

ServiceNow System Administration

Course Syllabus

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Objectives

During this three-day interactive training course you will perform system administration functions in your own instance; a safe sandbox.

In Module 1 you will start by working with the User Interface and performing essentials Core Configuration tasks.

In Module 2 you will also add users, groups and roles.

In Module 3 you will manage data with Tables, Import Sets, the CMDB, and Reporting.

In Module 4 you will work with four key elements of the Service Automation Platform:

1. Populate the Knowledge Base
2. Add items to the Service Catalog
3. Create Workflow activities and approvals
4. Create Service Level Agreements (SLAs)

In Module 5 you will perform Core Application Administration, working with Policies and Interactions, Business Rules and Clients Scripts then configure and control Application Security, then configure Alerts and Notifications.

In Module 6 you will learn about various Ongoing Maintenance topics including working with Update Sets, viewing Upgrade History and Status, learn about performance and then use the Collaboration capabilities of your ServiceNow instance.

The course weaves a scenario throughout to present real world, relevant lab exercises. The three-day class features lecture and group discussions, as well extensive hands-on practice and reinforcement delivered in a wide variety of labs, tech talks and a comprehensive case study.

Who Should Attend

This course is targeted for new ServiceNow System Administrators who are zero to three months into a new deployment.

Prerequisites

The Foundations online learning course <https://community.servicenow.com/docs/DOC-1019> has six modules introducing the ServiceNow interface, exploring how to use various features and applications. The course uses role-based scenarios to show the workflow and interactivity of the platform. Industry terminology and practice using ServiceNow fundamental building blocks (applications and modules, tables, forms, lists, fields and exploration of key applications and module. Completing the online prerequisite allows participants to immediately be successful in class since it provides a common vocabulary and standard practical experience with ServiceNow fundamental applications.

Other than completing the online Foundations modules, this course does not have any specific technical requirements such as JavaScript, C++ or any other programming language knowledge. This course is designed to cover the fundamentals, giving you the System Administration knowledge and skills you need to get the most out of your ServiceNow deployment.

Topic Outline

Module 1 ServiceNow User Interface

Objectives: Configure Navigation, UI, Search and Branding options, Manage Lists and Forms, learn about plugins, the ServiceNow Mobile Platform, and Connect collaboration tools.

1. UI Essentials Lab: Configure Navigation, Search, UI and Branding Options.
2. Configuration Essentials Lab: Manage Lists and Forms and activate plugins.

Module 2 User Administration

Objectives: Configure User Accounts, Groups, and Roles.

User Administration Lab: Add Users, add new Group automatically associated with New User Record, Assign Roles to a Group, Add Users to new Groups, Create and test New Assignment Rule.

Module 3 Data Management and Reporting

Objectives: Work with Tables, Import data, add Configuration Items (Cis) to the CMDB, and Reporting tools.

1. Tables Lab: Create new table, Applications and Modules.
2. Import Sets Lab: Work with Import Sets and Transform Maps.
3. CMDB Lab: Add and Map Cis.
4. Reporting Lab: Configure and run Reports.

Module 4 Service Automation Platform

Objectives: Work with key ServiceNow Platforms Applications: Knowledge Base, Service Catalog, Workflows, and SLAs.

1. Knowledge Base Lab: Create and Attach Knowledge Base Article.
2. Service Catalog Lab: Create Service Catalog Items and add variables.
3. Workflows Lab: Work with Workflow Activities and Approvals.
4. SLAs Lab: Define an SLA for Catalog Requests.

Module 5 Core Application Administration

Objectives: Work with UI Policies, Data Policies, UI Actions, Business Rules and Client Scripts, Configure Application Security, Work with Notifications.

1. Policies and Interactions Lab: Work with UI Policies, Data Policies, UI Actions, Business Rules and Client Scripts.
2. Application Security Lab: Provide Application and Module Access for a specified role, create an Access Control Rule to allow record Read Access, Create an Access Control Rule to restrict column Read Access.
3. Notifications Lab: Create a Notification based upon a Business Rule, then configure and send an email notification.

Module 6 Ongoing Maintenance

Objectives: Create and Apply Update Sets, learn about Upgrades and Performance, and use the Collaboration Capabilities.

1. Update Sets Lab: Create then Retrieve an Update Set.
2. Upgrades and Performance Lab: Confirm Release and Upgrade Status, Edit New Build Notifications, and Review Baseline Statistics.
3. Collaboration Lab: Use Connect to resolve Lost Prototype Incident.

Module 7 Capstone Project

The Capstone Project has 8 task categories to guide to your deployment.

For More Information

www.servicenow.com