

ServiceNow Administration Fundamentals

Course Duration: 24 Hours (3 Days)

Overview

The ServiceNow Administration Fundamentals course is a comprehensive training program designed for individuals aiming to become proficient ServiceNow System Administrators. This course covers the core aspects of ServiceNow, from navigating the user interface and managing data to Configuring applications and ensuring System security. ServiceNow System Administrator trainees will delve into the platform's architecture, understand User roles and permissions, and learn how to effectively manage instances and upgrades. The course prepares learners for real-world administration tasks such as Customizing forms, Implementing workflows, and handling Access management. By providing insights into reporting, analytics, and Integration capabilities, the course equips participants with the skills necessary to enhance productivity within the platform. Participants who complete the course will be well-prepared to take the ServiceNow System Administrator Certification exam, validating their ability to maintain and configure ServiceNow implementations. With a focus on practical exercises and best practices, this course is essential for anyone looking to excel in ServiceNow administration.

Audience Profile

The ServiceNow Administration Fundamentals course offers a comprehensive dive into the essentials of managing and configuring the ServiceNow platform. Ideal for IT professionals seeking to enhance their skill set.

- IT Administrators
- ServiceNow System Administrators
- IT Support Staff
- IT Managers
- Systems Analysts
- Service Desk Analysts
- Service Delivery Professionals
- Process Owners and Practitioners
- IT Consultants
- Application Developers
- ServiceNow Implementation Specialists
- IT Operations Professionals
- Configuration Management Personnel
- ITIL and ITSM Practitioners

Course Syllabus

Module 0: Welcome and Orientation

- Locate and download class resources
- Review the overall class scenario
- Explore the ServiceNow Platform
- Gain functional awareness and configuration of applications including ITSM, Service Operations Workspace, and Employee Center

Module 1: The Modernized Work Experience

- The Modernized Work Experience Lesson
- User Access and Personas Lesson (Demo)
- Lab 1.1: Download Class Resources
- Lab 1.2: Grant and Verify Access to Applications
- Explore the Modernized Work Experience
- Labs 1.3-1.5: Working with Incidents
- Module 1: Knowledge Check

Module 2: Explore the Power of the ServiceNow Platform

- Explore the Power of the ServiceNow Platform Lesson (Demo)
- Lab 2.1: Configure an Instance
- Module 2: Knowledge Check

Module 3: Configure Applications for Business

- Configure Applications for Business Lesson (Demo)
- Lab 3.1: Create Classic List Views
- Form Configuration Lesson (and Demo)
- Lab 3.2: Add a Field to Classic Forms
- Advanced Configuration Lesson (Demo)
- Lab 3.3: Add Category and Reference Values
- Module 3: Knowledge Check

Module 4: Manage Data

- Table Administration Lesson (Demo)
- Lab 4.1: Create Table for HHD Configuration Records
- Application/Access Control Lesson (Demo)
- Lab 4.2: Create Access Controls
- Import Data Lesson (Demo)
- Lab 4.3: Import HHD Hardware Data
- CMDB Lesson (Demo)
- Lab 4.4: Explore Data Structures, CMDB, and CI Relationships
- Module 4: Knowledge Check

Module 5: Configure Self Service

- Knowledge Management Lesson (Demo)
- Lab 5.1: Manage Knowledge Base and Create Articles
- Service Catalog Lesson
- Lab 5.2: Create a Catalog Item
- Flow Designer Lesson (Demo)
- Lab 5.3: Create a Flow Designer Flow
- Module 5: Knowledge Check

Module 6: Enable Productivity

- Reporting Lesson (Demo)
- Lab 6.1: Create Dashboards and Reports
- Notifications Lesson
- Lab 6.2: Configure Notifications

- Additional Configurations Lesson (Demo)
- Module 6: Knowledge Check

Module 7: Package Enhancements for Testing

- UI Policies and Business Rules Lesson
- Lab 7.1: Create a UI Policy and Business Rules
- Migration and Integration Lesson
- Lab 7.2: Create System Update Sets
- Applying an Update Set Lesson (Demo)
- Lab 7.3: Migrate Changes
- Additional Administrator Resources

Module 8: Capstone Project

- Capstone Project
- Additional Resources:
- ServiceNow Administration Fundamentals - Additional Practice
- Certified System Administrator Voucher Info
- Instance Help - Optional