

## Overview

What is ServiceNow

Introduction

Architecture

Licensing

How to raise instance request?

ITIL Concepts

ITIL vs ServiceNow

UI Essentials

## Service Now Administration

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Dictionary

Applications / Modules

Global Vs Scoped Applications

Home Pages

List / Forms

Service Now Incident Walk Through

Problem Management Walk Through

Service Catalog Walk through

Change Management through

Reports

Report Development

Data Importing

Import Sets & Transformation Mapping

Foundation Data Administration

User Administration

Group Administration

Roles Administration

Auto routing / Assignment

Visual Board

## **Service Now Development**

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Form Design / Form Personalization

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Glide System

Notifications

Inbound Mail Actions

UI Policies

Data Policies

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UI actions

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Script Include

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Workflows

Service Catalog Development

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Incident Management

Problem Management

Change Management

Asset Management

SLAs

Knowledge Management

CMDB

MID Server