Faysal Aziz

Mastering Advanced ServiceNow Techniques

FA-0299 · 5-days

Data & Analytics · Automation, RPA & Power Platform · Mainframe & Enterprise Systems

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Introduction

5-days

ServiceNow has become an indispensable platform for IT service management, driving efficiency and innovation across organizations. As businesses increasingly rely on ServiceNow to manage their digital workflows, there is a growing demand for professionals who can expertly navigate and extend the platform's capabilities. This advanced ServiceNow course is designed for those who are already familiar with the basics and are looking to deepen their understanding of the platform. Led by an instructor with over 30 years of industry experience, this course will provide hands-on training in advanced ServiceNow techniques, focusing on real-world applications that are highly valued in today’s market.

Learning outcomes

By the end of this course, participants will be able to:

- Design and implement complex workflows and automation within ServiceNow.
- Customize ServiceNow applications and modules to meet specific business needs.
- Integrate ServiceNow with other enterprise systems using advanced techniques.
- Develop and deploy custom applications on the ServiceNow platform.
- Optimize performance and ensure best practices in ServiceNow development.
- Utilize advanced reporting, dashboards, and analytics for better decision-making.
- Manage and secure the ServiceNow environment at an enterprise scale.

Prerequisites

Participants should have:

- A foundational understanding of ServiceNow, including experience with basic configuration and development.
- Familiarity with scripting in ServiceNow, including JavaScript and Glide scripting.
- Basic knowledge of IT service management (ITSM) principles.
- Experience working with ServiceNow workflows and forms.
- A desire to learn advanced customization and integration techniques.

Training outline

1. 1. Advanced Workflow and Automation

Complex Workflow Design

- Understanding the flow designer and its advanced features.
- Designing and implementing complex workflows.
- Using business rules, script actions, and scheduled jobs.

ServiceNow Orchestration

- Introduction to orchestration and its use cases.
- Automating processes beyond IT with ServiceNow Orchestration.
- Hands-on orchestration scenarios: automating repetitive tasks.

Automation with IntegrationHub

- Leveraging IntegrationHub for building and managing integrations.
- Using flow designer with IntegrationHub for advanced automation.
- Case studies on complex automation projects.

2. 2. Customization and Application Development

Advanced UI Customization

- Customizing the ServiceNow UI with custom scripts and styles.
- Developing custom portals and pages using Service Portal.
- Hands-on customization exercises.

ServiceNow Application Development

- Best practices for developing scoped applications.
- Creating and managing application modules and components.

- Deploying applications across multiple environments.

Advanced Scripting and APIs

- Deep dive into Glide API and advanced scripting techniques.
- Developing and utilizing REST and SOAP APIs in ServiceNow.
- Practical exercises on integrating external systems with ServiceNow.

3. 3. Integration and Data Management

Advanced Data Management

- Designing and managing complex data structures.
- Best practices for data migration and transformation.
- Automating data management tasks using scripts and flows.

ServiceNow Integration Strategies

- Planning and implementing robust integrations with third-party systems.
- Using MID Servers for secure and efficient integrations.
- Hands-on integration scenarios, including cloud services and enterprise systems.

Event Management and Monitoring

- Implementing and managing ServiceNow Event Management.
- Monitoring infrastructure using ServiceNow and third-party tools.
- Case studies on event-driven automation and integration.

4. 4. Performance Optimization and Best Practices

ServiceNow Performance Optimization

- Identifying and resolving performance bottlenecks.
- Using Performance Analytics to monitor and improve performance.
- Best practices for efficient scripting and query optimization.

Governance and Compliance

- Implementing governance models for ServiceNow development.
- Ensuring compliance with industry standards and regulations.
- Managing updates and changes across the ServiceNow environment.

Change and Release Management

- Advanced techniques in ServiceNow Change Management.
- Developing and managing release cycles for custom applications.
- Hands-on exercises in change and release strategies.

5. 5. Advanced Reporting, Analytics, and Security

Advanced Reporting and Dashboards

- Creating complex reports and dashboards using Performance Analytics.
- Customizing reports with advanced scripting and query building.
- Practical exercises in building insightful analytics for decision-making.

Security Management in ServiceNow

- Advanced security settings and role management.
- Implementing data security and encryption best practices.
- Hands-on scenarios for securing ServiceNow instances and data.

Scaling and Managing the ServiceNow Platform

- Strategies for managing large-scale ServiceNow deployments.
- Ensuring high availability and disaster recovery in ServiceNow.
- Case studies on scaling and optimizing ServiceNow environments.

This advanced ServiceNow course will not only enhance your technical expertise but also prepare you to tackle complex challenges in ServiceNow development and management. Whether you are looking to optimize your current processes or expand the capabilities of your ServiceNow environment, this course offers the knowledge and practical skills necessary to excel.

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