

# ServiceNow Administration Advanced

## Course Description

This comprehensive course is designed to elevate the skills of ServiceNow System Administrators by providing in-depth knowledge and practical experience in advanced platform administration. Through a combination of lessons and hands-on labs, participants will explore the robust controls in a base ServiceNow instance, application components, reporting, data management, integrations, access, security, and platform optimization. The on-demand format allows participants to learn at their own pace, ensuring a thorough understanding of each concept.

## Audience

This course is intended for ServiceNow System Administrators who have foundational experience and are looking to enhance their expertise in advanced administration techniques. It is ideal for those who aim to improve their ability to manage and optimize ServiceNow instances effectively.

## Pre-requisite Knowledge/Skills

- Completion of "Welcome to ServiceNow"
- Completion of "ServiceNow Administration Fundamentals"
- Fundamental administration core concepts
- Familiarity with Application Navigator, form and list configurations, system settings, and update sets
- 2-3 months of ServiceNow administration experience
- Basic JavaScript experience

## Course Objectives

By the end of this course, attendees will be able to:

- Identify ServiceNow applications and their components.
- Explain the difference between application configurations and customizations.
- Describe best practices for reporting efficiencies within the ServiceNow platform.
- Debug and troubleshoot various instance scenarios.
- Identify factors affecting performance.
- Recognize different data paths into the ServiceNow platform.

# Course Outline

## eBook Help

- SNAA Welcome

## Module 1: Application Data Management

- SNAA Applications
- SNAA Data
- Lab 1.1: Configuration and Update Sets
- Lab 1.2: Clone an Instance
- SNAA Indexes
- Lab 1.3: Create a Database Index

## Module 2: Development and Debugging

- SNAA Development
- Lab 2.1: Code or No Code / Low Code
- SNAA Navigation Overview
- SNAA Session Debugging
- Lab 2.2: Session Debug
- SNAA Script Testing
- Lab 2.3: Scripts – Background and Fix Scripts
- SNAA Script Debugging
- Lab 2.4: Script Debugger

## Module 3: Reporting

- SNAA Reporting Review and Database Views
- Lab 3.1: Report Using a Database View
- SNAA Report Sources for Reporting
- Lab 3.2: Report with a Report Source

- SNAA Dashboards
- Lab 3.3: Create a Dashboard
- SNAA Good Practices

## **Module 4: Integrations**

- SNAA Integrations Overview
- SNAA Web Services
- Lab 4.1: Web Services
- SNAA MID Server
- SNAA Scripted Web Services and Directed Web Services
- SNAA Flow Designer and Integration Hub
- Lab 4.2: Integration Hub

## **Module 5: Access and Security**

- SNAA Authentication and Authorization
- Lab 5.1: Data Filtration
- SNAA Instance Hardening
- Lab 5.2: Instance Security Center

## **Module 6: Platform Optimization and Maintenance - Data**

- SNAA Optimization and Maintenance
- Lab 6.1: Data Maintenance
- SNAA Common Service Data Model (CSDM) Review

## **Module 7: Platform Optimization and Maintenance - Instance**

- SNAA Performance Factors
- SNAA Instance Maintenance
- Lab 7.1: Instance Maintenance
- Lab 7.2: Explore Instance Scan
- SNAA Releases and Upgrades

- Lab 7.3: Upgrades and Calculations