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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	$1,900 USD	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
- 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

Sep 29 - 30, 2026 | 9:00 AM - 5:00 PM CDT

Nov 3 - 4, 2026 | 9:00 AM - 5:00 PM CST

Nov 17 - 18, 2026 | 9:00 AM - 5:00 PM CST

Dec 10 - 11, 2026 | 9:00 AM - 5:00 PM CST

Dec 23 - 24, 2026 | 9:00 AM - 5:00 PM CST

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SERVICENOW ADMINISTRATION ADVANCED

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ON-DEMAND	$0 USD

On-Demand Outline

SNAA Welcome

SNAA Module 1: Application Data Management

- SNAA Applications
- SNAA Data
- SNAA indexes

SNAA Module 2: Development and Debugging

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

SNAA Module 3: Reporting

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

SNAA Module 4: Integrations

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

SNAA Module 5: Access and Security

- SNAA Authentication and Authorization
- SNAA Instance Hardening

SNAA Module 6: Platform Optimization and Maintenance-Data

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

SNAA Module 7: Platform Optimization and Maintenance-Instance

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

SNAA Course Complete

On-Demand Labs

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

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PRIVATE GROUP TRAINING	2 Day

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