

ServiceNow: Basic Administration

This entry-level ServiceNow administrator course isn't a certification course, instead it's focused on practical skills for managing users, building workflows, and securing data. IT support specialists and junior system administrators will practice high-value skills like workflow automation, service catalog management, and creating dashboards.

[CBT Nuggets course material](#) →

WEEK 1

ServiceNow Administration Basics

- A Brief Tour of the Admin Tools
- Setting Up A Developer Instance
- Key Terminology in ServiceNow
- Common Admin Tasks
- Challenge & Solution

Basics of User & Role Management

- Users, Roles, and Groups
- Creating and Managing Users
- Working with Groups
- Creating and Assigning Roles
- Testing Roles From the User's Point of View
- Challenge & Solution

Managing Data Access with ACLs

- The Basics of ACLs
- The Access Control Fields
- Creating New Access Control Rules
- Challenge & Solution

Working with Tables

- How Do ServiceNow Tables Work?
- Creating Application-Scoped Tables
- Configuring Table Fields
- Using Reference Fields to Link Tables
- Challenge & Solution

Using the Form Builder

The Form Builder

Using the Form Builder

Managing Fields on the Form Builder

Testing Out Your Changes

Challenge & Solution

Workflows and Workflow Automation

What Are Workflows in ServiceNow?

The Components of Workflow Design

Creating a Simple Workflow with the Flow Designer

Challenge & Solution

ServiceNow Workflows In-Depth

Using The Different Triggers

Looking Up Data and Using "For Each"

Repeating Actions and Waiting

Challenge & Solution

Managing the Service Catalog

Service Catalog Management Basics

Creating New Catalog Items

Connecting Catalog Items to Workflows

Creating Record Producers

Challenge & Solution

Working with Email Notifications

Basics of ServiceNow Notifications

Connecting Email Accounts to ServiceNow

Creating ServiceNow Notifications

Challenge & Solution

Advanced Notification Concepts

Automatically Reacting to Incoming Emails

Testing Email-Triggered Flows

Email Templates and Layouts

Creating Templates and Layouts

Challenge & Solution

Update Sets and Deployment

What Are Update Sets?

Creating an Update Set

Exporting and Importing Update Sets

Resolving Conflicts

Challenge & Solution

Reporting in ServiceNow

What are Reports?

Creating a Report

Sharing and Scheduling Reports

Challenge & Solution

Tracking KPIs with Platform Analytics

What are KPIs?

Creating an Indicator

Data Collection Jobs

Troubleshooting KPIs

Challenge & Solution

Working with Breakdowns

Understanding Breakdowns

Creating a Breakdown Source

Creating a Breakdown and Breakdown Mapping

Running a Data Collector Job for Breakdowns

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Walkthrough: Building a Room Reservation System

An Overview of the System We'll Be Building

Creating a Reservations Table

Creating a Catalog Item

Creating a Workflow

Challenge & Solution

Walkthrough: A Fully-Automated Onboarding Flow

The Value of Automated Onboarding

Triggering and Adding Flow Logic

Creating Subflows

Creating a Task-Based Table

Challenge & Solution