ServiceNow Administration Advanced Training

Duration: **2 Day**

BILGINÇ IT Academy
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Learn about the robust controls in a base ServiceNow instance through lessons and hands-on labs to reinforce daily tasks. Course labs are designed step-by-step to facilitate the application of concepts - and the on demand format allows you to work at your own pace.

This course explores ServiceNow applications and how they are defined. It continues by covering the components of an application, focusing on application scopes and the different types of application data. The course continues on by examining reporting. It examines how ServiceNow reporting enables the user to create and distribute reports that show the current state of instance data, such as how many open incidents of each priority exist followed by data hygiene and the importance of maintaining the system humming, which also provides better user experience. The course wraps up by reviewing ServiceNow integrations with many third-party applications and data sources.

Prerequisites

- **Welcome to ServiceNow**
- ServiceNow Administration Fundamentals
  - **Instructor-Led**, or
  - **On Demand**
- Fundamental administration core concepts
- Application Navigator
- Form configuration
- List configuration
- System settings
- Update Sets
- 2-3 months ServiceNow administration experience
- JavaScript experience

What You Will Learn

Identify ServiceNow applications and application components

Explain the difference between application configurations and customizations

Introduce students to development and debugging tools

Describe best practices for reporting efficiencies within the ServiceNow platform

Discuss integrations with the ServiceNow platform

Review good security practices available for an instance

Identify various factors affecting performance

Training Outline

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Day 1

Module 1: Application Data Management

Topic: Application Data Management

- Lab 1.1.1 Configurations and Update Sets

Topic: Data Population Continued

- Lab 1.2.1 Clone an Instance

Topic: Data Searching

- Lab 1.3.1 Create a Database Index

Module 2: Development and Debugging

Topic: Development

- Lab 2.1.1 Working with code

Topic: Debugging

- Lab 2.2.1 Session Debug

Topic: Debugging Continued

- Lab 2.2.2 Scripts - Background and Fix Scripts

Topic: Debugging Continued 2

- Lab 2.2.3 Script Debugger

Module 3: Platform Analytics

Topic: Database Views

- Lab 3.1.1 Create a Database View

Topic: Data visualization overview

- Lab 3.2.1 Create a visualization from a database view

Topic: Dashboards

- Lab 3.4.1 Configure and schedule a dashboard

Day 2

Module 4: Integrations

Topic: Integrations Overview

- Lab 4.2.1: Web Services

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Topic: Web Services REST continued

Topic: Direct Web Services and Scripted Web Services

- Lab 4.5.1 Integration Hub

Module 5: Access and Security

Topic: Authentication, Authorization, Hardening

- Lab 5.1.1 Exploring Allow and Deny ACLs

Module 6: Platform Optimization and Maintenance-Data

Topic: Data Hygiene and CSDM

Topic: Common Service Data Model

Module 7: Platform Optimization and Maintenance - Instance

Topic: Performance Factors

Topic: Instance Maintenance

- Lab 7.2.1: Explore Instance Scan

Topic: Releases and Upgrades

- Lab 7.3.1: Upgrades and Calculations