

SERVICENOW

Course-2025

Technology

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ONLINE

ASSISTANCE

SUPPORT

MAINTENANCE

SATISFACTION

CUSTOMER

COMMUNICATION



Pay After Placement

Baner, Pune | Bhubaneswar, Odisha



About Us

At **Arbor Academy**, we are committed to shaping successful IT careers through specialized training, personalized mentorship, and end-to-end placement support. As a leading placement solution provider, we focus on equipping candidates with in-demand technical skills and real-world readiness to secure their dream roles in the IT industry. Our unique approach combines expert guidance, tailored career plans, and strong industry connections to deliver results that matter. Whether you're a fresher or a professional seeking growth, we provide holistic, career-focused solutions that align with your goals. Join us to take the next confident step in your IT career journey.

2000+
Learning
Student's

200+
Total Mentor's

50+
Courses

1500+
Placed Student's

100+
Employees

Courses Highlight



**Online &
Classroom Mode**



**100% JOB CALLS
ASSISTANCE**



Live Projects



**Professional
Certificates**



Mock Interviews



**Multiple Career
Opportunities**

Services We Provide



**Pay After
Placement**



**Free Demo
Sessions**



**Train From
Industry Expert
Trainers**



**Mock
Interviews**



**ATS Friendly
CV Building**



**Naukri Profile
Making**

Achieve Placement in Top MNC Companies



Google

intel

Capgemini

intellect

TCS TATA CONSULTANCY SERVICES

HEXWARE

Meta

accenture

databricks

Adobe

newgen

Tech Mahindra

salesforce

HUAWEI

Infosys

Mindtree

KPMG

L&T Infotech

Mphasis The Next Applied

ramco

Persistent

Microsoft

FUJITSU

IBM

wipro

HCLTech

Deloitte

cognizant

Apple

ORACLE

**CONFUSED WHAT TO
DO IN CAREER..?**



1

**CHOOSE
ARBOR ACADEMY**

2



**CAREER COUNSELING
WITH EXPERTS**



3

**ONLINE/CLASSROOM
EXPERT TRAINING**

4



WHAT WILL YOU GET

- PAY AFTER PLACEMENT MODEL
- HANDS-ON PROJECTS
- 100% PLACEMENT GUARANTEE
- REAL-TIME PRACTICE
- SOFTSKILL SESSIONS



5

**CHARTING NEW PATHS:
CAMPUS DRIVE**

6



**SECURE
YOUR SPOT IN
LEADING
MNCS**



7

Course Highlight

- Any Time, Any Where, Any Device Live Sessions
- Mock Interviews
- Live Project Training
- Industry Expert Faculty
- Pay After Placement 100%
- Placement Low Code/No Code Learning
- Demanding Job Opportunities
- Every Year Hike
- Hands-on Real-Time Projects
- Resume & LinkedIn Profile Building
- Career Guidance & Mentorship
- Flexible Batch Timings

Course Duration

2.5 Months (Live + Practical)

Modules Covered

- **Week 1-2**

Foundation & Navigation (Instance Setup, Navigation, Tables, Roles)

- **Week 3-4**

Core Administration (UI Policies, Client Scripts, Business Rules)

- **Week 5-6**

ITSM Modules (Incident, Change, Problem, SLA, Service Catalog)

- **Week 7-8**

Workflow & Automation (Flow Designer, Workflow Editor, Notifications)

- **Week 9-10**

Development & Scripting (Glide Record, GlideForm, Script Includes)

- **Week 11-12**

Integrations (REST/SOAP, MID Server, Import Sets)

- **Week 13-14**

Live Industry Project (ITSM Automation + Approval + API Integration)

Syllabus

Module 1

Glide Objects

- Glide Record and Methods
- Glide Form and Methods
- Glide System and Methods
- Glide User and Methods
- Glide Aggregation
- Glide Date and Time
- Glide Ajax

Module 2

Update sets and Cloning Instances

- Create update
- Merge Update sets
- Review and Committing update sets
- Export and Import update sets
- Remove Update Sets
- Move changes Dev instance to Test instance
- Cloning Instance

Syllabus

Module 3

Core Configuration

- Create and modify UI Policies
- Client Scripts
- Business Rules
- Script Includes
- UI Actions
- Data Policy
- Create events and configure email notifications
- Set up Access Control Rules

Module 4

Customizing Homepage

- Creating Gauges
- Define CSS properties, UI Properties
- Change visibility of Homepage and banner
- Determine if an application is a good fit with Service Now
- Design and implement a data model
- Create modules
- Create mobile versions of applications
- Use Application Scope

Syllabus

Module 5

Workflow Activities

- What is Workflow?
- Workflow Editor
- How to create a new workflow
- Modifying Existing workflow
- Checkout and Publishing workflow
- Core Activities - Working with Activities
- Copying existing one and create new one

Module 6

Security and Restricting Access

- Restrict access to applications and application modules
- Automatically create application Access Controls
- Manually create, test, and debug Access Controls
- Use Glide System methods to script security
- Use Application Scope to protect application artifacts

Syllabus

Module 7

Application Automation

- Write, test, and debug Workflow
- Implement and use Document Feeds
- Create and use Application Properties
- Create Events, Scheduled Script Executions (Scheduled obs), and Utils (application) Script Includes
- Send and receive email and Design and create Homepages and reports

Module 8

Working with external data

- Import data in CSV or Excel format
- Integrate to, including testing and debugging, an external data source using SOAP
- Integrate to, including testing and debugging, an external data source using REST

Live Industry Projects

- ITSM Automation (Incident + SLA + Email Notifications)
- Service Catalog + Multi-Level Approvals
- REST API Integration with External Tool
- HR Service Delivery Workflow (HRSD)

Fee Structure (Suggested)

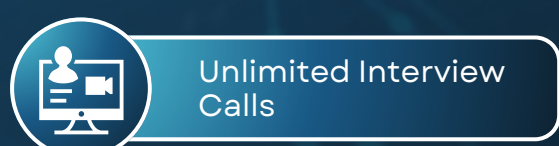
Indian Market : ₹30,000 – ₹1,00,000 per student

At Arbor Academy :

₹10,000 *Only*



Why Choose Arbor Academy?



Testimonials of students



Abhishek S.

★★★★★ a month ago

A great institute for skill development and job placement. The training is industry-focused, and the support from the faculty is excellent. Highly recommended for those looking to start or advance their careers.



Vishakha K.

★★★★★ a month ago

After joining **Arbor Academy**, I realized how important mentorship is. The team not only taught us skills but also helped us gain confidence. Placement calls started just after 2 months. I am now happily working and paid my fee only after that!



Asmita

★★★★★ 5 months ago

The online lectures at Arbor Academy are well-organized, and the teachers make learning feel personalized even though it's virtual. I appreciate the variety of tools they use, like interactive quizzes and group projects. I would love to see more live discussions, but other than that, it's a great experience.



Vivek N.

★★★★★ 5 months ago

I can confidently say I had a fantastic experience with Arbor Academy. The staff was incredibly supportive and helped me secure a job in my field. They guide you every step of the way, from training to securing a placement, and even offer assistance afterward.

Get info of our Other Domains

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LOCATE US:



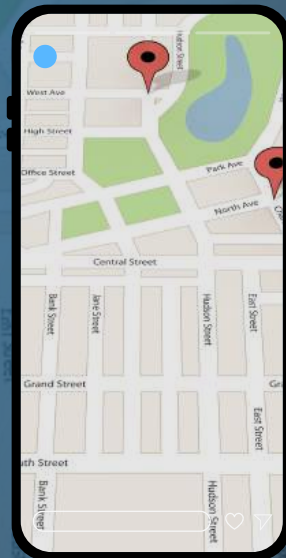
PUNE HEAD BRANCH

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Maharashtra 411045



BHUBANESWAR BRANCH

Keshab Complex, Plot No.: 363/364, Rasulgarh,
Bhubaneswar, Pin-751010



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Thank You