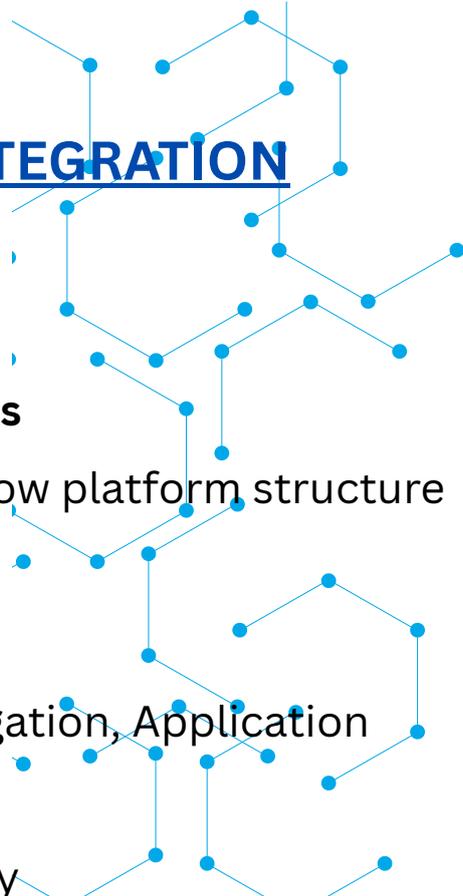


SERVICENOW COURSE PLAN

SERVICENOW ITSM & INTEGRATION



CONTENTS

Module 1: ServiceNow Platform Essentials

Objective: Understand the core ServiceNow platform structure and basic configurations.

Day 1 - Introduction to ServiceNow (Navigation, Application Explorer)

Day 2 - Tables, Forms, Lists, and Dictionary

Day 3 - Users, Roles, and Access Control (ACL basics)

Day 4 - UI Policies, Data Policies, Client Scripts

Day 5 - Business Rules & Script Includes

Day 6 - Notifications and Email Configuration

Day 7 - ServiceNow Studio & Scoped Applications

Day 8 - Application Files: Modules, Menus, Roles

Day 9 - Update Sets - Create, Export, Import

Day 10 - Review + Quiz/Assessment



Module 2: Core ITSM Applications

Objective: Learn the full lifecycle and configuration of core ITSM processes: Incident, Problem, Change, and Request.

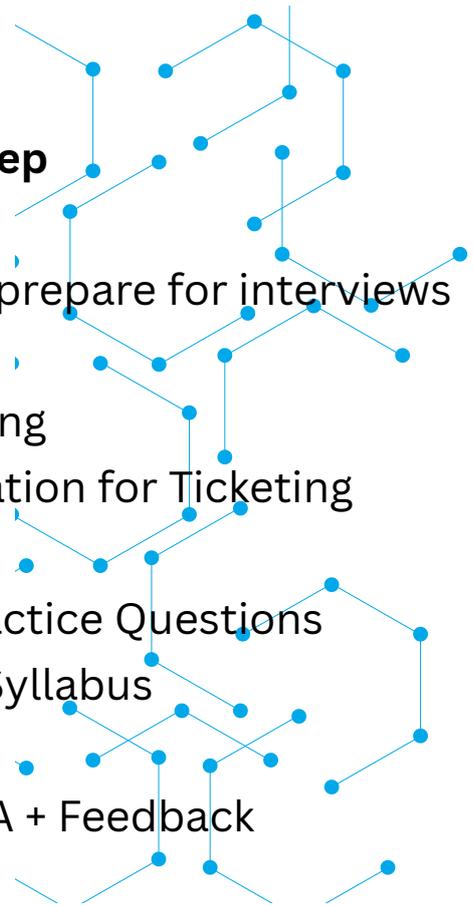
- Day 11 - Introduction to ITIL & ITSM in ServiceNow
- Day 12 - Incident Management: Overview, States, Priorities
- Day 13 - Incident Form, Assignment Rules, SLAs
- Day 14 - Auto-routing via Business Rules & Script
- Day 15 - Problem Management: Lifecycle, Root Cause
- Day 16 - Problem Form Customization
- Day 17 - Change Management: Normal, Standard, Emergency
- Day 18 - Change Approval Policies & Workflows
- Day 19 - Request Management vs Incident vs Change
- Day 20 - Catalog Items, Record Producers
- Day 21 - Catalog Item Variables & Variable Sets
- Day 22 - Request Workflow Design using Visual Workflow Editor
- Day 23 - Knowledge Management Basics
- Day 24 - SLAs: Definitions, Conditions, Retroactive Start
- Day 25 - Escalation Rules, Time Breach Alerts
- Day 26 - CAB Workbench Overview
- Day 27 - ITSM Reporting - Reports, Performance Analytics Intro
- Day 28 - Dashboards and Homepages
- Day 29 - Live Agent Chat, Virtual Agent Basics (optional)
- Day 30 - ITSM Use Case Lab (Automate Ticket Lifecycle)



Module 3: Scripted Integrations

Objective: Perform real-world ServiceNow integrations using Scripted REST, REST Message, and Inbound APIs. No IntegrationHub.

- Day 31 - Introduction to Integrations in ServiceNow
- Day 32 - REST API Concepts (Methods, Headers, JSON)
- Day 33 - Using REST API Explorer
- Day 34 - Scripted REST API - Create a custom API
- Day 35 - Scripted REST with Input Validation & Responses
- Day 36 - Consume External API with REST Message
- Day 37 - REST Message Authentication (Basic Auth / OAuth profile)
- Day 38 - Call External Weather/Currency APIs using Script
- Day 39 - Transform JSON/XML Data
- Day 40 - Test REST APIs using Postman
- Day 41 - Scheduled Scripted API Call (REST polling)
- Day 42 - Inbound REST: External system creates Incident
- Day 43 - Use Business Rule to Trigger Outbound REST
- Day 44 - REST Call Error Handling & Logging
- Day 45 - Mid Project Review: End-to-End Integration
- Day 46 - Import/Export JSON or CSV using Import Sets
- Day 47 - Script to Trigger Notifications from External Events
- Day 48 - Attachment API - Upload/Download Files via API
- Day 49 - Integration Best Practices & Security (ACLs, Rate Limits)
- Day 50 - Integration Lab: External Tool Creates Incident, Notifies on Closure



Module 4: Final Project & Certification Prep

Objective: Implement a full use case and prepare for interviews and CSA certification.

Day 51-52 - Use Case Finalization & Planning

Day 53-56 - Final Project: Scripted Integration for Ticketing

Day 57 - Presentation & Documentation

Day 58 - CSA Certification Overview & Practice Questions

ServiceNow ITSM & Integration - 60 Day Syllabus

Day 59 - Mock Test (CSA-style)

Day 60 - Career Guidance + Interview Q&A + Feedback

Tools & Deliverables

Tools:

- ServiceNow PDI
- Postman
- VS Code (optional)
- GitHub (optional)

Deliverables:

- Lab Exercises
- API Scripts
- ITSM Customization Scripts
- Final Integration Project
- CSA Mock Exam Pack
- Resume + Projects