

The Complete ServiceNow System Administrator Course

Section 1 - Course Introduction



Section Outline

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Instance Overview

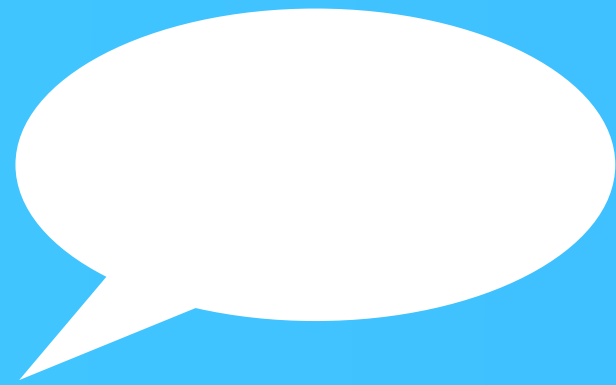
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Additional Resources

Introduction

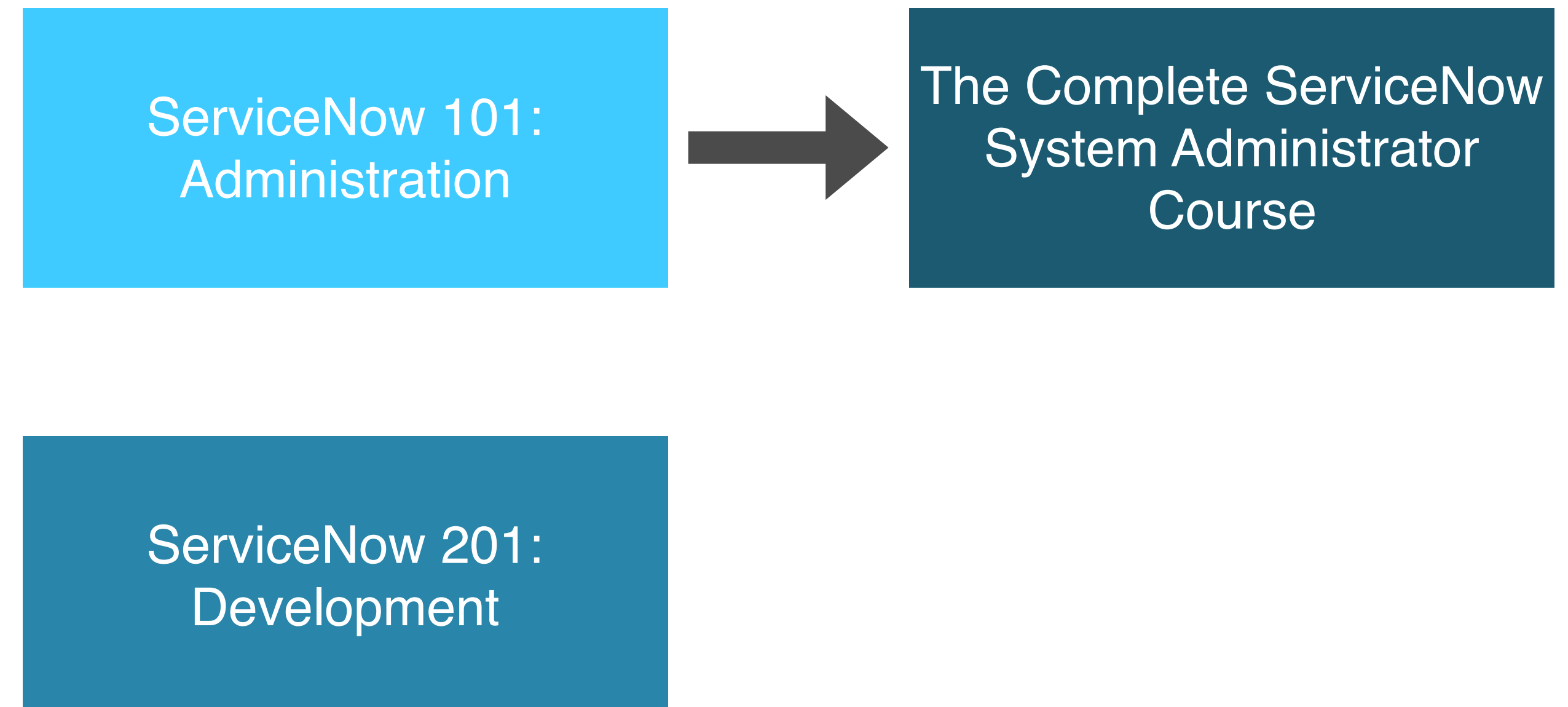
- Bachelor of Science in MIS & Master of Science in CIS
- 5+ years on the ServiceNow platform
- Work as ServiceNow consultant
 - 50+ implementations & projects
- Love to travel and learn new things
- Passionate about teaching
 - ServiceNow 101: Administration
 - ServiceNow 201: Development

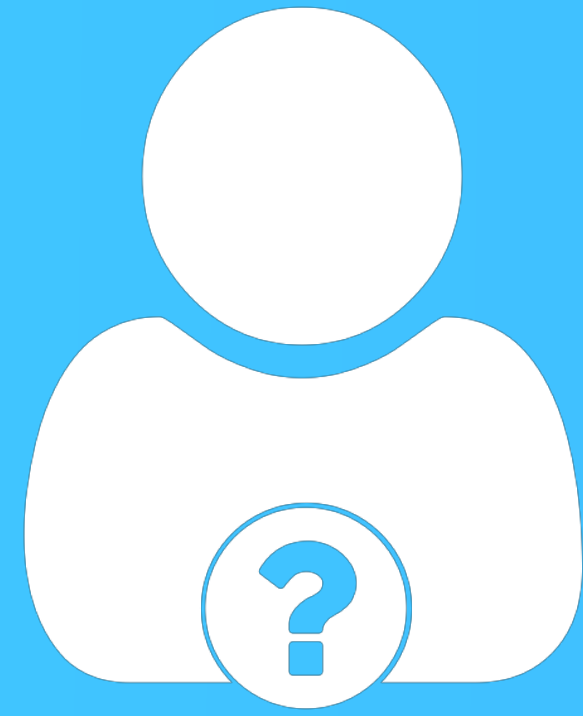




A Quick Word On The Course Name

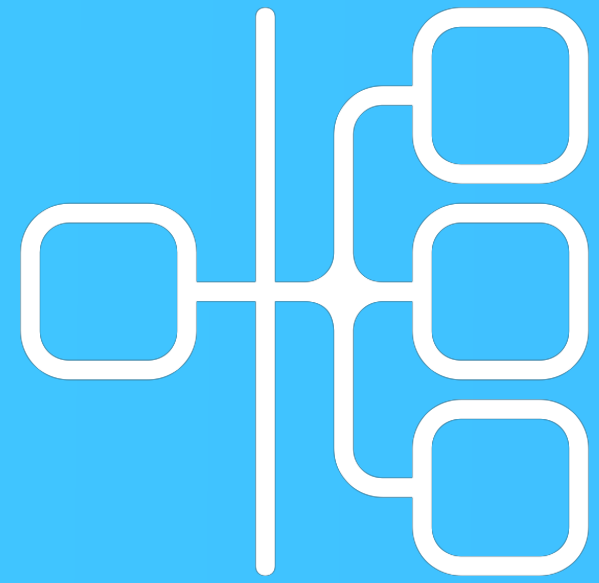
- Goal was to update the content for the latest version, Kingston
- ServiceNow 101 was recorded on Eureka
- More meaningful name





Why Take This Course?

- ServiceNow Certified System Administrator exam
- Deeper understanding of ServiceNow
- Master administration on the platform
- Will benefit:
 - Users
 - Administrators
 - Developers



Course Structure

- Broken up into 9 sections
- Sections contain:
 - Videos
 - Slides
 - Demos
 - Quiz questions
- Workbook
- Practice exam

Course Outline

1 Course Introduction

2 ServiceNow Overview

3 Lists, Forms, & the UI

4 Customizations

5 Tables & Fields

6 User Administration

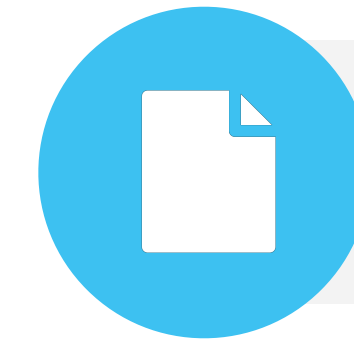
7 Core Applications

8 System Administration

9 Building A Custom App

Navigating the Course

- Speed up or slow down videos
- Re-watch videos
- Post questions to course Q&A
- Notification topics



Note



Best Practice



Covered in ServiceNow 201: Development



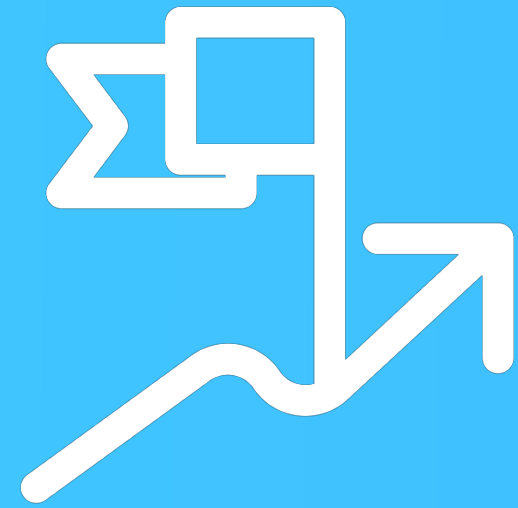
Prerequisites

- General understanding of ITIL
- Computer w/ modern browser
- Internet connection
- Personal Developer Instance (recommended)
 - developer.servicenow.com



Contacting Me

- General course questions:
 - Udemy Q&A
- Specific questions:
 - Udemy messages
 - Email markmmiller825@gmail.com
- LinkedIn
- Please report errors :)



Course Goals

- Prepare students for the ServiceNow System Administrator exam
- Develop an understanding of the mechanics to ServiceNow
- Introduce students to the power of the ServiceNow platform

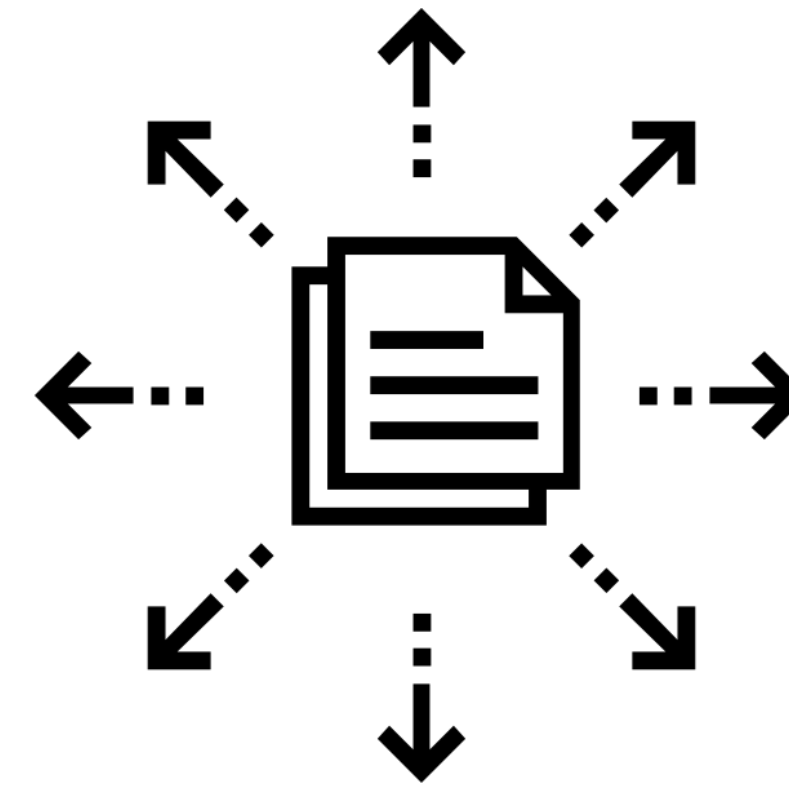


Instance Overview

- Personal Developer Instance (PDI)
- Kingston w/ UI16 & List v3
- System Administrator
- Latest Mozilla Firefox

Additional Resources

- docs.servicenow.com
- community.servicenow.com
- developer.servicenow.com



Demo

