



Consulting and Training | Reach New Heights

**Course Name**

# Advanced ServiceNow Design

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**Sector Name**

Information Technology

**Document Type**

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## Advanced ServiceNow Design

### Course Introduction

The Advanced ServiceNow Design Course is designed to help professionals master modern workflow automation and system design using the ServiceNow platform. This course focuses on building scalable solutions, improving operational efficiency, and creating seamless digital experiences through advanced ServiceNow design techniques.

Participants will gain hands-on experience with powerful tools such as ServiceNow Flow Designer and ServiceNow Process Automation Designer, enabling them to automate complex workflows and streamline business processes across organizations.

### What You Will Learn From ServiceNow Design Course?

In this course, you will develop practical skills in:

- ✓ Designing automated workflows using Flow Designer ServiceNow
- ✓ Building end-to-end processes with Process Automation Designer ServiceNow
- ✓ Creating dynamic interfaces using ServiceNow Form Designer
- ✓ Applying best practices from the ServiceNow Design System
- ✓ Improving system efficiency and reducing manual operations

## **ServiceNow Flow Designer & Automation**

Learn how to use ServiceNow Flow Designer to create powerful, no-code or low-code workflows. You will understand how to connect systems, automate approvals, and manage tasks efficiently using Flow Designer ServiceNow.

The course also covers ServiceNow Process Automation Designer, helping you design structured, multi-step workflows that enhance productivity and ensure consistency across operations.

## **User Experience with ServiceNow Form Designer**

Master the ServiceNow Form Designer to build intuitive and user-friendly forms. You will learn how to customize layouts, improve data input processes, and enhance the overall user experience within ServiceNow applications.

## **Understanding ServiceNow Design System**

Explore the ServiceNow Design System to create consistent, scalable, and visually appealing interfaces. This ensures better usability and faster development across enterprise applications.

## **Benefits of Advanced ServiceNow Design Course**

By completing the Advanced ServiceNow Design Course, you will:

- ✓ Gain in-demand skills in ServiceNow design
- ✓ Automate business processes using Flow Designer ServiceNow
- ✓ Improve operational efficiency with Process Automation Designer ServiceNow
- ✓ Enhance user experience using ServiceNow Form Designer

## ✓ Apply enterprise-level design standards with ServiceNow Design System

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### Target Audience

- ✓ Software Developers
- ✓ Software Engineers
- ✓ Data Architects
- ✓ System Administrators
- ✓ DevOps

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## Advanced ServiceNow Design

### Learning Objectives

- ✓ Introduction to ITIL
- ✓ Introduction to Service-Now
- ✓ Basic administration
- ✓ Advanced Administration
- ✓ Scripting

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## Advanced ServiceNow Design

### Course Outline

#### ✓ Day 01

##### **Introduction to ITIL**

- ✓ Introduction to ITSM
- ✓ Incident Management
- ✓ Problem Management and change management
- ✓ Service Request Management
- ✓ Configuration Management Database
- ✓ SLA's and OLAs

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## Advanced ServiceNow Design

### Course Outline

#### ✓ Day 02

##### **Introduction to Service-Now**

- ✓ Tool Introduction
- ✓ Current Competitors
- ✓ Releases, User Licenses
- ✓ Using Wiki and Community

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## Advanced ServiceNow Design

### Course Outline

#### ✓ Day 03

##### **Basic administration**

- ✓ Customizing Home Pages
- ✓ Form Layouts and List Layouts
- ✓ Adding Users to Groups
- ✓ Granting Roles to Users
- ✓ Introducing Applications and Modules
- ✓ Creation of tables and Modules
- ✓ Creating tickets and raising Requests
- ✓ Creating SLA's
- ✓ Performance Metrics

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## Advanced ServiceNow Design

### Course Outline

#### ✓ Day 04

##### **Advanced Administration**

- ✓ UI Policies
- ✓ Notifications
- ✓ Dictionary Entries and Overrides
- ✓ Data Policies
- ✓ List Control and Calculations
- ✓ Exporting the Data from Service-Now
- ✓ Update sets imports and Exports
- ✓ Scheduling Jobs

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## Advanced ServiceNow Design

### Course Outline

#### ✓ Day 05

##### **Scripting**

- ✓ Business Rules
- ✓ Client Scripts
- ✓ UI Actions,
- ✓ Script Includes
- ✓ Jelly Scripting

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## Advanced ServiceNow Design

### Confirmed Sessions

| FROM           | TO             | DURATION | FEES       | LOCATION          |
|----------------|----------------|----------|------------|-------------------|
| Jan. 4, 2027   | Jan. 8, 2027   | 5 days   | 4250.00 \$ | UAE , Abu Dhabi   |
| March 15, 2027 | March 19, 2027 | 5 days   | 4250.00 \$ | UAE , Dubai       |
| June 28, 2027  | July 2, 2027   | 5 days   | 4250.00 \$ | UAE , Dubai       |
| Sept. 14, 2026 | Sept. 18, 2026 | 5 days   | 5950.00 \$ | USA , Los Angeles |

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