



## Service Now Admin & Development Course



## ServiceNow Training Program | **26 Days (One Month)** Admin | Development



Everyday 1:30 Hours | Mon to Sat  
Class Timing Start 8 AM to 10 PM

## ServiceNow Training Program | **Crash Course** Admin | Development



2 Saturdays + 2 Sundays Each Day 6.5 Hours (26 Hours)  
Timing 9:30 to 3:30 PM

## TABLE OF CONTENTS

1. INTRODUCTION – PRECEDENCE IT SERVICES .....	5
2. WHY CHOOSE US? .....	6
3. WHY LEARN SERVICENOW OR SWITCH DOMAINS? .....	6
4. SALARY COMPARISON ACROSS ROLES AND EXPERIENCE LEVELS .....	7
4.1. Average Annual Salary Comparison (in USD) (Source ChatGPT).....	7
4.2. Average Annual Salary Comparison – India (in ₹ LPA) (Source ChatGPT).....	8
5. SERVICENOW COURSE CONTENT .....	9
5.1. ServiceNow System Administrator Training .....	9
Day 01   Lesson 01   Fundamentals of Monitoring Tools & ServiceNow.....	9
Day 02   Lesson 02   Understanding of ServiceNow User Interface   Admin Task.....	9
Day 03   Lesson 03   Understanding of Form and Fields .....	10
Day 04   Lesson 04   Understanding Tables in ServiceNow .....	11
Day 05   Lesson 05   Email Notifications.....	11
Day 06   Lesson 06   Use of Access Control List   Working with Workflow .....	12
Day 07   Lesson 07   Import Sets .....	12
Day 08   Lesson 08   Update Sets.....	13
Day 09   Lesson 09   UI Policies, Data Policy & Business Rules.....	13
Day 10   Lesson 10   Service Level Management.....	14
Day 11   Lesson 11   Understanding of The ServiceNow Plugin? .....	14
Day 12   Lesson 12   Incident Management Life Cycle and Formatter .....	15
Day 13   Lesson 13   Problem Management & Change Management Life Cycle .....	16
Day 14   Lesson 14   Knowledge Management Lifecycle and State Model .....	17
Day 15   Lesson 15   Data Lookup Rules .....	17
Day 16   Lesson 16   Reports & Dashboards.....	18
Day 17   Lesson 17   Service Catalog .....	18
Day 18   Lesson 18   Configure MID Server and Cloning on Instance.....	19

5.2. ServiceNow Application Developer Training .....	20
Day 19   Lesson 01   JavaScript Fundamentals .....	20
Day 20   Lesson 02   Glide APIs .....	20
Day 21   Lesson 03   Client Scripts .....	21
Day 22   Lesson 04   Business Rules .....	21
Day 23   Lesson 05   Script Include .....	22
Day 24   Lesson 06   Script Include with Glide Ajax .....	22
Day 25   Lesson 07   Inbound Email Actions .....	22
Day 26   Lesson 08   Transform Event Scripts .....	22





## 1. INTRODUCTION – PRECEDENCE IT SERVICES

Precedence IT Services is a leading Information Technology company established in 2018. It consists of industry veterans, including solution architects, technical consultants, and network administrators. The company aims to provide innovative solutions and services to solve infrastructure and application service challenges, using technology and competency.

Our successful service delivery model on white-labeled services for large system integrators derives parallels from our rich horizontal IT Infrastructure expertise – Servers, Operating Systems, Virtual environment, Applications, Networks, Storage, and security. Business Vertical Knowledge – Government, Telecom, Banking, Finance, Insurance, Manufacturing, ITES, Large Enterprises.

We are the Precedence, an organization consisting of industry-leading veteran crowds like Solution architects, Technical Consultants, and Network Administrators. We are here to solve your Infrastructure and application Service challenges through innovative solutions & services, using technology & competency. Our industry best practices and cost-effective solutions will help you run your operation smoothly.

We aim to provide solutions tailor-made for your organization's business goals and ensure that our company and people guarantee our customers the highest levels of service, responsiveness, and dependability using an exceptional skill set for the most used EMS tools.

servicenow

opentext™

ca  
technologies  
A Broadcom Company

infraon

bmc MICRO  
FOCUS

solarwinds

TIBCO®  
Jaspersoft

Grafana

Power BI

ManageEngine



---

## 2. WHY CHOOSE US?

- 20+ Years of IT & Monitoring Expertise || **9 years in ServiceNow**
  - Learn with Scenarios Use cases not only theory
  - Weekly Review + Hands-On Exercises
  - Certified ServiceNow Trainers
  - Real-Time Projects & Case Studies
  - Personalized Support & Mentorship
  - Post-Training Job Assistance
  - Access to Recorded Sessions & Materials
- 

## 3. WHY LEARN SERVICENOW OR SWITCH DOMAINS

### High Demand Across Industries

ServiceNow is a fast-growing cloud platform used in ITSM and digital workflows by companies in healthcare, finance, telecom, and more—driving strong global demand.

### Excellent Salary Potential

Certified professionals earn **\$80K–\$150K+ annually**, with higher pay for experienced roles.

### Easy to Switch

Whether you're from IT support, dev, testing, or BPO, ServiceNow's low-code tools and clear learning paths make it easy to transition.

### Future-Ready Growth

Beyond IT, ServiceNow powers HR, Customer Service, and Security—offering stable and diverse career options.

## 4. SALARY COMPARISON ACROSS ROLES AND EXPERIENCE LEVELS

### 4.1. Average Annual Salary Comparison (in USD) (Source ChatGPT)

Job Role	Entry-Level	Mid-Level	Senior-Level
ServiceNow Administrator	\$60,000 – \$80,000	\$85,000 – \$105,000	\$110,000 – \$135,000
ServiceNow Developer	\$75,000 – \$95,000	\$100,000 – \$125,000	\$130,000 – \$160,000
ServiceNow Architect/Consultant	\$100,000+	\$130,000 – \$160,000	\$170,000 – \$200,000+
Cloud Professional (AWS/Azure)	\$70,000 – \$90,000	\$100,000 – \$130,000	\$140,000 – \$180,000
Software Developer	\$65,000 – \$85,000	\$90,000 – \$120,000	\$130,000 – \$160,000
System Administrator	\$55,000 – \$70,000	\$75,000 – \$90,000	\$95,000 – \$115,000
RHEL/Linux Administrator	\$60,000 – \$75,000	\$80,000 – \$95,000	\$100,000 – \$120,000
Networking Engineer	\$55,000 – \$70,000	\$75,000 – \$95,000	\$100,000 – \$120,000
Web Developer	\$50,000 – \$70,000	\$75,000 – \$90,000	\$95,000 – \$110,000
Web Designer/UI Designer	\$45,000 – \$60,000	\$65,000 – \$80,000	\$85,000 – \$100,000
Digital Marketing Specialist	\$40,000 – \$60,000	\$65,000 – \$85,000	\$90,000 – \$110,000
IT Support / Help Desk	\$35,000 – \$50,000	\$55,000 – \$65,000	\$70,000 – \$85,000

#### 4.2. Average Annual Salary Comparison – India (in ₹ LPA) (Source ChatGPT)

Job Role	Entry-Level (0–2 yrs)	Mid-Level (3–6 yrs)	Senior-Level (7+ yrs)
ServiceNow Administrator	₹4 – ₹6 LPA	₹7 – ₹10 LPA	₹12 – ₹18 LPA
ServiceNow Developer	₹5 – ₹8 LPA	₹10 – ₹14 LPA	₹15 – ₹22 LPA
ServiceNow Architect/Consultant	₹12 – ₹16 LPA	₹18 – ₹25 LPA	₹25 – ₹35+ LPA
Cloud Engineer (AWS/Azure/GCP)	₹5 – ₹8 LPA	₹10 – ₹15 LPA	₹18 – ₹28 LPA
Software Developer	₹4 – ₹7 LPA	₹8 – ₹12 LPA	₹14 – ₹20 LPA
System Administrator	₹3 – ₹5 LPA	₹6 – ₹9 LPA	₹10 – ₹14 LPA
RHEL/Linux Administrator	₹4 – ₹6 LPA	₹7 – ₹10 LPA	₹12 – ₹16 LPA
Networking Engineer	₹3 – ₹5 LPA	₹6 – ₹9 LPA	₹10 – ₹13 LPA
Web Developer	₹3 – ₹5 LPA	₹6 – ₹8 LPA	₹9 – ₹12 LPA
Web Designer/UI Designer	₹2.5 – ₹4.5 LPA	₹5 – ₹7 LPA	₹8 – ₹10 LPA
Digital Marketing Specialist	₹2.5 – ₹4.5 LPA	₹5 – ₹8 LPA	₹9 – ₹12 LPA
IT Support / Help Desk	₹2 – ₹3.5 LPA	₹4 – ₹6 LPA	₹6.5 – ₹9 LPA



## 5. SERVICENOW COURSE CONTENT

### 5.1. ServiceNow System Administrator Training

#### Day 01 | Lesson 01 | Fundamentals of Monitoring Tools & ServiceNow

Fundamentals of Monitoring Tools?  
Overview of Information Technology Service Management (ITSM)  
Other OEM ITSM Tool and ServiceNow comparison overview  
Introduction to Cloud Computing, advantage and disadvantage of cloud computing  
Explain the SAAS and PAAS  
Introduction and Advantages of ITIL  
Understanding ServiceNow Architecture  
ServiceNow Modules  
ServiceNow Market Trends  
Prerequisites for ServiceNow  
ServiceNow Versions  
What is baseline Implementation  
What is an instance  
Create Free Personal Developer Instance (PDI)  
Know your instance (stats.do)  
Understanding of PIN  
Understanding of the History Menu

#### Day 02 | Lesson 02 | Understanding of ServiceNow User Interface | Admin Task

Difference Between UI15 and UI16  
Navigating the ServiceNow Interface  
Explain the Types of User Interfaces in ServiceNow  
Branding your instance  
Use of Global Search, Funnel icon and Context Menu  
Toggle Connect Sidebar  
Breadcrumbs and Usage  
Configuration Purpose of Impersonate  
What is your favorite in-service now and how to use it  
Introduction to User Administration  
Working with Incident Management  
Explain different Types of Users in ServiceNow  
Explain different Type of Role in ServiceNow  
Creating User, Group, Location, Department, Company, Country  
Understanding and use of Insert and Stay  
Assign users to a group  
Assign Roles to Users and Groups  
Delegate Users  
Current Logged-in Users

## Day 03 | Lesson 03 | Understanding of Form and Fields

Explain the List, Form, and Fields  
Understanding of View  
Configure List Layout  
Personalizing and Customizing Lists  
Work with Form Sections  
Explain about Filters and Search Conditions in Lists  
Purpose of Wild Card Entries  
Understanding of shorting  
Adding Filters to Favorite  
List Calculations  
Configure Dot Walking  
Update Multiple Records  
Creating Custom Fields from Design and Form Layout  
Field Properties  
Working with Annotation  
Form Customization and Personalization  
Form Design and Form Layout  
Introduction to Related Lists  
Working with Related Lists  
Create a new Related List and Add it to Form  
What is Condition Builder?  
List Controls



## Day 04 | Lesson 04 | Understanding Tables in ServiceNow

- Explain about ServiceNow Tables
- Understanding of Out-of-the-Box Tables in ServiceNow
- Understanding of Table Relationship
- Types of Tables in ServiceNow
- Extended & Referenced Tables
- Major Tables in ServiceNow
- Schema Map Importance
- Creating Custom Tables
- Deleting Custom Tables
- Default Fields in Custom Tables
- Understanding u\_ Prefix
- Dictionary Entries

## Day 05 | Lesson 05 | Email Notifications

- Introduction to System Notifications
- Purpose of Email Notifications
- Creating a 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

## Day 06 | Lesson 06 | Use of Access Control List | Working with Workflow

Explain about ServiceNow System Security

Types of Access Control Rules

Components of an ACL Rule

Creating Access Control Rules

Creating Field-Level Security

Use of Scripting in ACL

Debugging ACLs

Use of Wildcard in ACL

Real-Time Use Cases & Scenarios

Explain ServiceNow Workflow

Workflow Components

Workflow Administration

Workflow Core Activities

Creating New Workflow

Workflow Editor

Workflow Properties

Validate Workflow

Scheduled Workflow

Add workflow to Catalog Item

## Day 07 | Lesson 07 | Import Sets

Introduction to Import Sets

Supported format for imprinting data

How to prepare your data for import in Excel

Importing of the data

View the import set and explain the use of it

View the loaded data and explain the use of it

Creating Transform Map

Use of Coalesce

Run Transform Map

Use of AutoMap

Use of Manu Map

Schedule Import Sets

Transform Event Scripts

Transform Event Script Variable



## Day 08 | Lesson 08 | Update Sets

- Introduction to Update Sets
- Importance of Update Sets
- Update Sets Tables
- What Update Sets are Captured and Which Ones are 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

## Day 09 | Lesson 09 | UI Policies, Data Policy & Business Rules

- Explain UI Policy and Business Rule
- Key Components of UI Policies
- Creating UI Policies for Incident Table
- Working with More UI Policies UI Policy
- Terminology Converting UI Policy to Data Policy
- Describe Global, On Load, Reverse If false, and Inherit for UI Policy
- Working with Hide Related Lists
- What is a Business Rule?
- Key Components of a Business Rule
- Writing Business Rule Scripts
- 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

## Day 10 | Lesson 10 | Service Level Management

- Explained Service Level Management
- Use of Service Level Management (SLM)
- Working with SLA, OLA, and UC
- Understand Existing SLA Definition
- Creating Service Level Management for Incident
- Understanding of Service Level SLA Targets
- Schedule SLA Definitions
- What is Hold Time and why it is important
- Calculation of Service Level Management
- How to avoid SLA Penalty

## Day 11 | Lesson 11 | Understanding of The ServiceNow Plugin?

- Understanding of The ServiceNow Plugin?
- Predefined Plugins Installed in ServiceNow
- Activating and Deactivating Plugins
- Upgrading Plugins
- Importance of Dependency Plugins
- How to Load Demo Data
- Who can Request Plugins?
- Repair and Upgrade Plugins
- How to Request Plugin in Real-time?
- HI Service Portal (Now Support)

## Day 12 | Lesson 12 | Incident Management Life Cycle and Formatter

Introduction to Incident Management  
What is the Incident Life Cycle of Incident Management  
Working with State Model  
Introduction to Metrics  
What are Metrics and Usage  
Creating a New Metric Definition  
Lesson 30 – Working with Major Incident Management  
Introduction to Major Incident Management  
Creating a Major Incident Candidate  
Creating Major Incident  
Importance of Candidates  
Major Incident Trigger Rules  
Properties of Major Incidents  
Promote to Major Incident  
Propose Major Incident  
Explain Service Now Formatter.  
Explain all Types of formatters in ServiceNow  
Working with all types of Formatters  
Adding Formatters to Forms  
Working with Process Flow formatter  
Use of UI Policies & Client Scripts with Formatters



## Day 13 | Lesson 13 | Problem Management & Change Management Life Cycle

Brief Introduction to the Problem  
Problem Definition  
Creating Problem Record  
Add associated Incidents to the Problem  
Problem Life Cycle and State Model  
Default States in Problem  
Knowledge Article Usage in Problem  
Communicate Workaround for Problem  
Communicate a Fix  
Create a Known Article in the Problem  
Working with Problem Task  
Lesson 32 - 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 on Simple, Standard, and Emergency Changes  
Standard Change Catalog  
Change Lifecycle and State Model  
Create a Standard Template and Add to Catalog  
Working with Risk Calculation  
Working with Risk Assessment  
Change Management Plugins  
Unauthorized Change Request  
Change Properties



## Day 14 | Lesson 14 | Knowledge Management Lifecycle and State Model

- Introduction to Knowledge Management
- Use of Knowledge Articles
- Knowledge Management Lifecycle and State Model
- Configure Knowledge Management
- Create a New Article, Publish it, and Retired it
- Create Knowledge base
- 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

## Day 15 | Lesson 15 | Data Lookup Rules

- Introduction to Data Lookup Rules
- Creating a New Data Lookup Rule
- Modify Existing Data Lookup Rule
- Data Lookup Rule for Tables of Incident and Problem
- Working with Data Lookup Definition
- Working with Record Matcher
- Introduction to Assignment Lookup Rules
- Defining Assignment Rules
- Creating a New Assignment Rule
- Precedence between Data Lookup, Assignment, and Business Rules

## Day 16 | Lesson 16 | Reports & Dashboards

- Introduction to Reports
- Types of Reports
- Creating New Report
- Deleting Report
- Adding Reports to Dashboard
- Report Sharing
- Scheduling Reports
- Publish and Unpublish the Reports
- Report Properties
- Reports Statistics
- Working with Gauges
- Introduction to Dash Boards
- Create a new Dash Board
- Responsive and Non-Responsive Dashboards
- Difference between Home Page and Dashboard

## Day 17 | Lesson 17 | Service Catalog

- Introduction to Service Catalog
- Configure Service Catalogs
- Configure Categories
- Create Catalog Item
- Adding Service Catalog to Service Portal
- Types of Catalog Items
- 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
- Introduction to Execution Plan
- Create Execution Plan Task
- Create Execution Plan Variables

## Day 18 | Lesson 18 | Configure MID Server and Cloning on Instance

- Introduction to MID Server
- Create MID Server User Record
- Download MID Server Windows 64-bit
- Install MID Server in ServiceNow Instance
- Validating MID Server
- MID Server Capabilities
- MID Server Dashboard
- Introduction to Cloning
- Use of Cloning
- Cloning Instance



## 5.2. ServiceNow Application Developer Training

### Day 19 | Lesson 01 | JavaScript Fundamentals

- Javascript Introduction
- Journey of Javascript
- Client-Side vs Server-Side JavaScript
- Javascript Templates
- Use of template .print
- Working with Comment
- Understanding of JavaScript Variable
- Working with String and String Concatenation
- Understanding of Java Script Loops
- Understanding of JavaScript Arrays
- Understanding of JavaScript Assignment Operators
- Working with Mathematical Operations
- Work with Conditions (if, else if, and else)
- Working with Functions Javascript Objects
- Working with Random and Math
- Javascript Error Handling

### Day 20 | Lesson 02 | Glide APIs

- Introduction to Glide APIs
- Overview of Glide APIs
- Client-side Glide APIs and Server-side Glide APIs
- Working with Important Glide APIs Glide Record
- Working with Glide Record Methods
- Working with Glide Form Methods
- Working with Glide User Methods
- Working with Glide Session Methods
- Working with Glide Date Methods
- Working with Glide Date and Time Methods
- Working with Glide Element Methods
- Working with Glide Dialog Window Methods
- Working with Glide Aggregation Methods



## Day 21 | Lesson 03 | 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 a new Client Script
- Working with More Client Script Examples
- Catalog Client Script
- Difference between Client Scripts and Catalog Client Scripts
- Introduction to UI Actions
- Importance of UI Action
- Working with Existing UI Actions
- Create a new UI Action
- Creating UI Actions in Different Places
- Working with Client-Side UI Actions
- Importance of gsftsubmit in UI Action
- Working with more Examples

## Day 22 | Lesson 04 | Business Rules

- Introduction to Business Rules
- Importance of Business Rules
- Working with Display and Query Business Rules
- Working with Async and Sync business rules
- Business Rules Actions
- Prevent Recursive Business Rules
- Working with existing Business Rules in PDI
- Create a new Business Rule
- Global Variables in Business Rule
- Working with more Examples
- Introduction to UI Scripts
- Working with Global UI Scripts
- Creating new UI Script
- Run UI Scripts
- UI Scripts on the Client Side

## Day 23 | Lesson 05 | 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 a new Script Include
- Calling Script Include into Business Rules
- Calling Script Include into Client-side

## Day 24 | Lesson 06 | 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?

## Day 25 | Lesson 07 | Inbound Email Actions

- Introduction to Inbound Email Action
- Overview of Inbound Email Action
- Types of Incoming Email
- Create Inbound Email Action
- Importance of New, Reply, and Forward
- Introduction to Fix Script
- Create Fix Script
- Run Fix Script
- Testing Fix Scripts
- Introduction to Scheduled Jobs
- Schedule jobs States
- Create a new Schedule job
- Run Schedule jobs
- View Schedule Item

## Day 26 | Lesson 08 | Transform Event Scripts

- Introduction to Transform Event Scripts
- Types of Event Scripts
- Working with All Types of Event Scripts
- Test Coalescing and Transform Script
- Introduction to Implementation
- Working with Scope or Custom Applications
- Using all ServiceNow Components to Implement Custom Application
- Explain Integration with third party tools