

TRAINING FOR SERVICE NOW

- Advanced skills in Service now



ABOUT US

Welcome to Pertecnica, your gateway to skill elevation! We specialize in providing targeted training for employees, equipping them with the tools to excel in their roles. Our expert-led programs ensure a seamless blend of theory and practical application, fostering continuous growth. At Pertecnica, we don't just train; we empower professionals for success in today's fast-paced work landscape.



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SPECIALIZED TRAINING PROGRAMS

- for Service now

Pertecnica Engineering stands tall among India's foremost software training companies, renowned for its tailored employee training programs focused on ServiceNow. Our specialized ServiceNow training is meticulously designed to equip professionals with comprehensive knowledge and hands-on experience in this powerful platform. Participants dive into a wide array of modules covering IT service management (ITSM), IT operations management (ITOM), and IT business management (ITBM) within the ServiceNow ecosystem.

Employee Trainings for Service now

Introduction to ServiceNow	ServiceNow Administration	ServiceNow Development
<p>Ideal for beginners, these courses cover the basics of ServiceNow, its interface, basic navigation, and the core functionalities of the platform.</p>	<p>Focused on administrative functions in ServiceNow, these courses cover system configuration, user and group management, data management, and basic customization.</p>	<p>Training in developing custom applications on the ServiceNow platform. This includes scripting in JavaScript, creating forms and workflows, and application UI design.</p>



IT Service Management (ITSM) with ServiceNow:

Courses focusing on implementing ITSM processes in ServiceNow, such as Incident Management, Problem Management, Change Management, and Service Catalog Management.



Advanced Service Now Topics:

For more experienced users, these courses delve into advanced features such as performance analytics, orchestration, and integration with other systems.



Service Now for Specific Roles:

Tailored courses for specific roles like Service Desk Agents, IT Managers, or ServiceNow Administrators, focusing on role-specific functionalities and best practices.



ServiceNow Discovery and Asset Management:

Training on using ServiceNow for IT operations, focusing on hardware and software asset management, and the Discovery tool for automated inventory tracking.



ServiceNow Security Management:

Courses on implementing and managing security operations in ServiceNow, including Security Incident Response and Vulnerability Response.



ServiceNow Custom Reporting and Dashboards:

Focused on creating custom reports and dashboards in ServiceNow, including performance analytics and visualizations.

ServiceNow Integration with other tools:

Training on integrating ServiceNow with external systems and applications using APIs, web services, and import sets.



ServiceNow HR Service Delivery:

Courses on using ServiceNow for HR processes, including Employee Service Center setup, case management, and HR workflow automation.



Certification Preparation for ServiceNow:
Specialized courses designed to prepare for various ServiceNow certification exams like Certified System Administrator, Certified Implementation Specialist, or Certified Application Developer.



Why Choose Pertecnica Engineering?

- **Expertise & Relevant Experience:** We have in-depth expertise in the specific subject matter and relevant industry experience. This ensures that the training is not only theoretically sound but also practically applicable to real-world scenarios in the company's specific field.
- **Customization and Relevance of Content:** Our tailored programs that align with the company's objectives, culture, and the specific skill gaps of the employees are highly valued.
- **Measurable Outcomes and ROI:** Our training will lead to tangible improvements in employee performance and productivity, thereby offering a strong return on investment (ROI).
- **Flexibility & Innovative Delivery Methods:** Flexibility in terms of scheduling, format (in-person, online, hybrid), and adaptability to different learning styles. We offer innovative and engaging training methods that keep employees motivated and facilitate effective learning.

