ServiceNow System Administrator

Course Description

This ServiceNow training program is a comprehensive course that covers a wide range of topics related to ServiceNow administration and management. Through nine modules, participants will gain an understanding of the ServiceNow platform, its various modules, and capabilities. The course includes hands-on labs and exercises that allow participants to apply their knowledge and skills to real-world scenarios. By the end of the course, participants should be equipped with the skills and knowledge necessary to configure and manage the ServiceNow platform in a real-world setting. Whether you are new to ServiceNow or looking to enhance your existing skills, this training program is designed to provide a solid foundation in ServiceNow administration

Audience

The ServiceNow training program is designed for individuals who are interested in learning about ServiceNow administration and management. This includes IT professionals, system administrators, business analysts, and anyone who is responsible for configuring and managing the ServiceNow platform. The course is suitable for both beginners who are new to ServiceNow and those who have some experience and want to enhance their existing skills. Participants should have a basic understanding of IT concepts and terminology, as well as some experience with software applications and systems. The training program is ideal for individuals who are looking to pursue a career in ServiceNow administration or want to gain a deeper understanding of the ServiceNow platform to enhance their existing roles.

Pre-requisite Knowledge/Skills

The ServiceNow training program assumes some basic IT knowledge and experience with software applications and systems. Participants should have a good understanding of IT concepts and terminology, such as networks, operating systems, databases, and programming languages. It is recommended that participants have experience with web-based applications and services, as well as basic proficiency in using web browsers and productivity tools like Microsoft Office. There are no specific prerequisites required for the ServiceNow training program. However, having some experience with IT service management (ITSM) or IT operations management (ITOM) can be helpful. Additionally, participants should have a desire to learn about ServiceNow administration and management and be motivated to apply their knowledge and skills in a real-world setting.

Course Objectives

The ServiceNow training program is designed to achieve the following objectives:

1. Provide participants with a comprehensive understanding of the ServiceNow platform, its modules, and capabilities.

2. Equip participants with the skills and knowledge necessary to configure and manage the ServiceNow platform in a real-world setting.

3. Help participants understand the benefits of ServiceNow and how it can be used to improve IT service management and operations.

4. Provide hands-on labs and exercises that allow participants to apply their knowledge and skills to real-world scenarios.

5. Enhance participants' understanding of IT concepts and terminology, and their ability to communicate effectively with IT professionals and stakeholders.

6. Prepare participants to take the ServiceNow Certified System Administrator (CSA) exam and achieve certification.

7. Provide participants with a solid foundation in ServiceNow administration that they can use to pursue a career in ServiceNow or enhance their existing roles.

Course Outline

The course comprises 32-hours of theory and labs. It's divided into 8 different modules.

1. Introduction to ServiceNow and Administration Fundamentals
   - Overview of ServiceNow: Features and Benefits
   - ServiceNow Architecture and Components
   - ServiceNow User Roles and Permissions
   - ServiceNow Administration Basics
   - Introduction to ServiceNow User Interface
   - ServiceNow Navigation and Dashboards
   - Access Management and Security in ServiceNow
2. Explore the Power of the ServiceNow Platform
   - Instance Configuration and Setup
   - ServiceNow Modules and Applications
   - ServiceNow Developer Tools and Resources
   - ServiceNow Development Best Practices
   - Introduction to ServiceNow Labs and Sandbox Environment
   - ServiceNow Upgrades and Version Management
3. Configure Applications for Business
   - Application Configuration Overview
   - Customizing Forms and Fields
   - Defining Data Structures and Tables
   - Creating Business Rules and Workflows
   - Implementing Service Level Agreements (SLAs)
   - Personalizing ServiceNow Dashboards and Layouts
4. Configure Self Service
   - Introduction to Self Service Portal
   - Service Catalog Configuration
   - Creating and Managing Catalog Items
   - Designing Service Request Workflows
   - Implementing Knowledge Base and FAQs

- Configuring Self Service Reporting and Metrics

5. Enable Productivity
- Reporting and Analytics in ServiceNow
- Creating and Customizing Reports and Dashboards
- Advanced Reporting Techniques and Data Visualization
- ServiceNow Integration with External Systems
- Automation and Orchestration with ServiceNow
- Enhancing Collaboration with ServiceNow Chat and Collaboration Tools

6. Manage an Instance
- ServiceNow Instance Monitoring and Performance Optimization
- ServiceNow Instance Maintenance and Troubleshooting
- ServiceNow High Availability and Disaster Recovery
- User and Group Management in ServiceNow
- ServiceNow Update Sets and Release Management
- ServiceNow Mobile App Configuration and Management

7. Manage Data
- Data Schema Design and Configuration
- ServiceNow Data Import and Export
- Data Transformations and Mapping
- Application and Access Control Policies
- Configuration Management Database (CMDB) Management
- Data Privacy and Security in ServiceNow

8. Package Enhancements for Testing
- Introduction to Application Development Lifecycle
- Version Control and Code Management in ServiceNow
- Testing and Quality Assurance in ServiceNow
- Application Deployment Strategies in ServiceNow
- ServiceNow Upgrade Testing and Impact Analysis
- UI Policies and Business Rules Development and Testing