ServiceNow Administration Advanced

Durée: 365 Jours   Réf de cours: SNSAA   Méthodes d'apprentissage: E-learning

Résumé:

Work with Application Data Management, Reporting, Integrations, and Platform Optimization and Maintenance.
The System Administration Advanced course teaches about the robust controls in the base instance in modules and labs to reinforce daily tasks. Course labs are designed step-by-step to facilitate application of concepts.
This course explores the ServiceNow application and how it is defined. It continues by covering the components of an application, focusing on application scopes and the different types of application data. The course examines the importance of reporting. Debugging tools are introduced. Also, ServiceNow's ability to integrate with many third-party applications and data sources is analyzed. The course reviews how ServiceNow reporting enables the user to create and distribute reports that show the current state of instance data, such as how many open incidents of each priority exist. Tools for data hygiene is reviewed. The course emphasizes the importance of maintaining the system to provide a better user experience.

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Public visé:

This course is designed for ServiceNow administrators and consultants who maintain ServiceNow systems in production for approximately six to 12 months and who have successfully passed the System Administration certification.

Objectifs pédagogiques:

- The System Administration Advanced course will prepare administrators through advanced concepts by:

- Identifying ServiceNow applications and application components

- Explaining the difference between application configurations and customizations

- Describing best practices for reporting efficiencies within the ServiceNow platform

- Introducing students to debugging tools

- Discussing integrations with the ServiceNow platform

- Identifying various factors affecting performance

Pré-requis:

- SNF - ServiceNow Fundamentals
- SNSSF - ServiceNow Scripting in ServiceNow Fundamentals

Contenu:

Day 1

Module 1: Application Data Management

- Lab 1.1: Configuration and Update Sets
- Lab 1.2: Clone an Instance
- Lab 1.3: Create a Database Index

Module 2: Reporting

- Lab 2.1: Report Using a Database View
- Lab 2.2: Report with a Report Source
- Lab 2.3: Create a Dashboard

Module 3: Debugging

- Lab 3.1: Session Debug
- Lab 3.2: Scripts – Background and Fix Scripts
- Lab 3.3 Script Debugger

Day 2

Module 4: Integrations

- Lab 4.1: Web Services
- Lab 4.2: Flow Designer
- Lab 4.3: IntegrationHub

Module 5: Platform Optimization and Maintenance - Data

- Lab 5.1: Data Maintenance

Module 6: Platform Optimization and Maintenance - Instance

- Lab 6.1: Instance Maintenance
- Lab 6.2: Upgrades and Calculations

Optional Lab

- Cross Scope Application Security