Servicenow Project Details

The course includes **6 Mini Projects and 3 Major Projects**, designed to provide hands-on experience in ServiceNow. These projects focus on IT Service Management (ITSM) and HRSD, enabling students to develop practical skills and enhance their workflow automation expertise.

Mini Projects

1. Application Creation and Update Sets

- **Description:**
  - ○ Create an application from scratch to store student data within an institution.
  - ○ Configure forms, layouts, and other essential components. ○ Utilize update sets to move code from lower to higher instances.

2. Onboarding Service Catalog

- **Description**
  - ○ Develop a catalog from scratch to help employees fill in personal and professional details.
  - ○ Enable service requests for items like laptops, mice, and other resources.

3. Incident Management

- **Description:**
  - ○ Implement the Incident Management lifecycle and stages. ○ Configure forms, set field conditions (mandatory, visible, read-only), and customize forms.

4. Change Management

- **Description:**
    - Work on the Change Management lifecycle and stages.
    - Configure forms, enforce field conditions, and apply customizations.

5. Problem Management

- **Description:**
    - Develop the Problem Management lifecycle and stages.
    - Configure forms, manage field conditions, and introduce custom modifications.

6. Transform Map

- **Description:**
    - Load bulk data from external sources like Excel to reduce manual effort.
    - Implement duplication restriction mechanisms to ensure data integrity.

Major Projects

1. Employee Onboarding Application

- **Description:**
    - This project integrates multiple mini-projects to create a complete onboarding system.
    - It includes service catalog, order guide, record producer and fulfillment using flow designer.
    - Ensures smooth employee onboarding with automated service requests and issue resolution.

2. HRSD Dongle Request Management

- **Description:**
    - This project is designed to streamline and automate the process

of requesting, approving, issuing, and tracking USB dongles for employees using ServiceNow HR Service Delivery (HRSD).

3. Employee Laptop Request & Approval Process

- **Description:**
  - When an employee raises a laptop request through the Employee Service Catalog (ESC), the request is first routed to the IT team for initial review. The IT team evaluates the condition of the existing laptop (if applicable) and verifies the requirement for a new laptop or replacement.
  - Based on the assessment, the IT team approves or rejects the request. If approved, the request proceeds for further authorization (if required) and the IT team initiates the procurement or allocation of a new/replacement laptop.
  - Once the laptop is ready, it is issued to the employee. Upon receiving the laptop, the employee must acknowledge receipt by signing the required documentation confirming that the device has been received in proper condition.
  - The request is then marked as completed in the system.