



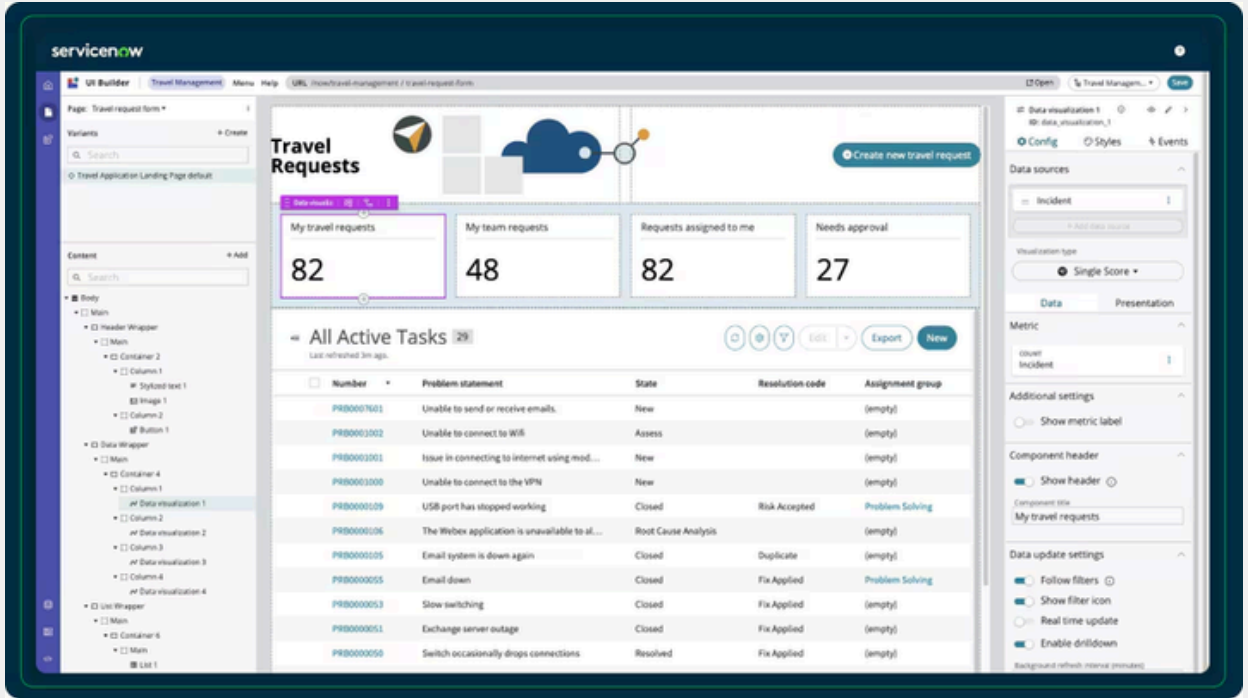
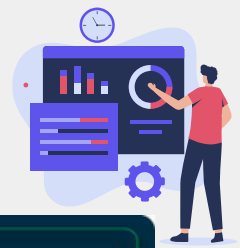
# SERVICENOW MASTER

TRAINING PROGRAM

# servicenow

## What is ServiceNow?

ServiceNow is a cloud-based workflow automation platform that helps organizations streamline processes, manage services, and connect teams across IT, HR, customer service, security, and other departments all through a single, unified system that reduces manual work and improves efficiency.



The screenshot displays the ServiceNow UI Builder interface for a 'Travel Requests' dashboard. The dashboard includes four summary cards: 'My travel requests' (82), 'My team requests' (48), 'Requests assigned to me' (82), and 'Needs approval' (27). Below these cards is a table titled 'All Active Tasks' with 29 items. The table columns are: Number, Problem statement, State, Resolution code, and Assignment group.

Number	Problem statement	State	Resolution code	Assignment group
PRB0007601	Unable to send or receive emails.	New		(empty)
PRB0001002	Unable to connect to WiFi	Assess		(empty)
PRB0001001	Issue in connecting to internet using mod...	New		(empty)
PRB0001000	Unable to connect to the VPN	New		(empty)
PRB0000109	USB port has stopped working	Closed	Risk Accepted	Problem Solving
PRB0000106	The Webex application is unavailable to al...	Root Cause Analysis		(empty)
PRB0000105	Email system is down again	Closed	Duplicate	(empty)
PRB0000005	Email down	Closed	Fix Applied	Problem Solving
PRB0000003	Slow switching	Closed	Fix Applied	(empty)
PRB0000001	Exchange server outage	Closed	Fix Applied	(empty)
PRB0000000	Switch occasionally drops connections	Resolved	Fix Applied	(empty)

# CAREER OPPORTUNITY

**ServiceNow  
Developer**

**ServiceNow  
Application  
Developer**

**ServiceNow  
Platform  
Developer**

**ServiceNow  
ITSM  
Developer**

**ServiceNow  
Administrator**

**IT Service  
Management  
Administrator**

**ServiceNow  
ITSM  
Administrator**

**ServiceNow  
Support  
Engineer  
(L1/L2)**

**service now  
BA**



# ABOUT US

At **TechPratham**, we're committed to empowering careers through industry focused, practical training. Our programs are designed to make you job ready with hands on learning, real time projects, and expert mentorship. We offer 6 months of Workday tenant access, 24/7 learner support, class recordings, and a hassle free learning experience. All our sessions are led by experienced Workday professionals with over 10 years of industry expertise, ensuring deep insights and real world knowledge. Our dedicated placement team provides 100% job support and we continue to guide you until you achieve your ideal career goal. With specialized departments and round the clock assistance, TechPratham is your trusted partner in achieving Workday excellence.



# TOP SKILLS & TOOLS



# TRAINING FEATURES

1

## Lifetime Training & Job Support

Enjoy ongoing access to updated training content, expert sessions, and continuous career support

2

## Live Projects

Gain hands-on experience by working on real-time use cases and business scenarios.

3

## Resume Building

We help you create keyword-optimized, professional resumes that stand out to recruiters.

4

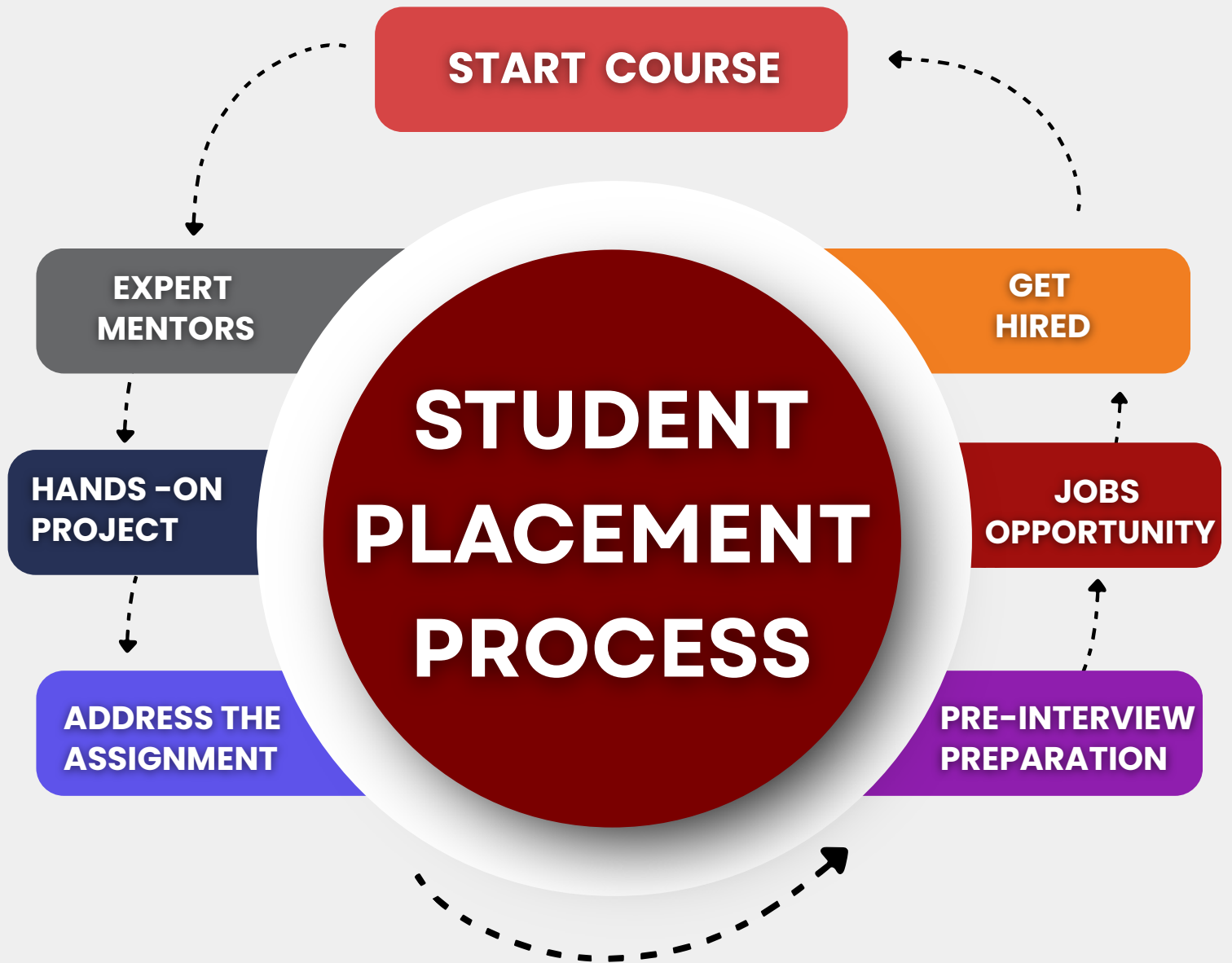
## Interview Preparation

Structured mock interviews, role-play sessions, and personalized guidance to help you answer confidently and impress recruiters.

5

## 100% Job Assistance

From application to offer – we guide you at every step until you land your dream MNC role.



# SERVICENOW ITSM CONTENT

## MODULE 1: SERVICENOW OVERVIEW AND INTRODUCTION

- Introduction to ITSM
- Overview of ITSM
- Introduction of Servicenow
- What is Servicenow?
- Why and who can use Servicenow
- History of Servicenow
- Servicenow Features
- Servicenow Objectives
- Servicenow Lifecycle
- Architecture of Servicenow
- Servicenow Market Trends
- Prerequisites for Servicenow
- Servicenow Versions

## MODULE 2: PDI ACCOUNT CREATION

- New PDI Account Creation
- Request for Developer Instance
- How do we reset admin Password
- Who will create Developer Instance
- Use of stats.do

## MODULE 3: USER INTERFACE

- What is User Interface (UI)?
- User Profile
- Basic Configuration
- Purpose of Impersonate User
- Use of Global Search
- Toggle Connect Sidebar
- Settings (Available Component)

## MODULE 4: FORMS

- What is Form & Record?

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- Form Headers and Fields

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- Form Design and Form Layout

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- Work with Form Sections

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- Field Properties

---

- Working with Annotation

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- Creating Custom Fields from Design and Form Layout

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- Configure .Dot Walking

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- Form Customization and Personalization

## MODULE 5: FORMATTERS

- What is Formatter?

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- Types of formatters in base system

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- Working with all types Formatters

---

- Create process flow formatter for Incident Table

## MODULE 6: LISTS

- Filters and Search Conditions in Lists
- Types of Record Searches
- What about Condition Builder
- Breadcrumbs and Usage
- Context Menus
- Personalizing and Customizing Lists
- Filters Add to Favorite
- Configure List Layout
- List Controls
- List Calculations
- Purpose of Wild Card Entries
- Filters & Searches
- Update Multiple Records
- Wild Card Entries

## MODULE 7: PLUGINS

- What is Plugin?
- Predefined Plugins Installed in servicenow
- Activate and Deactivating Plugins
- Upgrading Plugins

## MODULE 8: TABLES AND FIELDS AND COLUMNS

- Introduction to Table
- Out of the Box Tables Types of Tables in Servicenow
- Extended Table and Referenced Tables
- Major Table in Servicenow
- Importance of Schema Map
- Creating Custom Table

- Deleting Custom Tables
- Defaults Fields in Custom Table
- Describe u\_
- Dictionary Entries
- Creating Countries and Locations
- Assign roles to Users and Groups
- Delegate Users
- Current Logged in Users
- Active Transitions
- User Preferences

## **MODULE 9: REPORTS AND DASHBOARDS**

- Introduction to User Administration
- Creating Users
- Types of User Interfaces in Servicenow
- Difference Between End User, ITIL User, Administration
- Working with Groups
- Working with Roles
- Creating Department and Company
- Creating Countries and Locations
- Assign roles to Users and Groups

- Delegate Users

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- Current Logged in Users

---

- Active Transitions

---

- User Preferences

## **MODULE 10: INCIDENT MANAGEMENT LIFE CYCLE AND STATE MODEL**

- Introduction to Incident Management

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- What is Incident

---

- Life Cycle of Incident Management

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- Working with State Model

## **MODULE 11: DATA LOOKUP RULES**

- Introduction to Data Lookup Rules

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- Creating New Data Lookup Rule

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- Modify Existing Data Lookup Rule

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- Data Lookup Rule Tables of Incident and Problem

---

- Working with Data Lookup Definition

---

- Work with Record Macher

## MODULE 12: ASSIGNMENT LOOKUP RULES

- Introduction to Assignment Lookup Rule
- Defining Assignment Rules
- Creating New Assignment Rule
- Precedence Between Data Lookup and Assignment and Business Rules

## MODULE 13: UI POLICY

- Introduction to UI Policy
- Use of UI Policy
- Create UI Policies for Incident Table
- Working with More UI Policies
- UI Policy Terminology
- Converting an UI Policy to Data Policy
- Describe Global, On Load, Reverse If false and Inherit for UI Policy
- Working with Hide Related Lists

## MODULE 14: DATA POLICY

- Introduction to Data Policy and Usage
- Creating Data Policy Rules
- Converting Data Policy to UI policy

- Applying Data Policies to Incident Table
- Difference between UI policy and Data Policy

## MODULE 15: RELATED LISTS

- Introduction to Related Lists
- Working with Related Lists
- Creating New Related List and Add to Form

## MODULE 16: SERVICE LEVEL MANAGEMENT

- Introduction to Service Level Management (SLM)
- Describing SLA
- Types of SLA's
- Working with SLA, OLA and UC
- Understand Existing SLA Definition
- Creating New SLA Definition for Incident Table
- SLA Targets
- Schedule SLA Definitions
- Importance of Retroactive Start and Pause
- SLA Calculation
- Tracking of SLA Definition

## MODULE 17: IMPORT SETS

- Introduction to Import Sets
- Data Import Process
- Preparing Data for Import
- Data Loading
- Creating Transform Map
- Fields Mapping
- Work with Coalesce
- Working with Multiple Coalesce
- Run Transform Map
- Importing Data Sources
- Schedule Import Sets
- Transform Event Scripts
- Transformation Event Script Variable

## MODULE 18: UPDATE SETS

- Introduction to Update Sets
- Importance of Update Sets
- Update Sets Tables What Update
- Sets Captured and Does Not Captured
- Default Update Sets

- Update Sets Administration
- Create New Local Update Sets
- Working with Retrieved Update Sets
- Update Sets Practical Exercise
- Preview and Commit Update Sets
- Migrating Update Sets
- Merge Update Sets
- Back Out Changes from Target Instance
- Update Sets Precautions
- Update Sets States

## MODULE 19: SERVICE CATALOG

- Introduction to Service Catalog
- Configure Service Catalogs
- Configure Categories
- Create Catalog Item
- Adding Service Catalog to Service Portal
- Types of Catalog Item
- Record Producers
- Types of Variables
- Order Guides
- Working with Rule Base
- Working with Cascade Variable

- Working with Variable Sets
- Working with User Criteria
- Catalog UI Policy
- Catalog Client Scripts
- Creating Variable Attributes
- Working with Reference Qualifier
- Service Catalog Properties
- Fulfillment Groups
- Catalog Request Report
- Variable Default Sizes
- Working with Regular Expressions

## MODULE 20: WORKFLOW

- Introduction to Workflow
- Workflow Core Activities
- Creating New Workflow
- Workflow Editor
- Stages Sets
- Active Contexts
- Workflow Administration
- Activity Definition
- Workflow Versions
- Workflow Properties

- Validate Workflow
- Scheduled Workflow
- Add workflow to Catalog Item

## MODULE 21: FLOW DESIGNER

- What is Flow Designer
- Key Components of Flow Designer
- Difference Between Workflow vs Flow Designer

## MODULE 22: REPORTS & DASH BOARDS

- Introduction to Reports
- Types of Reports
- Creating New Report
- Deleting Report
- Reports add to Dash Board
- Report Sharing
- Scheduling Reports
- Publish and Unpublish the Reports
- Report Properties Reports Statistics
- Working with Gauges
- Introduction to Dash Boards

- Create New Dash Board
- Responsive Non Responsive Dash boards
- Difference Between Home Page and Dash Board

## MODULE 23: ACCESS CONTROL LIST

- Introduction to System Security
- Importance of Elevate Roles and Security Admin
- Creating New ACL Rule
- Levels of ACL (Table and Field)
- ACL Operations
- ACL Execution Order
- Types of ACL's
- Describing Table and None
- Describing \* and None
- Describing \* and \*
- Describing Table and Fiel

## MODULE 24: EMAIL NOTIFICATIONS

- Introduction to System notifications
- Purpose of Email Notifications
- Creating New Email Notification
- Email Notification Tabs

- Preview Notification
- Email Templates
- Notifications on Event is fired
- Notifications on Triggered
- Configure Email Notification
- Working with Notification Email Scripts
- Omit Watermarks in Email Notifications
- Send Email Notification to CC
- Allow Digest
- Email Subscription
- Push Notifications

## **MODULE 25: WORKING WITH MAJOR INCIDENT MANAGEMENT**

- Introduction to Major Incident Management
- Creating Major Incident Candidate
- Creating Major Incident
- Importance of Candidates
- Major Incident Trigger Rules
- Properties of Major Incidents
- Promote to Major Incident
- Propose Major Incident

## MODULE 26: PROBLEM MANAGEMENT LIFECYCLE AND STATE MODEL

- Brief Introduction to Problem
- Problem Definition
- Creating Problem Record
- Add associated Incidents to Problem
- Problem Life Cycle and State Model
- Default States in Problem
- Knowledge Article Usage in Problem
- Communicate Workaround for Problem
- Communicate a Fix
- Create Known Article in Problem
- Working with Problem Task

## MODULE 27: CHANGE MANAGEMENT LIFECYCLE AND STATE MODEL

- Introduction to Change Management
- Create Change Request
- Change Request Table
- Create change request from Incident
- Types of Changes
- Elaborate Simple, Standard and Emergency Changes
- Standard Change Catalog

- Change Lifecycle and State Model
- Create Standard Template add to Catalog
- Working with Risk Calculation
- Working with Risk Assessment
- Change Management Plugins
- Unauthorized Change Request
- Change Properties

## **MODULE 28: KNOWLEDGE MANAGEMENT LIFECYCLE AND STATE MODEL**

- Introduction to Knowledge Management
- Use of Knowledge Articles
- Knowledge Management Lifecycle and State Model
- Configure Knowledge Management
- Create New Article and Publish
- Retired Article
- Create Knowledgebase
- Knowledge Management Role
- Working with Open Submission
- Working with Feedback Management
- Knowledge Administration
- User Criteria in Knowledge Management
- Integrating Knowledge Articles in Incident and Service Portal

- Knowledge Articles
- Workflow's Instant Publish and Retired
- Approval Publish and Retired
- Knowledge Coach

## DEVELOPMENT CURRICULUM

### MODULE 29: GLIDE API'S

- Introduction to Glide API's
- Overview of Glide API's
- Client Side Glide API's and Server Side Glide API's
- Working with Important Glide API's
- Glide Record
- Working with Glide Record Methods
- Glide Form
- Working with Glide Form Methods
- Glide User
- Working with Glide User Methods
- Glide Session
- Working with Glide Session Methods
- Glide Date
- Working with Glide Date Methods
- Glide Data and Time

- Working with Glide Date and Time Methods
- Glide List
- Working with Glide List Methods
- Glide Element
- Working with Glide Elements Methods
- Glide Dialog Window
- Working with Glide Dialog Window Methods
- Glide Aggregation
- Working with Glide Aggregation Methods
- Glide Ajax

## MODULE 30: CLIENT SCRIPTS

- Introduction to Client Scripts
- Purpose of Client Scripts and Where These are Run
- Types of Client Scripts
- Elaborate onLoad, onChange, onSubmit and onCellEdit Client scripts
- Create New Client Script
- Working with More Client Script Examples
- Catalog Client Script
- Difference Between Client Scripts and Catalog Client Scripts

## MODULE 31: UI ACTIONS

- Introduction to UI Actions
- Importance of UI Action
- Working with Existing UI Actions
- Create new UI Action
- Creating UI Actions into Different Places
- Working with Client Side UI Actions
- Importance of gsftsubmit in UI Action
- Working with more Examples

## MODULE 32: BUSINESS RULES

- Introduction to Business Rules
- Importance of Business Rules
- Working with Display and Query Business Rule
- Working with Async and Sync business rule
- Business Rule Actions
- Prevent recursive business rules
- Working with existing business rules in PDI
- Create new business rule
- Global variables in Business Rule
- Working with more example

## MODULE 33: SCHEDULED JOBS

- Introduction to Scheduled jobs
- Schedule jobs States
- Create new Schedule job
- Run Schedule jobs
- View Schedule Item

## MODULE 34: SCRIPT INCLUDE

- Introduction to Script Include
- Use of Script Include
- Types of Script Include
- Server Side Script Include
- Client Side Script Include
- Difference Between Global Business Rule and Script Include
- Create New Script Include
- Calling Script Include into Business Rules
- Calling Script Include into Client Side

## MODULE 35: SCRIPT INCLUDE WITH GLIDE AJAX

- Introduction to Glide Ajax
- Types of Glide Ajax
- Importance of Glide Ajax
- How to Call Script Include with Glide Ajax?

## MODULE 36: IMPLEMENTATION

### 1. Introduction & Planning

- Overview of ServiceNow
- Business requirements gathering
- Stakeholder identification
- Project scope definition
- Implementation roadmap

### 2. Instance Setup & Configuration

- Instance creation (Dev, Test, Prod)
- User roles & permissions
- System properties configuration
- Plugin activation
- Update sets management

### 3. Data Model & Table Design

---

- Tables & fields creation
  - Dictionary configuration
  - Reference fields
  - Relationships (one-to-many, many-to-many)
  - Data normalization
- 

### 4. Form & UI Configuration

---

- Form design
  - Form layouts & views
  - UI Policies
  - UI Actions
  - Client Scripts
- 

### 5. Business Logic & Scripting

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- Business Rules
  - Script Includes
  - Glide APIs
  - Server-side vs Client-side scripting
  - Data validation
-

## 6. Security & Access Control

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- ACL (Access Control Rules)
- Role-based security
- Data protection
- User authentication
- Audit logs

## 7. Reporting & Analytics

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- Reports creation
- Dashboards
- Performance Analytics
- Data visualization
- Scheduled reports

## 8. Testing

---

- Unit testing
- System testing
- UAT (User Acceptance Testing)
- Bug fixing
- Test case documentation

## 9. Deployment

- Update sets migration
- Application repository
- Version control
- Release management
- Go-live strategy

## MODULE 37: INTEGRATIONS

- Introduction to JIRA Integration
- What is Jira
- Why integration is required
- Integration architecture overview
- Integration between ServiceNow and Jira
- Create Outbound REST Message
- Configure Basic Authentication
- Create Business Rule(Aync Business Rule)
- Testing & Validation
- Best Practices

# IT ASSET MANAGEMENT

## MODULE 38: ASSET MANAGEMENT

- Introduction to Asset Management
- Asset lifecycle
- Asset types (Hardware, Software)
- Asset tracking
- Relationship with CMDB
- Asset allocation to users
- Asset auditing

# CUSTOMER SERVICE MANAGEMENT (CSM)

## MODULE 39: INTRODUCTION TO CSM

- What is Customer Service Management (CSM)
- Importance of customer support in organizations
- Difference between ITSM and CSM
- CSM architecture and components
- Customer service lifecycle
- Benefits of implementing CSM in ServiceNow

## MODULE 40: CSM FOUNDATION SETUP

- CSM roles and responsibilities
- Customer contacts and consumers
- Accounts and account hierarchy
- Contact management
- Role-based access control
- CSM application navigation

## MODULE 41: ACCOUNT AND CONTACT MANAGEMENT

- Creating customer accounts
- Business accounts and consumers
- Managing customer contacts
- Contact relationships
- Account hierarchies
- Customer information management

## MODULE 42: CASE MANAGEMENT

- Introduction to Cases
- Creating customer cases
- Case states and lifecycle
- Case assignment and routing
- Escalation management
- Case resolution process
- Parent-child case relationships

## MODULE 43: CONSUMER SERVICE PORTAL

- Consumer Service Portal overview
- Portal configuration
- Customer login and registration
- Self-service functionality
- Case creation from portal
- Customer experience improvements

## MODULE 44: KNOWLEDGE MANAGEMENT IN CSM

- Creating knowledge articles
- Knowledge categories
- Knowledge workflows
- Publishing articles
- Article feedback
- Knowledge search optimization

## MODULE 45: SERVICE CATALOG FOR CUSTOMERS

- Customer-facing catalog items
- Record producers
- Request management
- Catalog categories
- Service offerings
- Customer request fulfillment

## MODULE 46: SLA AND ENTITLEMENT MANAGEMENT

- Introduction to Entitlements
- Service Contracts
- SLA definitions
- Response and resolution SLAs
- SLA tracking
- Escalation management
- Contract management

## **MODULE 47: CASE ASSIGNMENT AND ESCALATION MANAGEMENT**

- Introduction to Assignment Rules
- Automatic case assignment
- Assignment groups in CSM
- Case routing based on categories
- Escalation rules
- Priority management
- Reassignment of cases
- Customer communication during escalation
- Best practices for case handling

## **MODULE 48: AUTOMATION AND FLOW DESIGNER**

- Flow Designer for CSM
- Case automation
- Auto-assignment rules
- Notifications
- Approvals
- Escalation workflows
- Customer communication automation

## MODULE 49: INTEGRATIONS

- REST integrations
- Third-party applications
- Email integration
- API integrations

## MODULE 50: REPORTS, DASHBOARDS AND INTERVIEW PREPARATION

- CSM reports
- Case analytics
- Customer satisfaction reporting
- Dashboard creation
- Real-time project scenarios
- Frequently asked CSM interview questions
- Mock interview sessions

## MODULE 51: ADVANCE DEVELOPMENT

- Application Scope
- Cross Scope Access
- Script Debugger
- Background Scripts
- Script Tracer
- Transaction Log
- Update Sets
- Source Control (Git Basics)
- Studio
- Application Repository
- Automated Test Framework (ATF)
- Scheduled Script Execution
- Import Automation

## COMPLEMENTARY ( ONLY RECORDING)

- CSM
- ITAM
- HRSD
- GRC
- ITOM
- ServiceNow BA
- PowerBI
- ServiceNow AI (Now Assist)



# SERVICENOW CERTIFIED SYSTEM ADMINISTRATOR (CSA) CERTIFICATION EXAM DETAILS (2026)

The **ServiceNow Certified System Administrator (CSA)** certification is the official entry-level credential from ServiceNow. It validates your ability to administer, configure, and maintain the ServiceNow platform and is widely recognized by employers for administrator and junior developer roles.

## Exam Overview

Exam Detail	Information
Certification	ServiceNow Certified System Administrator (CSA)
Exam Duration	90 Minutes
Number of Questions	60 Questions
Question Types	Multiple Choice (single answer) and Multiple Select (select all that apply)
Delivery Mode	Online proctored (OnVUE) or at a Pearson VUE test center
Exam Language	English (availability of other languages may vary)
Exam Fee	US\$300 (taxes may apply; discounts may be available for eligible customers or partners)
Registration Validity	You must schedule and complete the exam within 90 days of registration.

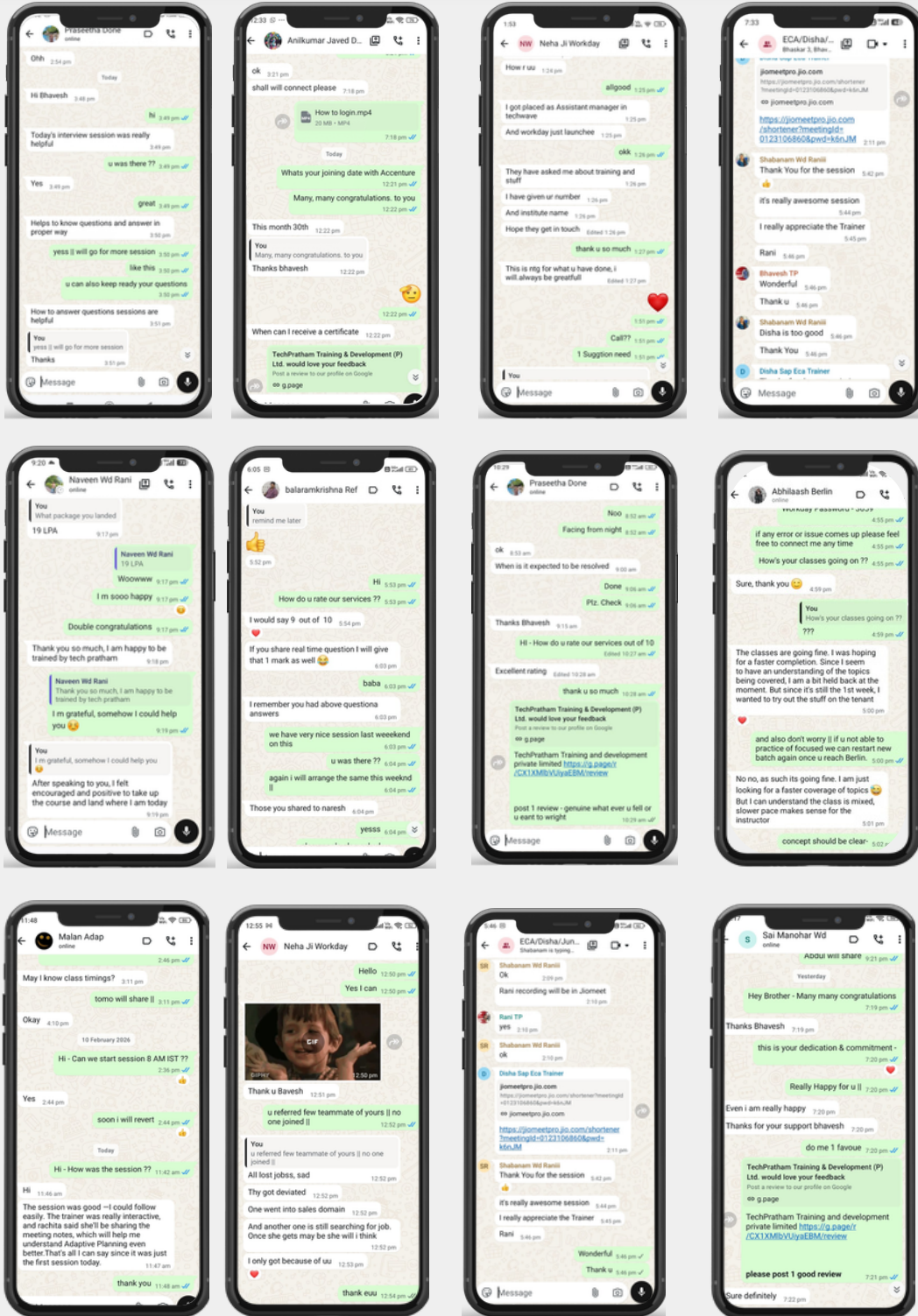
# SERVICENOW CERTIFIED APPLICATION DEVELOPER (CAD) CERTIFICATION EXAM DETAILS (2026)

The **ServiceNow Certified Application Developer (CAD)** certification validates your ability to design, build, test, and deploy custom applications on the ServiceNow platform. It is the recommended certification for ServiceNow Developers after earning the CSA certification.

## Exam Overview

Exam Detail	Information
Certification	ServiceNow Certified Application Developer (CAD)
Exam Duration	90 Minutes
Number of Questions	60 Questions
Question Types	Multiple Choice & Multiple Select
Delivery Mode	Online Proctored (Pearson VUE) or Test Center
Exam Language	English
Exam Fee	Approximately US\$300 (may vary by region and applicable taxes)
Registration Validity	Exam must be scheduled and completed within 90 days of registration.

# WHAT OUR LEARNER SAYS



## OUR HIRING PARTNERS

Adecco

Infosys

make my trip

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ebay

MetLife

Birlasoft

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MERCER  
MAKE TOMORROW. TODAY

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xerox

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accenture  
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THINKSYS

HCL

EQUIFAX

CresTech

AON Hewitt

IMPETUS

GlobalLogic

EBIX  
AUSTRALIA

amazon  
web services

Hexaview

bigbasket

snapdeal

fiserv.

CRMNEXT

magic

wipro

HEXAWARE

Extremalabs

DELL

SIEMENS  
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This is to certified that the above named student has successfully completed the training for the **COURSE NAME** conducted by the Techpratham from **DD/MM/YYYY** to **DD/MM/YYYY**. During this training, organisation found him/her, a good performer & an excellent learner.

*Bhaji Tyagi*

**MR. BHAGIRATH TYAGI**  
DIRECTOR & AUTHORIZED  
SIGNATORY



**Education is not Luxury  
it's necessity.**

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