endava

ENDAVA INTERNSHIP PROGRAMME | AUTUMN 2023
STUDY MATERIALS FOR SERVICE NOW SPECIALIST

The **ServiceNow Specialist** Internship will teach you to support and customize ITSM PaaS ServiceNow platform – very popular, demanded and perspective platform on our days.

After the Internship you will do such activities as: identifying and resolving issues; collaborating with product owners, business analysts, and developers to understand requirements and translate them into technical solutions; testing new features to ensure they meet functional and non-functional requirements; designing and implementing the request management process, including capturing, tracking, and fulfilling user; defining and managing IT service catalog items, service level agreements (SLAs), service offerings; managing the export and import of data between systems or databases, ensuring data integrity and accuracy, and much more…

To be better equipped for the qualifying test and interview, we encourage you to examine the **studying materials**, recommended for **Business Platforms Specialist** internship:

- **Agile Methodology** https://www.wrike.com/project-management-guide/faq/what-is-agile-methodology-in-projectmanagement/
- **SQL** (what a database is, main SQL statements, clauses, operators) https://www.w3schools.com/sql/
- **JavaScript** (basic knowledge) https://www.w3schools.com/js/default.asp
- **HTML / CSS** (basic knowledge)
  https://www.w3schools.com/html/default.asp
  https://www.w3schools.com/css/default.asp
- **Test your English**
  https://learnenglish.britishcouncil.org/online-english-level-test

We highly recommend exploring the platforms we are using:

- What is **Service Now** https://www.classcentral.com/course/youtube-what-is-servicenow-64465/classroom
- **ServiceNow** Documentation https://docs.servicenow.com/
- **ServiceNow** Courses https://nowlearning.servicenow.com/lxp
- **ServiceNow** Developers https://developer.servicenow.com/dev.do