ServiceNow System Administration

Module 1 Core Configuration

Objectives:

Configure Navigation, Search and UI options, manage Lists, Forms and Filters, Work with UI Policies, Data Policies, UI Actions, Business Rules and Client Scripts, Use the Mobile Platform and activate Plugins

1. Configuration Essentials Lab: Enable new UI then create Bookmarks; personalize Lists and Forms (with Challenge Component); Create and apply Filters
2. Core Configuration Lab: Create and modify UI Policies, UI Policy Actions, Data Policies and UI Actions; Create a Business Rule; Create a Client Script
3. Mobile Lab: Download IOS Simulator (Mac) or Android Simulator (Windows) then create a new Lost Prototype Incident
4. Plugins Lab: Activate the Syntax Editor Plugin, Personalize the System Plugins List View to display the "Has Demo Data" column and the LiveFeed Document Plugin

Module 2 User Administration

Objectives:

Configure User Accounts, Groups, and Roles

1. User Administration Lab: Add Users, Add new Group Automatically Associated with New User Record, Assign Roles to a Group, Add Users to new Groups, Create and test New Assignment Rule

Module 3 Manage Data with Tables and the CMDB

Objectives:

Add new Tables, Applications and Modules and add Configuration Items (Cis) to the CMDB

1. Tables Lab: Create and Extend Tables, Add Dictionary Override
2. CMDB Lab: Add and Map CIs, Analyze Problems Using BSM Map

Module 4 Manage Data with Import Sets and Update Sets

Objectives:

Create Import Sets and Transform Maps, and create and apply Update Sets

1. Import Sets Lab: Work with Import Sets and Transform Maps
2. Update Sets Lab: Create then Retrieve an Update Set

Module 5 Process Applications

Objectives:

Work with two key ServiceNow Process Applications, Knowledge Base and Service Catalog

1. Knowledge Base Lab: Create and Attach Knowledge Base Articles, View and Edit Knowledge Navigation Add--ons
2. Service Catalog Lab: Create Service Catalog Items, Add Variables to Catalog Items, Add a Variable Set to a Catalog Item, Create a Service Catalog Order Guide

Module 6 Workflows

Objectives:

Workflow Activities, Approvals and Administration

1. Workflows Lab: Create New Workflow and Approvals for an iPhone 4S

Module 7 Core Application Administration

Objectives:

Configure Alerts and Notifications, View Upgrade History and Status, Control System Access and Data Security, and create Baseline Performance Metrics

1. Notifications Lab: Observe a Business Rule and Registry associated with a P1 Change Event, Create a Notification based upon a Business Rule, Configure and send an email notification, Create an SMS a notification

2. Upgrades Lab: Confirm Release and Upgrade Status, Edit New Build Notifications

3. Application Security Lab: Provide Application and Module Access for a specified role, Create an Access Control Rule to allow record Read Access, Create an Access Control Rule to restrict column Read Access

4. Performance Baselines Lab: Establish Baseline Statistics

Module 8 Service Administration

Objectives:

Run Reports, Configure SLAs, Perform Instance Branding and Customization, and Work with Social IT

1. Reports Lab: Run Reports and work with Gauges and Homepages

2. SLAs Lab: Define an SLA for iPhone 4S Catalog Requests

3. Customization Lab: Customize Your Instance: Change banner color, Modify instance name, Add a branding logo

4. Social IT Lab: Chat with a partner; one taking ITIL role, the other taking the System Administrator role, Configure Live Feed to Automatically Post High Priority Incidents

Module 9 Case Study

The Case Study has been divided into 8 task categories to guide to your deployment:

Task 1 – Adding Users, Groups and Roles

Task 2 – Customizing Your Instance

Task 3 -- Importing Users

Task 4 – Scheduling Reports

Task 5 – Adding Knowledge Base Articles

Task 6 -- Personalizing Homepages

Task 7 -- Configuring Security

Task 8 -- Displaying External Webpages