

60 Days ServiceNow Development + ServiceNow Admin Training Syllabus

☐ PHASE 1: FUNDAMENTALS (Day 1–8)

Day 1–2: Introduction to ServiceNow

- What is ServiceNow (Cloud Platform, SaaS)
- ITSM overview (ITIL basics)
- Real-time industry use cases
- Instance creation (PDI)

Day 3–4: Navigation & UI

- Application Navigator
- Modules & Applications
- Lists, Filters, and Search

Day 5–6: Tables & Database (VERY IMPORTANT)

- Tables, Records, Fields
- Dictionary & Schema Map
- Relationships

Day 7–8: Forms & Users

- Form layout & customization
 - Views & personalization
 - Users, Roles & Groups
 - Impersonation
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☐ PHASE 2: ADMIN CORE (Day 9–20)

Day 9–11: Access Control (ACL)

- ACL concepts
- Role-based security
- Debugging ACL

Day 12–13: Data Management

- Import Sets

- Transform Maps
- Data load from Excel

Day 14–15: Update Sets

- Local vs Global update sets
- Migration between instances

Day 16–17: Notifications

- Email notifications
- Events & triggers

Day 18–20: SLA & UI Customization

- SLA definition & configuration
 - UI Policies
 - UI Actions
 - Form-level scripting basics
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□ PHASE 3: ITSM MODULES (Day 21–35)

Day 21–25: Incident Management

- Incident lifecycle
- Priority & SLA matrix
- Assignment groups
- Business rules in Incident

Day 26–28: Problem Management

- Problem vs Incident
- Root Cause Analysis
- Known Error Database

Day 29–31: Change Management

- Change types (Normal, Emergency, Standard)
- CAB process
- Approval workflows

Day 32–33: Service Catalog

- Catalog items
- Record producers
- Variables

Day 34–35: Request Management

- REQ, RITM, TASK
 - Request lifecycle
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□ PHASE 4: CMDB & ASSET MANAGEMENT (Day 36–45)

Day 36–38: CMDB Basics

- Configuration Item (CI)
- CI classes & hierarchy
- CMDB tables

Day 39–40: CI Relationships

- Dependency mapping
- Parent-child relationships

Day 41–42: Discovery (Overview)

- MID Server concept
- Discovery basics

Day 43–45: Asset Management

- Asset lifecycle
 - Asset vs CI
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□ PHASE 5: AUTOMATION & SCRIPTING (Day 46–55)

Day 46–48: Business Rules

- Before, After, Async
- Real-time use cases

Day 49–50: Client Scripts

- onLoad, onChange, onSubmit

Day 51–52: UI Policies (Advanced)

- Conditions & actions

Day 53–55: Flow Designer

- Flow creation
 - Approvals automation
 - Replace workflows
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□ PHASE 6: REPORTS (Day 56–60)

Day 56–60: Reports & Dashboards

- Report types
- Filters
- Dashboards creation

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