

ServiceNow Administrator Advanced

Duration: 365 Days

Course Code: SNSAA

Delivery Method: Elearning (Self-paced)

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 are reviewed. The course emphasizes the importance of maintaining the system to provide a better user experience.

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 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.

Objectives:

- 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
-

Prerequisites:

- SNSAF - ServiceNow Administration Fundamentals
 - SNSSF - ServiceNow Scripting in ServiceNow Fundamentals
-

Content:

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

Further Information:

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

info@globalknowledge.co.uk

www.globalknowledge.com/en-gb/

Global Knowledge, Mulberry Business Park, Fishponds Road, Wokingham Berkshire RG41 2GY UK