

# ServiceNow System Administrator Syllabus Topics

## Platform Overview and Navigation

- ServiceNow Platform overview
- Platform capabilities and services
- The ServiceNow Instance
- Next Experience Unified Navigation

## Instance Configuration

- Installing applications and plugins
- Personalizing/customizing the instance
- Common user interfaces in the Platform

## Configuring Applications for Collaboration

- Lists, Filters, and Tags
- List and Form anatomy
- Form Configuration
- Form templates and saving options
- Advanced Form Configuration
- Task Management
- Visual Task Boards (VTBs)
- Reporting, Dashboards, and Performance Analytics
- Notifications

## Self Service & Automation

- Knowledge Management
- Service Catalog
- Flow Designer
- Virtual Agent

## Database Management

- Data Schema
- Application/Access Control
- Importing Data
- CMDB and CSDM

## **Data Migration and Integration**

- UI Policies
- Business Rules
- System update sets
- Scripting in ServiceNow