Administration
ServiceNow Overview
ITIL Process
   a) Incident Management
   b) Change Management
   c) Problem Management
   d) Service Management
   e) Knowledge Management
   f) Configuration Management

Versions
   a) Patches and Hotfixes
   b) General Availability Vs Control Availability
UI Elements
   a) UI Versions
   b) Navigation
   c) Customization
   d) Application & Modules
   e) List Control and Calculations.
CreateNow Instance/Application Procurement
Ongoing Maintenance
   a) Update set Migration(3 Methods)
   b) Clone Request (Partial and Full clone)
   c) Upgrade activities (Checklist)
   d) Performance and troubleshooting
   e) Basic Configurations
   f) Plugins
   g) Quota Rules
   h) System Logs
   i) UI Search
Reports
   a) Report Source
   b) Table Reports
   c) Database views
   d) Metrics
   e) Gauges
Notifications
   a) Event Based Notifications
   b) DB operation Based notifications
SLA's , OLA's and Underpinning Contracts
   a) Response
   b) Resolution
User Administration
   a) User, Role and Group Maintenance
   b) User Delegation
   c) User Preferences
   d) Departments
   e) Companies
System Properties & Branding Options
Data Management
   a) Data Update templates
   b) Data insert templates

Tables Architecture
- a) Schema Maps
- b) Dictionary Concepts
- c) Indexing
- d) Number Maintenances
- e) Auditing

Homepages,Gauges,Widgets,Filters
Visual Task boards & Connect
Scripting & Workflow Overview
Implementation Specialist
Glide Concepts
- a) Glide System
- b) Glide Element
- c) Glide Aggregate
- d) Glide Secure
- e) Glide Datetime
- f) Glide Form
- g) Glide List
- h) Scripting
    - i. Client Side Scripting
- i) UI Policies
- j) Client Scripts
    - i. Server Side Scripting
- k) Business Rules
- l) Script Include
- m) Script Actions
- n) Transform Scripts
- o) UI Actions and UI Scripts
- p) Mail Scripts
- q) Script Actions
- r) Transform Scripts
- s) UI Actions and UI Scripts
- t) Mail Scripts

Workflows
- a) Workflow Activities
- b) Sub-workflows
- c) SLA Workflows
- d) Workflow events and Scratchpad
- a) 4. Access Controls (CRWD)
- a) Global ACL's
- b) Table Level
- c) Field Level
- b) 5. Integration
- a) LDAP
- b) Inbound Email Action
- c) SOAP Webservices
- d) REST API

Data sources
- a) Import sets and
- b) Transformations

Scheduling Jobs
Jelly Scripting

Content Management Overview
Processors
Language Localisation
Best Practices
Application Developer
Building Applications
    a)   From Scratch
    b)   Custom Application
    c)   From a template
    d)   Basic Service Management
    e)   Intermediate Service Management
    f)   Advanced Service Management

Managing Applications
    a)   Migrating, downloading, installing/uninstalling, and publishing
    b)   Publish Applications to an Update Set
    c)   Publish Applications to the ServiceNow Store
    d)   Publish Applications to the ServiceNow Application Repository

Application Security
    a)   Application Scope
    b)   Access Setting
    c)   Context Awareness
    d)   Configurations
    e)   Entitlements

Scoped Application Scripting
    a)   Application Namespace
    b)   Script Includes
    c)   Public
    d)   Private

Applications Files
Application Versioning
Application Resource Throttling
Move Application Files Between Global Applications
Fix Scripts
ServiceNow Store and Technology Partner Portal