

# SERVICENOW ADMINISTRATION ADVANCED

Course Code: 821292

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.

## What You'll Learn

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

## Who Needs to Attend

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.

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CLASSROOM LIVE

\$1,900 USD

2 Day

Classroom Live Outline

## 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: Integration Hub

### **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



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VIRTUAL CLASSROOM LIVE

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2 Day

Virtual Classroom Live Outline

## 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
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- Lab 3.1: Session Debug
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## Day 2

### **Module 4: Integrations**

- Lab 4.1: Web Services
- Lab 4.2: Flow Designer
- Lab 4.3: Integration Hub

### **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

Feb 12 - 13, 2026 | 9:00 AM - 5:00 PM CST

May 14 - 15, 2026 | 9:00 AM - 5:00 PM CDT

Jun 16 - 17, 2026 | 9:00 AM - 5:00 PM CDT

# SERVICENOW ADMINISTRATION ADVANCED

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ON-DEMAND

\$0 USD

On-Demand Outline

## **SNA**A Welcome

### **SNA**A Module 1: Application Data Management

- SNA Applications
- SNA Data
- SNA indexes

### **SNA**A Module 2: Development and Debugging

- SNA Development
- SNA: Navigation Overview
- SNA Session Debugging
- SNA Script Testing
- SNA Script Debugging

### **SNA**A Module 3: Reporting

- SNA Reporting Review and Database Views
- SNA Report Sources for Reporting
- SNA Dashboards
- SNA Good Practices

### **SNA**A Module 4: Integrations

- SNA Integrations Overview
- SNA Web Services
- SNA MID Server
- SNA Scripted Web Services and Directed Web Services
- SNA Flow Designer and Integration Hub

### **SNA**A Module 5: Access and Security

- SNA Authentication and Authorization
- SNA Instance Hardening

### **SNA**A Module 6: Platform Optimization and Maintenance-Data

- SNA Optimization and Maintenance
- SNA Common Service Data Model (CSDM) Review

### **SNA Module 7: Platform Optimization and Maintenance-Instance**

- SNA Performance Factors
- SNA Instance Maintenance
- SNA Releases and Upgrades

### **SNA Course Complete**

#### On-Demand Labs

- SNA Lab 1.1 Configuration and Update Sets
- SNA Lab 1.2 Clone an Instance
- SNA Lab 1.3 Create a Database Index
- SNA Lab 2.1 Code or No Code / Low Code
- SNA Lab 2.2 Session Debug
- SNA Lab 2.3: Scripts - Background and Fix Scripts
- SNA Lab 2.4: Script Debugger
- SNA Lab 3.1 Report Using a Database View
- SNA Lab 3.2 Report with a Report Source
- SNA Lab 3.3: Create a Dashboard
- SNA Lab 4.1 Web Services
- SNA Lab 4.2 Integration Hub
- SNA Lab 5.1 Data Filtration
- SNA Lab 5.2 Instance Security Center
- SNA Lab 6.1 Data Maintenance
- SNA Lab 7.1 Instance Maintenance
- SNA Lab 7.2 Explore Instance Scan
- SNA Lab 7.3 Upgrades and Calculations



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PRIVATE GROUP TRAINING

2 Day

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