

Do IT Wise Academy

Intensive Training Program for Junior ITOM Consultants

Introduction

What is ServiceNow?

- The platform, architecture, certification program

ServiceNow Fundamentals

- Official ServiceNow platform training course
- Course recap

Introduction to SAFe

- Introduction, terminology, and practical exercises with the platform)

Mini Project 1 (hands-on labs)

- Focus on the platform administration

Technology Session I – Introduction

- Monitoring Concepts, Servers, Operating Systems, Networking

Technology Session I - Deep-dive

- Monitoring Concepts, Servers, Operating Systems, Networking

ServiceNow Discovery

- Official ServiceNow platform training course

Mini Project 2 (hands-on labs)

- Focus on Discovery

Introduction to ITIL

Soft skills training - Presentation skills

- Theory and practical exercises

Configuration Management Database (CMDB)

- Official ServiceNow course

Mini Project 3 (hands-on labs)

- Focus on CMDB, CI Class manager

Technology Session II – Introduction

- Databases, Virtualization, Containers, Cloud Architectures

Technology Session II - Deep-dive

- Databases, Virtualization, Containers, Cloud Architectures

Soft skills: Lead Workshops

- Theory and practical exercises

ServiceNow Common Service Data Model (CSDM)

- Official ServiceNow courses

Scripting in ServiceNow

- Javascript usage in the platform - client-side, server-side

Mini Project 4 (hands-on labs)

- Focus on data import from external sources

Exam's preparation and Certification:

- ServiceNow Administration (CSA Exam preparation, Certification exam)
- ServiceNow Discovery (Discovery Exam preparation, Certification exam)
- Certification on CMDB