TechyEdz Solutions

Training | Consulting | Developement | Outsourcing

Servicenow Admin

ServiceNow Administrator

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ServiceNow Certified System Administrator

Course Overview:

In this course participants will be learning about the different lifecycles and value of the ITSM applications from the viewpoint of stakeholders and daily users. The ServiceNow Certified System Administrator Exam Specification defines the purpose, audience, testing options, exam content coverage, test framework, and prerequisites to become a ServiceNow Certified System Administrator.

Passing the ServiceNow System Administrator Certification Exam demonstrates mastery of ServiceNow System Administration and certifies that a candidate has the skills and essential knowledge necessary to manage the configuration, implementation, and maintenance of the ServiceNow platform.

The training focuses on the baseline capabilities and the touch points between these ITSM applications:

- Incident Management
- Problem Management
- Knowledge Management
- Change Management
- Request Fulfillment and Service Catalog
- Configuration Management

Course Outline:

1. An Introduction to ServiceNow and its UI

- An overview of ServiceNow
- Various versions of ServiceNow
- An Architectural Overview of ServiceNow

- Login and User Interface of ServiceNow
- Methods of configuring navigation
- Various options of Search and Banding
- Methods of managing Lists and Forms
- Explore Several Filters
- Breadcrumbs and Search functionality
- Plugins
- Social and Collaboration features in ServiceNow

2. User Administration

- User data and authentication of the users
- Adding new users and groups
- Roles and usually offered roles
- An introduction to Several Admin Roles
- Testing and creating the Assignment Rules

3. Data Management and Reporting

- ServiceNow and Database tables
- Table relationships and administration
- Types of Modules and Applications
- Import Sets
- Data sources and transform maps
- CMBD (Configuration Management Database)
- ServiceNow tables and CIS
- Reporting applications and capabilities
- Running reporting

4. Automation Platform of ServiceNow

- Knowledge Management
- Knowledge base architecture and security

- Service Catalog
- Essential components of the Service Catalog
- Ways to maintain the Catalog variables and items
- Record all the producers and order guides
- Workflow situations
- Key activities
- Various conditions and stages
- Approval and SLA

5. Core Application Administration

- An architectural overview of Client Side and Server Side
- User Interface policy and Data policy
- User Interface Actions
- Business rules and client scripts
- An overview of different Security Levels
- ACLs and settings of the high security
- Setting events
- Notifications and logs

6. Maintenance

- Update set
- Update all the Set capture and update all the set processes
- Release cycle of ServiceNow
- Notifications
- Performance elements and stats
- An overview of 'Connect'
- Connect - A useful collaboration tool

♣ Prerequisites:

- ServiceNow requires the completion of the following prerequisite training course in preparation for the Certified System Administrator exam. Information provided in the following ServiceNow training course contains source material for the exam.
- ServiceNow Fundamentals or ServiceNow Fundamentals (on demand) *Upon completion, the candidate will be eligible to collect a voucher for the Certified System Administrator exam.

♣ Who Should Attend:

- Anyone who will be working on a ServiceNow implementation of the ITSM applications.

- The ServiceNow System Administrator Certification exam is available to ServiceNow customers, partners, sales engineers, and others interested in becoming a ServiceNow Certified System Administrator.

♣ Number of Hours: 30hrs
♣ Certification: Certified System Administrator (CSA)
♣ Key Features:

- ➢ One to One Training
- ➢ Online Training
- ➢ Fastrack & Normal Track
- ➢ Resume Modification
- ➢ Mock Interviews
- ➢ Video Tutorials
- ➢ Materials

- ➢ Real Time Projects
- ➢ Virtual Live Experience
- ➢ Preparing for Certification