
- Customize and Brand Your Instance
  
- Work Flow Basic
- Business Rules
- Client Script
- UI Action
- UI Policy
- Scheduled Jobs
- Workflow Script
  
- Service Catalog
- SLA's

## Service Now Advance

- Scripting Advanced
- Scripting in Emails
- Workflow Scripting
  
- Cloning of System
- Platform Administration:
- Exporting Data using Transform Map
- Migration Using Update Sets (working with One or more update sets)
  
- CMDB
- Asset Management
- Discovery
- Application Security
  
- Integrations
- LDAP
- SSO
- WebServices
- Scripted Web Service
- REST
- SOAP
  
- Service Catalog Advance
- Order Guide
  
- Installing and Managing MID Server
- Creating Applications
- Creating Modules
- Go-live preparation and checklist
- Performance and Coding best practices

## Resume Building and Interview Preparation

- Resume Building
- 15 Mocks Interview From Industry People