# skillsoft global knowledge™

## ServiceNow Administration Fundamentals

**Duration: 365 Days**     **Course Code: SNSAF**     **Delivery Method: Elearning (Self-paced)**

### Overview:

ServiceNow Administration Fundamentals is a three-day course taught both as Instructor-Led Training (ILT) and Virtual Instructor-Led Training (VILT) in timezones throughout the world.
The course offers robust lessons, group discussions, and reviews of real world system administration scenarios. You will also receive your very own sandbox instance for the duration of class to practice lessons learned through a variety of hands-on lab exercises to establish and build upon common concepts and skills.

e-Learning

Interactive self-paced content that provides flexibility in terms of pace, place and time to suit individuals and organisations. These resources also consist of online books, educational podcasts and vodcasts, and video-based learning.

### Target Audience:

This course is designed to be the introduction-to-intermediate point for those performing ServiceNow System Administration responsibilities within an organization.

### Objectives:

- Upon completion of this course, attendees will be able to:

- Gain functional awareness of base system applications and modules

- Configure applications and modules

- Configure Self-Service

- Enable productivity

- Maintain an instance

- Enhance an instance

- Package enhancements for testing

### Testing and Certification

Certified System Administrator (CSA)

### Further Information:

For More information, or to book your course, please call us on 00 20 (0) 2 2269 1982 or 16142

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