ServiceNow Admin

An Introduction to ServiceNow and its UI

- An overview of ServiceNow
- Various versions of ServiceNow
- An Architectural Overview of ServiceNow
- Login and User Interface of ServiceNow
- Methods of configuring navigation
- Various options of Search and Banding
- Methods of managing Lists and Forms
- Explore Several Filters
- Breadcrumbs and Search functionality
- Plugins
- Social and Collaboration features in ServiceNow

2. User Administration

- User data and authentication of the users
- Adding new users and groups
- Roles and usually offered roles
- An introduction to Several Admin Roles
- Testing and creating the Assignment Rules

3. Data Management and Reporting

- ServiceNow and Database tables
- Table relationships and administration
- Types of Modules and Applications
- Import Sets
- Data sources and transform maps
- CMBD (Configuration Management Database)
- ServiceNow tables and CIS
- Reporting applications and capabilities
- Running reporting

4. Automation Platform of ServiceNow

- Knowledge Management
- Knowledge base architecture and security
- Service Catalog
- Essential components of the Service Catalog
- Ways to maintain the Catalog variables and items
- Record all the producers and order guides
- Workflow situations
- Key activities
- Various conditions and stages
- Approval and SLA

5. Core Application Administration

- An architectural overview of Client Side and Server Side
- User Interface policy and Data policy
- User Interface Actions
- Business rules and client scripts

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- An overview of different Security Levels
- ACLs and settings of the high security
- Setting events
- Notifications and logs

6. Maintenance

- Update set
- Update all the Set capture and update all the set processes
- Release cycle of ServiceNow
- Notifications
- Performance elements and stats
- An overview of 'Connect'
- Connect - A useful collaboration tool