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SERVICENOW ADMINISTRATION FUNDAMENTALS

Course Code: 821227

Discover ServiceNow administration activities and prepare ServiceNow Administration certification

ServiceNow Administration Fundamentals (SNAF-SNSAF) is the starting point for system administrators to begin their ServiceNow journey into the realm of administering the ServiceNow platform.

Extensive and interactive lessons and hands-on labs guide learners through the core concepts needed to establish and build upon common system administration concepts and skills.

Learners will engage in course material lessons and then practice what was learned through step-by-step hands-on labs.

Students will have their own ServiceNow instance to follow along in class and to practice various concepts and skills. The real-world examples provided in the labs will strengthen proficiency with beginner-to-intermediate common system administrator tasks and responsibilities.

NB: Preparation before this course by attending the 3 hours free module "Welcome to ServiceNow" is highly recommended Welcome to ServiceNow - ServiceNow University

Updated June 2026

What You'll Learn

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

- Explain the ServiceNow Platform
- Gain functional awareness of applications including ITSM, Service Operations Workspace, and Employee Center
- Explore the power of the ServiceNow Platform
- Configure applications for business
- Configure Self Service
- Enable productivity
- Monitor an instance
- Manage data
- Package enhancements for testing

Who Needs to Attend

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

Prerequisites

- Create a ServiceNow Id to access course materials and labs
- Attend the 3 hours free module "Welcome to ServiceNow" Welcome to ServiceNow - ServiceNow University

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VIRTUAL CLASSROOM LIVE	$4,050 CAD	3 Day

Virtual Classroom Live Outline

Module 1 - ServiceNow – The Modernized Work Experience

- Lab 1.2.1: Grant and Verify Access to Applications
- Lab 1.3.1: Create Incidents Using Classic Lists and Forms
- Lab 1.3.2: Work Incidents Using Service Operations Workspace
- Lab 1.3.3: Create Incident Status Using the Employee Center Portal

- Review the overall class scenario
- Explain the ServiceNow Platform
- Gain functional awareness of applications including ITSM, Service Operations Workspace, and Employee Center

Module 2 - Explore the Power of the ServiceNow Platform

- Lab 2.1.1: Configure an Instance

- Locate and download class resources, including
- additional practice content for self-study
- Explain the value of a baseline implementation
- Define a ServiceNow instance
- Augment the platform by configuring an instance to reflect a company image and labeling instance tabs
- Install applications and plugins

Module 3 - Configure Applications for Business

- Lab 3.1.1: Create List Views
- Lab 3.2.1: Add a Field to a Form
- Lab 3.3.1: Add Category and Reference Values

- Configure lists and forms in the core environment to meet specific audience needs
- Evaluate the similarities and differences between the core environment and the Service Operations Workspaces
- Create and configure an application and module

Module 4 - Manage Data

    - Lab 4.1.1: Create Table for HHD Configuration Records
    - Lab 4.2.1: Create Access Controls
    - Lab 4.3.1: Import HHD Hardware Data
    - Lab 4.4.1: Explore CMDB and CI Relationships
- Evaluate requested enhancements including, new applications, and application customization
- Exhibit a working knowledge of the ServiceNow database architecture and database administration concepts
- Utilize schema maps
- Establish appropriate table and field access controls
- Create import sets
- Utilize transform maps
- Explain the core functionality of the CMDB
- Utilize the CI Class Manager to examine the hierarchy of CMDB tables and attributes (all, derived, added) of a given class
- Exhibit awareness of the Common Services
- Data Model (CSDM)
- Explain Discovery and Service Mapping

Module 5 - Configure Self Service

    - Lab 5.1.1:Manage Knowledge Base and Create Articles
    - Lab 5.2.1: Create a Catalog Item
    - Lab 5.3.1: Create a Workflow Studio flow
- Understand where to configure Self-Service offerings, including portals, knowledge, service catalog, and Virtual Agent
- Create a knowledge base article by importing a document
- Approve articles for publishing
- Define, apply, and test user criteria on the knowledge base
- Create a Service Catalog Item using Catalog Builder
- Utilize Workflow Studio to leverage existing flows and create new flows

Module 6 - Enable Productivity

    - Lab 6.1.1: Create visualizations and dashboards
    - Lab 6.2.1: Configure Notifications
- Provide support to Fulfillers and Agents
- Assist users in generating charts from various sources
- Add a visualization to a dashboard
- Establish appropriate table and field access controls
- Demonstrate a basic understanding of platform analytics
- Create notifications
- Identify productivity tools

Module 7 - Package Enhancements for Testing

    - Lab 7.1.1: Create a UI Policy and Business Rules
    - Lab 7.2.1: Create System Update Sets
    - Lab 7.3.1: Migrate Changes
- Assess when to use scripting, UI policies, and business rules

- Prepare update sets and migrate changes
- Exhibit awareness of Automated Test Framework and testing resources
- Demonstrate awareness of developer tools, concepts, and testing resources

Module 8 - Securing a ServiceNow Instance

- Lab 8.2.1: Exploring Security Center
- View Security Center Overview Dashboard
- Change a Hardening setting
- Modify a selection in Best Practices

Module 9 - Capstone Project

- Lab 9.1.1: Capstone Project Challenge Format
- Practice concepts learned in the ServiceNow Administration Fundamentals Course
- Continue your professional development with Additional Practice content and exercises

Virtual Classroom Live Labs

- This course has labs provided by ServiceNow

Sep 14 - 16, 2026 | 9:00 AM - 5:00 PM CDT

Sep 16 - 18, 2026 | 9:00 AM - 5:00 PM CDT

Sep 21 - 23, 2026 | 9:00 AM - 5:00 PM CDT

Sep 23 - 25, 2026 | 9:00 AM - 5:00 PM CDT

Sep 28 - 30, 2026 | 9:00 AM - 5:00 PM CDT

Oct 6 - 8, 2026 | 9:00 AM - 5:00 PM CDT

Oct 12 - 14, 2026 | 9:00 AM - 5:00 PM CDT

Oct 13 - 15, 2026 | 9:00 AM - 5:00 PM CDT

Oct 19 - 21, 2026 | 9:00 AM - 5:00 PM CDT

Oct 21 - 23, 2026 | 9:00 AM - 5:00 PM CDT

Oct 26 - 28, 2026 | 9:00 AM - 5:00 PM CDT

Nov 3 - 5, 2026 | 9:00 AM - 5:00 PM CST

Nov 16 - 18, 2026 | 9:00 AM - 5:00 PM CST

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Nov 23 - 25, 2026 | 9:00 AM - 5:00 PM CST

Nov 30 - Dec 2, 2026 | 9:00 AM - 5:00 PM CST

Dec 1 - 3, 2026 | 9:00 AM - 5:00 PM CST

Dec 7 - 9, 2026 | 9:00 AM - 5:00 PM CST

Dec 9 - 11, 2026 | 9:00 AM - 5:00 PM CST

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ON-DEMAND	$0 CAD

On-Demand Outline

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PRIVATE GROUP TRAINING	3 Day

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