**14.Service now Employ Syllabus**

**(Name : Ramachandren, Duration : 12weeks – 120 Hours, lessons - 9)**

Here's a **ServiceNow Employability Syllabus** designed for freshers, job seekers, or professionals aiming to build a career as a **ServiceNow Developer, Admin, or Consultant**. This syllabus balances technical knowledge, platform skills, and real-world employability components.

**1. Introduction to ServiceNow**

* What is ServiceNow?
* History & Evolution
* IT Service Management (ITSM) overview
* Cloud-based architecture
* ServiceNow Applications (ITSM, ITOM, HRSD, CSM, SecOps)

**2. ServiceNow Platform Basics**

* Navigating the ServiceNow Interface
* Tables, Forms, and Lists
* Application Navigator & Filter
* User Roles and Permissions
* Studio IDE

**3. ServiceNow Administration**

* Users, Groups, and Roles
* Configuration vs. Customization
* Dictionary Entries & Fields
* Form Layout & Design
* Notifications and Email Configuration
* Business Rules, UI Policies, Client Scripts
* ACL (Access Control Rules)
* Service Catalog & Request Management

**4. Scripting in ServiceNow**

* **Client-side Scripting**
* Client Scripts (onLoad, onChange, onSubmit)
* UI Policies, UI Actions
* **Server-side Scripting**
* Business Rules
* Script Includes
* Glide API / GlideRecord
* **Flow Designer** & **Workflows**
* Automations
* IntegrationHub basics

**5. ServiceNow Development**

* Application Development Basics
* Scoped Applications
* Update Sets & Migration
* Import Sets and Transform Maps
* REST & SOAP Web Services
* ServiceNow Integration (External APIs)
* Scheduled Jobs

**6. Real-Time Use Cases & Projects**

* Incident Management App
* Change Request App
* Custom Service Catalog Item
* Integration with third-party tool (e.g., Slack, Gmail)

**7. ServiceNow Certifications (Optional but Recommended)**

* Certified System Administrator (CSA)
* Certified Application Developer (CAD)
* Certified Implementation Specialist (CIS)

**8. Employability & Career Preparation**

* Resume Building for ServiceNow Roles
* GitHub/Portfolio Setup (Optional)
* Communication Skills (Email, Documentation)
* Interview Preparation (Technical + HR)
* Aptitude Tests (Quantitative, Logical, Verbal)

**9. Bonus Topics (Advanced/Optional)**

* ITSM/ITIL Concepts (Incident, Problem, Change)
* Performance Analytics
* Service Portal Development (HTML, CSS, AngularJS basics)
* Virtual Agent & Chatbot Integration
* DevOps in ServiceNow
* CMDB (Configuration Management Database)

**Educational Background**

* **Bachelor’s Degree in:**
* **BCA / B.Sc IT / B.Tech / BE in CS or IT)**
* **Master’s Degree**
* MCA / M.Tech / MBA in IT Management)