SERVICENOW ADMINISTRATION FUNDAMENTALS

3 days

COURSE OVERVIEW

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

The course offers robust lessons, group discussions, and reviews of real world system administration scenarios. You will also receive your very own sandbox instance for the duration of class to practice lessons learned through a variety of hands-on lab exercises to establish and build upon common concepts and skills.

TARGET AUDIENCE

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

Learning Objectives

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

- Gain functional awareness of base system applications and modules
- Configure applications and modules
- Configure Self-Service
- Enable productivity
- Maintain an instance

- Enhance an instance
- Package enhancements for testing

TEST CERTIFICATION

- Certified System Administrator (CSA)