

Course Overview

Keystone has created a 2 day Service-now.com Administration Training course, which aims to provide participants with the foundations skills to enable them to administer, maintain and enhance Service-now.com within their organisation. This is a hands-on course, with extensive use of lab sessions to ensure maximum uptake of the course material. This course covers the topics outlined below.

Day 1

Introduction

- Service-now.com Overview
- Navigating Service-now.com
- Users, Groups and Roles

Tables

- Schema Maps
- Custom tables
- Numbering schemes
- Modifying tables and columns

Lists and Forms

- Forms and views
- Personalising Lists and Controls
- Creating new fields
- Dependent fields

UI Controls and Business Rules

- UI Policies and UI Actions
- Client Scripts
- Business Rules

Email Notifications

- Events / Business Rules
- Email Notifications
- Email Templates & Watermarks
- Inbound Email Actions

Applications and Module

- Creating new applications and modules

Day 2

Security

- Access Control Rules
- Role based vs conditional security
- Security Debugging

Service Level Agreements

- SLA Definitions
- SLA Workflows

Graphical Workflow Engine

- Creating and Editing workflows

Reports, Homepages and Gauges

- Creating and modifying reports
- Scheduling
- Homepages and gauges

Data Import

- Import sets
- Transform maps

Configuration Migration

- Update Sets

Service Catalogue

- Service Catalogue Overview
- Catalogue Item creation
- Service Catalogue Workflows
- Service Catalogue UI Policies and Scripts

Going Further

- Integration Plugins
- Navigating the Service-now.com wiki

Course Pre-requisites

This course does not require the participant to have prior knowledge of Service-now.com, however the course is suitable for Service-now.com Administrators looking to strengthen their knowledge in a structured learning environment.

Course Details

Please contact your Keystone representative or email: info@keystone-ms.com.au for details on pricing, scheduling and upcoming classes.