

ServiceNow Administrator Advanced

Duration: 2 Days Course Code: SNSAA Delivery Method: Company Event

Overview:

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.

Target Audience:

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.

Objectives:

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| ■ After you complete this course you will be able to: | ■ Introducing students to debugging tools |
| ■ Identifying ServiceNow applications and application components | ■ Discussing integrations with the ServiceNow platform |
| ■ Explaining the difference between application configurations and customizations | ■ Identifying various factors affecting performance |
| ■ Describing best practices for reporting efficiencies within the ServiceNow platform | |
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Prerequisites:

Attendees should meet the following prerequisites:

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| ■ SNSAF - ServiceNow Administration Fundamentals | |
| ■ SNSSF - ServiceNow Scripting in ServiceNow Fundamentals | |
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Content:

Application Data Management

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

Reporting

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

Debugging

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

Integrations

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

Platform Optimization and Maintenance - Data

- Lab 5.1: Data Maintenance

Platform Optimization and Maintenance - Instance

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

Optional Lab

- Cross Scope Application Security

Further Information:

For More information, or to book your course, please call us on Head Office 01189 123456 / Northern Office 0113 242 5931

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