

Certificate of ServiceNow Implementation

(Program ID #CSNI)

Program Description:

The Certificate of ServiceNow Implementation offers a comprehensive curriculum designed to prepare students for successful careers in ServiceNow administration, application development, and performance analytics. Aligned with industry best practices, this program ensures students are equipped to meet the demands of the rapidly evolving field of IT service management.

The curriculum provides a solid foundation in ServiceNow Administration, enabling students to master the essential functions and features of the ServiceNow platform. In the Application Development Fundamentals course, students will learn how to develop custom applications on the ServiceNow platform, gaining proficiency in scripting, UI development, and data management. The Performance Analytics course will equip students with the skills needed to analyze and interpret data, allowing them to make informed decisions and drive continuous improvement within their organizations.

By completing this program, students will gain a thorough understanding of ServiceNow principles and best practices. They will learn how to configure and customize the ServiceNow platform, develop robust applications, and utilize performance analytics to enhance service delivery. Students will be well-prepared to pursue positions in ServiceNow administration, development, and analytics. Additionally, they will be equipped with the knowledge necessary to pursue certifications such as ServiceNow Certified System Administrator, ServiceNow Certified Application Developer, and ServiceNow Certified Implementation Specialist. Graduates will be qualified for roles such as ServiceNow Administrator, ServiceNow Developer, and Performance Analytics Specialist.

Upon completion of the program, students will be able to

1. **Demonstrate mastery** in configuring ServiceNow applications and modules.
2. **Maintain and Enhance** ServiceNow instances
3. **Write, test, and debug** ServiceNow scripts.
4. **Develop** ServiceNow applications
5. **Manage** Performance Analytics Roles
6. **Leverage** Metrics for Reporting and Metric Based Indicators.
7. **Deploying** Analytics solutions, performing diagnostics, and system administration.

List of Courses:

Course Code	Course Name
SN200	Introduction to ServiceNow
SN201	ServiceNow Administration
SN202	ServiceNow Scripting and Application Development
SN203	ServiceNow Performance Analytics

Credential Awarded:

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