

**ServiceNow Service Catalog Bootcamp**

**Course Number:** SVNW-100  
**Duration:** 4 days

**Overview**

[ServiceNow® Catalog](https://www.servicenow.com/products/it-service-automation-applications/service-catalog.html) provides organizations with a user-friendly interface to request services. Users are guided through a series of questions, allowing them to craft specific and detailed requests easily.

This ServiceNow Catalog training course teaches attendees how to create an organized, well-structured catalog that allows users to find relevant services quickly and efficiently, helping to maximize productivity, improve customer service, and reduce costs. Participants learn to implement client script and UI policy best practices, use the built-in Flow Designer and Workflow Editor, 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 [ServiceNow Administration Fundamentals](https://nowlearning.servicenow.com/lxp?id=learning_course_prev&course_id=15788197875a995c24e0bb39dabb3503) or [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 completd in the trainees 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 a Service Catalog in a ServiceNow Instance
* Understand the common mistakes made when performing configuration development in Service Catalog
* Perform the work in the PDI (Personal Developer Instance) to have a reference for future development activities
* Apply best practices

**Outline**

* Introduction
* Service Catalog
* Categories
* User Criteria
* Catalog Items
* Order Guides
* Rule Bases
* Catalog Variable
* Reference Qualifiers
* Catalog Client Script Best Practices
* Catalog UI Policy Best Practices
* Containers
* Variable Sets
* Multi Row Variable Sets
* Reporting Tips
* Catalog Builder
* Flow Designer with the Service Catalog
* Workflow Editor with the Service Catalog
* Conclusion
* Post-training Onboarding and Access will be Provided via Email
  + Onboard users into 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