



Course Curriculum

SERVICENOW TESTING TRAINING PROGRAM



500K+

Satisfied Students



100K+

Online Students



300+

Trainers



300K+

Placements



200+

Global Certifications



150+

Companies

Module 1: Introduction to ServiceNow

- ✓ What Is ServiceNow?
- ✓ ServiceNow Architecture
- ✓ Cloud Computing Basics
- ✓ ServiceNow Modules Overview
- ✓ Navigation And User Interface
- ✓ ServiceNow Instances (Dev, Test, Prod)
- ✓ Tables, Records, And Applications

Module 2: ITSM Fundamentals

- ✓ ITSM Concepts
- ✓ Incident Management
- ✓ Problem Management
- ✓ Change Management
- ✓ Request Management
- ✓ Knowledge Management
- ✓ Service Catalog

Module 3: ServiceNow Administration Basics

- ✓ Users, Groups, And Roles
- ✓ Forms And Lists
- ✓ Filters
- ✓ Views
- ✓ Update Sets
- ✓ Import Sets

- ✓ CMDB Overview
- ✓ Application Navigator

Module 4: ServiceNow Testing Fundamentals

- ✓ SDLC
- ✓ STLC
- ✓ Test Planning
- ✓ Test Scenarios
- ✓ Test Cases
- ✓ Test Execution
- ✓ Defect Life Cycle
- ✓ Severity Vs Priority
- ✓ Regression Testing
- ✓ Smoke & Sanity Testing

Module 5: ServiceNow Functional Testing

- ✓ Forms Testing
- ✓ List Testing
- ✓ UI Policies
- ✓ Client Scripts
- ✓ Business Rules
- ✓ Data Policies
- ✓ UI Actions
- ✓ Reference Fields
- ✓ Related Lists
- ✓ Attachments

- ✓ Mandatory Fields Validation

Module 6: Workflow & Flow Testing

- ✓ Workflow Basics
- ✓ Flow Designer
- ✓ Approvals
- ✓ Notifications
- ✓ Email Triggers
- ✓ Scheduled Jobs
- ✓ Escalations
- ✓ SLA Validation

Module 7: Service Catalog Testing

- ✓ Catalog Items
- ✓ Record Producers
- ✓ Variables
- ✓ Variable Sets
- ✓ Order Guides
- ✓ Requested Items (RITM)
- ✓ Catalog Tasks
- ✓ Approval Flow
- ✓ Request Fulfillment

Module 8: Security Testing

- ✓ ACL (Access Control List)
- ✓ Roles And Permissions

- ✓ User Restrictions
- ✓ Data Visibility
- ✓ Impersonation
- ✓ Security Validation

Module 9: Integration Testing

- ✓ REST API Basics
- ✓ SOAP Basics
- ✓ MID Server Overview
- ✓ Import Sets
- ✓ Transform Maps
- ✓ Outbound Integrations
- ✓ Inbound Integrations
- ✓ API Testing

Module 10: Automated Test Framework (ATF)

- ✓ Introduction To ATF
- ✓ Creating Test Suites
- ✓ Test Steps
- ✓ Form Testing
- ✓ Portal Testing
- ✓ Catalog Testing
- ✓ Running ATF
- ✓ Reports
- ✓ Best Practices

Module 11: Defect Management

- ✓ Defect Logging
- ✓ Defect Reports
- ✓ Root Cause Analysis
- ✓ Retesting
- ✓ Regression Testing
- ✓ Test Closure

Module 12: Real-Time Project

- ✓ Incident Module Testing
- ✓ Change Module Testing
- ✓ Service Catalog Testing
- ✓ Flow Testing
- ✓ Notification Testing
- ✓ ACL Testing
- ✓ Integration Validation
- ✓ End-To-End Testing

Module 13: API Testing with Postman

- ✓ REST API
- ✓ HTTP Methods
- ✓ Headers
- ✓ Authorization
- ✓ JSON
- ✓ Response Validation
- ✓ Environment Variables

- ✓ Collections

Module 14: Agile & Jira

- ✓ Agile Methodology
- ✓ Scrum Process
- ✓ Sprint Planning
- ✓ User Stories
- ✓ Jira Basics
- ✓ Bug Tracking
- ✓ Dashboards

e-Learning through LMS

Learning **Management System**

Our LMS (LearnPitch) is for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs.

Our LMS has been designed to identify training and learning gaps, using analytical data and reporting to keep you up with the class activities.

Key Features **Learning Management System**



Live Sessions with Class recordings



Get study material with Assignments.



Track your curriculum covered.



Track your class wise attendance



Share your feedback for Trainer & Training



Get your Training Certificate from LMS



| Training Certification

Earn Your **Certificate**

Your certificate and skills are vital to the extent of jump-starting your career and giving you a chance to compete in a global space.



|Croma Campus is Nasscom Certified

Croma Campus is now

NASSCOM[®]
Certified Member



www.cromacampus.com

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|Croma Campus! Reviews



"The most rewarding part of my experience has been achieving a prestigious certification in the subject that I love. Moreover, the training offered out by the specialists are of world-class and prepares out the students for corporate world. For me Croma Campus means a lot."

"By The Students For The Students,"

Your Success is **Our Story**



Bharat

"I am fully satisfied with the excellent training services received by the expert staff at Croma Campus. I want to thank Croma Campus for providing me with the most innovative and affordable training services for learning all the software testing procedures and guidelines."



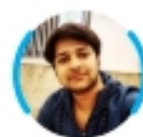
Ankit

"It was a lifetime experience for me to get trained by IT Experts of Croma Campus. What I liked most about the training was the consistent high-quality education, which was friendly and co-active. The placement department was also proactive, they keep me updated regarding new job opportunities and provide the grooming session to crack the interview. At last, I would like to thank all faculty members of Croma Campus for their immense help and support."



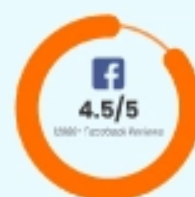
Umesh

"Without any second thought, I will give Croma Campus 10/10. Their placement department is highly proactive. I remember they started scheduling interviews for me from the very next day when I told them my course has been completed. These people are doing a phenomenal job and I highly recommend Croma Campus to everyone."



Shams Khan

"Croma Campus is doing a phenomenal job in the IT training industry. The reason why I decided to join their training program was that they provide quality training at very a nominal price. Plus, the online training mode was also a factor due to which I decided to join the training program of Croma Campus as I didn't want to attend physical classes."



|Meet Our Team



Sales Team

Our Sales team is highly passionate, emphatic, positive attitude, great listening skills, ability to deliver quick solutions, and they are multitasker too. Our team always remains up-to-date about all the latest technologies and market trends. With effective communication skills, they always work to deliver the right information to customers when it is needed.

Product Team

Our product team is highly functional and collaborative working together to achieve the common outcome of designing exceptional digital experiences. Each of our members is a contributor to help us achieve success in long-run. Sitting at the high-end of technology and innovation, team helps to deliver high-end customer experiences and always comes out with a big idea as a game-changing plan.

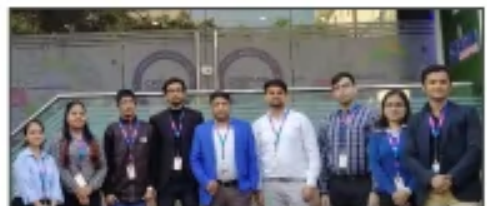


Marketing Team

Our Marketing team works as gladiators and helps us to achieve business success in all possible ways. They are included in almost everything either it is building a brand, creating brand awareness, promoting products or services, delivering trailblazing customer experiences or increasing engagement at public forums. They are the true backbone of the Company.

Content Team

Our content team is responsible for ideation, creation, optimization, and distribution of content throughout the company. The team always starts its work with a strategy, how to create high-quality contents, and how to promote or share the content. Our in-house content team help us to produce all types of contents either they are educational content pieces, marketing content, SEO content, or any other forms too.



Customer Access Team

This is the team that has actually been taken up us from reactive state to a pro-active state. The team utilizes high-valued solutions to satisfy customers in all possible ways. It is truly said that no company can succeed if your customers are not satisfied. And our customer success team is dedicatedly working to keep all the customers satisfied and we always consider our customer feedback on priority.

HR Team

Our HR team is committed to provide high-end solutions to employees as they require. Our HR team has the right skills and knowledge to make sure that the HR department can always be legally and strategically successful. They know how to keep employees motivated all the time with the best HR policies and fun activities too from time to time.

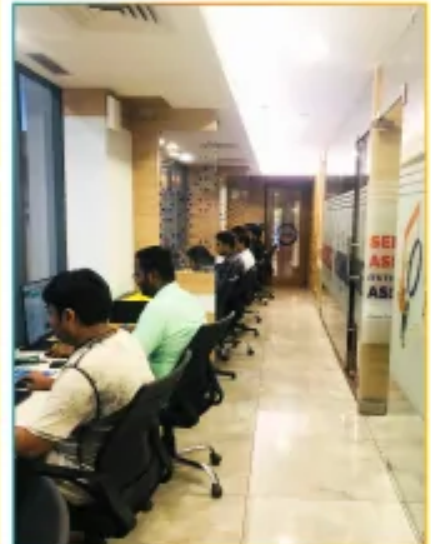
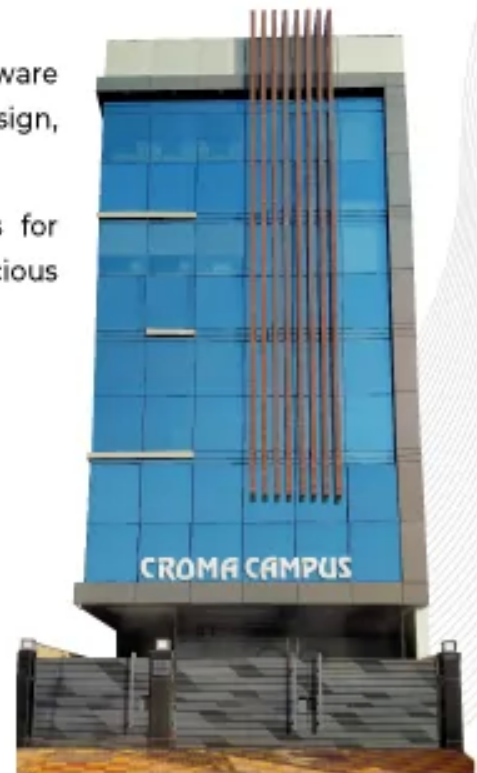


| Glimpse Of Our Office

Look **Who We are**

Our office's infrastructure comprises all the necessary software and network resources that are required to deliver IT & Design, Human Resources, Digital Marketing, and training services.

We are well-equipped with bright designed work bays for employees and managers having separate cabins with spacious cafeteria and training classrooms.



About Croma Campus

“Our Mission is to Build Nation through Education & Beyond Limitation.”



#1 Asia's Leading
Edtech Company

Croma Campus Training & Development Private Limited is an education platform providing rigorous industry-relevant programs designed and delivered in collaboration with world-class faculty, industry & Infrastructure. In the past 15 years we have trained 18000+ candidates and out of which we are able to place 12000+ professionals in various industries successfully.

We Are
Affiliated
With Different
Partners



We're Here to Help –
Reach Out to Our Global Offices

 **India**

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