Course: 
Advanced System Administration

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Are you administering a ServiceNow system and need to fine-tune features based on your organization's needs? Want to learn how to automate more of your company processes? This two-day course provides hands-on practice for implementing new workflows and changing system settings.

Best Practices around a core set of ServiceNow applications are detailed and applied to course work. Starting with a Requirements document, students implement workflows and system enhancements to a ServiceNow system that has been in production for approximately 6-12 months.

A compelling story is woven throughout the course content and lab work to help students learn to:

- Capture class work in update sets to understand their purpose and movement
- Implement new workflows that use a variety of activities to understand how records are generated from workflows
- Coordinate Service Catalog options, including two-step checkout, cart controls, and variables
- Create and link Content Management System (CMS) content blocks and pages to present a menu of services to ServiceNow users
- Use a database view and trend data to do reporting. Field color assignment and security controls are discussed in relation to reporting.
- Implement a Web Services integration and learn about the possible data paths into ServiceNow.
- Set system controls that direct the right data to the right users at the right time.
- Investigate performance issues, learn troubleshooting tools, and use system logs to find issues.

Who should attend:

This course is designed for ServiceNow administrators and consultants who maintain ServiceNow systems that have been in production for approximately 6-12 months and successfully passed the System Administration certification.

Prerequisites:

- Certified System Administrator
- Students should work all of the exercises and labs from lessons 1 – 8 of CodeAcademy’s JavaScript course.
- Scripting in ServiceNow is highly recommended