**ServiceNow Admin Full Course**

**Learn ServiceNow Administration**

### This module covers the basics of the platform, preparing users for the ServiceNow Administrator certification exam. It includes various modules and features, focusing on both configuration and customization. By the end of the course, users will understand the platform's core structure, manage data, and set up workflows and integration.

### Platform Overview and Architecture - ServiceNow is a cloud-based Platform-as-a-Service (PaaS) that helps organizations develop, run, and manage applications. Initially designed as a ticketing tool, ServiceNow has grown into an automation platform used in IT, HR, finance, and security. It uses a multi-instance architecture, keeping each organization’s data and customization separate, unlike the common multi-tenant architecture that mixes data. ServiceNow ensures data security with high availability, redundant servers, and regular data backups.

### User Interface and Branding - The User Interface (UI) includes four main parts: the banner frame, application navigator, content frame, and edge (in UI15). Administrators can customize the UI to match their company’s branding by adding logos, changing colors, and setting up welcome page content. There are two UI versions -

### UI15 : includes the edge feature. UI16 : being more modern

### 

### Lists, Filters, and Forms - ServiceNow organizes data in lists, displaying records from data tables like incidents or tasks. Lists can be customized using filters, grouping options, and personalized columns. Filters let users query data based on conditions, and breadcrumbs visually track filter criteria. Forms display data from a single record and can be personalized with mandatory fields, read-only fields, or customized layouts. Form templates streamline repetitive data entry, boosting efficiency.

### Task Management - It tracks and manages work across various departments, from resolving IT incidents to handling HR requests. Tasks are stored in the task table and can extend to other modules like incidents, problems, or change requests. Tasks can be assigned manually or through automated rules like assignment rules or predictive intelligence. Users collaborate through task comments, work notes, and activity streams to track progress, and the platform integrates with Service Level Agreements (SLAs) to ensure tasks are completed on time.

### Notifications - ServiceNow provides a strong notification system that keeps users informed about task updates, approvals, and more. Notifications can be sent via email or mobile push notifications, with rules for when and how users receive alerts. This ensures stakeholders stay informed and tasks and approvals move efficiently through workflows.

### Knowledge Management (KM) - The Knowledge Management (KM) module centralizes information by managing knowledge articles. These articles provide guidance on policies, self-help tips, troubleshooting steps, and other useful content. Authorized users can create, categorize, and manage these articles. It’s benefit include centralizing knowledge into a knowledge base, making information easily accessible, and promoting self-service solutions, reducing time spent searching for solutions and increasing overall efficiency.

### Service Catalog - The Service Catalog module lets users request services and products from different departments, similar to a digital storefront. Employees can request items like new laptops, software installations, or server access, creating tasks assigned to the appropriate teams. The Service Catalog is organized into categories for easy navigation and can include multiple catalogs for different departments or purposes. Catalog roles include admins, managers, and editors, each with different levels of access and management responsibilities.

### Tables and Fields - ServiceNow stores data in a structured format of tables, records, and fields. Tables are collections of records, and fields within these records store data. Fields can be various types like string, choice, reference, and boolean. Administrators can customize tables and fields, create new tables, and configure dictionary entries that define fields. Tables have relationships, such as one-to-many, many-to-many, and extended relationships, dictating how tables are linked.

### Access Control List (ACL) - Access Control ensures data security through Access Control Lists (ACLs). ACLs are rules that restrict user interactions with data, such as viewing, modifying, or deleting records. ACLs can be applied at different levels, including table, record, and field levels, providing fine-grained control over user access. ACLs are built around basic operations like Create, Read, Update, and Delete (CRUD) and include platform-specific operations like executing scripts or managing configuration item (CI) relationships in the CMDB.

### Data Import - ServiceNow offers several ways to import data from external systems like Active Directory, HR systems, or other databases. Import Sets handle data imports, allowing admins to stage data before inserting or updating target tables. Administrators define transform maps to guide the data transformation and loading process. Data imports are crucial for tasks like on-boarding new employees or migrating assets into the system.

### 

### Configuration Management Database (CMDB) - The CMDB stores configuration items (CIs) and their relationships, representing devices, applications, or services. It helps organizations track and manage their IT infrastructure and understand dependencies between different services and assets, aiding in incident, problem, and change management.

### Integration - ServiceNow's robust integration capabilities connect the platform with external systems using APIs or integration tools. Common integrations include connecting ServiceNow to identity management systems, monitoring tools, or third-party applications, allowing seamless data sharing across platforms.

### Update Sets - Update Sets in ServiceNow are essential for moving customizations between different environments, like from development to production. Admins capture configurations and scripts in an Update Set, which can then be applied to another instance, ensuring consistency across environments. Update set promotion is done by passing through instances as follows: dev > UAT > Staging > Production.

### Events - ServiceNow's Event Management processes incoming events from various monitoring tools and systems, triggering automated workflows or actions like creating incidents or alerts. Event management helps organizations detect and respond to issues in real-time.

### Platform Statistics - The Platform Stats module provides insights into the performance and usage of the ServiceNow platform. Admins can track metrics like system health, database performance, and user activity, helping to maintain system stability and optimize performance.

### ANANYA CHOUDHARY