# VIJAY KUMAR CHIRUTHA SOFTWARE COURSES

# Modules

## Service Now

### Module 1: Introduction to ServiceNow

- Overview of IT Service Management (ITSM)
- Introduction to ServiceNow platform
- ServiceNow architecture & features
- Navigating ServiceNow interface
- Understanding ServiceNow modules & applications
- Use cases in IT, HR, Security, Customer Service

### Module 2: Getting Started with ServiceNow

- Instance types: Developer, Production, Test
- User roles & access control
- UI components: Homepage, Application Navigator, Filter Navigator
- Creating users, groups & roles
- Introduction to tables & records

# Modules

## Service Now

### Module 3: ServiceNow Basics

- Forms & Lists
- Record creation & management
- Filters & reports
- Tables & fields
- Dictionary entries
- Data types & reference fields

### Module 4: ServiceNow Workflows

- Introduction to workflow
- Workflow editor overview
- Creating & managing workflows
- Conditions, approvals, and notifications
- SLA & business rules in workflows

# Modules

## Service Now

### Module 5: ServiceNow ITSM (IT Service Management)

- **Incident Management**
- **Problem Management**
- **Change Management**
- **Request Management**
- **Service Catalog overview**
- **Knowledge Management**

### Module 6: ServiceNow Automation

- **Business Rules**
- **Client Scripts (onLoad, onChange, onSubmit)**
- **UI Policies & UI Actions**
- **Scheduled Jobs**
- **Data Policies**

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## Service Now

### Module 7: ServiceNow Reporting & Dashboards

- Types of reports (List, Pivot, Charts)
- Creating & sharing reports
- Dashboards & performance analytics
- Metrics & indicators

### Module 9: ServiceNow Integration

- Web Services (REST & SOAP)
- Integration with third-party tools
- Import sets & transform maps
- MID Server overview

### Module 8: ServiceNow Advanced Configuration

- Update Sets
- Application development basics
- Script Includes & Glide API
- ServiceNow Studio
- Custom applications

### Module 10: ServiceNow Security & Access Control

- Roles & permissions
- Access control rules (ACLs)
- Security best practices
- User administration

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# Modules

## Service Now

### Module 11: Real-Time Projects & Case Studies

- **Incident Management Automation**
- **Service Catalog & Request Fulfillment**
- **Asset & CMDB Management**
- **Dashboard & Reports creation**
- **End-to-end ITSM implementation simulation**

### Module 12: ServiceNow Certification & Interview Prep

- **ServiceNow Certified System Administrator (CSA) topics**
- **Scenario-based questions**
- **Best practices for interviews**
- **Resume & portfolio guidance**

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# OUR SERVICE

WE ARE PROVIDING MULTIPLE SOFTWARE COURSES

- DATA SCIENCE WITH AI
- DATA ANALYTICS WITH AI
- DATA ANALYST AND BUSINESS ANALYST WITH AI
- MANUAL TESTING AND SELENIUM WITH AI
- PYTHON FULL STACK WITH AI
- JAVA FULL STACK WITH AI
- DIGITAL MARKETING WITH AI
- TABLEAU + SQL WITH AI
- ORACLE, SQL, MYSQL
- EXCEL AND ADVANCED EXCEL WITH AI
- SAP [ALL MODULES]
- SALESFORCE
- GEN AI
- CYBER SECURITY WITH AI
- VIDEO EDITING COURSE
- SERVICE NOW
- MULESOFT
- AWS/AZURE DEVOPS
- MS OFFICE
- POWER APPS

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# About US

- We are Providing the Software Courses for both Online and Offline
- We have well Experienced and Real Time Trainers
- We give the best content to cover all your course syllabus and its practical knowledge
- We give 2 to 3 Assignments to our students which helps the more interactivity with course and its practical real time scenario knowledge
- We explains the 2 to 3 projects and letting the students to know to how to do real time projects once they get selected

# THANK YOU SO MUCH

**CONTACT US**

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