

ServiceNow Certified Technical Architect (CTA)

OEM: ServiceNow • Duration: 3 Days (24 hrs) • Code: CTA

COURSE MODULES & TOPICS

Module 1: Understanding the ServiceNow Platform

- ServiceNow Platform Overview
- ServiceNow Architecture
- Understanding the ServiceNow Technical Architect role
- Basics of ServiceNow modules & components
- Key concepts: Tables, Records, Forms, Fields
- ServiceNow Development Methodology Overview

Module 2: Configuring ServiceNow Platform

- ServiceNow data model fundamentals
- Configuration Management
- User and Groups management
- Roles and permissions
- UI policies, UI actions, Client scripts

Module 3: SAD — ServiceNow Application Development

- ServiceNow Application Development overview
- App creation and configuration
- Business rules, script includes, workflows
- Custom tables and fields building
- Integrations and web services

Module 4: Advanced Scripting and Development

- Advanced scripting with Glide API
- Custom scripts and UI pages
- AngularJS in ServiceNow
- Scripting best practices
- Performance optimization concepts
- Automated testing concepts

Module 5: ServiceNow Performance and Scalability

- Performance considerations
- Identifying and resolving performance issues
- Scalability best practices and techniques
- Performance monitoring and tuning

Module 6: Platform Administration Introduction

- Administration tasks overview
- Roles, Users, Groups management
- Instance configuration and maintenance
- Upgrade process introduction
- Backup and recovery strategies

Module 7: Security and Compliance

- ServiceNow security model overview
- Role-Based Access Control (RBAC)
- GRC module fundamentals
- Security best practices implementation
- Compliance management

Module 8: Reporting and Analytics

- ServiceNow reporting tools introduction
- Report and dashboard customization
- Performance Analytics overview
- Advanced reporting techniques
- Data visualization concepts

Module 9: Implementation Best Practices

- Implementation methodologies
- Requirements collection and solution design
- Change management in implementation
- Case studies and scenarios
- Continuous improvement and optimization strategies

Module 10: Summary and Exam Preparation

- Practice exercises
- Exam preparation guidance