

# SERVICENOW ADMINISTRATION FUNDAMENTALS

Course Code: 821227

Learn the basics of the ServiceNow platform with this introductory course.

During ServiceNow Fundamentals, participants learn about many topics and interact with various applications by navigating the platform and applying their newly acquired knowledge.

ServiceNow Fundamentals is a three-day course taught both as Instructor-Led Training (ILT) and Virtual Instructor-Led Training (VILT) in time zones throughout the world.

Extensive hands-on exercises are included with each course module to reinforce the lecture concepts and provide practical experience. Exercises are performed in a personal dedicated training instance.

Several instructor-led group activities such as knowledge checks, concept reviews, and open discussions are embedded throughout the course flow. Participants are able to validate their newly acquired knowledge as well as benefit from real life business scenarios shared by fellow students.

## What You'll Learn

A combination of lecture content and labs in the ServiceNow Fundamentals course will summarize fundamental platform features by:

- Describing the ServiceNow user interface,
- Providing a summary of the database schema,
- Demonstrating uses for commonly accessed applications, and
- Introducing advanced functionality, such as scripting and application development

## Who Needs to Attend

This course is designed for all Customer and Partner users, and ServiceNow Employees in technical roles such as Technical Consultant, Architect, and System Administrator, who are expected to work within the ServiceNow platform.

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VIRTUAL CLASSROOM LIVE

\$2,700 USD

3 Day

## Virtual Classroom Live Outline

### Module 1: User Interface & Navigation

#### Objectives:

- Demonstrate how to navigate to applications and modules in ServiceNow using the Application and Filter Navigators
- Create views and filters for a table list
- Update records using inline editing
- Configure a form view using Form Layout and Form Designer
- Describe how to create and update records in a form view
- Understand how to modify the colors in an instance for the logged-in user as well as for users in the instance

#### Labs:

- Lab 1.1 - Navigate the platform utilizing the Application Navigator
- Lab 1.2 - Configure a list view and create a shareable list filter
- Lab 1.3 - Configure a form view and update records
- Lab 1.4 - Use the Basic Configuration UI16 module to apply branding to the platform

### Module 2: Collaboration

#### Objectives:

- Explain how to access the service portal for the instance
- Understand how to submit an incident through the service portal
- Discuss when the My Work and My Groups Work modules should be used
- Demonstrate how to use work notes, additional comments, and connect chat to collaborate on a task
- Describe the differences between events and notifications

- Create a reporter by modifying an existing report using the Report Designer
- Share a report with a group

**Labs:**

- Lab 2.1 – Practice group task management by using form work notes and chat
- Lab 2.2 – Create, test, and verify a notification
- Lab 2.3 – Create a simple report and share it with a group of users

**Module 3: Database Administration**

**Objectives:**

- Explain the hierarchy of tables, records, and fields
- Differentiate the classes of tables in ServiceNow
- Identify different field types in a record
- Demonstrate how to create access control rules
- Discuss how access controls are evaluated
- Explain how to use import sets to populate data in a table
- Describe the purpose of the CMDB
- Create a new CI class in the CMDB along with relationships to other CIs

**Labs:**

- Lab 3.1 – Create a new table with accompanying lists and forms
- Lab 3.2 – Practice restricting access to data by defining security controls
- Lab 3.3 – Populate a table with data records using Import Sets
- Lab 3.4 – Establish relationships in the configuration management database

**Module 4: Self-Service & Process Automation**

**Objectives:**

- Create a Knowledge Base article by importing a Word document
- Explain how to locate and approve knowledge base articles
- Define, apply, and test user criteria on the knowledge base
- Demonstrate how to create a catalog item with variables
- Use the Try It functionality to test catalog item ordering
- Create a Flow Designer Flow and associate it with a service catalog item
- Test the flow by ordering a catalog item

**Labs:**

- Lab 4.1 – Import knowledge content and practice publishing an article
- Lab 4.2 – Create a catalog item
- Lab 4.3 – Create a Flow and associate it to the catalog request process, then test it

**Module 5: Introduction to Development**

**Objectives:**

- Demonstrate how to create a UI Policy and UI Policy Action to make a field read-only, mandatory, or visible
- Explain how a business rule can be used to display messages to the user
- Understand which changes are captured in Update Sets

- Create an update set to capture form changes
- Outline the process of completing and exporting an update set
- Identify the steps to retrieve, preview, and commit an update set

**Labs:**

- Lab 5.1 – Practice implementing various script types
- Lab 5.2 – Work with update sets to capture configuration changes
- Lab 5.3 – Register a developer instance and work with Update Sets

**Module 6: Capstone Project**

**Objectives:**

Reinforce various topics presented in ServiceNow Fundamentals

Apr 16 - 18, 2025 | 9:00 AM - 5:00 PM CDT  
Apr 21 - 23, 2025 | 9:00 AM - 5:00 PM EDT  
Apr 30 - May 2, 2025 | 9:00 AM - 5:00 PM CDT  
May 12 - 14, 2025 | 9:00 AM - 5:00 PM EDT  
May 14 - 16, 2025 | 9:00 AM - 5:00 PM CDT  
May 19 - 21, 2025 | 9:00 AM - 5:00 PM EDT  
May 20 - 22, 2025 | 9:00 AM - 5:00 PM CDT  
May 27 - 29, 2025 | 9:00 AM - 5:00 PM CDT  
May 28 - 30, 2025 | 9:00 AM - 5:00 PM EDT  
Jun 2 - 4, 2025 | 9:00 AM - 5:00 PM CDT  
Jun 9 - 11, 2025 | 9:00 AM - 5:00 PM CDT  
Jun 11 - 13, 2025 | 9:00 AM - 5:00 PM EDT  
Jun 16 - 18, 2025 | 9:00 AM - 5:00 PM CDT  
Jun 23 - 25, 2025 | 9:00 AM - 5:00 PM EDT  
Jun 30 - Jul 2, 2025 | 9:00 AM - 5:00 PM CDT

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ON-DEMAND

\$0 USD

## On-Demand Outline

- Book Help
- SNAF Introduction
- SNAF Module 1: ServiceNow - The Modernized Work Experience
- SNAF Module 2: Explore the Power of the ServiceNow Platform
- SNAF Module 3: Configure Applications for Business
- SNAF Module 4: Configure Self Service
- SNAF Module 5: Enable Productivity
- SNAF Module 6: Manage an Instance
- SNAF Module 7: Manage Data
- SNAF Module 8: Package Enhancements for Testing
- SNAF Module 9: Capstone Project
- Certified System Administrator Voucher Info
- Instance Help

## On-Demand Labs

- SNAF Labs: Know Before You Go
- SNAF Module 1 Labs
- Lab 2.4 - 2.6 Introduction
- SNAF Module 2 Labs
- Module 3 Labs
- Module 4 Labs
- Module 5 Labs
- Module 6 Labs
- Module 7 Labs
- Module 8 Labs





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PRIVATE GROUP TRAINING

3 Day

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