ServiceNow Administrator

Course Objectives	Course Outcomes
Platform Introduction: Explore the fundamentals of the ServiceNow platform, including its architecture, components, and capabilities.	**Platform and Instance Management:** Set up instances according to organizational needs.
Instance Setup and Configuration: set up and configure a ServiceNow instance according to organizational requirements, including instance provisioning, basic configuration settings, and instance customization.	**User and Access Control:** User roles, groups, and permissions within ServiceNow.
User and Access Management: Gain proficiency in managing users, groups, and roles within ServiceNow, as well as configuring access controls, authentication methods, and user permissions.	**Service Management:** Create and manage service catalogs, incidents, problems, and changes using ServiceNow workflows.
Service Catalog Management: Create and manage service catalogs within ServiceNow, including defining services, service offerings, and service level agreements (SLAs).	**Asset and Configuration Management:** Manage IT assets, configurations, and relationships within ServiceNow.
Incident and Problem Management: Explore the processes and workflows for managing incidents, problems, and service requests within ServiceNow, including incident logging, categorization, prioritization, and resolution.	**Reporting and Analytics:** Create customized reports, dashboards, and analytics for monitoring performance.
Change and Release Management: To implement change management processes within ServiceNow, including planning, scheduling, and tracking changes, as well as managing release cycles and deployment tasks.	**Service Level Agreement (SLA) Management:** Implement Track, and manage SLAs to ensure service delivery meets targets.
Asset and Configuration Management: Gain proficiency in managing IT assets and	

configuration items (CIs) within ServiceNow, including asset discovery, inventory management, and configuration item relationships.	
Reporting and Analytics: To create and customize reports, dashboards, and performance analytics within ServiceNow to monitor and analyze key performance indicators (KPIs) and metrics.	
Service Level Management: to define and manage service level agreements (SLAs) and operational level agreements (OLAs) within ServiceNow, including setting SLA targets, tracking SLA performance, and managing SLA breaches.	

Course Duration: 45 Hours

Course Content:

UNIT 1: ServiceNow Studio Overview

About this course - Servicenow studio anatomy - Adding a file to an application - Adding fields to a table - Open ServiceNow studio from app engine studio - Servicenow studio overview recap.

UNIT 2: Welcome to ServiceNow

Next Experience, Navigation, and Access - Lists and Filters – Forms – Tasks – Reporting - Knowledge Management - Service Catalog - Virtual Agent

UNIT 3: Micro-Certification - Welcometo ServiceNow

Instance Help - Personalize Your Instance - Favorite a Filtered List - Create and Comment on a Record - Create a Visual Task Board from a List - Order an Item from Service Catalog - Create a Dashboard and a Report - Flag and Comment on a Knowledge Articles

UNIT 4: ServiceNow Administration Fundamentals On Demand-Part 1

ServiceNow The Modernized Work Experience - Explore the Power of the ServiceNow Platform - Configure Applications for Business - Configure Self Service

UNIT 5: ServiceNow Administration Fundamentals On Demand – Part 2

Enable Productivity - Manage an Instance - Manage Data - Package Enhancements for Testing - Capstone Project

Test Projects:

Use Cases

ASSESSMENT CRITERIA	LAB PRACTICES
Create a new ServiceNow application in Studio, adding scripts, stylesheets, and images. Design a form layout with fields, views, and sections following functional requirements. Document the process and rationale, test functionality, and present the application, incorporating feedback for improvement.	**Module**:- ServiceNow Studio Overview **Objective** This lab familiarizes participants with the key features and functionalities of ServiceNow Studio, the integrated development environment (IDE) for building and customizing applications on the ServiceNow platform. Through hands-on exercises, participants will learn how to navigate Studio, create and modify application artifacts, and leverage Studio's tools for efficient application development and customization.
	Module :- Welcome to ServiceNow **Objective** This lab is to introduce participants to the ServiceNow platform and its fundamental concepts. Through interactive instruction, learners will gain familiarity with navigating the ServiceNow interface, understanding key components of the platform, and grasping basic ServiceNow functionalities and terminologies.
Navigate the ServiceNow interface, gaining familiarity with its various components. Through interactive learning modules, participants will develop a foundational understanding of ServiceNow's functionality and terminology. Assessment completion will validate their comprehension, marking their readiness to embark on further ServiceNow learning pathways.	**Module** :- Micro-Certification Welcome to ServiceNow **Objective** Through the "Micro-Certification - Welcome to ServiceNow," participants will embark on a journey to grasp the core essence of the ServiceNow platform. The session aims to immerse learners in interactive modules, facilitating their exploration of ServiceNow's interface, essential components, and introductory functionalities. Successful completion signifies readiness for deeper dives into ServiceNow's capabilities.

Course encompass adept navigation of the platform, comprehensive grasp of core ServiceNow principles, and proficient execution of essential administrative functions. Mastery of user management, incident resolution, and customization demonstrates readiness for roles in ServiceNow administration.	**Module** :- Welcome to ServiceNow Administration Fundamentals (On Demand) **Objective** Upon completion of this course, attendees will be able to: Configure applications and modules Build 'Self-Service' experiences Setup notifications Create reports/dashboards Manage data Enable productivity Maintain an instance Enhance an instance Package enhancements for testing **Task 1** The Modernized Work Experience **Objective** In the "The Modernized Work Experience" module, participants delve into the dynamic realm of workplace transformation facilitated by ServiceNow. Through this exploration, learners uncover the strategies and tools essential for streamlining processes, fostering collaboration, and maximizing productivity. By understanding ServiceNow's role in modernizing work experiences, participants are empowered to drive organizational success in today's digital landscape. **Task 2** Explore the Power of the ServiceNow Platform **Objective** The aim of "Explore the Power of the ServiceNow Platform" is to introduce participants to the capabilities and potential of the ServiceNow platform. Through guided exploration, learners will discover how ServiceNow can revolutionize workflows, optimize operations, and drive innovation across various business functions, enhancing overall organizational efficiency and effectiveness.

	Task 3
	Configure Applications for Business
	Objective
	The objective of "Configure Applications for Business" is to equip participants with the skills to customize and tailor ServiceNow applications to meet specific business needs. Through practical exercises and instruction, learners will learn how to configure applications, workflows, and user interfaces within the ServiceNow platform, ensuring alignment with organizational processes and objectives.
	Task 4
	Manage Data
	Objective
	knowledge and skills necessary to proficiently handle and manipulate data within the platform. Through hands-on training, learners will develop proficiency in tasks such as data import, export, cleansing, and manipulation, ensuring data accuracy, integrity, and accessibility to support informed decision-making and efficient business operations.
	Task 5
	Configure Self Service
	Objective
	In "Configure Self-Service," participants will learn to customize and improve self-service portals on the ServiceNow platform. Through hands-on practice, they'll gain skills to enhance user interfaces, automate tasks, and empower users for independent issue resolution, aiming to boost efficiency and user satisfaction.
	Task 6
	Enable Productivity
	Objective
	The goal of "Enable Productivity" is to empower participants with the means to boost efficiency through the ServiceNow platform. Through hands-on activities, learners will discover methods to optimize workflows, automate tasks, and streamline processes, fostering a more productive work environment for all users.
	Task 7
	Package Enhancements for Testing
	Objective
	Participants will learn to prepare and test software upgrades and improvements in the ServiceNow platform. Through guided activities, they'll develop skills to package modifications effectively, ensuring smooth integration and functionality while preserving system stability and reliability.

LIST OF FINAL PROJECTS (10 PROJECTS THAT COMPREHENSIVELY COVER ALL THE LEARNING OUTCOME)	
SL.NO	**FINAL PROJECT (In this course, students have to complete all the labs)**
1	ServiceNow Sandbox Initialization
2	Getting started with ServiceNow
3	Micro-Certification - Welcome to ServiceNow
4	ServiceNow Administration Fundamentals
5	The Modernized Work Experience
6	Explore the Power of the ServiceNow Platform
7	Configure Applications for Business
8	Package Enhancements for Testing
9	Capstone project - 1 ServiceNow Instance Optimization
10	Capstone project - 2 ServiceNow Security Compliance Implementation