

# ServiceNow System Administrator

## Course Description

Welcome to ServiceNow Administration course designed to equip individuals with the essential skills for performing ServiceNow System Administration responsibilities within an organization. Through interactive lessons, demos, and hands-on labs, you will delve into administration-centered topics on the ServiceNow Platform. The on-demand format allows you to progress at your own pace, reinforcing your learning through practical activities.

## Audience

This course is tailored for individuals at the introduction-to-intermediate level, particularly those responsible for ServiceNow System Administration within an organization

## Pre-requisite Knowledge/Skills

Before beginning ServiceNow Administration Fundamentals, it is crucial to have a solid understanding of ServiceNow platform basics, terminology, and navigation. Familiarize yourself with these concepts in our flagship "Welcome to ServiceNow" course, available in a quick, free, and on-demand format.

## Course Objectives

1. Upon completion of this course, attendees will be proficient in:
2. Configuring applications and modules
3. Building 'Self-Service' experiences
4. Setting up notifications
5. Creating reports/dashboards
6. Managing data
7. Enabling productivity
8. Maintaining an instance
9. Enhancing an instance
10. Packaging enhancements for testing

# Course Outline

## 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