ServiceNow Administration Fundamentals

Welcome to ServiceNow Administration Fundamentals.

In this course, you will go through lessons, demos, and labs surrounding administration-centered topics in the ServiceNow Platform.

Please note, you may not see a demo for every lesson and we encourage you to practice in the Platform and give these activities a try, yourself!

Interactive lessons, reviews of real-world use cases, and hands-on activities will guide you through the fundamental concepts needed to be a ServiceNow System Administrator

Who Should Attend

This course is designed to be the introduction-to-intermediate point for those performing ServiceNow System Administration responsibilities within an organization.

Key Principles Learned
Upon completion of this course, attendees will be able to:
- Configure applications and modules
- Build 'Self-Service' experiences
- Setup notifications
- Create reports/dashboards
- Manage data
- Enable productivity
- Maintain an instance
- Enhance an instance
- Package enhancements for testing

CRITICAL PREREQUISITE:

IMPORTANT: Only 'platform administration' topics are covered in ServiceNow Administration Fundamentals.

It is critical you are familiar with ServiceNow platform basics, terminology, and how to navigate around in the system prior to beginning System Administration Fundamentals.

What's Next?
Consider taking your System Administration learning journey to the next level by:

- Passing the **Certified System Administrator (CSA)** exam

COURSE OUTLINE

Module 1: User Interface & Navigation

Objectives:

- Demonstrate how to navigate to applications and modules in ServiceNow using the Application and Filter Navigators
- Create views and filters for a table list
- Update records using inline editing
- Configure a form view using Form Layout and Form Designer
- Describe how to create and update records in a form view
- Understand how to modify the colors in an instance for the logged-in user as well as for users in the instance

Labs:

- Lab 1.1 – Navigate the platform utilizing the Application Navigator
- Lab 1.2 – Configure a list view and create a shareable list filter
- Lab 1.3 – Configure a form view and update records
- Lab 1.4 – Use the Basic Configuration UI16 module to apply branding to the platform

Module 2: Collaboration

Objectives:

- Explain how to access the service portal for the instance
- Understand how to submit an incident through the service portal
- Discuss when the My Work and My Groups Work modules should be used
- Demonstrate how to use work notes, additional comments, and connect chat to collaborate on a task
- Describe the differences between events and notifications
- Create a reporter by modifying an existing report using the Report Designer
- Share a report with a group

Labs:
- Lab 2.1 – Practice group task management by using form work notes and chat
- Lab 2.2 – Create, test, and verify a notification
- Lab 2.3 – Create a simple report and share it with a group of users

Module 3: Database Administration

Objectives:
- Explain the hierarchy of tables, records, and fields
- Differentiate the classes of tables in ServiceNow
- Identify different field types in a record
- Demonstrate how to create access control rules
- Discuss how access controls are evaluated
- Explain how to use import sets to populate data in a table
- Describe the purpose of the CMDB
- Create a new CI class in the CMDB along with relationships to other CIs

Labs:
- Lab 3.1 – Create a new table with accompanying lists and forms
- Lab 3.2 – Practice restricting access to data by defining security controls
- Lab 3.3 – Populate a table with data records using Import Sets
- Lab 3.4 – Establish relationships in the configuration management database

Module 4: Self-Service & Process Automation

Objectives:
- Create a Knowledge Base article by importing a Word document
- Explain how to locate and approve knowledge base articles
- Define, apply, and test user criteria on the knowledge base
- Demonstrate how to create a catalog item with variables
- Use the Try It functionality to test catalog item ordering
- Create a Flow Designer Flow and associate it with a service catalog item
- Test the flow by ordering a catalog item

Labs:
- Lab 4.1 – Import knowledge content and practice publishing an article
- Lab 4.2 – Create a catalog item
- Lab 4.3 – Create a Flow and associate it to the catalog request process, then test it

Module 5: Introduction to Development

Objectives:

- Demonstrate how to create a UI Policy and UI Policy Action to make a field read-only, mandatory, or visible
- Explain how a business rule can be used to display messages to the user
- Understand which changes are captured in Update Sets
- Create an update set to capture form changes
- Outline the process of completing and exporting an update set
- Identify the steps to retrieve, preview, and commit an update set

Labs:

- Lab 5.1 – Practice implementing various script types
- Lab 5.2 – Work with update sets to capture configuration changes
- Lab 5.3 – Register a developer instance and work with Update Sets

Module 6: Capstone Project

Objectives:

Reinforce various topics presented in ServiceNow Fundamentals