

# ServiceNow Platform Implementation

**Course Duration : 16 Hours**

**Course code : SN-PLT-IMP-301**

## 1. Course Overview

The **ServiceNow Platform Implementation** course focuses on implementing and configuring the ServiceNow platform to support enterprise IT and business processes. This course helps organizations set up core platform features, manage users and data, and prepare the instance for application deployments.

## 2. What you'll learn?

- ServiceNow platform architecture
- Instance setup and configuration
- User, role, and group management
- Data management and security
- Application configuration basics
- Reporting and dashboards

## 3. Target Audience

- ServiceNow implementers
- Platform administrators
- Technical consultants
- IT operations professionals
- Solution architects

## 4. Pre-Requisites

- Basic knowledge of ServiceNow platform
- Understanding of IT service management concepts
- Experience with system administration is helpful

## 5. Course Content (Modules)

### **Module 1: Platform Implementation Overview**

- ServiceNow architecture
- Implementation best practices

### **Module 2: Instance Configuration and Administration**

- Instance setup
- System properties

### **Module 3: User, Role, and Security Management**

- Access control
- Security configuration

### **Module 4: Data and Application Configuration**

- Tables and forms
- Application basics

### **Module 5: Reporting, Dashboards, and Optimization**

- Reports and dashboards
- Platform optimization