



UPSKILLZA
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Upskillza Hub

Provide Training on ServiceNow

Admin & Development Course

(Admin + Development + Implementation +
JavaScript+ Integrations + ITSM)



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About Upskillza Hub

Upskillza Hub is a premier online training institute specializing in ServiceNow education. Our mission is to empower professionals and aspiring learners with industry-relevant skills through flexible, high-quality online programs.

We understand the demands of modern schedules, which is why our courses are designed for individuals who may find it challenging to commit to traditional, full-time education. Whether you're pursuing individual courses, certification programs, a diploma, or an associate degree, Upskillza Hub provides a comprehensive learning experience tailored to your needs.

Our online curriculum combines real-world insights with hands-on learning to ensure students gain not just knowledge—but practical expertise. Upon successful completion, learners receive recognized qualifications that can boost their career prospects and open doors in the ServiceNow ecosystem.

Our Services

- Live Projects
- Assignments
- Lifetime Access to Recordings
- Career Guidance
- Weekly Mock Interviews
- Resume Assistance
- One to One Session
- Certificate of Completion

Training Mode

Online | One to One



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Who Should Apply?

- Anyone from IT or Non-IT background can apply
- Students
- Experts
- Those wishing to enroll in this course will be required to register

Why Us

At Upskillza Hub, we are more than just trainers—we are success mentors, motivators, and guides dedicated to helping you become the best version of yourself.

We blend wisdom with warmth, positivity with proactivity, and care with boldness. Our approach is both focused and fun, ensuring that your learning journey is not only impactful but also enjoyable.

Everything we do is rooted in your highest good and greatest growth. With every session, we aim to inspire, uplift, and empower—making every step of your training experience meaningful and transformative.

- Industry Standard Training
- Solution-Focused
- Results-Driven
- Affordable
- Transparent
- Experience
- Quality



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Why Learn this Course?

- No prior programming or coding knowledge required – ideal for complete beginners.
- Covers concepts from basics to advanced in a clear, structured manner.
- Specially designed to support Non-IT students, making complex topics easy to grasp.
- Beginner-friendly and easy to learn, with step-by-step guidance.
- Welcoming to learners from all backgrounds – diversity enhances course discussions and collaboration.

About Your Trainer

At Upskillza Hub, our trainers have over 6+ years of IT experience, starting their careers as ServiceNow Developers. They have worked extensively on ServiceNow development and implementation across various industries. As corporate trainers, they've successfully guided many working professionals—especially those from non-IT backgrounds—helping them transition into tech roles. Known for their clear, practical, and beginner-friendly teaching style, they focus on real-world applications and make learning both accessible and engaging.



Syllabus

Module 1: ServiceNow Introduction

- What is ServiceNow
- ServiceNow Application ECO systems
- Versions of ServiceNow
- Who can learn ServiceNow
- Useful Resources from ServiceNow
- Career Roles in ServiceNow

Module 2: Creating Personal Developer Instance

- Creating a Personal Developer Instance
- Logging Personal Developer Instance

Module 3: User Administration

- Banner and Content Frame, Global Search, and Application Navigator
- User Creation
- Role Creation
- Group Creation
- Adding roles to Group
- Base system roles
- Assign roles to the user
- Roles Hierarchy
- User Impersonation



Syllabus

Module 4: Plugins

- What are plugins
- How to activate Plugins
- How to Request Plugins

Module 5: Applications

- What is an application?
- Types of application
- What is Scope?
- Create an application

Module 6: Update Sets

- What are update sets?
- Creation of Update Set
- Difference between default and custom Update set
- Batching of Update Set
- How to Import & Export an Update set

Module 7: Tables

- What is the table?
- Types of tables
- Base tables in ServiceNow
- Creation of a table
- Modules & Menus
- Extension of a table
- Fields (Dictionary Entries), & Field labels
- Reference qualifier
- Dictionary Override
- Schema maps



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Syllabus

Module 8: Lists

- List actions, Breadcrumbs, Filters, and Search
- List Layout configuration
- List Context menu
- Difference between a list and a form
- Configure list controls
- What is a record
- Views

Module 9: Forms

- What is a form
- Form Configuration using Form Designer and Form Layout
- Field types
- Working with sections
- Working formatters
- Form context menu
- Related lists
- Views and view rules

Module 10: UI Policies

- What is UI Policy
- Usage of UI Policy
- Creating UI Policy

Module 11: Data Policies

- What is a Data Policy
- Creating Data Policy
- Difference between data policy and UI Policy
- Convert Data Policy into UI Policy



Syllabus

Module 12: Client Scripts

- What are Client Scripts?
- Types of client scripts
- Use the g_form API to interact with form fields and modify their behavior
- Use the g_user API to interact with form fields and modify their behavior
- Creation of Client Script
- Working on Load Client Script
- Working on Change Client Script
- Working on Submit Client Script
- Working on Celledit Client Script

Module 13: JavaScript

- Glide Record, Glide Aggregate
- Server and client-side scripting
- Glide system API

Module 14: Script Includes

- What are the script include?
- Uses of Script include
- Different types of scripts include
- Creating and configuring scripts include
- Client callable script include
- Use GlideAjax to make server-side functions accessible from the client side



Syllabus

Module 15: Business Rules

- What is a business rule?
- Different types of business rule
- Difference between before, after, display, and async business rule
- Creation of Business Rule
- g_scratchpad variable
- How we can call the script includes in the BR

Module 16: UI Actions

- What is the UI action?
- Type of UI actions
- Creating and configuring UI actions
- UI Actions in Forms and Lists

Module 17: SLA Definitions

- Purpose of SLA
- Types of SLAs
- Create a new SLA
- Retroactive SLAs

Module 18: ACLs

- What is ACL
- Type of ACLs
- Components of ACL
- ACL evaluation
- Creating and Configuring ACL



Syllabus

Module 19: Import Sets

- What is the import set?
- When to use import sets
- Data Sources
- Transform Maps
- Transform scripts

Module 20: Email Notifications

- What are Notifications?
- How to create notifications
- How many ways can we trigger notifications
- How to trigger an email using an event/flow designer/workflow
- Email scripts

Module 21: Service Catalog / Record Producer / Order Guide

- What is the service catalog
- How to create a service catalog
- How to create variables and variable sets
- Reference qualifier
- User Criteria
- Catalog UI Policies and Catalog client scripts
- What is a record producer
- How to create a record producer
- Difference between the record producer and Service Catalog
- What is an order guide



Syllabus

- Creation of the order guide
- Difference between order guide and record producer and service catalog

Module 22: Flow Designer / Workflow

- Purpose of a flow designer
- How to create a flow
- What is sub-flow and Creation
- What is action and Creation
- How to call a sub-flow in the main flow?
- How to create a workflow
- Different activities in the workflow

Module 23: Scheduled Jobs

- What are Scheduled Jobs?
- Types of Scheduled Jobs
- Creation of Scheduled Jobs

Module 24: Reporting Dashboard

- Purpose of Reports and Dashboards
- How to create a report
- How to share reports
- Schedule reports
- Create dashboard
- How to add roles to the dashboard
- How to add reports to the dashboard



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Module 25: ITSM Core

- Incident Management life cycle
- Problem Management life cycle
- Change Management life cycle
- Knowledge Management life cycle

Module 26: Best Practice

- Background Scripts
- Fix Scripts
- Coding best practices

Module 27: Integrations

- Integration Introduction
- Rest Integration
- API Integration (Table API, Import Set API)
- Inbound and outbound integration
- Rested Script API



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Sample Certificate



UPSKILLZA HUB CERTIFICATE OF COMPLETION

This is to certify that

Sample Certificate

for successfully completing the course of

“ServiceNow Administration and Development”

with Upskillza Hub from XXth Month XXX to XXth Month XXXX.

C. Haritha

Managing Director

CERTIFICATE ID: UH/SAD/XXXXXX





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