

ServiceNow Administration Fundamentals

Course Duration : 24 Hours

Course code : SN-ADMIN-FND

1. Course Overview

The ServiceNow Administration Fundamentals course is designed to provide learners with a strong foundation in administering and managing the ServiceNow platform. This course focuses on core administrative tasks such as user management, application configuration, data management, and platform maintenance. Learners gain hands-on knowledge required to support, customize, and maintain ServiceNow environments effectively while aligning platform capabilities with business requirements.

2. What you'll learn?

- ServiceNow platform architecture and navigation
- User, role, and group management
- Configuring forms, lists, and tables
- Application and module administration
- Data management and import techniques
- Platform security, updates, and maintenance basics

3. Target Audience

- Aspiring ServiceNow Administrators
- IT Service Management (ITSM) Professionals
- System Administrators and Support Engineers
- IT Professionals transitioning to ServiceNow roles
- Freshers and graduates pursuing ServiceNow careers

4. Pre-Requisites

- Basic understanding of IT service management concepts
- Familiarity with web-based applications is recommended
- No prior ServiceNow experience required

5. Course Content (Modules)

Module 1: Introduction to ServiceNow Platform

- ServiceNow overview and architecture
- Navigation and user interface

Module 2: User and Access Administration

- Users, roles, and groups
- Access control rules (ACLs)

Module 3: Data and Application Administration

- Tables, fields, and relationships
- Application scope and modules

Module 4: Forms, Lists, and UI Configuration

- Form and list customization
- Basic UI policies and client scripts

Module 5: Platform Maintenance and Security

- Data import and update sets
- Instance maintenance and security basics