
ServiceNow Training

ServiceNow is a platform-as-a-service (PaaS) provides a platform for forms-based workflow application development. Administrator can access to system functional and data areas regardless of security constraints. Service administration training teaches how to efficiently perform installation and set-up of process applications and create custom applications with complete certificate guidance as per industry terminology.

ServiceNow Training Content

Introduction to ServiceNow

This is the introduction module, working over enlightening over ServiceNow

What is Service Now

Why and who can use Service Now

Concept of cloud computing in Service Now

Introduction to ITIL foundation

Navigation and users

Helpful portals

Releases

1. Incident Management

Learn all about incident management process and service improvements.

Overview

Incident management process

Continual service improvement to incident management

2. Change Management

This module will introduce the change management process, workflow and service improvement.

Overview

Change management process (Raising, planning and Authorize)

Change management workflow and change task

Continual service improvement to change management

3. Problem Management

What is problem management workflow and task types, explained in this module of servicenow admin training.

Overview

Problem management process (identify, Investigate, Resolve)

Problem management workflow and problem task types

Continual Service improvement to problem management

Context menu

4. Asset and Configuration management

Learn all about CI relationships and much more in this module of Servicenow admin.

Introduction to CI and Asset

Class and category CI

Model and type of assets

CMDB Plug-in and CI Relationships

5. Knowledge Management

This module of ServiceNow admin training explains all about knowledge management.

Overview

Knowledge Management Roles

Application and Modules

Using Knowledge

Creating Knowledge

Translating Knowledge

Tracking and Reporting on Knowledge

6. SLA & SDLC

Importance of Service level agreement, workflow and much more in this module.

Introduction to SLA
OLA and UPC
SLA Workflow
Service Level Agreement
SDLC In Service now

7. Employee Self Service & Service Catalog

A brief explanation about service catalog.

My Profile
My tasks and approvals
Introduction to Service Catalog