

# **ServiceNow Certified System Administrator Training**

A 15-day ServiceNow Administrator training course would be designed to provide a comprehensive foundation in ServiceNow platform administration, configuration, and best practices. Below is a suggested breakdown for a 15-day training schedule:

## **Day 1: Introduction to ServiceNow**

- **Overview of ServiceNow:** Understanding the platform, its features, and applications.
- **ServiceNow Architecture:** Cloud-based architecture, multi-instance model, ServiceNow data model.
- **Navigation and User Interface:** UI components, UI themes, and navigation menus.
- **Basic Terminology:** Tables, records, fields, forms, lists, and modules.
- **ServiceNow Instance Setup:** Accessing an instance, basic configurations, and system properties.

## **Day 2: ServiceNow Core Features**

- **Applications and Modules:** Introduction to core modules (Incident Management, Change Management, Service Catalog, etc.)
- **Table and Record Management:** Working with tables, records, views, and forms.
- **Basic Search Techniques:** Filtering, sorting, and reports.
- **User Interface (UI) Customization:** Personalization options, configuring forms and lists.

## **Day 3: User and Group Management**

- **Users and Groups:** Creating, modifying, and deactivating users.
- **Roles and Permissions:** Role-based access control (RBAC), creating and managing roles.
- **Access Control Lists (ACLs):** Understanding and configuring ACLs for data security.

## **Day 4: ServiceNow Security**

- **Security Management Overview:** Authentication, Authorization, and Encryption.
- **Password Policies:** Setting up password rules and session management.
- **Configuring Access Controls:** Understanding and setting up ACLs (Advanced, Record, and Field-Level).
- **Multi-factor Authentication (MFA):** Implementing MFA.

## **Day 5: Data Management**

- **Data Import/Export:** Using the Import Sets, Data Transformation, and Export functions.
- **Data Dictionary:** Table schema, dictionary entries, field types.
- **Transform Maps:** Creating and using transform maps to import data into ServiceNow.

## Day 6: Incident and Problem Management

- **Incident Management:** Creating, assigning, and resolving incidents.
- **Problem Management:** Linkages between incidents and problems, root cause analysis, and known errors.
- **Configuration of Incident and Problem Management Modules:** Workflow, SLA, and notifications.

## Day 7: Change and Request Management

- **Change Management:** Change types, workflows, and approvals.
- **Request Management:** Service Catalog setup, request fulfillment, and approvals.
- **Configuring Service Requests and Change Requests:** Customizing forms and workflows.

## Day 8: Service Catalog and Self-Service Portal

- **Service Catalog Overview:** Creating catalog items and categories.
- **Order Guides:** Designing order guides for end users.
- **Self-Service Portal Configuration:** Customizing the portal and knowledge management integration.
- **Record Producers:** Creating record producers for user requests.

## Day 9: Workflow and Flow Designer

- **Introduction to Workflow:** Workflow types, creating and managing workflows.
- **Flow Designer:** Creating flows, integrating with external systems, and automating processes.
- **Workflow Activities:** Creating and managing activities, conditions, and triggers.
- **Advanced Flow Designer Features:** Subflows, data lookup, and actions.

## Day 10: SLA (Service Level Agreement) Management

- **Understanding SLA, OLA, and UC:** Differentiating between SLA, OLA, and UC (Underpinning Contracts).
- **SLA Creation:** Configuring SLA definitions and conditions.
- **SLA Management:** Applying SLA to incidents, change requests, and other tasks.
- **SLA Monitoring and Reports:** Understanding SLA violations and breach notifications.

## Day 11: Reporting and Dashboards

- **Report Builder:** Creating simple and advanced reports.
- **Performance Analytics:** Introduction to performance analytics, widgets, and scorecards.
- **Dashboards:** Creating custom dashboards for various roles.
- **Scheduled Reports:** Setting up scheduled reporting and email notifications.

## Day 12: Configuration Management Database (CMDB)

- **Introduction to CMDB:** Understanding the CMDB structure and relationships.
- **CI (Configuration Item) Management:** Creating and managing CI records.
- **CI Relationships:** Defining relationships between CIs.
- **CMDB Health:** Identifying and resolving CMDB data issues.

## Day 13: Virtual Agent and Chatbots

- **Virtual Agent Overview:** Introduction to the ServiceNow Virtual Agent.
- **Building Chatbots:** Designing and configuring Virtual Agent dialogs and topics.
- **Integrating with Service Catalog:** Using Virtual Agent for service requests and troubleshooting.
- **Bot Analytics:** Monitoring bot performance and optimizing user interaction.

## Day 14: Advanced Administration and Customization

- **Customizing Forms and UI:** Client scripts, UI policies, and UI actions.
- **Client Scripts:** Writing client scripts for form customization and field validation.
- **Business Rules:** Creating and managing business rules for automation.
- **Scheduled Jobs and Notifications:** Configuring scheduled jobs, email notifications, and alerts.

## Day 15: Review, Best Practices, and Certification Prep

- **Review Key Concepts:** Recap of all key areas covered during the training.
- **ServiceNow Best Practices:** Best practices for configuration, customization, and maintenance.
- **Preparation for Certification:** Tips for the ServiceNow Certified System Administrator (CSA) exam.
- **Hands-on Lab and Troubleshooting:** Working on real-world problems, troubleshooting common issues.
- **Q&A Session:** Final review of any doubts or challenges participants have.

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## Additional Features

- **Hands-On Labs:** Each day, there should be hands-on practice assignments and labs.
- **Case Studies:** Real-life scenarios and case studies should be included to enhance understanding.
- **Assessments/Quizzes:** Daily quizzes to assess understanding and retention.
- **Certification Preparation:** Mock exams and a review to help participants prepare for the ServiceNow Certified System Administrator exam.