

<b>COURSE NAME:</b>	SERVICE NOW ADMINISTRATOR
<b>TOTAL DURATION:</b>	66HRS
<b>MODE OF DELIVERY</b>	Virtual Instructor-Led Training + Self-Paced Learning
<b>TRAINER TO STUDENT RATIO:</b>	1:50
<b>TOTAL MARKS:</b>	75

<b>TABLE 1</b>	
<b>OVERALL COURSE OBJECTIVE:</b>	<ul style="list-style-type: none"> <li>● <b>Platform Introduction:</b> Understand the fundamentals of the ServiceNow platform, including its architecture, components, and capabilities.</li> <li>● <b>Instance Setup and Configuration:</b> Learn how to set up and configure a ServiceNow instance according to organizational requirements, including instance provisioning, basic configuration settings, and instance customization.</li> <li>● <b>User and Access Management:</b> Gain proficiency in managing users, groups, and roles within ServiceNow, as well as configuring access controls, authentication methods, and user permissions.</li> <li>● <b>Service Catalog Management:</b> Learn how to create and manage service catalogs within ServiceNow, including defining services, service offerings, and service level agreements (SLAs).</li> <li>● <b>Incident and Problem Management:</b> Understand the processes and workflows for managing incidents, problems, and service requests within ServiceNow, including incident logging, categorization, prioritization, and resolution.</li> <li>● <b>Change and Release Management:</b> Learn how to implement change management processes within ServiceNow, including planning, scheduling, and tracking changes, as well as managing release cycles and</li> </ul>

	<p>deployment tasks.</p> <ul style="list-style-type: none"> <li>● <b>Asset and Configuration Management:</b> Gain proficiency in managing IT assets and configuration items (CIs) within ServiceNow, including asset discovery, inventory management, and configuration item relationships.</li> <li>● <b>Reporting and Analytics:</b> Understand how to create and customize reports, dashboards, and performance analytics within ServiceNow to monitor and analyse key performance indicators (KPIs) and metrics.</li> <li>● <b>Service Level Management:</b> Learn how to define and manage service level agreements (SLAs) and operational level agreements (OLAs) within ServiceNow, including setting SLA targets, tracking SLA performance, and managing SLA breaches.</li> </ul> <p>These course objectives aim to equip students with the necessary knowledge, skills, and practical experience to become job-ready for ServiceNow Admin Roles</p>
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<p><b>LEARNING OUTCOME:</b></p>	<ul style="list-style-type: none"> <li>● <b>Platform and Instance Management:</b> Understand ServiceNow's architecture and set up instances according to organizational needs.</li> <li>● <b>User and Access Control:</b> Effectively manage user roles, groups, and permissions within ServiceNow.</li> <li>● <b>Service Management:</b> Create and manage service catalogs, incidents, problems, and changes using ServiceNow workflows.</li> <li>● <b>Asset and Configuration Management:</b> Manage IT assets, configurations, and relationships within ServiceNow.</li> <li>● <b>Reporting and Analytics:</b> Create customized reports, dashboards, and analytics for monitoring performance.</li> <li>● <b>Service Level Agreement (SLA)</b></li> </ul>
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	<p><b>Management:</b> Define, track, and manage SLAs to ensure service delivery meets targets.</p>
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<b>TABLE 2: MODULE-WISE COURSE CONTENT AND OUTCOME</b>				
<b>SL.NO</b>	<b>MODULE NAME</b>	<b>MODULE CONTENT</b>	<b>MODULE LEARNING OUTCOME</b>	<b>DURATION (HRS)</b>
1	Welcome To ServiceNow	<ul style="list-style-type: none"> <li>• NextExperience, Navigation, and Access</li> <li>• Lists and Filters</li> <li>• Forms</li> <li>• Tasks</li> <li>• Reporting</li> <li>• Knowledge Management</li> <li>• Service Catalog</li> <li>• Virtual Agent</li> </ul>	Navigate ServiceNow proficiently with Next Experience, optimize data management with Lists and Filters, design efficient Forms, manage Tasks effectively, create insightful Reports, harness	3 hours

			Knowledge Management tools, streamline services with Service Catalog, and enhance support using Virtual Agent capabilities, ensuring seamless user experience and operational efficiency across the platform.	
2	Welcome to ServiceNow Micro-Certification Assessment	<ul style="list-style-type: none"> <li>● Introduction to ServiceNow</li> <li>● ServiceNow Navigation</li> <li>● Platform Basics</li> <li>● Users and Roles</li> <li>● Forms and Lists</li> <li>● Applications and Modules</li> <li>● Workflows and Automation</li> <li>● Instance and Tenancy</li> <li>● Preparation for Advanced Learning</li> </ul>	Learners will understand the primary purpose of ServiceNow as a cloud-based platform designed to streamline and automate enterprise workflows. They will be able to identify the types of business challenges ServiceNow addresses, such as inefficiencies in task management,	1.5 hours

			<p>fragmented systems, and lack of process standardization.</p> <p>Additionally, learners will gain insight into how ServiceNow transforms manual processes into automated workflows, increasing productivity and organizational efficiency.</p>	
3	Introduction to Generative AI	<ul style="list-style-type: none"> <li>• What is Generative AI?</li> <li>• Key Concepts in Generative AI</li> <li>• Types of Generative Models</li> <li>• Generative AI Applications</li> <li>• Training Generative AI Models</li> <li>• Ethical and Responsible Use</li> <li>• Summary and Next Steps</li> </ul>	<p>This module provides learners with a foundational understanding of Generative AI, equipping them with the knowledge and skills to explore this transformative technology. Learners will begin by grasping the fundamental concepts of Generative AI, including its purpose, how it generates new data, and how it differs from</p>	10 min

			traditional AI methods.	
4	ServiceNow Administration Fundamentals	<ul style="list-style-type: none"> <li>• Module Section</li> <li>• Introduction to ServiceNow</li> <li>• Navigating the ServiceNow Interface</li> <li>• ServiceNow Data Model</li> <li>• Managing Users and Groups</li> <li>• Configuring ServiceNow Tables</li> <li>• Managing ServiceNow Records</li> <li>• Managing Access Control</li> <li>• ServiceNow System Properties</li> <li>• Business Rules and Workflows</li> <li>• ServiceNow Reporting</li> <li>• ServiceNow Application Management</li> <li>• ServiceNow Security</li> <li>• ServiceNow Automation</li> <li>• ServiceNow Update Sets</li> <li>• ServiceNow Scripting Basics</li> <li>• Summary and</li> </ul>	The ServiceNow Administration Fundamentals module introduces administrators to the core aspects of the ServiceNow platform. It covers navigating the user interface, managing users, groups, and security, and configuring tables and records. Administrators also learn to automate processes using business rules, create reports, and maintain system health. This module provides foundational knowledge for effectively managing and optimizing the ServiceNow platform for organizational	18.5 hours

		Next Steps		
5	IT Service Management Fundamentals	<ul style="list-style-type: none"> <li>• Introduction to IT Service Management</li> <li>• ITSM Framework and ITIL</li> <li>• Service Management Lifecycle</li> <li>• Service Management Lifecycle</li> <li>• Problem Management</li> <li>• Change Management</li> <li>• Service Request Management</li> <li>• Configuration Management</li> <li>• Service Level Management</li> <li>• Knowledge Management</li> <li>• ITSM Tools and Technologies</li> </ul>	<p>The IT Service Management (ITSM) Fundamentals module introduces the key principles and practices of IT service management within the ServiceNow platform. It covers core ITSM processes such as incident, problem, change, and request management. Administrators learn how to configure and manage these processes, automate workflows, and ensure efficient service delivery. The module provides a solid foundation for optimizing IT services and improving service management efficiency within an</p>	10 hours 5 minutes.

			organization.	
6	Introduction to Generative AI	<ul style="list-style-type: none"> <li>• What is Generative AI?</li> <li>• Key Concepts in Generative AI</li> <li>• Types of Generative Models</li> <li>• Generative AI Applications</li> <li>• Training Generative AI Models</li> <li>• Limitations and Challenges</li> <li>• Future of Generative AI</li> <li>• Hands-on Introduction</li> <li>• Ethical and Responsible Use</li> <li>• Summary and Next Steps</li> </ul>	<p>The Introduction to Generative AI module provides a comprehensive overview of generative artificial intelligence, its key concepts, and how it differs from other AI models. It covers the types of generative models, such as GANs and transformers, and explores their applications in various industries. The module also discusses the limitations, challenges, and ethical considerations associated with generative AI. It offers hands-on experience and prepares learners for understanding the future impact and responsible</p>	10 min



			use of these technologies.	
7	Introduction to App Engine Studio	<ul style="list-style-type: none"> <li>• Overview of App Engine Studio</li> <li>• Key Features of App Engine Studio</li> <li>• Navigating the App Engine Studio Interface</li> <li>• Creating an Application in App Engine Studio</li> <li>• Configuring Tables and Data Models</li> <li>• Building and Configuring UI Pages</li> <li>• Automating Business Logic with Flows</li> <li>• Implementing Security and Access Controls</li> <li>• Publishing and Deploying Applications</li> </ul>	<p>The Introduction to App Engine Studio module introduces learners to ServiceNow's App Engine Studio, a powerful tool for building applications without code. It covers the core features of App Engine Studio, including creating and configuring applications, designing user interfaces, and automating workflows. The module emphasizes the ease of building scalable and secure applications, and teaches best practices for app development. It provides a foundational understanding of how to use App Engine Studio to streamline</p>	3 Hrs 30 minutes

			development and enhance productivity.	
8	Flow Designer Fundamentals	<ul style="list-style-type: none"> <li>• Introduction to Flow Designer</li> <li>• Key Concepts and Terminology in Flow Designer</li> <li>• Navigating the Flow Designer Interface</li> <li>• Creating and Configuring Flows</li> <li>• Using Flow Actions and Variables</li> <li>• Managing Flow Inputs and Outputs</li> </ul>	<p>The Flow Designer Fundamentals module introduces learners to ServiceNow's Flow Designer, a no-code tool for automating business processes. It covers the basic concepts of flows, actions, and triggers, and teaches how to design, configure, and manage workflows. The module also emphasizes the use of reusable flow components, best practices for building efficient flows, and how to automate tasks across various systems. It provides a solid foundation for streamlining operations and improving</p>	8 hours

			productivity using Flow Designer.	
9	Flow Designer Micro-Certification Assessment	<ul style="list-style-type: none"> <li>• Overview of Flow Designer</li> <li>• Building Flows</li> <li>• Using Actions</li> <li>• Troubleshooting and Debugging</li> <li>• Best Practices</li> </ul>	The Flow Designer Micro-Certification Assessment evaluates your ability to use ServiceNow's Flow Designer to automate business processes effectively. It covers creating and configuring flows, integrating actions, and troubleshooting any issues that arise.	1
10	App Engine Studio Certification	<ul style="list-style-type: none"> <li>• Overview of App Engine Studio Certification</li> <li>• Preparing for the App Engine Studio Certification</li> <li>• Key Features and Capabilities of App Engine Studio</li> <li>• Building Applications in App Engine Studio</li> <li>• Configuring Tables and Data Models</li> </ul>	The App Engine Studio Certification module prepares learners for the App Engine Studio certification by covering essential topics such as creating and managing applications, designing user interfaces, and automating business processes	1 hour

		<ul style="list-style-type: none"> <li>•</li> </ul>	<p>within ServiceNow. It focuses on building scalable, secure, and high-performance apps using App Engine Studio's low-code features. The module includes hands-on practice with tools and resources, ensuring learners understand best practices for development. It provides the knowledge and skills necessary to successfully complete the App Engine Studio certification exam and effectively use the platform for app development.</p>	
11	Automated Test Framework Essentials	<ul style="list-style-type: none"> <li>• Introduction to Automated Test Framework (ATF)</li> <li>• Key Concepts and</li> </ul>	The Automated Test Framework Essentials module introduces	8 hours

		<p>Terminology in Automated Testing</p> <ul style="list-style-type: none"><li>• Setting Up the Automated Test Framework</li><li>• Creating and Configuring Automated Test Cases</li><li>• Running Automated Tests</li></ul>	<p>learners to ServiceNow's Automated Test Framework (ATF) for testing and automating workflows. It covers key concepts such as creating and running automated test cases, testing form fields, business logic, and UI elements. The module emphasizes best practices for designing tests, debugging failures, and ensuring quality throughout the development process. Learners gain hands-on experience with ATF to effectively automate testing, improve efficiency, and reduce manual testing efforts within the</p>	
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			ServiceNow platform.	
12	Automated Test Framework (ATF) Micro-Certification	<ul style="list-style-type: none"> <li>• Overview of Automated Test Framework (ATF)</li> <li>• Preparing for the ATF Micro-Certification</li> <li>• Key Features and Benefits of ATF</li> <li>• Creating and Configuring Automated Test Cases</li> </ul>	The Automated Test Framework (ATF) Micro-Certification module prepares learners for the ATF micro-certification by focusing on key concepts of automated testing within the ServiceNow platform. It covers the creation and execution of test cases, testing various ServiceNow components like forms, workflows, and UI actions. The module also emphasizes debugging, troubleshooting, and best practices for designing efficient test cases.	1 hour
13	Virtual Agent Fundamentals	<ul style="list-style-type: none"> <li>• Introduction to Virtual Agent</li> <li>• Key Concepts and</li> </ul>	The Virtual Agent Fundamentals module introduces	1 hr 45 minutes

		<p>Terminology of Virtual Agents</p> <ul style="list-style-type: none"> <li>• Setting Up and Configuring a Virtual Agent</li> <li>• Creating and Designing Virtual Agent Topics</li> <li>• Configuring Virtual Agent Conversations</li> <li>• Using Virtual Agent Designer</li> <li>• Integrating Virtual Agent with Knowledge Base</li> </ul>	<p>learners to ServiceNow's Virtual Agent, a tool for building intelligent chatbots that automate conversations and support services. It covers key concepts like creating and configuring Virtual Agent topics, designing dialogues, and integrating with other ServiceNow modules. The module emphasizes best practices for building conversational flows, handling user inputs, and testing bots. Learners gain hands-on experience to effectively use Virtual Agent to streamline customer interactions and improve service delivery within the ServiceNow</p>	
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			platform.	
14	Troubleshoot the Now Platform	<ul style="list-style-type: none"> <li>• Introduction to Troubleshooting on the Now Platform</li> <li>• Key Concepts and Terminology in Platform Troubleshooting</li> <li>• Navigating the Troubleshooting Interface</li> <li>• Common Platform Issues and How to Identify Them</li> <li>• Using Logs and System Diagnostics Tools</li> </ul>	<p>The Troubleshoot the Now Platform module equips learners with the skills to diagnose and resolve issues within the ServiceNow platform. It covers troubleshooting techniques for identifying and fixing common platform problems, including issues with performance, integrations, workflows, and data. The module emphasizes the use of diagnostic tools, logs, and reports to pinpoint root causes, as well as best practices for resolving errors efficiently. Learners gain practical experience to troubleshoot effectively,</p>	2 hours



			ensuring smooth operations and minimal downtime in ServiceNow environments.	
15	Introduction to the CMDB	<ul style="list-style-type: none"> <li>• Introduction to the Configuration Management Database (CMDB)</li> <li>• Key Concepts and Terminology of CMDB</li> <li>• Understanding the CMDB Data Model</li> <li>• Navigating the CMDB Interface</li> <li>• Configuring and Managing CI Classes</li> </ul>	The Introduction to the CMDB module provides learners with a foundational understanding of the Configuration Management Database (CMDB) in ServiceNow. It covers key concepts like Configuration Items (CIs), CI classes, and relationships between CIs. The module also explains how to manage and maintain accurate CMDB data, ensuring data integrity and consistency. Learners are introduced to best practices for using the CMDB to support IT	1 hour

			services and improve decision-making by visualizing and understanding the infrastructure and service dependencies within an organization.	
16	UI Builder Fundamentals	<ul style="list-style-type: none"> <li>• Introduction to UI Builder</li> <li>• Key Concepts and Terminology in UI Builder</li> <li>• Navigating the UI Builder Interface</li> <li>• Creating and Designing Pages with UI Builder</li> <li>• Working with Components in UI Builder</li> <li>• Configuring Data Sources and Integrations</li> </ul>	The UI Builder Fundamentals module introduces learners to ServiceNow's UI Builder, a tool for creating custom, responsive user interfaces without writing code. It covers key features of UI Builder, including designing pages, adding components, and configuring data sources. The module emphasizes best practices for building intuitive and scalable interfaces, integrating with backend	6 hour

			<p>data, and ensuring smooth user experiences. Learners gain hands-on experience to effectively design and manage custom UI pages that enhance the functionality and usability of ServiceNow applications.</p>	
17	Ui Builder Micro-Certification	<ul style="list-style-type: none"> <li>• Overview of UI Builder Micro-Certification</li> <li>• Key Features of UI Builder</li> <li>• Preparing for the UI Builder Micro-Certification</li> <li>• Designing Pages with UI Builder</li> </ul>	<p>The UI Builder Micro-Certification module prepares learners for the UI Builder micro-certification by focusing on advanced skills in designing and developing custom user interfaces in ServiceNow. It covers creating and managing pages, configuring components, and integrating data sources to build dynamic and</p>	1 hour

			responsive UIs. The module emphasizes best practices for optimizing user experience, ensuring scalability, and troubleshooting UI issues. Learners gain practical, hands-on experience to demonstrate proficiency in UI Builder and successfully complete the micro-certification exam.	
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<b>TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USECASES</b>		
<b>LEARNING OUTCOME</b>	<b>ASSESSMENT CRITERIA</b>	<b>Lab practices</b>
<p>In this course, you will learn to use ServiceNow Studio to:</p> <ul style="list-style-type: none"> <li>• Add application files to applications</li> <li>• Design form layouts, including fields, views, and sections</li> </ul>	<p>Create a new ServiceNow application in Studio, adding scripts, stylesheets, and images.</p> <p>Design a form layout with fields, views, and sections following functional requirements.</p>	<p><b>Module:</b> ServiceNow Studio Overview</p> <p><b>Objective</b></p> <p>This lab familiarizes participants with the key features and functionalities of ServiceNow Studio, the integrated development environment (IDE) for building and customizing applications on the ServiceNow platform. Through hands-on exercises, participants will learn how to navigate Studio, create and modify application artifacts, and leverage Studio's tools for efficient application development and customization.</p>

	<p>Document the process and rationale, test functionality, and present the application, incorporating feedback for improvement.</p>	
<p>In each course, you will find lessons and may watch short videos walking you through the ServiceNow Platform. Take a look at the list of topics below by selecting the plus sign (+) or use the left and right arrows to learn more about each. To move to the next item, you may either select the plus sign again to close the text box or use the left and right arrows in the top right corner of the text box.</p>	<p>In this learning path you may engage in different types of hands-on practice using ServiceNow. There are no-pressure, guided "Now You Try" activities that you can find at the end of a lesson. Then you will be able to engage in knowledge checks where you can test what you've learned in each lesson. Finally, you will engage in tasks that require validation, which are part of the course simulator. See below to learn a little more the hands-on practice you</p>	<p><b>Module :-</b> Welcome to ServiceNow</p> <p><b>Objective</b>  This lab is to introduce participants to the ServiceNow platform and its fundamental concepts. Through interactive instruction, learners will gain familiarity with navigating the ServiceNow interface, understanding key components of the platform, and grasping basic ServiceNow functionalities and terminologies.</p>

	will experience in this course.	
<p>In this micro-certification exam, you will perform and complete 7 tasks as the Platform User in a simulator environment and must complete and validate all 7 tasks.</p> <p>Upon completion of this micro-certification, you will receive a badge to show off your skills in Now Learning. Use that accomplishment to drive you to your next learning opportunity within ServiceNow. Enjoy the journey!</p>	<p>In the micro-certification course "Welcome to ServiceNow," learners will embark on a journey to grasp the fundamental concepts and advantages of ServiceNow. They will adeptly navigate the ServiceNow interface, gaining familiarity with its various components. Through interactive learning modules, participants will develop a foundational understanding of ServiceNow's functionality and terminology. Assessment completion will validate their comprehension, marking their readiness to embark on further ServiceNow</p>	<p><b>Module :-</b> Micro-Certification - Welcome to ServiceNow</p> <p><b>Objective</b></p> <p>Through the "Micro-Certification - Welcome to ServiceNow," participants will embark on a journey to grasp the core essence of the ServiceNow platform. The session aims to immerse learners in interactive modules, facilitating their exploration of ServiceNow's interface, essential components, and introductory functionalities. Successful completion signifies readiness for deeper dives into ServiceNow's capabilities.</p>

	learning pathways.	
<p>The "ServiceNow Administration Fundamentals On Demand" course equips learners with essential skills for proficiently administering ServiceNow instances. Participants gain expertise in system setup, user management, and configuration. They master core administration tasks such as incident management, reporting, and customization. Upon completion, learners possess the knowledge to effectively manage ServiceNow implementations, ensuring optimal performance and usability.</p>	<p>The course encompasses adept navigation of the platform, comprehensive grasp of core ServiceNow principles, and proficient execution of essential administrative functions. Mastery of user management, incident resolution, and customization demonstrates readiness for roles in ServiceNow administration.</p>	<p><b>Module :-</b> Welcome to ServiceNow Administration Fundamentals (On Demand)</p> <p><b>Objective</b>  Upon completion of this course, attendees will be able to:  Configure applications and modules  Build 'Self-Service' experiences  Setup notifications  Create reports/dashboards  Manage data  Enable productivity  Maintain an instance  Enhance an instance  Package enhancements for testing</p> <p><b>Task 1</b>  The Modernized Work Experience  <b>Objective</b>  In the "The Modernized Work Experience" module, participants delve into the dynamic realm of workplace transformation facilitated by ServiceNow. Through this exploration, learners uncover the strategies and tools essential for streamlining processes, fostering collaboration, and maximizing productivity. By understanding ServiceNow's role in modernizing work experiences, participants are empowered to drive organizational success in today's digital landscape.</p> <p><b>Task 2</b>  Explore the Power of the ServiceNow Platform  <b>Objective</b>  The aim of "Explore the Power of the ServiceNow Platform" is to introduce participants to the capabilities and potential of the ServiceNow platform.</p>

		<p>Through guided exploration, learners will discover how ServiceNow can revolutionize workflows, optimize operations, and drive innovation across various business functions, enhancing overall organizational efficiency and effectiveness.</p> <p><b>Task 3</b> Configure Applications for Business <b>Objective</b></p> <p>The objective of "Configure Applications for Business" is to equip participants with the skills to customize and tailor ServiceNow applications to meet specific business needs. Through practical exercises and instruction, learners will learn how to configure applications, workflows, and user interfaces within the ServiceNow platform, ensuring alignment with organizational processes and objectives.</p> <p><b>Task 4</b> Manage Data <b>Objective</b></p> <p>knowledge and skills necessary to proficiently handle and manipulate data within the platform. Through hands-on training, learners will develop proficiency in tasks such as data import, export, cleansing, and manipulation, ensuring data accuracy, integrity, and accessibility to support informed decision-making and efficient business operations.</p> <p><b>Task 5</b> Configure Self Service <b>Objective</b></p> <p>In "Configure Self-Service," participants will learn to customize and improve self-service portals on</p>
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		<p>the ServiceNow platform. Through hands-on practice, they'll gain skills to enhance user interfaces, automate tasks, and empower users for independent issue resolution, aiming to boost efficiency and user satisfaction.</p> <p><b>Task 6</b> Enable Productivity</p> <p><b>Objective</b> The goal of "Enable Productivity" is to empower participants with the means to boost efficiency through the ServiceNow platform. Through hands-on activities, learners will discover methods to optimize workflows, automate tasks, and streamline processes, fostering a more productive work environment for all users.</p> <p><b>Task 7</b> Package Enhancements for Testing</p> <p><b>Objective</b> Participants will learn to prepare and test software upgrades and improvements in the ServiceNow platform. Through guided activities, they'll develop skills to package modifications effectively, ensuring smooth integration and functionality while preserving system stability and reliability.</p>
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<b>TABLE 4: LIST OF FINAL PROJECTS (20 PROJECTS THAT COMPREHENSIVELY COVER ALL THE LEARNING OUTCOME)</b>	
<b>SL.NO</b>	<b>FINAL PROJECT</b>
<b>1</b>	ServiceNow Sandbox Initialization
<b>2</b>	Getting started with ServiceNow
<b>3</b>	Micro-Certification - Welcome to ServiceNow
<b>4</b>	ServiceNow Administration Fundamentals
<b>5</b>	The Modernized Work Experience

<b>6</b>	Explore the Power of the ServiceNow Platform
<b>7</b>	Configure Applications for Business
<b>8</b>	Package Enhancements for Testing
<b>9</b>	Capstone project - 1 ServiceNow Instance Optimization
<b>10</b>	Capstone project - 2 ServiceNow Security Compliance Implementation

**TABLE 5: COURSE ASSESSMENT RUBRICS (TOTAL MARKS: 75)**

ASSESSMENT CRITERIA	DESCRIBE THE CRITERIA OF THE BELOW CATEGORY PERFORMANCE			TOTAL MARKS
	FAIR	GOOD	EXCELLENT	
Problem Definition & Design Thinking	<b>3</b>	<b>5</b>	<b>8</b>	<b>10</b>
Innovation & Problem Solving	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>
Implementation of Project	<b>6</b>	<b>12</b>	<b>18</b>	<b>20</b>
Performance of the Project	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>
Project Demonstration & Documentation	<b>3</b>	<b>5</b>	<b>8</b>	<b>10</b>
MCQ-based assessment 25 Questions				<b>25</b>

Category	Assessment Criteria	Performance Levels	Weightage (Marks)
<b>Practical Skills Proficiency</b>	Demonstrates ability to perform job-specific tasks effectively, using relevant tools, techniques, or methodologies	Fair, Good, Excellent	20
<b>Technical Knowledge Application</b>	Applies theoretical concepts to practical scenarios with accuracy and relevance	Fair, Good, Excellent	15
<b>Project Execution</b>	Completes assigned projects	Fair, Good, Excellent	30

<b>Category</b>	<b>Assessment Criteria</b>	<b>Performance Levels</b>	<b>Weightage (Marks)</b>
	or use cases demonstrating innovation, thoroughness, and skill application relevant to industry standards.		
<b>Communication and Reporting</b>	Clearly presents findings, solutions, or project outcomes using professional communication and documentation standards (e.g., reports, presentations).	Fair, Good, Excellent	10