

Module 2 ServiceNow Admin

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The ServiceNow Admin Full Course begins with an exploration of the platform's architecture, starting with ServiceNow as a cloud-based solution designed for IT service management and business process automation. It employs a multi-instance architecture, ensuring that each customer operates within their separate instance for enhanced data privacy and customized configurations. The core platform components include the User Interface, which is the primary interaction area featuring elements like forms, lists, and dashboards; the Application Navigator, which facilitates navigation through various applications and modules; and the Content Frame, where the details of selected applications or modules are displayed.

The course also covers UI customization and branding, teaching how to modify the appearance and layout of the user interface to align with organizational branding through theme changes, logo updates, and color scheme adjustments. Key functional aspects include managing Lists, Filters, and Forms to handle and organize data effectively, and Task Management features such as tracking Incidents, Changes, and Problems to ensure efficient resolution of service issues.

Further, learners will gain insights into configuring Notifications, managing Knowledge Management through a Knowledge Base and Articles, and setting up a Service Catalog to manage and fulfill user service requests. The course delves into Tables and Fields for data storage, Access Control for managing permissions, and Data Import processes. Additionally, the Configuration Management Database (CMDB) is covered, focusing on organizing and managing configuration items (CIs) and their relationships to aid in impact analysis and change management.

Finally, the training includes topics on Integration to connect ServiceNow with other systems, Update Sets for managing configuration changes, Event Management for monitoring and responding to IT infrastructure events, and Platform Statistics to track performance and generate reports. This comprehensive coverage ensures that learners are well-equipped to administer and customize the ServiceNow platform effectively.