

# IT HUNTER SOLUTIONS

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## SERVICE NOW ADMIN

### Introduction to ITIL

- Introduction to ITSM
- Incident Management
- Problem Management and change management
- Service Request Management
- Configuration Management Database
- SLA's and OLA's

### Introduction to Service Now

- Tool Introduction
- Current Competitors
- Releases
- User Licenses
- Using Wiki and Community

### Basic Administration

- Customizing Home Pages
- Form Layouts and list layouts
- Adding Users to Groups
- Granting Roles to Users
- Introducing Applications and Modules
- Creation of tables and Modules
- Creating tickets and raising Requests
- Creating SLA's
- Performance Metrics

### Advanced Administration

- UI Policies, Notifications
- Dictionary Entries and Overrides
- Data Policies
- List Control and Calculations
- Exporting the Data from Service-Now
- Update sets imports and Exports
- Scheduling Jobs

## **Scripting**

- Business Rules
- Client Scripts
- UI Actions
- Script Includes
- Jelly Scripting

## **Reporting**

- Bar Charts
- Pie Charts
- List Reports
- Pivot Tables
- Using scripting in Reporting
- Scheduling Reports
- Making Gauges

## **Cloning and Upgrades**

- Need For cloning and ways to implement it
- Upgrading the instance for new Release

## **Integrations**

- Web Services: Direct Web Services
- Transform Map Web Services
- Scripted Web Services
- Email Integration: Inbound Actions
- Event Registry
- Creating and Triggering Events

## **Content Management**

- Introduction to CMS
- Creating Sites
- Creating Pages
- Creating Blocks using Scripting
- Login Rules

## **Configuration Management**

- Classes in CMDB
- Mapping Configuration Item to Asset Records
- Loading the CI's into Service-Now
- Relating Configuration items

## **Import Sets**

- Loading Data of different Formats
- Using Data Sources
- Using Transform Maps and Transform scripts

### **Service Catalog**

- Creating Catalog Items using Variables and Variable sets
- Creating Record Producers
- Design the flow using Workflow
- Creating Execution Plans
- Writing Catalog Client Scripts and Catalog UI Policies

### **Workflows**

- Creating Workflows on different tables
- Approvals using workflows
- Using Different Activities in workflows

### **MID Server Installation**

- Installing MID server on an instance
- Testing the MID Server using another Logins
- Importing Files by Using MID Server