ServiceNow Administration Fundamentals Resource Pack

Training and Certification
ServiceNow, Inc.

Version: 1.0 (9/28/22)

Overview

In addition to all the great content provided in the ServiceNow Administration Fundamentals class, this Resource Pack provides valuable resources to assist you in furthering your System Administrator journey!

Resources are organized into categories to help you find what you're looking for:

- Focused Topics
- Now Learning Recommended Courses
- Useful Resources
- Quick References

Focused Topics
Topical Content from Various Sources

Topic	Source	Link to Information
Update Sets	developer.servicenow.com	Add to Update Set Utility
Get Started with Next Experience	Center of Excellence community.servicenow.com	Next Experience Center of Excellence
Workspace Resource Hub	Center of Excellence community.servicenow.com	Workspace Resource Hub
Virtual Agent	ServiceNow Now Community on YouTube YouTube Playlist for Virtual Agent Videos	Virtual Agent Academy Playlist
Service Owner Workspace	ServiceNow Product Documentation docs.servicenow.com	Service Owner Workspace
List of Workspaces	community.servicenow.com	Explore our Product Workspaces
Migrating from Workflow to Flow Designer	Platform Academy YouTube	Flow Designer Migration Use Cases

Now Learning
Discover More!

These are additional learning opportunities specially curated for you relative to your System Administrator role.

You may need to log into your ServiceNow account to access some of these courses.

Miscellaneous:

Responsive Dashboards Overview

UI Builder Fundamentals

ServiceNow Theming Essentials

Configuration Management Database (CMDB) Fundamentals – Instructor Led

System Administration Advanced – On Demand

Scripting a UI Action – On Demand

IT Service Management (ITSM):

ITSM Fundamentals

IT Service Management (ITSM) On Demand

IT Service Management (ITSM) Implementation – Instructor Led

IT Service Management (ITSM) Implementation – On Demand

Service Portal:

Service Portal Fundamentals – Instructor Led

Service Portal Advanced – Instructor Led

Service Portal Fundamentals – On Demand

Service Portal Advanced – On Demand

Create a Service Portal Theme

Performance Analytics

Performance Analytics (PA) Fundamentals – Instructor Led

Performance Analytics (PA) Fundamentals – On Demand

Reporting

[Get Started with Reports](#)

[Reporting](#)

Human Resources:

[Human Resources (HR) Fundamentals – Instructor Led](#)

[Human Resources (HR) Implementation – Instructor Led](#)

[Human Resources Service Delivery (HRSD) Implementer – Learning Path](#)

Application Development:

[Application Development Fundamentals – Instructor Led](#)

[Application Development Fundamentals – On Demand](#)

Useful Resources
Learn and Share with Others

Share - Why Start your App from Scratch

Platform Foundation Academy

ServiceNow Community on YouTube

Quick References
Nifty Little Cheat Sheets

UI Actions for Saving Records

Submit

Click **Submit** to insert a record on a new form and return to the previously viewed page

Save

Select the Form Context menu icon in the header bar, then select **Save** to save changes without exiting the form view

Update

Click **Update** to save changes on an existing record and return to the previously viewed page

Insert

Add or Update records by using one of the Select the Form Context menu icon in the header bar then select **Insert**. Insert will exit the form and return to the previously viewed page.

Insert and Stay

Select the Form Context menu icon in the header bar then select **Insert and Stay**. Insert and Stay will remain on the form.

Note: There is no "Save As" option in ServiceNow. However, Insert closely emulates this functionality.

Insert and Insert and Stay options are **disabled by default for task-based records** (e.g., Incidents and Change Requests). You can override this behavior by setting a system property to show these options for task records.

Finding Information in the Classic Environment

Find information quickly in ServiceNow with any of the available search functions.

- Wildcards
- Phrase Searches
- Searching Lists
- Boolean Operators
- Attachment Searches
- International Character Sets
- Punctuation

Wildcard Syntax	Search Type
*searchTerm	contains
!*searchTerm	does not contain
searchTerm%	starts with
%searchTerm	ends with
=searchTerm	equals
!=searchTerm	does not equal
searchTerm	greater than or equal to

Find information quickly in ServiceNow by using any of the available searches:

- **Wildcards**: Use a symbol to represent zero or more characters

- **Phrase Searches**: Find a phrase with multiple terms

- **Searching Lists**: Control the query for list searches of a specific field

- **Boolean Operators**: Refine searches with operators such as AND and OR

- **Attachment Searches**: Search in files that are attached to Knowledge Article records

- **International Character Sets**: Perform searches with any Unicode characters

- **Punctuation**: Perform searches that contain punctuation

Wildcards use a symbol to represent zero or more characters and are available for searches. Various wildcards can be used to refine the search in lists (text searches of all fields), the global text search, and the Knowledge Base. Results with using wildcards may vary depending on the search method used.

Searches are not case sensitive. Use advanced options for more specific queries.

Navigate Quickly: Unique Letters

servicenow.

- Use unique letters of an Application name to quickly locate it

Letters	Result
in it	Service Catalog > Catalog Definitions > Maintain Items
ll ac	User Administration > All Active Transactions
nt sc	Service Catalog > Catalog Administration > Catalog Client Scripts AND System Definition > Client Scripts
ss ru	Business Rules
og st	System Logs > System Log > Script Log Statements
ss ap	Self-Service > Business Applications > Organization > Business Applications
al up	System Update Sets > Local Update Sets
ed up	System Update Sets > Retrieved Update Sets
k bo	Self-Service > Visual Task Boards
pt in	Script Includes

Navigating quickly to applications can help speed up your work. Applications in the menu can contain unique letter combinations that can make locating an app faster and easier. Try some of the combinations above and create some of your own, as well.
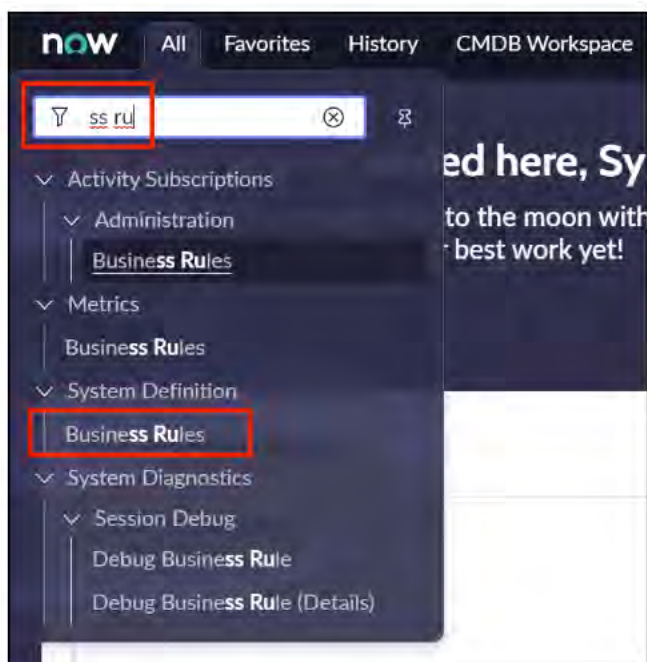
Navigate Quickly: Navigate Directly to Table Configurations servicenow

- Use commands in the All menu's *Filter navigator* field to navigate directly to table elements
- Append **.config** after the table name to display all the configuration changes made to that table (e.g. **incident.config**)

Try upper case and lower case of:
.list
.form
.filter
See the notes below for definitions.

When using a command in the all menu, upper and lower case of the command matters.
<table_name>. lower case – opens the table in the content pane.
<table_name>. UPPER case – opens the table record or list in a new window or tab

Other available All menu commands include:
- **<table_name>.list** – open the table list view.
- **<table_name>.form** or **<table_name>.do** – open the table form view.
- **<table_name>.config** – opens table configuration view.
- **<table_name>.filter** – opens an empty table list ready for filtering.