

ServiceNow System Administration Advanced

Durée: 2 Jours Réf de cours: SNSAA

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
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Pré-requis:

No prerequisite

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

Autres moyens pédagogiques et de suivi:

- Compétence du formateur : Les experts qui animent la formation sont des spécialistes des matières abordées et ont au minimum cinq ans d'expérience d'animation. Nos équipes ont validé à la fois leurs connaissances techniques (certifications le cas échéant) ainsi que leur compétence pédagogique.
- Suivi d'exécution : Une feuille d'émargement par demi-journée de présence est signée par tous les participants et le formateur.
- Chaque participant, à l'issue de la formation, répond à un questionnaire de satisfaction qui est ensuite étudié par nos équipes pédagogiques en vue de maintenir et d'améliorer la qualité de nos prestations.

Délais d'inscription :

- Vous pouvez vous inscrire sur l'une de nos sessions planifiées en inter-entreprises jusqu'à 5 jours ouvrés avant le début de la formation sous réserve de disponibilité de places et de labs le cas échéant.
- Votre place sera confirmée à la réception d'un devis ou ""booking form"" signé. Vous recevrez ensuite la convocation et les modalités d'accès en présentiel ou distanciel.
- Attention, si vous utilisez votre Compte Personnel de Formation pour financer votre inscription, vous devrez respecter un délai minimum et non négociable fixé à 11 jours ouvrés.