

# ServiceNOW Admin Training Course

## **Overview**

ServiceNOW is an ITIL V3 based tool, designed to provide various functionality to support all type of Business Users of different needs like CIO Support, Asset Management and Incident Management etc. It provides the freedom to completely customize the instance and preserve the changes even after an upgrade. Being a software which is on cloud, it is easily accessible over different locations. It is built on a single platform and everything is provided as SaaS (Software as a Service).

## **ServiceNOW Admin Training**

Following are the topics that will be covered under Admin training:-

### **Introduction to Service Now**

- What is Service Now
- Why and who can use Service Now
- Concept of cloud computing in Service Now
- Introduction to ITIL foundation
- Navigation and users

### **Incident Management**

- Overview
- Incident management process
- Continual service improvement to incident management

### **Change Management**

- Overview
- Change management process (Raising, planning and Authorize)
- Change management workflow and change task
- Continual service improvement to change management

### **Problem Management**

- Overview
- Problem management process (identify, Investigate, Resolve)
- Problem management workflow and problem task types
- Continual Service improvement to problem management
- Context menu

### **Asset and Configuration management**

- Introduction to CI and Asset
- Class and category CI
- Model and type of assets
- CMDB Plug-in and CI Relationships

### **Knowledge Management**

- Overview

Knowledge Management Roles  
Application and Modules  
Using Knowledge  
Creating Knowledge  
Translating Knowledge  
Tracking and Reporting on Knowledge

### **SLA & SDLC**

Introduction to SLA,OLA and UPC  
SLA Workflow  
Service Level Agreement  
SDLC In Service now

### **Best Practices**

Best Practices that should be kept in mind while doing Admin stuff example  
Naming Conventions, data loading etc.