

ServiceNow Administration Advanced

Course Duration : 32 Hours

Course code : SN-ADM-ADV-401

1. Course Overview

The ServiceNow Administration Advanced course is designed for experienced ServiceNow administrators who want to enhance their platform management skills. This course covers advanced configuration, performance optimization, security administration, and best practices for managing large-scale ServiceNow environments.

2. What you'll learn?

- Advanced ServiceNow platform administration
- User, role, and group management
- Advanced security and access controls
- Performance tuning and optimization
- Data management and integrations
- Platform maintenance best practices

3. Target Audience

- ServiceNow administrators
- Platform owners
- ITSM professionals
- ServiceNow developers and implementers
- Technical consultants

4. Pre-Requisites

- ServiceNow Administration Fundamentals knowledge
- Hands-on experience with ServiceNow platform
- Understanding of IT service management processes

5. Course Content (Modules)

Module 1: Advanced Platform Configuration

- System properties and configurations
- Advanced instance management

Module 2: Security and Access Management

- Roles, ACLs, and UI policies
- Data protection and compliance

Module 3: Performance and Optimization

- Instance health
- Debugging and performance tuning

Module 4: Data and Integration Management

- Import sets and transforms
- Web services and integrations

Module 5: Platform Maintenance and Best Practices

- Upgrade strategies
- Monitoring and troubleshooting