



Information Technology

Advanced ServiceNow Design

Course Introduction

We offer a tailored 5-days training program on Advanced ServiceNow Design .This comprehensive course equips participants with cutting-edge knowledge and practical skills in ServiceNow Design .

By the end of the course, they will have hands-on experience with Advanced ServiceNow Design

Target Audience

- Software Developers
- Software Engineers
- Data Architects
- System Administrators
- DevOps

Learning Objectives

- Introduction to ITIL
- Introduction to Service-Now
- Basic administration
- Advanced Administration
- Scripting

Course Outline

- **Day 01**

- Introduction to ITIL**

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

- **Day 02**

- Introduction to Service-Now**

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

- **Day 03**

- 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

- **Day 04**

- 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
- **Day 05**

Scripting

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

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 16, 2025	June 20, 2025	5 days	4250.00 \$	UAE - Dubai
Sept. 8, 2025	Sept. 12, 2025	5 days	5950.00 \$	USA - Los Angeles
Dec. 29, 2025	Jan. 2, 2026	5 days	4250.00 \$	UAE - Abu Dhabi