



# Certification in Servicenow System Administration

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**Servicenow Administration skills and take your  
career to the next level!**

# Certification in ServiceNow System Administration

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This certification course has been designed by industry experts to help you prepare for the ServiceNow Administration role. You will start by performing core configuration tasks, and work with UI Policies, Data Policies, UI Actions, Business Rules and Client Scripts, then use the Mobile Platform and activate Plugins. You will also add users, groups and roles, then manage data with Tables, the CMDB, Import Sets and Update Sets. You will work with two key Process Applications, the Knowledge Base and the Service Catalog then create Workflow activities and approvals.

## JOB

### 1.3 Million Job Postings

There is a global estimate of 1.3 million job postings for ITSM and ServiceNow administrators are going to be in most demanded resources.

## Growth

### Growing ServiceNow

Expected increase in total addressable market by 2025 is \$10 billion

## Demand

### High Demand

Increase in job postings for ServiceNow-related roles in the past year is 35%

# About Program

Role-based scenarios are used throughout the course to demonstrate the platform's interaction and workflow. Learn about industry jargon (SaaS, Web 2.0, ITIL, etc.) and get hands-on experience with ServiceNow's basic building blocks, which include applications and modules, tables, forms, lists, fields, and the investigation of incident, problem, change, and service catalog. After completing the online requirement, students can start benefiting from a common terminology and standard practical experience with ServiceNow fundamental apps, which helps them succeed in class right away.

## Key Highlights

- ✓ 50 Hrs Instructor-led virtual Training
- ✓ Recording would be provided of all sessions
- ✓ Project / Lab based Training
- ✓ Certification Assistance will be provided
- ✓ Trainer has 18+ years of industry experience

# Program Curriculum

## Module 1

### Core Configuration

1. Configuration Essentials Lab
2. Core Configuration Lab
3. Mobile Lab
4. Plugins Lab

## Module 2

### User Administration

1. Configure User Accounts, Groups, and Roles
2. 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

- 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

# Program Curriculum

## 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



# Case Study

Projects cover the following industries:



Retail



Social Media



Banking



Healthcare



E-Commerce



Insurance



Supply Chain

**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

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