ServiceNow Admin Full Course
Learn ServiceNow Administration

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Introduction of the course

ServiceNow is a Cloud-based IT Service Management platform that centralizes and automates IT processes. It provides Application Platform as a service(aPaas) known as ServiceNow Platform. ServiceNow can be utilized in various sectors in a company like IT service, Security, IT Operations etc. We can interact with the platform in various ways for example: Workspace, List, Forms, Dashboard, Knowledge Base, Service Catalog etc.

Platform Overview and Architecture

- o **Instances:** Independent environments where ServiceNow applications are deployed. It is an Isolated space for the users that separates different instances and can be used to deliver specific services to a business. Each instance has its own applications, databases, libraries and virtual machines.
- o **Applications:** Pre-built modules for specific functions (e.g., Incident Management, Problem Management).
- o **Modules:** Smaller units within applications that provide specific features. These are second tier navigation options within the applications. They often link to other pages or records.
- o **Tables:** Data structures that store information about records (e.g., incidents, problems, changes).

User Interface and Branding

- o **User Interface:** The visual representation of ServiceNow, including forms, lists, menus, and dashboards.
- o **Customization:** The ability to customize the UI to match your organization's branding and preferences, such as changing themes, layouts, and menus.
- o **Branding:** Applying your organization's logo, colors, and styles to the ServiceNow platform to create a consistent and professional look.

Lists & Filters

- o **Lists:** Displays records in a tabular format, allowing for sorting, filtering, and grouping based on specific criteria.

- o **Filters:** Used to narrow down the results of a list to find specific records. Filters can be applied based on field values, dates, and other conditions.

Forms

- o **Forms:** Used to collect and display data for various records (e.g., incidents, problems, changes).

- o **Form Design:** Customizing forms to meet specific requirements and improve user experience, including adding, removing, or modifying fields, changing layouts, and adding validation rules.

Task Management

- o **Tasks:** Smaller, actionable units of work within a larger process.

- o **Task Creation:** Creating tasks to assign work to specific users or teams.

- o **Task Tracking:** Monitoring task progress, deadlines, and assignments.

- o **Task Dependencies:** Defining relationships between tasks to ensure proper sequencing.

Notifications

- o **Notifications:** Alerts sent to users about important events or changes.

- o **Types of Notifications:** Email, in-app notifications, and SMS.

- o **Configuration:** Setting up notification rules and templates to specify when and how notifications should be sent.

Knowledge Management

- o **Knowledge Articles:** Documents containing information and best practices.

- o **Knowledge Base:** Centralized repository for storing and managing knowledge articles.

- o **Search Functionality:** Enabling users to search for relevant information using keywords or categories.

- o **Article Management:** Creating, editing, and publishing knowledge articles.

Service Catalogue

- o **Service Catalogue:** A catalogue of IT services that can be requested by users.

- o **Catalogue Items:** Individual services offered in the catalogue, each with its own attributes and pricing.

- o **Request Fulfilment:** The process of fulfilling service requests, including approval workflows, task assignment, and service delivery.

Tables and Fields

- o **Tables:** Data structures that store information about records.

- o **Fields:** Attributes within a table that define specific data points.

- o **Data Types:** Different types of data that can be stored in fields (e.g., text, numbers, dates, Boolean values).

- o **Field Validation:** Enforcing data integrity by defining validation rules for fields.

Access Control List (ACL)

- o **ACLs:** Rules that control access to specific records and data.

- o **Permissions:** Granting or restricting access to different users or groups based on their roles and responsibilities.

- o **Security:** Ensuring data confidentiality and integrity by limiting access to authorized users.

Data Import

- o **Importing Data:** Importing data into ServiceNow from external sources, such as CSV files, databases, or other applications.

- o **Data Migration:** Moving data from one system to another.

- o **Data Cleansing:** Cleaning and preparing data before import to ensure accuracy and consistency.

CMDB Integration

- o **CMDB:** Configuration Management Database that stores information about IT assets.

- o **Integration:** Connecting ServiceNow with the CMDB to ensure data consistency and provide a comprehensive view of IT assets.

- o **Asset Management:** Tracking the lifecycle of IT assets, including procurement, deployment, maintenance, and retirement.

Update Sets

- o **Update Sets:** Packages of changes that can be transported between ServiceNow instances.

- o **Deployment:** Applying update sets to different environments (e.g., development, testing, production) to deploy changes and updates.

- o **Version Control:** Managing different versions of update sets to track changes and revert if necessary.

Events

- o **Events:** Occurrences that trigger actions or workflows.

- o **Event Rules:** Defining conditions under which events should occur.

- o **Automation:** Automating tasks based on events, such as sending notifications, creating tasks, or updating records.

Platform Stats

- o **Performance Monitoring:** Tracking the performance of ServiceNow instances to identify bottlenecks and optimize performance.

- o **Usage Analysis:** Analyzing how ServiceNow is being used by users to identify trends and areas for improvement.

- o **Optimization:** Identifying opportunities to optimize ServiceNow configurations and processes to improve efficiency and performance.