

**ServiceNow ITSM Developer Bootcamp**

**Course Number:** SVNW-102  
**Duration:** 5 days

**Overview**

This ServiceNow® Developer training course teaches attendees how to customize and develop applications on this popular workflow platform. Participants learn design and configuration best practices, system maintenance, scheduling, reporting, and more.

**Note:** This course is capped at a maximum of 5 participants. Each day, in addition to hands-on training exercises, every student will have a 60-minute one-on-one session to review their completed work with the instructor.

**Prerequisites**

All attendees should have taken ServiceNow's free [New to ServiceNow](https://developer.servicenow.com/dev.do#!/learn/learning-plans/tokyo/new_to_servicenow) on-demand training.

**Materials**

All ServiceNow training will be completed in the trainee’s ServiceNow Personal Developer Instance.

**Software Needed on Each Student PC**

This course will be taught in the latest version of ServiceNow. All students must have an Internet connection, a modern browser, and a ServiceNow Personal Developer Instance (“PDI”).

**Objectives**

* Develop in a ServiceNow Instance
* Develop from stories through the software development lifecycle
* Work with a diverse number of use cases
* Understand the common mistakes when performing configuration development in ServiceNow
* Apply best practices
* Gain exposure to scenarios that are common when developing in ServiceNow

**Outline**

* Introduction
* Plugin Activation
* User, Group, and Role Management
* Form Configuration
* Field Creation
* Reference Qualifiers
* Client Script Best Practices
* UI Policy Best Practices
* Business Rule Best Practices
* UI Action Creation
* Related List Configuration
* Suggestion Fields
* Data Lookup Best Practices
* Form Sections
* Views and View Rules
* Inbound Actions Configuration
* Scheduling
* SLA Configuration
* Inactivity Monitor Configuration
* Basic Reporting
* Conclusion
* Post-training Onboarding and Access will be Provided via Email
  + Onboard users into the ServiceNow instance as an External Trainee user
  + Validate access for each attendee
  + Provide credentials and instructions to get to the External Training Portal
  + Ensure PDI is set up