ABOUT THE COURSE: SERVICE NOW ADMINISTRATOR

TABLE 1	
OVERALL COURSE OBJECTIVE:	● **Platform Introduction:** Explore the fundamentals of the ServiceNow platform, including its architecture, components, and capabilities.
	● **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 Management:** manage users, groups, and roles within ServiceNow, as well as configuring access controls, authentication methods, and user permissions.
	● **Service Catalog Management:** create and manage service catalogs within ServiceNow, including defining services, service offerings, and service level agreements (SLAs).
	● **Incident and Problem Management:** Identify the processes and workflows for managing incidents, problems, and service requests within ServiceNow, including incident logging, categorization, prioritization, and resolution.
	● **Change and Release Management:** implement change management processes within ServiceNow, including planning, scheduling, and tracking changes, as well as managing release cycles and deployment tasks.
	● **Asset and Configuration Management:** manage IT assets and configuration items (CIs) within ServiceNow, including asset discovery, inventory management, and configuration item relationships.
	● **Reporting and Analytics:** create and customize reports, dashboards, and

	performance analytics within ServiceNow to monitor and analyze key performance indicators (KPIs) and metrics. ● **Service Level Management:** 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.

LEARNING OUTCOME:	● **Platform and Instance Management:** Work on ServiceNow's architecture and set up instances according to organizational needs. ● **User and Access Control:** manage user roles, groups, and permissions within ServiceNow. ● **Service Management:** Create and manage service catalogs, incidents, problems, and changes using ServiceNow workflows. ● **Asset and Configuration Management:** Manage IT assets, configurations, and relationships within ServiceNow. ● **Reporting and Analytics:** Create customized reports, dashboards, and analytics for monitoring performance. ● **Service Level Agreement (SLA) Management:** Define, track, and manage SLAs to ensure service delivery meets targets.

TABLE 2: MODULE WISE COURSE CONTENT AND OUTCOME				
SL.NO	**MODULE NAME**	**MODULE CONTENT**	**MODULE LEARNING OUTCOME**	**DURATION (HRS)**
		● About this	This course provides	

1	**Servic eNow Studio Overvi ew**	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	a comprehensive overview of ServiceNow Studio, covering its purpose, features, and capabilities. Participants learn how to configure Studio settings, develop applications, customize solutions, collaborate effectively, and implement best practices for streamlined application development and management within the ServiceNow platform.	**6**
2	**Welcom e to Service Now**	● NextExperience, Navigation, and Access ● Lists and Filters ● Forms ● Tasks ● Reporting ● Knowledge Management ● Service Catalog ● Virtual Agent	Navigate ServiceNow proficiently with Next Experience, optimize data management with Lists and Filters, design efficient Forms, manage Tasks effectively, create insightful Reports, harness Knowledge Management tools, streamline services with Service Catalog, and enhance support using Virtual Agent capabilities, ensuring seamless user experience and operational efficiency across the platform.	**6**
3	**Micro- Certific ation - Welcom e to Service Now**	● Instance Help ● Personalize Your Instance ● Favorite a Filtered List ● Create and Comment on a Record	navigate and optimize their ServiceNow instance effectively. They will gain proficiency in seeking instance help, personalizing the interface, and favoriting filtered lists	**8**

		• 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	for streamlined access. Additionally, they will develop expertise in creating records, managing tasks visually, ordering items from the Service Catalog, designing dashboards and reports, and contributing to knowledge sharing by flagging articles and adding valuable comments.	
4	**Service Now Adminis tration Fundam entals On Demand -Part 1**	• ServiceNow The Modernized Work Experience • Explore the Power of the ServiceNow Platform • Configure Applications for Business • Configure Self Service	Demonstrate comprehensive knowledge of ServiceNow's platform, empowering them to revolutionize work experiences. They will adeptly configure applications to meet specific business needs, maximizing operational efficiency. Moreover, they will master self-service functionalities, enabling users to seamlessly navigate and resolve issues independently. Through practical application of ServiceNow's tools, participants will become proficient in enhancing workflows, fostering organizational productivity and success.	**10**
		• Enable	Develop essential	

5	**Service Now Administration Fundamentals On Demand - Part2**	Productivity ● Manage an Instance ● Manage Data ● Package Enhancements for Testing ● Capstone Project	skills to enable productivity through ServiceNow, mastering instance management and data handling techniques. They will learn to package enhancements effectively for testing, ensuring seamless integration and functionality. Culminating in a capstone project, participants will apply their acquired knowledge to solve real-world challenges, demonstrating proficiency in ServiceNow implementation and optimization.	**10**

TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USECASES		
LEARNING OUTCOME	**ASSESSMENT CRITERIA**	**Lap practicies**
In this course, you will learn to use ServiceNow Studio to: • Add application files to applications • Design form layouts, including fields, views, and sections	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** 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.
In each course, you will find lessons and may watch short videos walking you through the ServiceNow Platform. Take a look at the list of topics below by selecting the plus sign (+) or use the left and right arrows to learn more about each. To move to the next item, you may either select the plus sign again to close the text box	In this learning path you may engage in different types of hands-on practice using ServiceNow. There are no-pressure, guided "Now You Try" activities that you can find at the end of a lesson. Then you will be able to engage in knowledge checks where you can test what you've learned in each lesson. Finally, you will engage in tasks that require validation, which are part of the course simulator.	**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

or use the left and right arrows in the top right corner of the text box.	See below to learn a little more the hands-on practice you will experience in this course.	navigating the ServiceNow interface, understanding key components of the platform, and grasping basic ServiceNow functionalities and terminologies.
In this micro-certification exam, you will perform and complete 7 tasks as the Platform User in a simulator environment and must complete and validate all 7 tasks. Upon completion of this micro-certification, you will receive a badge to show off your skills in Now Learning. Use that accomplishment to drive you to your next learning opportunity within ServiceNow. Enjoy the journey!	In the micro-certification course "Welcome to ServiceNow," learners will embark on a journey to grasp the fundamental concepts and advantages of ServiceNow. They will adeptly 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.
The "ServiceNow Administration Fundamentals On Demand" course equips learners with	Course encompass adept navigation of the platform, comprehensive grasp of core ServiceNow principles, and proficient execution of	**Module :-** Welcome to ServiceNow Administration Fundamentals (On Demand)

essential skills for proficiently administering ServiceNow instances. Participants gain expertise in system setup, user management, and configuration. They master core administration tasks such as incident management, reporting, and customization. Upon completion, learners possess the knowledge to effectively manage ServiceNow implementations, ensuring optimal performance and usability.	essential administrative functions. Mastery of user management, incident resolution, and customization demonstrates readiness for roles in ServiceNow administration.	**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.

TABLE 4: 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